

**CITY OF KINGSTON
FIRE & RESCUE
3 YEAR REVIEW
2017 - 2019**





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Fire Chief's Message



Kingston Fire & Rescue (KFR) proudly serves with teamwork, professionalism, integrity and respect. This three-year review provides a snapshot of our activities while highlighting KFR's quality approach to providing fire protection services.

All divisions within KFR are focused on delivering service excellence. All efforts are taken to protect life, property and the environment in the interest of public safety. Throughout this report you will see the care and concern for the community we serve.

Kingston Fire & Rescue is in the final stretch toward achieving international certification through 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 thank the KFR team for leveraging service excellence in order to keep all safe and secure throughout the years.

K. Shawn Armstrong,
Kingston Fire & Rescue

Mayor's Message



On behalf of City of Kingston Council, I'd like to acknowledge Kingston Fire & Rescue for their work within our community to deliver essential emergency services each and every day.

Kingston Fire & Rescue provides front line

emergency services that protect our residents, their property and our environment. Our great city of Kingston depends on our brave Firefighters who work tirelessly for the protection of all who live, work, and enjoy all Kingston has to offer.

The City of Kingston shares a rich history of fire protection across our urban and rural response areas. This, combined with a very large area of responsibility, poses unique needs and circumstances relating to fire protection. Kingston Fire & Rescue actively volunteer by contributing their time and money to support the City's United Way campaign and other community events while taking the opportunity to educate the most vulnerable about the perils of fire.

I thank Kingston Fire & Rescue for continually seeking new ways to improve fire protection services for our community.

Mayor Bryan Paterson

Commissioner's Message



I'd like to congratulate all members of KFR for the dedication and spirit they exhibit each and every day as they work diligently to provide outstanding service to our community. KFR provides the appropriate service delivery across Kingston for urban and regional equity, and is bringing forward more service standard measurements to ensure high quality customer service. These align solidly with Council's guiding principles for achieving the strategic priorities established for 2019-2022.

Kingston Fire & Rescue always rises to meet the challenges faced in the delivery of fire protection services in Kingston. Delivering targeted prevention and education messages that focus on vulnerable populations at risk from fire is but one example of how KFR is addressing the needs of our community. Working with other city partners, KFR staff is helping to deliver on the strategic priorities, such as fostering healthy citizens.

I personally look forward to this team continuing to explore new and innovative ways to provide services to our remarkable municipality.

The City of Kingston is proud of all who work at Kingston Fire & Rescue. Thank you to those who are providing the critical supporting functions and to the many who put their lives on the line each day to protect our community. You exemplify our values of teamwork, pride, integrity and respect.

Brad Joyce,
Corporate Services





About Kingston Fire & Rescue

Mission

Kingston Fire & Rescue’s mission is to protect people and property while minimizing environmental impacts caused from emergency responses. We work collaboratively to provide professional emergency services in a safe and timely manner. We promote safety and innovation through prevention and education in support of fire and life safety for all.

Vision

We are a progressive, innovative service with healthy and satisfied citizens and employees. Our fiscal health enables us to update our infrastructure and grow our community. We support a high quality-of-life for all of our citizens.

Values

- Teamwork
- Respect
- Integrity
- Pride

Standard Response Goals

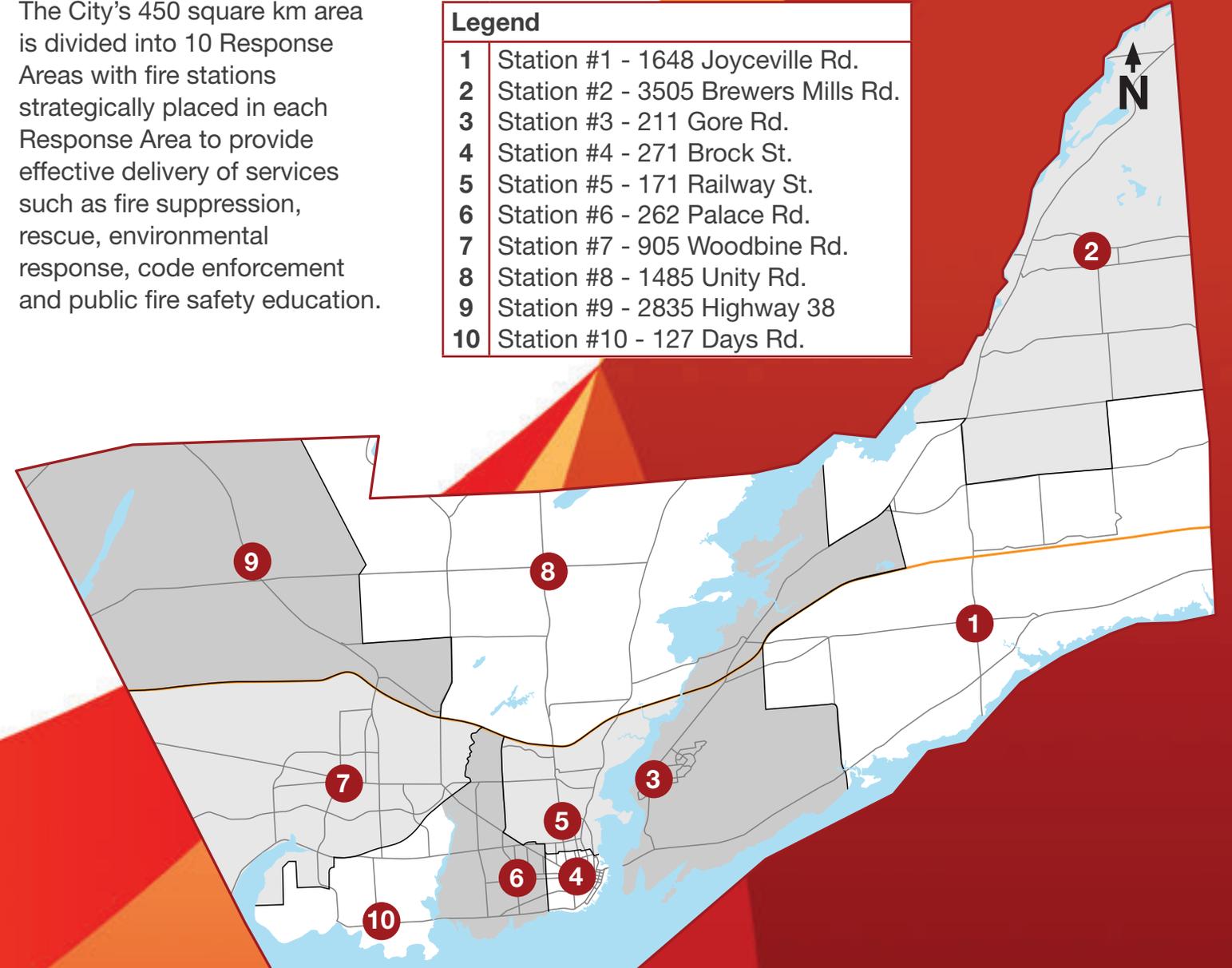
- Safety and Health of Responders
- Save Lives
- Reduce Suffering
- Protect Public Health
- Protect Critical Infrastructure
- Protect Property
- Protect the Environment
- Reduce Economic and Social Losses



Response Areas

The City’s 450 square km area is divided into 10 Response Areas with fire stations strategically placed in each Response Area to provide effective delivery of services such as fire suppression, rescue, environmental response, code enforcement and public fire safety education.

Legend	
1	Station #1 - 1648 Joyceville Rd.
2	Station #2 - 3505 Brewers Mills Rd.
3	Station #3 - 211 Gore Rd.
4	Station #4 - 271 Brock St.
5	Station #5 - 171 Railway St.
6	Station #6 - 262 Palace Rd.
7	Station #7 - 905 Woodbine Rd.
8	Station #8 - 1485 Unity Rd.
9	Station #9 - 2835 Highway 38
10	Station #10 - 127 Days Rd.





Service Recognition

Kingston Fire & Rescue 2017, 2018, 2019 Provincial and Federal Service Medals and Bars Presentation Recipients

Robert Allision

Jeff Anglin

Shawn Armstrong

Shawn Babcock

Doug Blancher

Doug Bodie

Sam Brierley

Ann Bryan

Bob Chan

Paul Chevalier

Graham Christie

Daniel Coffey

Jeff Collett

Terry Collett

Lorne Cooney

Robert Giffin

Michael Guiney

Isabella Harpell

Kevin Hill

Dale Hodgins

Craig Howland

Jill Hulton

Stephen Hunter

Michael Koshowski

Dave Lawson

Greg Masterson

Doug McEwen

Robert McKenzie

Barry Mills

Brian Mortimer

Gus Mosquera

Jamie Neadow

Paul Nolan

Jeff Olejnik

Peter Oosterman

John Osborn

Chris Papi

Jason Riddell

Glenn Roy

William Sands

Carolyn Simkins

Brent Thomson

Ron Timlin

Dan Tourond

Shawn Waller

Zane Whitfield

Jeff Willis

Edward Witjes



Career Retirees 2017, 2018, 2019

Daniel Coffey

Mike Ebacher

Isabella Harpell

Stephen Hunter

Stephen Hurst

Phil Montgomery

Brian Mortimer

Kevin Welsh



Building Resiliency

Workplace initiatives

Employee Engagement Survey

In 2018, all City of Kingston employees had an opportunity to complete the City's first-ever employee engagement survey seeking everyone's impressions of the workplace. The results of the KFR surveys indicated 82 per cent job satisfaction and 80 per cent overall engagement.



82%
Job satisfaction



80%
Engagement

Fire Service Health and Wellness Road to Mental Readiness (R2MR)

- R2MR was developed by the Department of National Defence in 2008/2009 to build awareness of mental illness and operational stress injuries through education.
- Reduces stigma associated with mental illness.
- Increases understanding and support.
- Builds resiliency and mental preparedness for challenges first responders encounter.

In 2018, in conjunction with the City of Kingston Human Resources & Organization Development, Kingston Fire & Rescue (KFR) saw 13 staff members trained as R2MR trainers and deliver training to all KFR staff.

Firefighter Fitness Training

In 2019, KFR Administration began working in cooperation with the firefighters and Queen's University to develop fitness programs to enhance KFR firefighter wellness.

Fitness equipment in stations has been updated to support these fitness programs.



Supporting Our Community

KFR Volunteer Firefighters support Muscular Dystrophy Canada

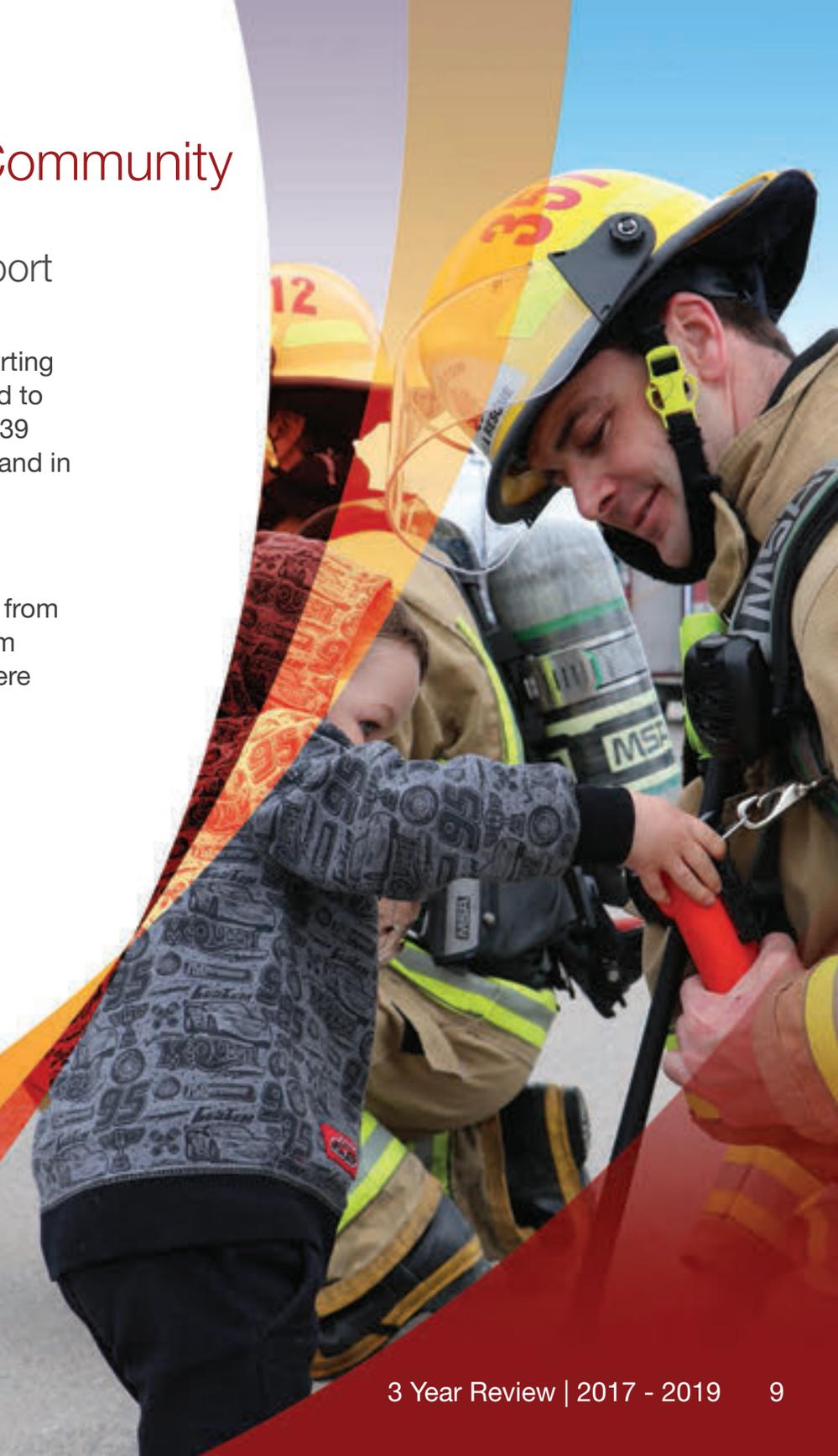
KFR Volunteer Firefighters have been supporting Muscular Dystrophy Canada since 1981, and to date have raised \$264,882. In 2019, \$7,163.39 was raised; in 2018, \$16,671.17 was raised and in 2017, \$23,000 was raised.

United Way KFL&A

A total of \$276,711 in pledges was received from 2017-2019 in support of the United Way from City of Kingston employees. Ten per cent were from KFR employees for a total of 128 employee pledges.



Raised from
2017-2019
\$323,545





Kevin Ottenhof was a Firefighter and Training Officer with Kingston Fire & Rescue, beginning his career in 1998.

Kevin played an important role as a leader and teacher of firefighters and was a role model to many. He raised the level of professionalism within the Fire Service and lived to serve others both within the Fire Department and the community. Kevin passed away while in active service in 2017. He will be remembered as a true hero.

Kevin Ottenhof Scholarship

To recognize Kevin Ottenhof's commitment to and belief in community service, the Kingston Professional Firefighters Association membership established the Kevin Ottenhof Scholarship Fund in 2017.

One scholarship of \$1,000 is awarded annually to a deserving student of an active member of Kingston Fire & Rescue who is continuing their formal education beyond secondary school and has demonstrated a commitment to their school, community, and home life, at the same time living up to the same values Kevin lived by – honour, loyalty, integrity, compassion, and dedication.

The scholarship was given to Katie Mulvihill in 2019 and to Erica Veldman in 2018.



Administration

The Administration Division of Kingston Fire & Rescue is comprised of the Administrative Assistant to the Fire Chief, Finance Clerk, Fire Prevention Secretary, Inventory Clerk, Deputy Fire Chief, the Manager of Administration and Emergency Preparedness, and the Fire Chief.

Administration is part of City of Kingston leadership, and responsible for ensuring a systems approach, oversight and transparency for all fire protection services by:

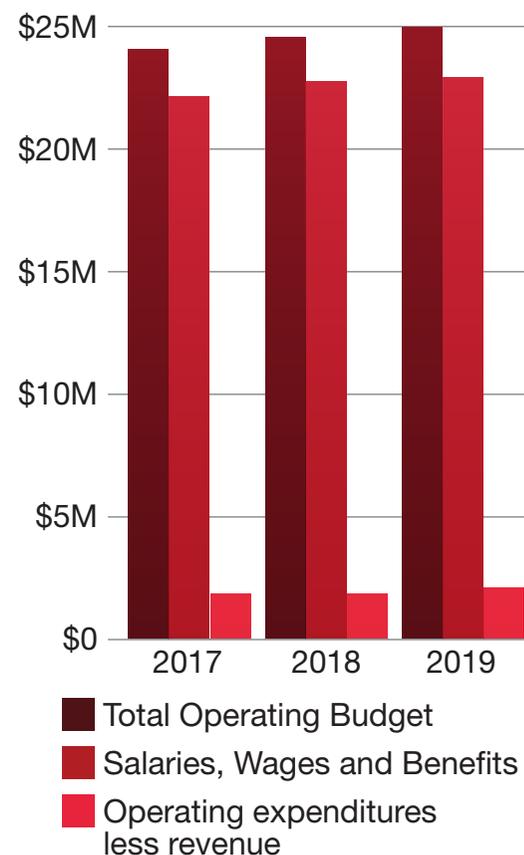
- supporting the provision of fire protection services;
- managing the capital and operating budgets;
- coordinating the Mutual Aid Plan and Automatic Aid agreements;
- recruiting personnel in collaboration with Human Resources, workplace safety; and
- maintaining the City of Kingston Emergency Operations Centre in a constant state of readiness.



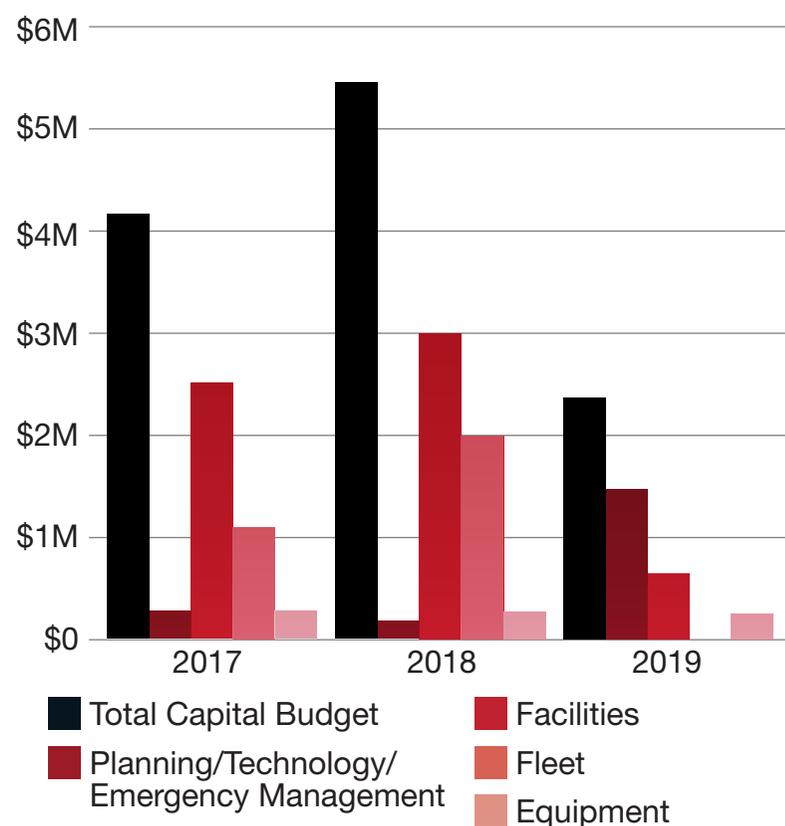


Budget

Operating Budget



Capital Budget



Communications

Kingston Fire & Rescue Communications Division is comprised of a Communications Supervisor and 10 full-time Communication Technicians. Communication Technicians are responsible for handling multiple calls for emergency service, simultaneously.

The Communications Division provides fire emergency dispatch services for nine fire departments, which include the City of Kingston, South Frontenac Township, Central Frontenac Township, North Frontenac Township, Township of Frontenac Islands, Loyalist Township, Stone Mills Township, Town of Greater Napanee, and Addington Highlands Township. Mutual Aid is initiated between these departments through the Communications Division as required.

The dispatch region is comprised of a stretch of approximately 75 kilometres of Highway 401, a mixture of high density urban, rural, and remote areas. This region includes two major provincial parks, many lakes, including Lake Ontario, as well as cottages and many commercial farms.

Incidents Dispatched



2017: 6,646
2018: 7,190
2019: 7,216



Emergency Management

The City of Kingston's Office of Emergency Management assists in preparing for, responding to, recovering from and mitigating emergencies.

Threats to our community are known and determined through a Hazard Identification and Risk Assessment (HIRA), which is reviewed annually through the Emergency Management Program Committee.

Critical Infrastructure within the City of Kingston has also been identified, the protection and restoration of which is essential for recovery after a catastrophic event.

Potential risks faced by Kingston are contained in four broad categories including:



Human Health Emergency



Technological Disasters



Natural Disasters



Human Caused

In catastrophic incidents, the City of Kingston anticipates needing the most assistance in relocating and sheltering individuals and pets affected by disasters.

The City has formed strong partnerships with the following agencies:



Emergency Preparedness Day

Each year, during the Provincially designated Emergency Preparedness Week, the Office of Emergency Management organizes a one-day event which brings together community partners to highlight and educate on the importance of emergency preparedness and the steps residents can take to ensure their families are prepared for emergencies.



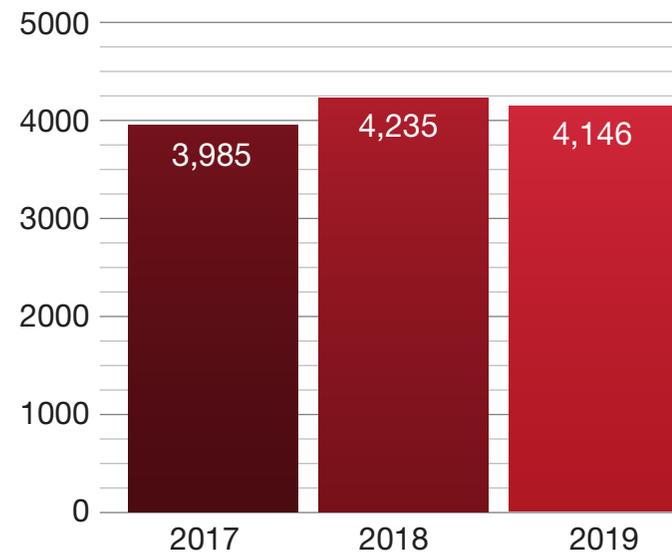


Firefighting Division

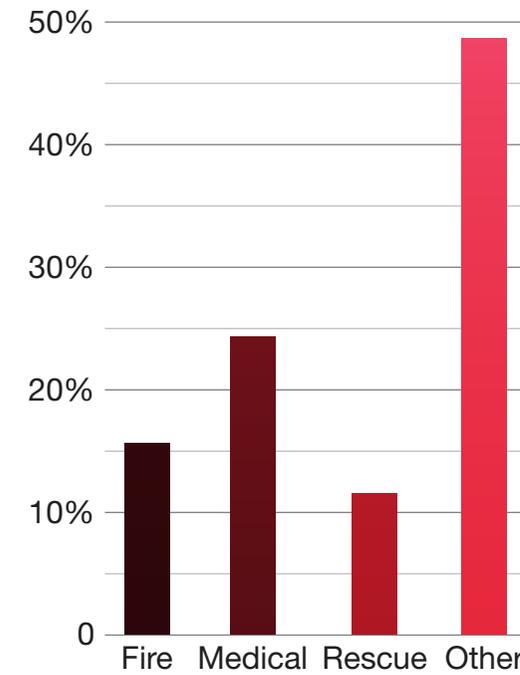
The Emergency Response Division is responsible for responding to emergencies that threaten life, public safety, property and the environment.

Career suppression staff	Volunteer suppression staff	Stations	Front run apparatus	Fire/Rescue Boat
126	165	10	32	1

Total Incident Responses



Incidents By Type



Fire includes:

- Fire
- Other – Cooking/toasting /smoke/ steam
- No Loss Outdoor Fire
- Open Air Burning/ Unauthorized Controlled Burning
- Combustion Explosion

Rescue includes:

- Vehicle Collision/ Extrication
- Persons Trapped in Elevator
- Ice/Water Rescue
- Building Collapse
- High Angle Rescue
- Trench Rescue
- Confined Space Rescue

Medical includes:

- Vital Signs Absent
- Medical/Resuscitator
- Alcohol or Drug Related
- Accident or Illness related
- Asphyxia, Respiratory Condition

Other includes:

- Alarm Activations (non-fire)
- Human- Perceived Emergency
- Gas Leak
- Power Lines Down
- Assistance to Other Agencies
- Spills

Fire Incidents

	Fire Incidents	Property Loss	Content Loss	Dollar Loss
Total	2,005	\$9,401,289	\$1,972,420	\$11,373,709
Urban	1,784	\$6,152,290	\$1,425,620	\$7,577,910
Rural	189	\$2,948,499	\$470,650	\$3,419,149
Highway 401	32	\$300,500	\$76,150	\$376,650



Firefighting Division

Response Time

Kingston Fire & Rescue Response Plan

The Kingston Fire & Rescue Response Plan ensures the appropriate apparatus and staffing are dispatched to provide the necessary resources to control and mitigate incidents that threaten public safety. In 2019, the Kingston Fire & Rescue Response Plan was reviewed and updated to ensure that response policies to incidents meet the current demands of a rapidly changing city.

KFR **Urban** Responses 90th percentile - 3 year summary



Incidents: 11,121



Call Processing Time 1:48	Turnout Time 2:02	Travel Time 6:21	Unit Response Time 7:57
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Incident Duration
38:18

Call Processing Time: The time interval from when the alarm is acknowledged at the communication centre until the response information begins to be transmitted to emergency response units.

Turnout Time: The time interval that begins when the emergency response notification process begins and ends at the beginning point of unit travel time.

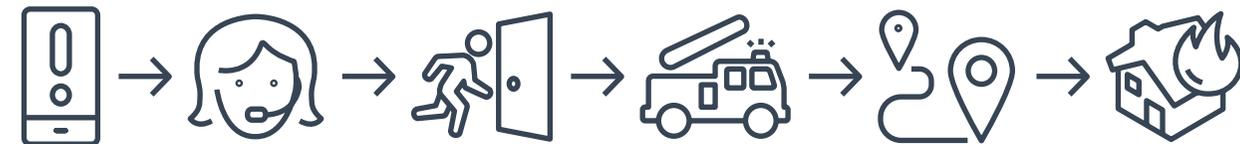
Increased Medical Response Capability

In 2018, Kingston Fire & Rescue partnered with KFL&A Public Health to increase medical response capabilities by becoming able to carry and administer Naloxone to combat Opioid overdoses.

KFR **Rural** Responses 80th percentile - 3 year summary



Incidents: 2,047



Call Processing Time 1:31	Turnout Time 7:13	Travel Time 8:49	Unit Response Time 14:40
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Incident Duration
44:24

Travel Time: The time interval that begins when a unit is en route to the emergency incident and ends when the unit arrives at the scene.

Unit Response Time: The time interval from the receipt of the alarm to when the first emergency response unit is initiating action or intervening to control the incident.



Fire Prevention

The Fire Prevention Division prevents and reduces the loss of life and property through inspections and proactive public education programs.

The Fire Prevention Division conducts inspections of all occupancy types to ensure the fire and life safety requirements of the Ontario Fire Code are enforced using a fair and consistent approach.

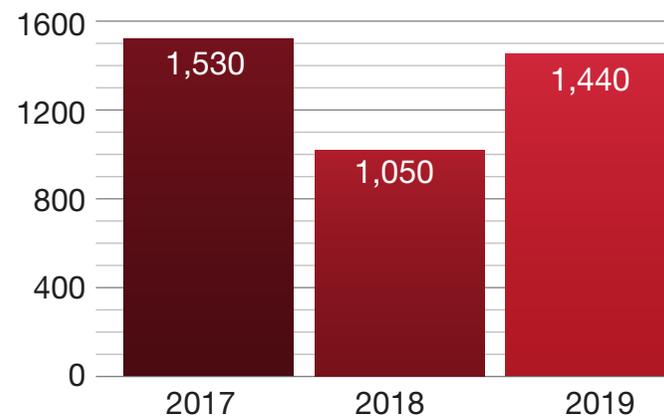
Three Goals of Fire Prevention

- Ensure public education programs are offered and available to all age demographics, with a focus on high-risk populations to preserve life and property.
- Conduct fire safety inspections of all occupancies to match the needs of the communities we serve. This will be accomplished through policies and procedures to ensure a fair and consistent approach for each inspection.
 - Ensure the cause of the fire is determined to effectively analyze and affect loss control.

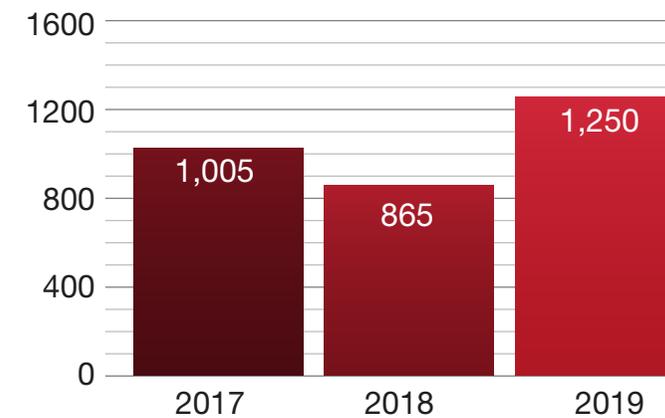
Fire Prevention and Public Education Highlights and Activities

- Created the “Sparky Series”, an educational series of short, fun and accessible videos that teach the importance of fire safety.
- Attended Queen’s University football game and Women’s Hockey.
- Held an open house at Station 3.
- Conducted fire drills at City buildings and Queen’s University’s Residence Buildings.
- Participated in Kingston Immigration Partner/Multicultural events.
- Provided fire-crew training with local builder to review new smoke alarms/strobes.

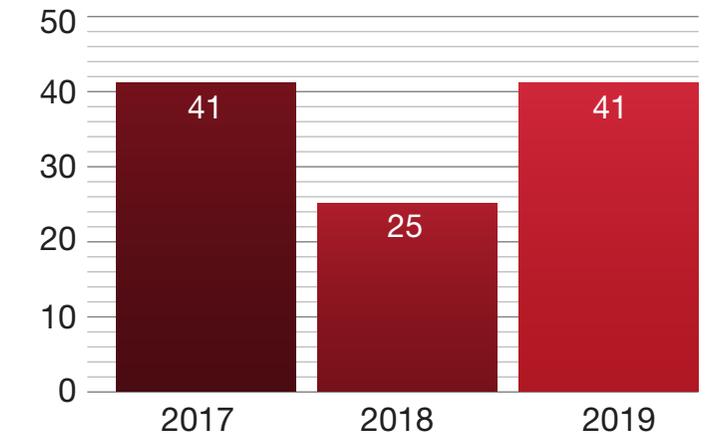
General Fire Code Inspections & Complaints



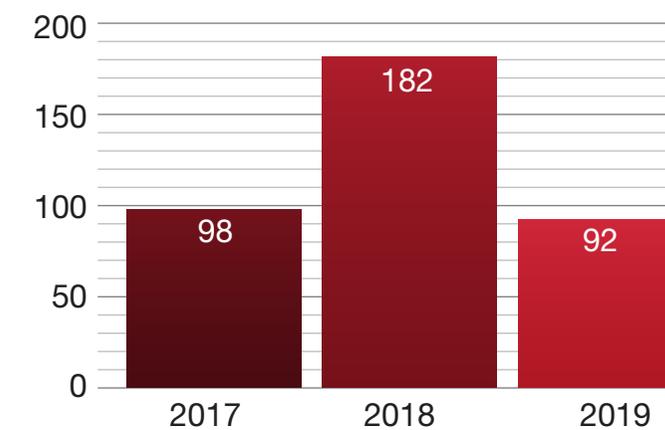
Site Plan & Building Reviews and Inspections



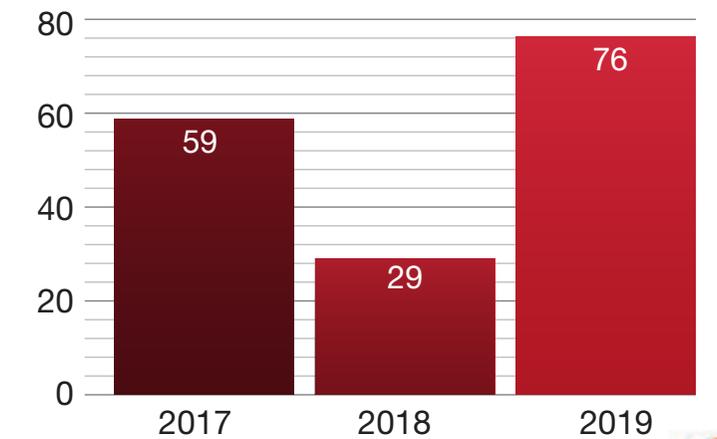
Fire Investigation and Cause Determination



Station Tours, Public Relations & Voluntary Safety Inspections for Residents



Public Access Defibrillator Inspections





Connecting with Community Online

KFR has seen an impressive up-tick in engagement on social media due to a renewed focus on these channels.

Kingstonians are our priority, however the department is seeing its message resonate with audiences across the province, and around the world.

Facebook

 **3,868**
followers

Engagements on Facebook

	2017	2018	2019	430% increase from 2017
	12,703	27,717	67,514	

Twitter

 **7,527**
followers

Engagements on Twitter

	2017	2018	2019	410% increase from 2017
	4,061	9,520	20,827	



Reaching people in



Canada



United States



United Kingdom



Australia



Germany



Top Cities

Kingston, ON
Ottawa, ON
Belleville, ON



Mechanical

The Mechanical Division is comprised of one Mechanical Officer and two Mechanics who provide required maintenance service for KFR apparatus and equipment, including 32 emergency response apparatus. Eighty inspections are completed annually.

The Mechanical Division placed the following new apparatus into front line service:

2017	One 100 platform One Pumper
2018	Two Pumpers
2019	Two Pumpers

Equipped all front run pumpers with heavy rescue equipment for motor vehicle collision responses.



Training

Training Highlights

- Certifying exams were held achieving 181 new National Fire Protection Association (NFPA) certifications within KFR
- 24 technical rescue technicians were trained to deliver technical rescue services
 - 2017 - confined space
 - 2018 - high angle rope
 - 2019 - structural collapse



Looking Forward

KFR has set several ambitious targets that we aim to meet by the end of 2022.

Accreditation

- As KFR continues to review, analyze and improve its emergency response times, our department also works towards achieving accreditation through a process of self-assessment. Accreditation is an internationally recognized achievement through the Center for Public Safety Excellence. Accredited fire departments are often described as being community-focused, data-driven, outcome-focused, strategic, well organized, properly equipped, and properly staffed and trained. Accreditation will provide KFR with a foundation to continue performing to industry best practices and being held accountable through an external peer review.

Communications

- Prepare for the implementation of Next Generation 9-1-1. This is a Canada-wide upgrade to the current 9-1-1 system. Staff training will be completed in advance of a projected 2021 launch.
- Introduce an updated training and continuing education program for Communication Technicians in 2021.

Emergency Preparedness

- Complete a full review of the City of Kingston’s Hazard Identification and Risk Assessment and update the City of Kingston’s Emergency Plans associated with hazards.

Fire Prevention and Inspections

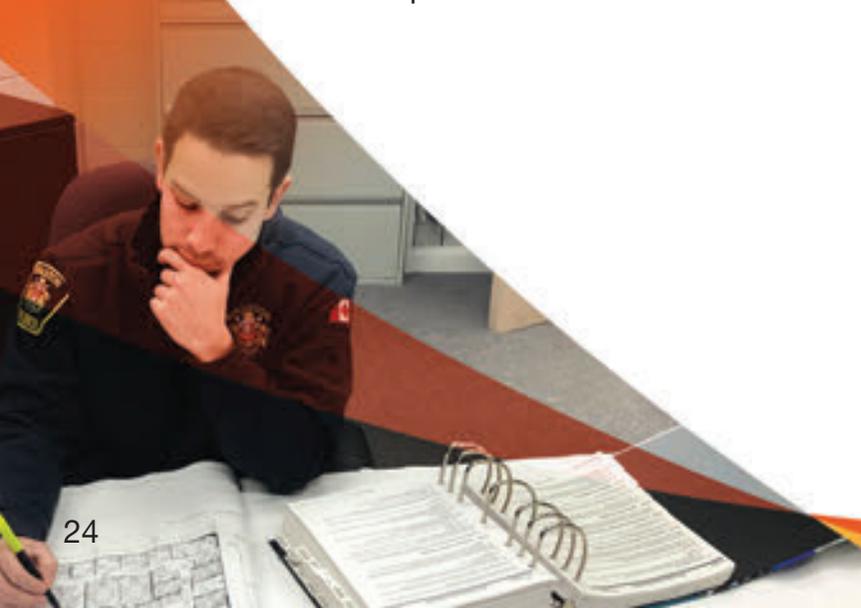
- Research and implement remote visual inspection technology platforms to ensure KFR can adapt to new challenges. This will ensure the utmost safety for staff and the community, while providing flexibility to complete permitting processes in compliance with physical distancing procedures.
- Implement new initiatives for public education and fire code inspection programs and activities.

Facilities

- Construction of a new 730 square metre (7860 sq.ft) vehicle maintenance garage that will provide KFR maintenance personnel with a highly functional space enhancing their ability to maintain KFR’s fleet. To meet the City of Kingston’s sustainability targets, the design includes a high performance building envelope, and completely electric building systems to eliminate on-site greenhouse gas emissions. The facility will be located on the grounds of the Fire Training Centre, 3 Terry Fox Dr., with construction slated to begin in late summer 2020 with move-in targeted for summer 2021.

Fleet

- Replace light duty fleet vehicles when required with electric vehicles. This will reduce KFR’s greenhouse gas emissions and is in accordance with City of Kingston and Council endorsed Electric Vehicle Strategy.
- Undertake the replacement of heavy duty response apparatus that have fulfilled their lifecycle, in accordance with the National Fire Protection Association Standard.
- Place new Fire/Rescue boat into frontline service in spring 2020.





**Contact Kingston
Fire and Rescue**

FirePrevention@CityofKingston.ca

 [KingstonFireandRescue](https://www.facebook.com/KingstonFireandRescue)  [@ktownFire](https://twitter.com/ktownFire)

If you require accessibility information about a City of Kingston service or facility or, if you require information in an alternative format, contact 613.546.0000 or ContactUs@CityofKingston.ca