



**City of Kingston
Information Report to Council
Report Number 16-199**

To: Mayor and Members of Council
From: Denis Leger, Commissioner, Transportation, Facilities and
Emergency Services
Resource Staff: Shawn Armstrong, Fire Chief, Kingston Fire & Rescue
Date of Meeting: June 21, 2016
Subject: 2015 Kingston Fire & Rescue Annual Report

Executive Summary:

The Kingston Fire and Rescue (KFR) Annual Report provides an overview into the programs, activities and achievements of the KFR in support of its mission. The 2015 annual report provides a summary of the performance of services provided by KFR to the community. Its purpose is to inform Council of operational changes which may affect the services provided by KFR.

This report presents the 2015 Kingston Fire & Rescue Annual Report.

Recommendation:

This report is for information only.

June 21, 2016

Page 2 of 3

Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Denis Leger, Commissioner of
Transportation, Facilities and
Emergency Services**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

Gerard Hunt, Chief Administrative Officer

Consultation with the following Members of the Corporate Management Team:

Lanie Hurdle, Community Services	Not required
Jim Keech, President and CEO, Utilities Kingston	Not required
Desiree Kennedy, Chief Financial Officer & City Treasurer	Not required

June 21, 2016

Page 3 of 3

Options/Discussion:

The Kingston Fire & Rescue (KFR) Annual Report provides Council with evaluative information on the organization's performance. Although the Annual Report provides specific information about fire service operations it is also intended to provide an evaluation of the overall operational performance as it relates to public safety standards and legislation affecting the provisions of public fire protection in Ontario. The 2015 Annual Report provides details of operations and highlights fire statistics, risk management and detailed fire prevention activities.

Existing Policy/By-Law:

Establishing and Regulating Bylaw for Fire & Rescue Services
Master Fire Plan 2010 (endorsed in April 2011)

Notice Provisions:

Not applicable

Accessibility Considerations:

Not applicable

Financial Considerations:

Not applicable

Contacts:

Shawn Armstrong, Fire Chief, Kingston Fire & Rescue

613-548-4001 ext. 5203

Other City of Kingston Staff Consulted:

Not applicable

Exhibits Attached:

Exhibit A - Kingston Fire & Rescue 2015 Annual Report

KINGSTON FIRE & RESCUE 2015 ANNUAL REPORT

For information on programs and services, or to obtain a copy of the Kingston Fire & Rescue 2015 Annual Report, go to CityofKingston.ca/fire

The Kingston Fire & Rescue 2015 Annual Report is available in alternate formats by request.

Table of Contents

Message from the Commissioner	3
Message from the Fire Chief	4
Fire Department Organizational Structure	5
Administration	6
Fire Prevention/Public Education	7
Training and Staff Development	9
Emergency Operations	10
Mechanical and Facility Maintenance	13
Communications	14
Office of Emergency Management	15

Message from the Commissioner

Kingston Fire & Rescue (KFR) provides critical services that help keep our community and citizens safe. KFR firefighters and staff serve the city through excellence in emergency management, fire prevention, education, and emergency response.

KFR continues to be proactive in its approach to safety through focus on prevention through education, inspections and enforcement.

Quality of service through sustainable measures and innovation remains a key objective and theme for KFR as it delivers services on the basis of its four-year operating plan (2015-2018). The plan sets out objectives and related strategies to deliver effective and efficient services with a view to enhancing community and citizen safety.

The KFR multi-year operating and capital plans are aligned to Council's priorities and support the City's mission, vision and values.

As the Commissioner responsible for KFR, and on behalf of the City's Corporate Management Team, I would like to acknowledge and commend the KFR team for its continued dedication and its many accomplishments in 2015.

Denis Leger, Commissioner,

Transportation, Facilities and Emergency Services

Message from the Fire Chief

In 2015 Kingston Fire & Rescue, (KFR) continued to proudly serve the community with teamwork, professionalism, integrity and respect. This annual report provides a snapshot of our activities and highlighting KFR's comprehensive approach to fire protection services for our community.

All divisions within KFR are aligned in delivering service excellence in all that they do, whether it be educating the community on the dangers of fire, establishing better fire protection systems within occupancies or fighting a stubborn fire. All efforts are taken to protect life, property and the environment from dangerous conditions. Throughout this report you will see the complexity and range of services delivered continually each and every day.

KFR knows the importance of delivering quality effective and efficient emergency services and continues to measure the quality of the services provided on a daily basis. 2015 data analysis provided many insights and options for service delivery. As a result, KFR will work to seek an international certification through a continuous quality improvement process known as Certified Fire Accreditation International, CFAI. This quality improvement process will further assist KFR in ensuring continuous day to day excellence while providing a process to determine future service needs in a transparent and collaborative way.

Finally, I wish to acknowledge the tremendous efforts of the KFR team in leading service excellence in order to keep us safe and secure throughout the years.

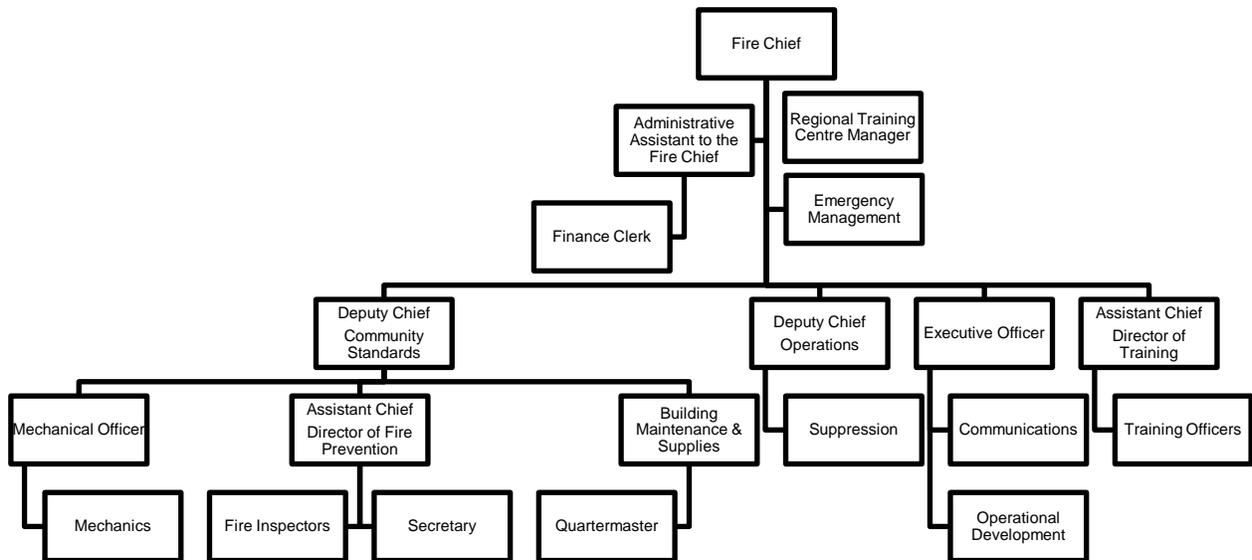
K. Shawn Armstrong, Fire Chief
Kingston Fire & Rescue

Fire Department Organizational Structure

KFR is organized into seven divisions:

- Administration
- Fire Prevention/Public Education
- Training and Staff Development
- Emergency Operations
- Mechanical and Facilities Maintenance
- Communication
- Office of Emergency Management

The following is the 2015 KFR Organizational Chart:



Administration

The Administration Division establishes departmental policies and priorities and is responsible for the overall management of the KFR service. The Fire Chief is responsible through the Commissioner of Transportation, Facilities and Emergency Services for the delivery of fire protection services for the City of Kingston. Among these responsibilities are: establishment of personnel standards and policies, work schedules, public relations and the continuous review of operations and performance.

A new Fire Chief was hired towards the end of 2015. The new Chief will work with all concerned to ensure services continue to be in alignment with Council priorities and meet Corporation's objectives. In addition, the Chief will support and lead the KFR Management Team to ensure a corporate approach to emergency management is taken, an assessment of the current buildings and apparatus's condition is undertaken and a business plan for the next phase of the regional training centre is developed.

Located at 3 Terry Fox Drive, the regional training centre is a state of the art fire, and public safety training facility designed to provide both theoretical and practical "live" training to in-service firefighters, industrial customers, and external stakeholders. A wide variety of live fire and non-live fire training props are available on our twenty four acre site. The live fire props within the training centre are designed to simulate several key types of fires. As we transition to the final phase of construction, considerable efforts are being made to identify new partners and enhance our training capacity. The development of potential future users will enable us to access and deliver provincial curriculum and expand professional training opportunities locally. Many partnership discussions occurred in 2015 and we look forward to becoming provincially recognized as a regional training centre and continuing to expand the programming available.

In 2015, KFR Administration working with internal and external partnerships received approval of an application for federal funding for the Kingston Interoperability Safety and Security (KISS) Project resulting in a \$1.5 million grant from the Canadian Safety and Security Program. The KISS project will provide a common operating picture that will enhance the overall abilities of emergency services to coordinate and address dynamic emergencies. The ability of Police, Fire and EMS to know in real time locations of multiple agency resources and emergency tactical activities will result in enhanced safety of first responders and improved efficiency of emergency services.

Fire Prevention/Public Education

KFR is committed to reducing the loss of life and property and the protection of the environment. Public fire and life safety education forms an integral part of delivering fire protection service. We continue to provide core educational, fire, and life safety messages to numerous groups and organizations.

The following are notable programs that continued to add value to the community in 2015:

- Stop texting campaign
- Wake Up Kingston campaign
- False Alarm By-Law
- Provincial wide safety campaigns

Fire Prevention Week 2015

Fire Prevention Week was established to commemorate the Great Chicago Fire, the tragic 1871 conflagration that killed more than 250 people, left 100,000 homeless, destroyed more than 17,400 structures and burned more than 2,000 acres. The fire began on October 8, but continued into and did most of its damage on October 9, 1871. Working smoke alarms was this year's theme with "hear the beep where you sleep" for the annual awareness campaign. KFR provided numerous activities and educational events to create greater awareness of the fire prevention week theme including a pancake breakfast that continues to be a community favourite.

Community Fire Safety Education

The City of Kingston has numerous health care and group homes that are considered vulnerable occupancies. The Fire Prevention/Public Education Division ensured that all of these facilities were completely inspected and fully in compliance with the Ontario Fire Code. Fire drills and training were also conducted at these facilities to enhance fire safety and ensure that staff was in compliance with the regulations under the Ontario Fire Code.

Educational programs remain the most effective way to prevent fires. KFR continues to focus on a proactive approach of reducing fires by providing an assortment of fire safety education programs to students and youth. KFR focuses on providing valuable fire safety information to selected grades.

Media Resources

KFR maintains a comprehensive website, with a variety of fire safety and fire service information at: www.cityofkingston.ca/fire .

KFR continues to build on its social media presence with ongoing development in a variety of social media formats. KFR is also actively engaged with local media ensuring timely and appropriate messages are conveyed to the public.

Fire Code Compliance

Ensuring compliance to fire legislation is primarily carried out by the Fire Prevention/Public Education Division. This is accomplished by enforcement of various codes, performing routine fire safety complaint and request inspections.

KFR also conducts target inspections based on selected areas of risk identified within the community. The targeted inspection approach provides a proactive approach to addressing enforcement and risk.

Ensuring compliance addresses mandated code issues, enforcing municipal by-laws, issuing orders and court action as required. The Division reviews and approves various permits, construction plans, site plans and subdivision/development agreements. When compliance is not or cannot be achieved fire code violations are pursued in Provincial Offences Court.

Fire Cause Determination

All fires are investigated for cause and origin and when required a comprehensive investigation is completed. In 2015 investigators examined numerous fire scenes and conducted various investigations identifying fire safety risks, preventable behaviours and criminal activities. Not all fire scenes are criminal however, joint investigations are regularly conducted with the Kingston Police Service, Office of the Fire Marshal and other agencies to identify fire origins and determine if any crime is connected to the fire scene being examined.

Continuous Improvement

The Fire Prevention division undertook an extensive internal workflow analysis in 2015 resulting in a renewed focus on improved service which identified opportunities to enhance service deliverables by streamlining some internal processes. Several additional workflow streams were identified for future development in 2016 to ensure the Division remains community focused and accountable.

Training and Staff Development

The Training Division works in concert with all divisions of KFR as well as representatives from external agencies, other fire services and educational institutions to deliver a high standard of training and knowledge to all staff, both full time and volunteer, across 487 square kilometers coverage area.

In 2015 the Training Division was involved in training KFR officers to become certified in Blue Card Command. This certification program provides Company Officers and Command Officers knowledge on how to standardize local incident operations. This program combines online learning with classroom work and computer simulation training to practice command structure for various types of situations. Primarily, the program focusses on the types of structure fires that form the majority of our responses and allows us to use a standardized approach for all incidents.

KFR continues the transition to web based training and e-learning. The delivery of online education reduces cost which allows for more learning opportunities for personnel as well as more flexibility for schedules. The Training Division provides all recruits with an in-house training program that encompasses the training requirements and qualifying standards mirrored by NFPA 1001 Firefighter I and Firefighter II. This program must be completed and an examination passed before the recruits are assigned to active duty. A formal graduation ceremony is held for family and friends at the completion of the program.

Emergency Operations

KFR is a composite force of 120 career and 160 volunteer suppression personnel. KFR responds to emergency incidents such as fires, motor vehicle collisions, medical assistance, and hazardous materials spills. Upon arrival at all emergency incidents the primary response objectives are preservation of life safety, fire incident control and property and environmental conservation. These objectives enable our suppression personnel to have clear and consistent direction during an emergency incident.

Through our ongoing specialized training and education program, our suppression staff received training on how to deal with hazardous materials encountered at an emergency scene. This training provided our staff with the knowledge and skills necessary to deal with the releases (or potential releases) of hazardous materials as part of their normal duties. Also included in this package, was the HazMat Incident Commanders course that was delivered to all senior staff to deal with these types of incidents at a strategic level.

KFR also maintains a fully trained Technical Rescue team that is available to respond to specialized operations on a 24/7 basis. This team requires specific and advanced training to deal with incidents such as water/ice rescue, technical rope rescue, confined space rescue and trench rescue. As part of this team's ongoing training, structural collapse training was added to its list of specialities. This course provided our team with the knowledge and skills to operate safely and effectively in structural collapse incidents involving the collapse or failure of light-frame, ordinary construction, unreinforced and reinforced masonry construction.

The following is a chart of the 2015 incident responses and dollar loss:

District	District Fire Dollar Loss	District Stations	Station Incidents
#1	\$486,000	Station #1 1648 Joyceville Rd	71
		Station #2 3505 Brewers Mills Rd	26
		Station #3 211 Gore Rd	292

#2	\$2,904,184	Station #4 271 Brock Street	854
		Station #5 171 Railway Street	718
		Station #6 262 Palace Rd	800
District	District Fire Dollar Loss	District Stations	Station Incidents
#3	\$1,046,750	Station #7 905 Woodbine Rd	603
		Station #10 127 Days Rd	244
District	District Fire Dollar Loss	District Stations	Station Incidents
#4	\$566,700	Station #8 1485 Unity Rd	91
		Station #9 2835 Hwy 38	33
District	District Fire Dollar Loss	District Stations	Station Incidents
Mutual Aid (responses outside of the City of Kingston)			5

The following provides an overview of 2009-2015 emergency response statistics for the City of Kingston:

Year	Emergency Incidents	Fire Loss Dollar
2015	3,737	\$ 5,003,634
2014	3,553	\$ 3,584,702
2013	3,827	\$40,020,885
2012	3,693	\$ 4,825,674
2011	3,775	\$ 2,086,412
2010	3,769	\$ 4,425,412
2009	3,888	\$ 2,581,920

In 2015 crews responded to a fatal large loss fire in an apartment building on Compton St. in Kingston. As a result the fire loss statistic in this year was substantially higher than all others years except one. In 2013 the large loss Williamsville fire surpassed 40 million in damage.

Mechanical and Facility Maintenance

The Mechanical and Facility Maintenance Division is responsible for the maintenance and repair of all KFR fire apparatus, equipment and fire service facilities. Kingston Fire and Rescue maintains facilities and an inventory of response equipment in order to ensure emergency crews and support staff can successfully operate and respond from strategic points across the area of responsibility.

A major goal of the Division is to ensure the proper life-cycle management of both facilities and fleet assets. Each year the Division reviews the condition, maintenance records and the remaining existing life of facilities and fleet. The forecasted life span of all apparatus and equipment helps with the proper planning and scheduling expenditures tied to the capital budget process.

A preventative maintenance program is in place to ensure the continuous operation of all primary and support vehicles used by KFR.

In 2015, KFR facilities received updated building condition assessments ensuring older fire stations and related building systems are maintained and performing as designed.

Energy conservation features and accessibility upgrades were added to facilities. These upgrades create long term financial savings and assist with corporate energy conservation efforts.

Communications

The goal of the Communication Division is to provide the highest degree of professionalism throughout the entire delivery of services by meeting legislated responsibilities and industry best practices. The combination of skilled and dedicated Communication Technicians and state of the art technology ensures that the citizens receive the best possible service.

KFR is a Public Safety Answering Point (PSAP) for numerous fire departments. The Communication Centre is equipped with the latest communication systems. The Computer Aided Dispatch system interfaces with many other systems such as station alerting, digital paging, digital telephone and radio recording, station rip and run, vehicle computers, automated vehicle location and blackberry's, all of this provides a high level of automation.

In 2015, the new City Wide Radio System was installed which provides a much needed public safety grade radio system available to KFR, Kingston Police, Utilities Kingston and all City Departments. As well in 2015 the KFR Communication Division took on the responsibility of providing fire dispatch services to all of the municipalities in the County of Lennox & Addington. We now have all of our mutual aid partners dispatched from our communication centre resulting in more efficient resource management of mutual aid and automatic aid activities.

Some communication accomplishments in 2015 included:

- Implemented the next generation 911 service requirements
- Purchased and implemented new state of the art text to voice pagers for our Volunteer Firefighters
- Implemented "Pulse Point", the first in Canada! Pulse point is an online cellular phone application designed to advise the community when an emergency is occurring. This is all to strengthen and improve the chain of survival from a cardiac event in our community through early notification, Public access defibrillation units and good community CPR skills.

In 2015, for all of the municipalities of Kingston, Frontenac, Lennox and Addington (KFLA), the Communication Centre received approximately 14,000 telephone calls requesting emergency service, dispatched fire resources to 6,280 emergency incidents, and received approximately 34,000 non-emergency administration telephone calls.

Office of Emergency Management

The City of Kingston's Office of Emergency Management (OEM) has developed a comprehensive emergency management system which has enabled the City to effectively prepare and respond to a wide range of hazards that could lead to a large scale emergency. The success of this program is built on an all-hazards approach to emergency management and strong partnerships within the emergency management community.

Each year, with our community the City of Kingston's Office of Emergency Management (OEM) designs, coordinates and implements a wide variety of initiatives and ongoing activities to ensure compliance with provincial legislation and to strengthen the Corporation's ability to prepare for, respond to, and recover from, major emergencies affecting the Corporation and the residents of Kingston.

In 2015 there was an increased effort to engage and educate the public. Events that were either organized by or that the OEM participated in included:

- Rail Safety Community Workshop
- Kingston Home Show
- Community Safety Presentation
- Emergency Preparedness Week
- CANWARN Environment Canada Education
- Emergency Services Partner Display
- Municipal Emergency Management
- 72 Hour Are You Prepared
- LaSalle High School
- Kingston Frontenac Library Community Preparedness Education
- Canadian Red Cross Personal Preparedness Workshop

The Province of Ontario performs a compliance audit each year of all municipal emergency management programs in Ontario. In 2015, the City of Kingston met all the essential level emergency management program requirements; and the City is well positioned to meet and exceed the annual program compliance requirements in 2016.