

MAYOR & COUNCIL: KFD ORIENTATION PRESENTATION

Presented by Chief Jeff Carlisle



PURPOSE OF THE PRESENTATION/WORKSHOP

- ▶ Provide Council with an Overview of KFD
- ▶ Response System
- ▶ Services, Programs & Outputs
- ▶ Set the stage for the Strategic Plan Presentation

PRESENTATION OUTLINE

- ▶ Vision, Values & Mission
- ▶ History of KFD
- ▶ Current Organization
- ▶ Services, Programs & Outputs Activities
- ▶ Response System & Performance Targets

VISION, VALUES & MISSION

▶ Vision

- ▶ To be the best mid-sized Fire Service in North America

▶ Values

- ▶ BEST: Balance, Excellence, Service & Teamwork

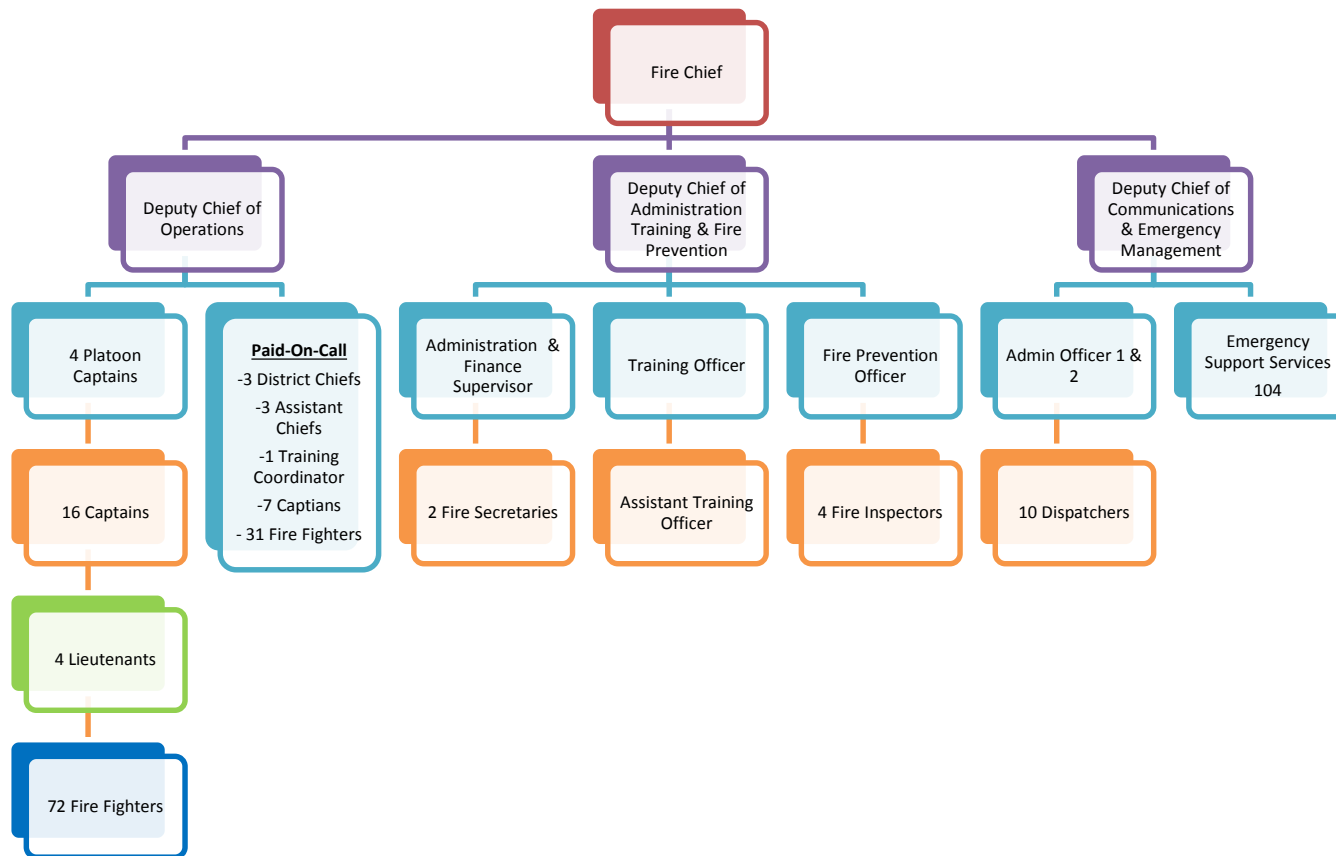
▶ Mission

- ▶ Leading the Development of a Safe, Vibrant & Sustainable Fire Service

HISTORY OF KFD

- ▶ 1905 Bucket Brigade: First Station
- ▶ 1925: Station 2
- ▶ 1954-1987: Ambulance Service
- ▶ 1973: Legislated amalgamation 5 urban areas
- ▶ 1975: Last career station added
- ▶ 1986: Dispatch for RDCO
- ▶ 1989: First Medical Response Service & Regional Rescue
- ▶ 2000: WorkSafe BC Regulation Engine Companies 4
Firefighters
- ▶ 2010: Squad Company of 2

ORGANIZATION



ORGANIZATION

- ▶ **Operations:** Career is 4 Platoons of 24 Firefighters (96) & 45 Paid On Call, 7 Fire Stations
- ▶ **Admin/Training & Fire Prevention:** 2 Training Officers, 5 Fire Inspectors, 2 Secretaries, Administration Supervisor
- ▶ **Regional Services:** 10 Dispatch, 2 Administration Officers, 104 Emergency Support Services Volunteers

SERVICES, PROGRAMS & OUTPUTS

- ▶ Fire Suppression/Emergency Response
- ▶ Regional Services
- ▶ Medical First Responder
- ▶ Fire Prevention, Investigation & Public Education
- ▶ Fire Dispatch
- ▶ Emergency Management
- ▶ Community Events



RESPONSE SYSTEM

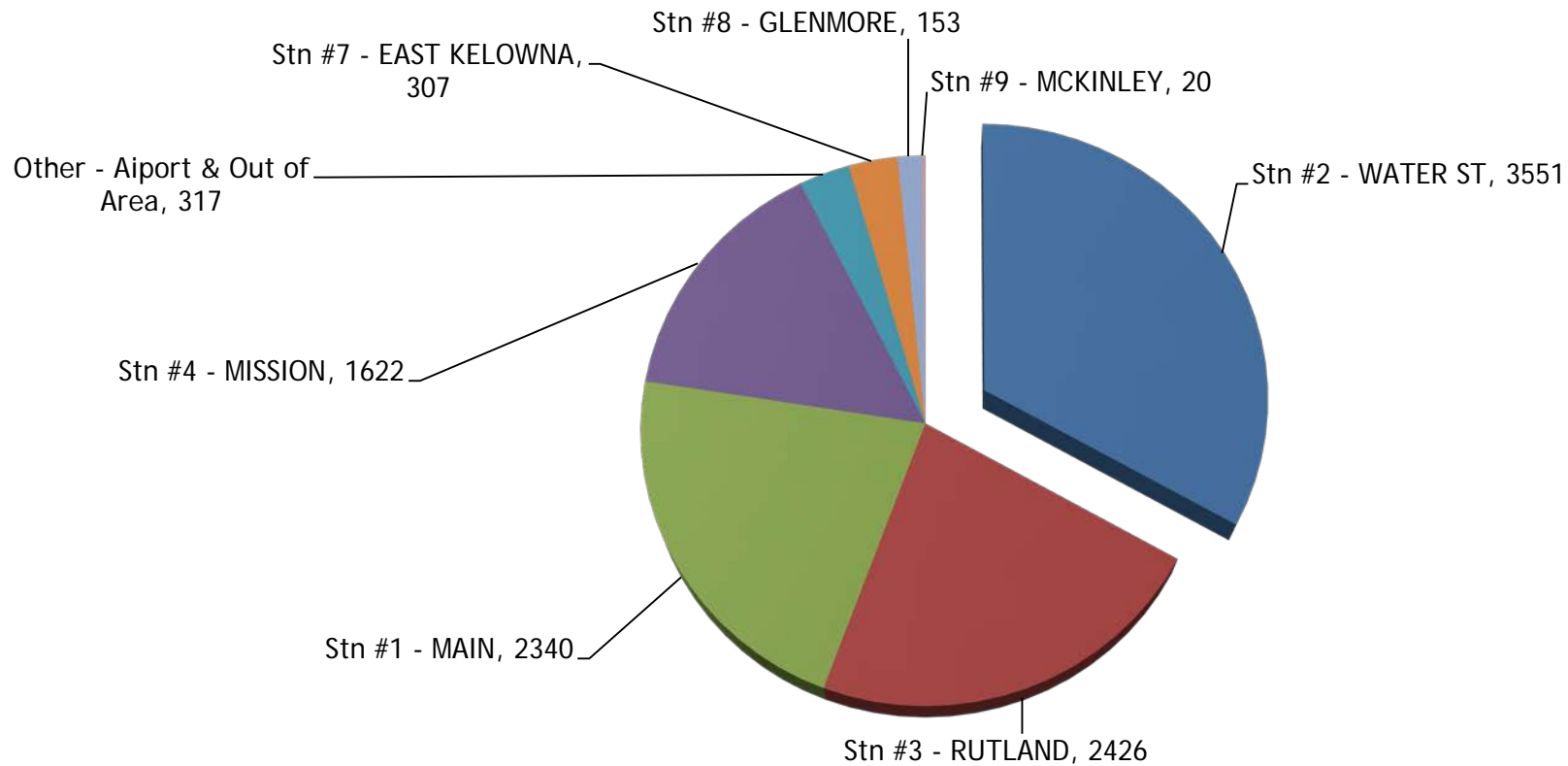
- ▶ 5 year average: 9,966 per year
- ▶ Permanent Growth Boundary (PGB) is 93% total calls
- ▶ 5 year average dollar loss \$11.9 million
 - ▶ Highest is multi-family at \$5.7 million
 - ▶ Single family homes, vehicles and outdoor at \$2.39 million

EMERGENCY RESPONSES BY STATIONS/AREA:

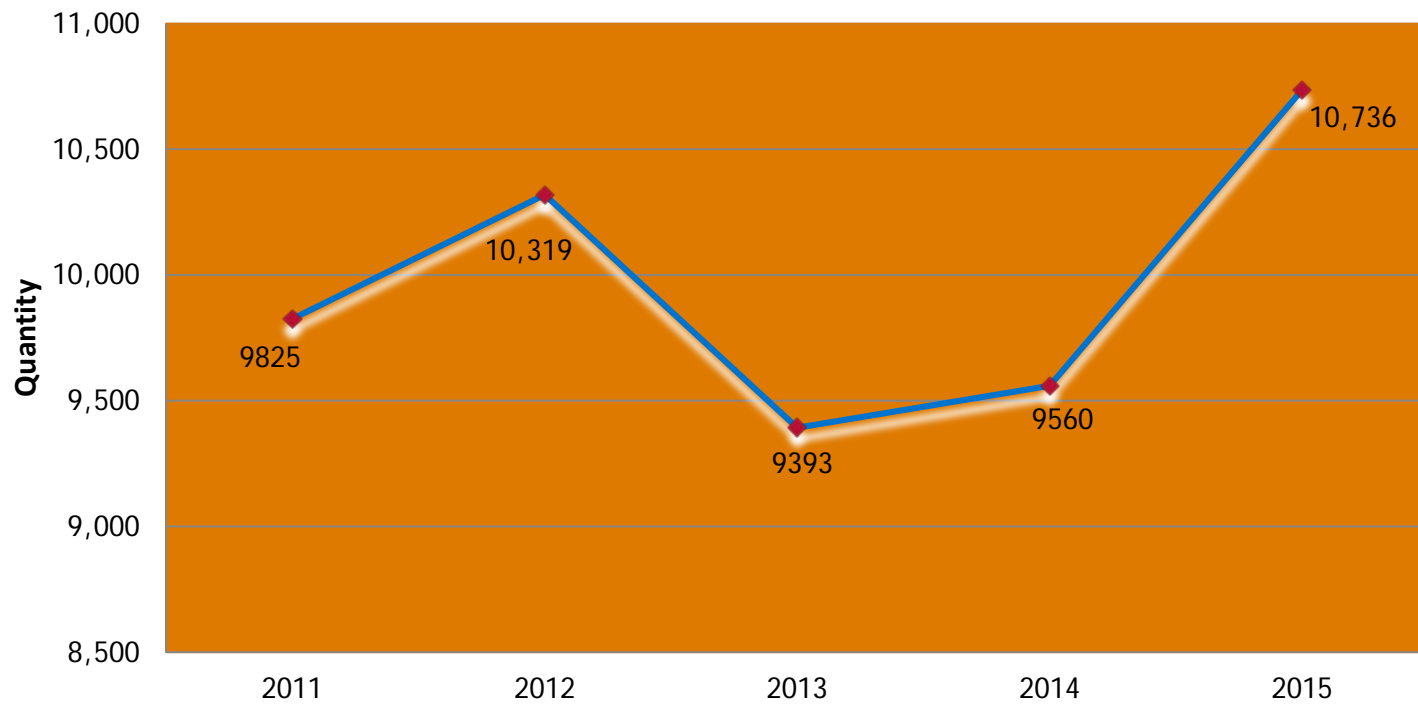
- ▶ In 2015, 10,736 Calls for service = 29 each day
- ▶ Area 1 (Enterprise): 2340
- ▶ Area 2 (Water St.): 3551
- ▶ Area 3 (Rutland): 2426
- ▶ Area 4 (Mission): 1622
- ▶ Area 7 (East Kelowna): 307
- ▶ Area 8 (Glenmore): 153
- ▶ Area 9 (McKinley): 20
- ▶ Other-Airport & Regional: 317



INCIDENTS BY STATION - 2015



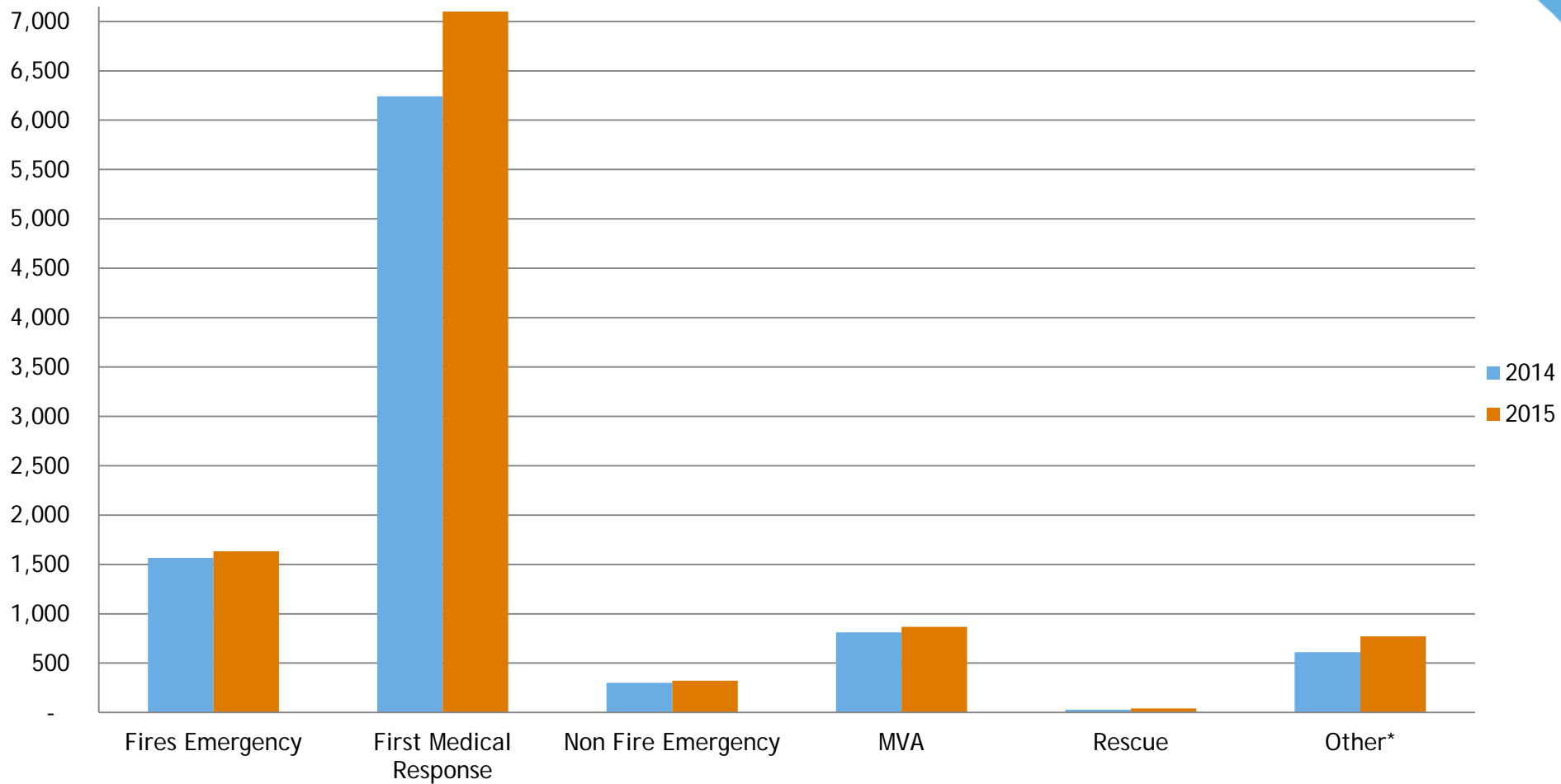
HISTORICAL EMERGENCY RESPONSES



DISTRIBUTION OF CALLS FOR SERVICES 2015

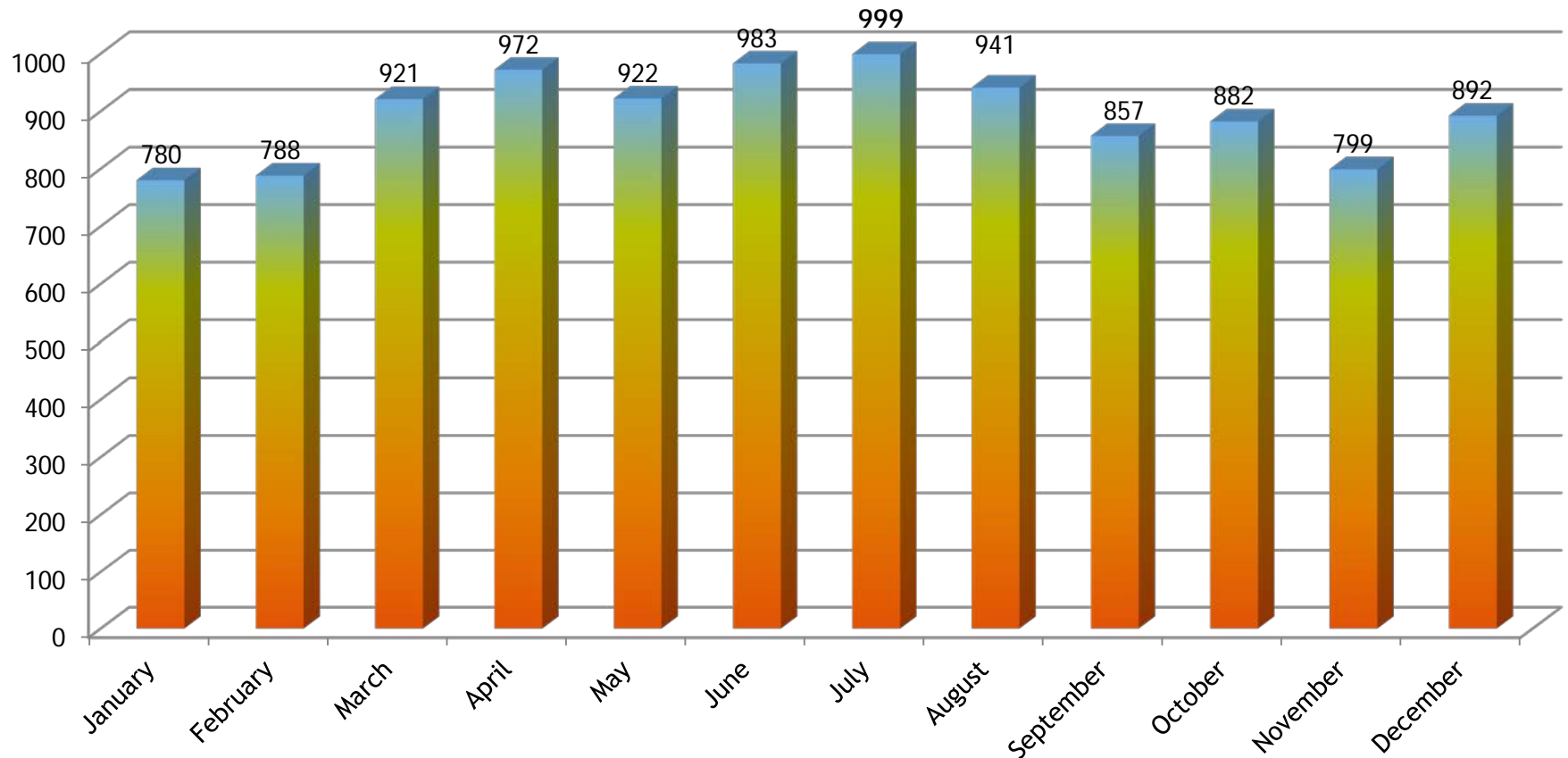
- ▶ First Medical Response = 7,101
- ▶ Fire Response = 1,632
- ▶ Motor Vehicle Incidents = 868
- ▶ Non Fire Emergency = 321
- ▶ Rescue = 42
- ▶ Other = 772
- ▶ Technical Rescue = 8
- ▶ Hazardous Materials = 7
- ▶ Marine Rescue = 34

TYPES OF INCIDENTS



2015 INCIDENTS BY MONTH

All Stations
July was the busiest month in 2015 responding to 999 Incidents.



2015 TRAINING HOURS

- ▶ 10,800 person hours of training



FIRE INSPECTIONS & INVESTIGATIONS

- ▶ Fire Inspections Completed = 4,654
 - ▶ 66% completed by Fire Inspectors
 - ▶ 33% completed by Engine Companies
- ▶ Pre-Incident Planning = 25
- ▶ 524 Burn Permits issues
- ▶ 27 Fire Investigations



File Photo - D Hayduk Castanet

PUBLIC EDUCATION

Public Education Events = 209 Reaching 11,753
adults/children



PUBLIC EDUCATION EVENTS

Public Education:	2015 Total	Attendees
FIRE SAFETY HOUSE TOUR	30	4891
GRADE 5 COMMUNITY SAFETY NET	29	1243
PARADE/STATIC DISPLAY	3	1200
FIRE EXTINGUISHER TRAINING	45	734
KIDS COMBAT CHALLENGE	1	650
SAFETY TALK	11	641
SMOKE ALARM CHECK/INSTALLATION	21	380
FIRE STATION TOUR	12	344
CAREER PRESENTATION	7	281
P.A.R.T.Y. Program	4	257
FIRESMART	11	227
PUMPER VISIT	7	209
HIGH SCHOOL KITCHEN TALK	8	197
TOO HOT FOR TOTS	7	165
FIRE DRILL	5	113
JUVENILE FIRE SETTER	3	74
FIRE CHIEF FOR A DAY	1	64
REMEMBERING WHEN	3	63
HIGH SCHOOL EXTINGUISHER TRAIN	1	20
Total Attendees	209	11,753

SMOKE ALARM CAMPAIGN

Modular Home Smoke Alarm Campaign Statistics

2015	Campaign Total	
2	13	Parks Visits
389	1,324	Homes in the Parks
258	935	Homes where visited for smoke alarm testing
24	67	Home owners refused entry to KFD staff
4	29	Homes had no smoke alarms
21	93	Homes had smoke alarms that did not work
170	499	Homes had smoke alarms that were older than 10 years
31	246	New smoke alarms installed by KFD
6	37	New batteries installed in operating smoke alarms by KFD
111	222	Hardwired units that the owners will be replacing themselves

FIRE SMART PROGRAM

- ▶ Gallagher's Canyon
- ▶ McKinley Landing
- ▶ Quail Ridge
- ▶ Clifton Road/Magic Estates

PUBLIC RELATIONS & COMMUNITY PROFILE

Tree Chipping for Charity
Falcon's Charity Baseball Game
Run Like the Irish
Fat Cat Parade
May Days Parade
Healthy Kids Day
P.A.R.T.Y Program
Fire Prevention Week
Fire Chief for a Day
Burn Awareness Week
Relay for Life

MS Walk
MD Walk
Cystic Fibrosis Fundraiser
Tim Horton's Camp Day
Vaisahki Parade
MD Boot Drive
BC Professional Fire Fighters
Burn Fund/Open House
Dreamlift Day
Variety Club Boat for Hope
Terry Fox Run Fire Prevention Week

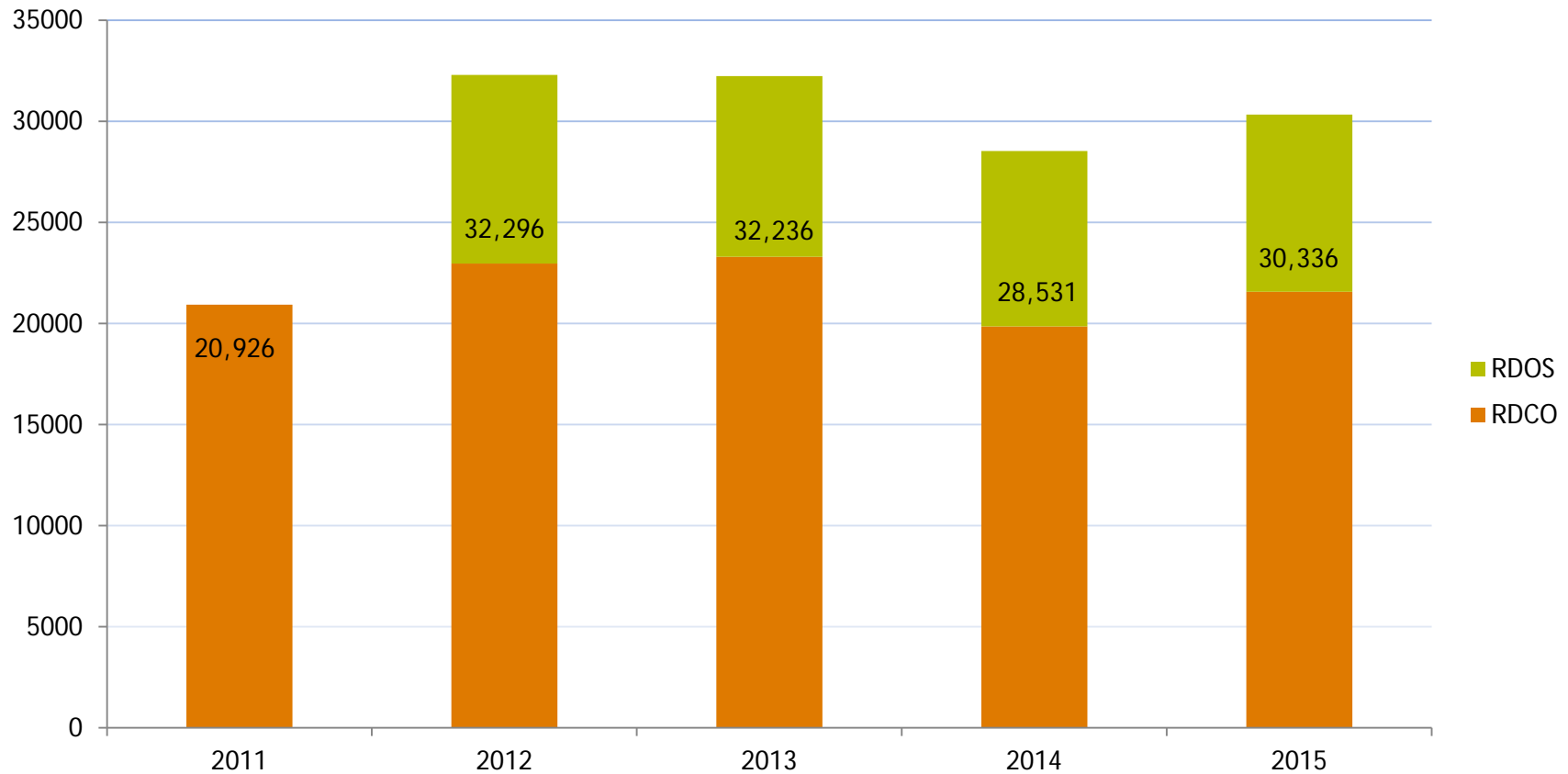


COMMUNICATIONS CENTRE

- ▶ Fire Dispatch 28 Fire Departments /42 fire stations
- ▶ Handled 30,336 Incident reports 2015
- ▶ 90,154 emergency and non-emergency telephone calls
- ▶ 255,422 radio transmissions
- ▶ Fire alarms, Lone Workers & Bylaw
- ▶ City's after hour's telephone service



Dispatch Incidents By Year



REGIONAL EMERGENCY MANAGEMENT

- ▶ EOC activations:
 - ▶ Spring Freshet
 - ▶ Interface/Forest Fire
 - ▶ Major Emergencies
 - ▶ Emergency Support Services



REGIONAL RESCUE PROGRAM

- ▶ Road rescue
- ▶ Technical rescue
 - ▶ High angle
 - ▶ Tower crane
 - ▶ Ice & Swift water
- ▶ Hazardous material response
- ▶ Marine Rescue

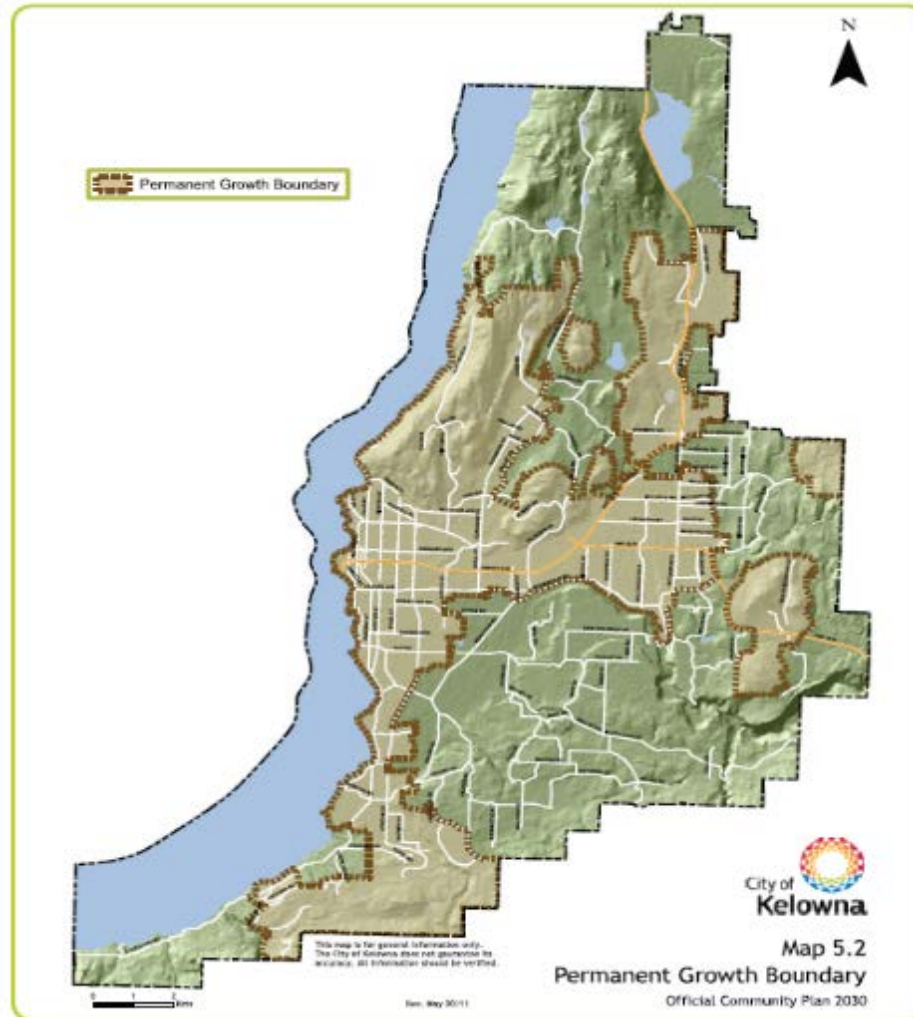
CURRENT SYSTEM

- ▶ Staff
 - ▶ 122 Career (96 Firefighters)
 - ▶ 45 POCs
- ▶ Minimum Duty Strength(MDS)
 - ▶ Career: 19 Firefighters & 2 Dispatchers
- ▶ 7 Fire Stations (4 Career, 3 POCs)
- ▶ Engines (4 Firefighters)
- ▶ Effective Response Force(ERF)
 - ▶ 16 Firefighters - Single Family Residential
- ▶ Alarm Assignment & Critical Tasks

PAID ON CALL (VOLUNTEER) FIREFIGHTERS

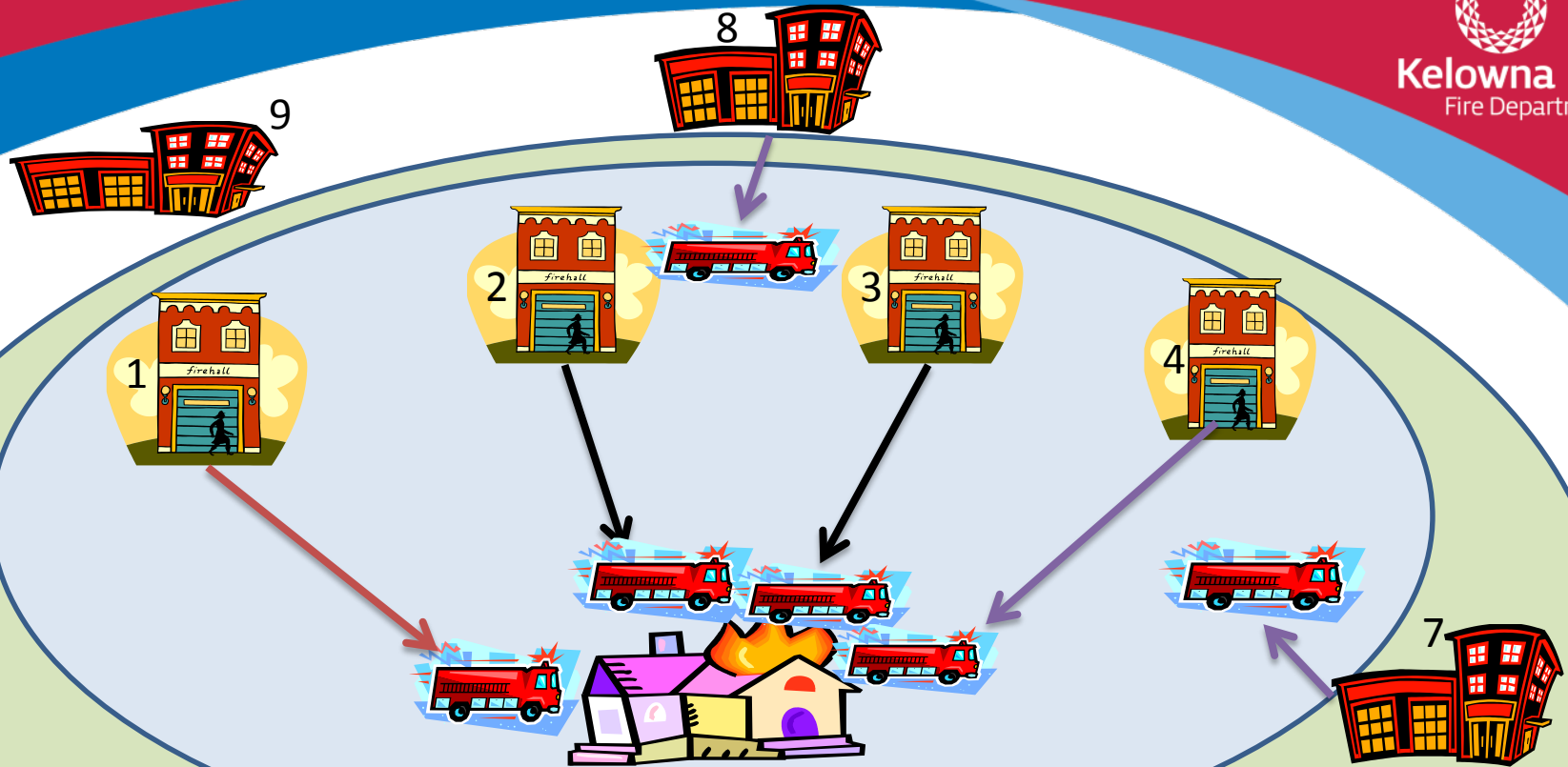
- ▶ Initial Response - Rural Areas
- ▶ Support Career Operations - PGB
- ▶ Limitations & Challenges
- ▶ Critical Component of the Response System

PERMANENT GROWTH BOUNDARY



ALARM ASSIGNMENTS

- ▶ 1st Alarm
 - ▶ MVA, Medical, Small Fires (99+%)
- ▶ 2nd Alarm
 - ▶ House Fires, Hazardous Materials, Technical Rescues, Wild Land
- ▶ 3rd Alarm
 - ▶ Large Scale Emergencies
- ▶ General Alarms, Muster Alarms, Fire Watch



4 career firefighters & safety officer recalled

POC recalled, Duty Chief, Off Duty PC, 15 career firefighters, mechanic, 3rd dispatcher

Permanent Growth Boundary

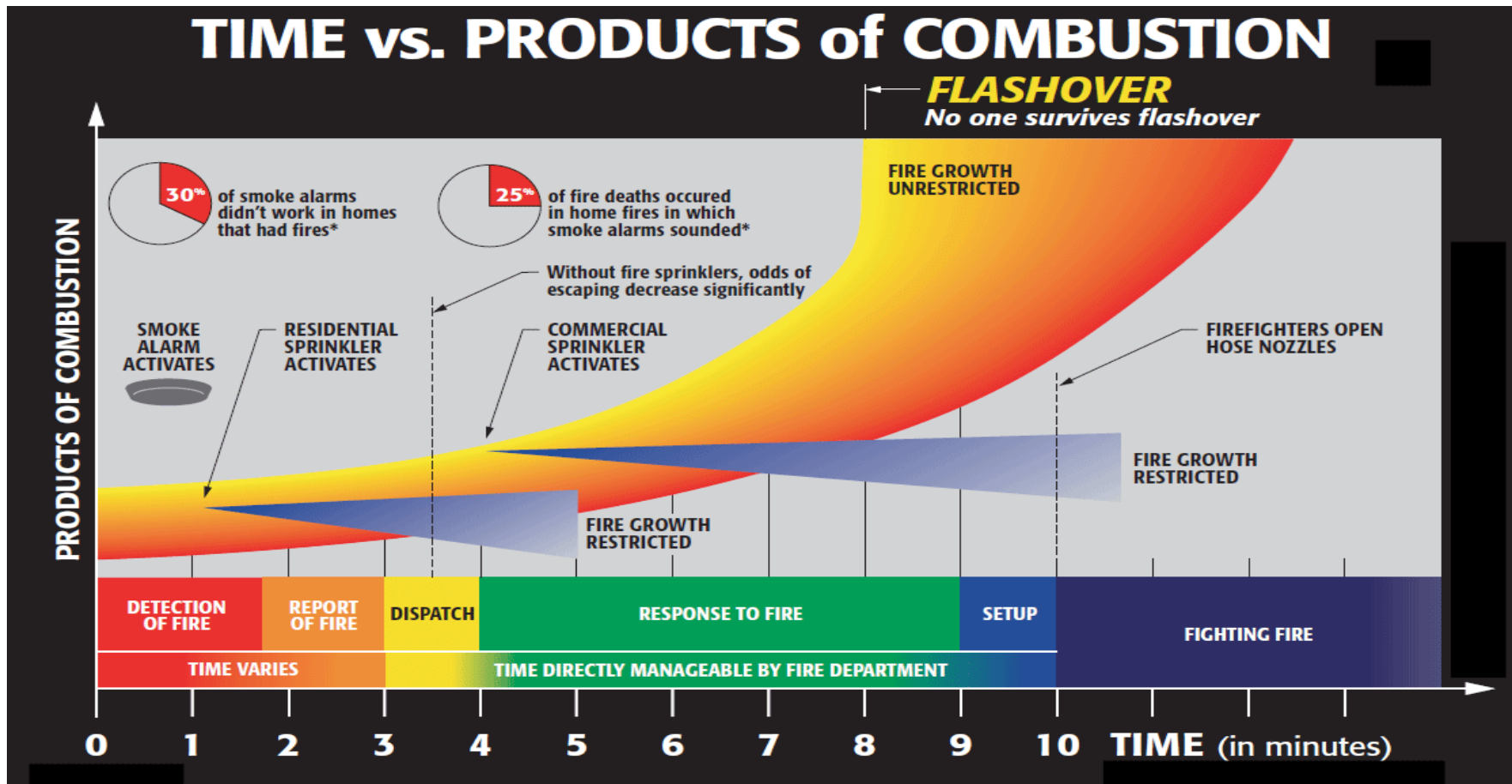


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Rural Areas

INDUSTRY BENCHMARKS



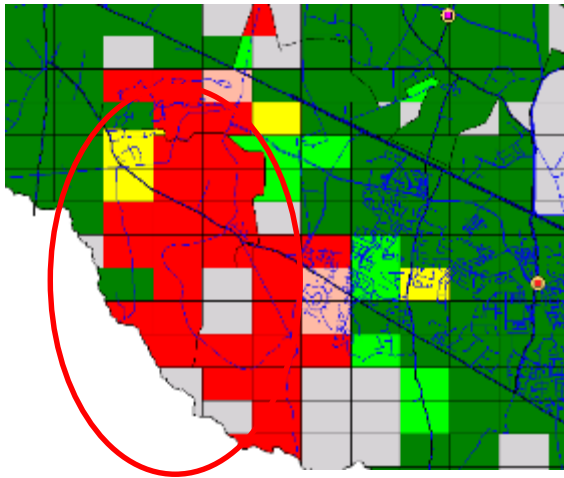
RESPONSE TIME TARGETS

Area	Current System Performance	Recommended System Performance
Inside Permanent Growth Boundary	9 minutes 31 seconds in 90% of all calls for service	7 minutes 40 seconds in 90% of all calls for service
Outside Permanent Growth Boundary	14 minutes 30 seconds in 90% of all calls for service	11 minutes 30 seconds in 90% of all calls for service

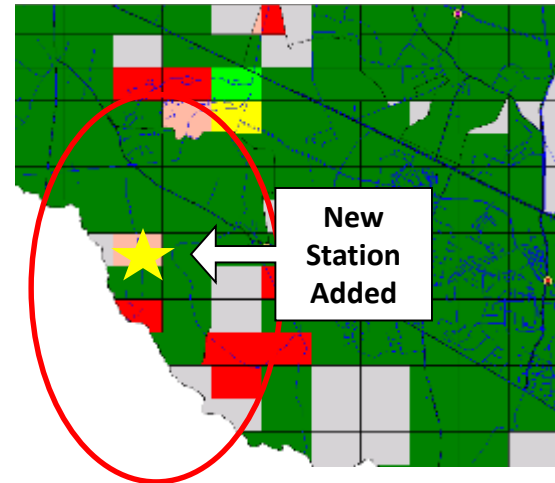
PREDICTIVE MODELING AND DYNAMIC DEPLOYMENT SYSTEMS (PM/DDS)

- ▶ Features of the System:
 - ▶ Effective ongoing use of existing resources
 - ▶ Strategic & efficient placement of apparatus
 - ▶ Thorough, responsive & cost-efficient emergency coverage
 - ▶ Improve 1st on scene time
 - ▶ Maximize coverage & availability
 - ▶ Public & responder safety

PM/DDS: ANALYSIS



Current Deployment
(red areas fall outside of current response targets)



New Deployment
(red has shifted to green to indicate achievement of response target with proposed change)

PM/DDS: MODELING



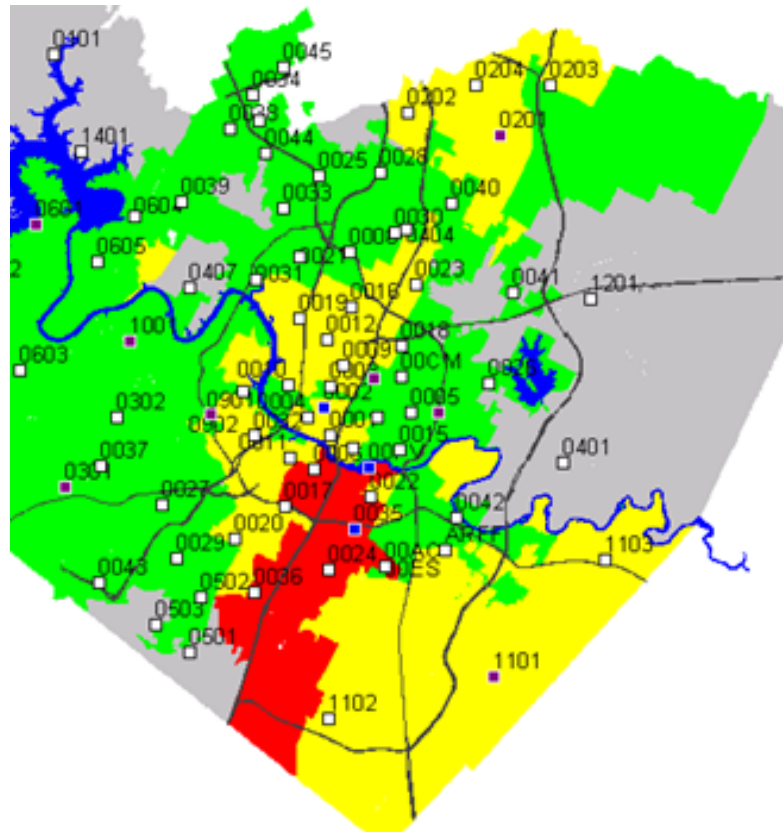
Existing Response Areas

Prior to analysis
"Best Guess"



New Response Areas

Post Analysis
"Scientific Fact"



SERVICE AREA GAPS

▶ Inside PGB:

- ▶ Glenmore/UBCO/YLW area
- ▶ Lakeshore/Pandosy/Gordon for call volume or risk

▶ Outside PGB:

- ▶ McKinley
- ▶ North Glenmore
- ▶ Lake Country (contracted area)

FLEET REPLACEMENT STANDARDS

- ▶ Fire Equipment Replacement Reserve Fund
 - ▶ Ladder: 25 Years Front Line (20 + 5 Reserve)
 - ▶ Engines: 12 Years + 5 Years Reserve (12 + 5 Reserve)
 - ▶ Rescue: 12 Years + 5 Years Reserve (12+ 5 Reserve)
 - ▶ Tenders: 20 Years Front Line (15 + 5 Reserve)

- ▶ Condition Survey: Fleet Services

FIRST MEDICAL RESPONSE (FMR)

- ▶ FMR since 1989
- ▶ Approx 66% of call volume
- ▶ Contract approved in 2011
- ▶ Incremental costs approx \$72 per year
- ▶ Low cost , high valued service
- ▶ 2014: 10 lives saved by FMR

FINANCIAL OVERVIEW

- ▶ Based Budget 2015
 - ▶ \$17.3 million (less recoveries)
 - ▶ \$15.2 million wages & benefits or 87%

- ▶ Capital Budget 2015
 - ▶ \$905,000

CONTRACTS & AGREEMENTS

- ▶ Contracts
 - ▶ District of Lake Country Fire Protection
 - ▶ Country Rhodes Ellison Fire Protection
- ▶ Revenue Contracts
 - ▶ RDCO, RDOS, RDEK
 - ▶ City of West Kelowna & WFN
 - ▶ Omega Communications
- ▶ Agreements
 - ▶ Mutual Aid
 - ▶ FMR

**KELOWNA FIRE DEPARTMENT
DASHBOARD STATISTICS
YTD As of Nov. 30, 2015**

	Nov	YTD	Property Value
Total Dollar Loss	\$ 37,500	\$ 2,184,600	\$ 29,261,525
Suspicious Fires	-	71	

	Nov	YTD	Targets	
Training Hours	1,169	10,836	9,992	●
Avg Turnout Times - Fire Emergency	00:02:01	00:01:54	00:01:40	●
Avg Turnout Times - 1st Med Resp	00:01:31	00:01:34	00:01:20	●
Pre-plans entered	3	25		

Dispatch	Nov	YTD	Projected	YTD %
Dispatch Incidents	2,302	27,870	32,234	86.5%
911 Call Volume	474	7,182		
			Targets	
% 911 Calls answered < 15 sec	98%	99%	96%	●
% 911 Calls answered < 40 sec	100%	100%	99%	●

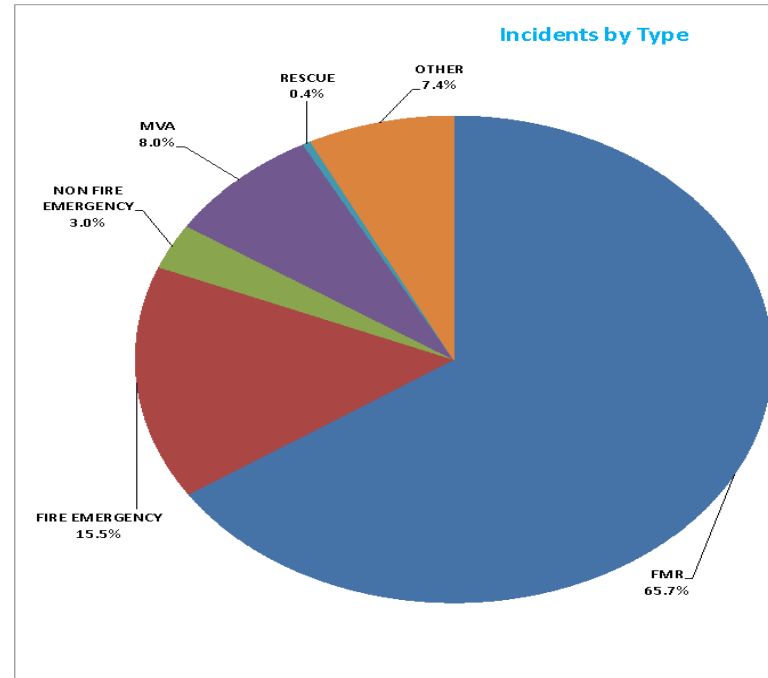
Incidents by Type	Nov	YTD	Proposed	YTD %
1ST RESP - MEDICAL ASSIST	496	6263		
1ST RESP - <<WAIT FOR POLICE>	2	100		
1ST RESP - CARDIAC	12	102		
FMR	510	6,465		
ALARM	68	763		
BURNING COMPLAINT	15	247		
SMOKE	8	122		
STRUCTURE FIRE	7	102	116	88%
MINOR FIRE	6	87		
WILDFIRE/GRASS/BRUSH/OUTDOOR	1	69		
CAR FIRE	5	56	64	88%
RECHECK	3	49		
CHIMNEY FIRE	2	23		
OVEN/POT ON STOVE	0	6		
EXPLOSION	0	4		
FIRE EMERGENCY	115	1,528		
CARBON MONOXIDE ALRM	15	96		
GAS/OIL SMELL/SPILL	6	66		
NATURAL GAS LEAK	4	54		
POWER/TEL/CABLE LINE DOWN	5	39		
AIRCRAFT STANDBY/INCIDENT	3	21		
PROPANE LEAK /SMELL	1	13		
HAZARDOUS MATERIAL	1	7		
BOMB THREAT	0	2		
NON FIRE EMERGENCY	38	298		
MVA/EXTRICATION	45	477		
MVA	29	307		
MVA	74	784		
LAKE/MARINE RESCUE	0	34		
RESCUE - STALLED ELEVATOR	1	5		
RESCUE - HIGH ANGLE	0	1		
RESCUE - BUILDING COLLAPSE	-	-		
RESCUE - ICE	-	-		
RESCUE - SWIFT WATER	-	-		
RESCUE	1	40		
PUBLIC SERVICE	17	236		
ASSIST OTHER AGENCY	15	170		
BURNING PILE INSPECTION	19	171		
NEEDLE PICK UP	8	113		
CONFINED SPACE ENTRY	2	33		
Y1 - EOC ACTIVATION	0	4		
FLOOD ASSESSMENT	0	2		
RESCUE - LOCK-IN	0	1		
WATER PROBLEM (IN STRUCTURE)	-	-		
OTHER	61	730		
Grand Total	799	9,845	9,810	100%

	Nov Actual	Mthly Budget	Mth%	YTD Actual	YTD Budget	YTD%
Total	\$ 1,283,091	\$ 1,157,151	110.9%	\$ 16,411,777	\$ 12,951,670	126.7%
OT	\$ 99,889	\$ 24,613	405.8%	\$ 1,020,456	\$ 379,010	269.2%

OT By Cost Centre	2014	2015	Difference
Suppression	\$ 65,244.3	\$ 94,709.9	\$ (294,596)
Dispatch	\$ 62,85.6	\$ 46,904	\$ 15,952
Prevention, Training & Admin	\$ 36,079.9	\$ 26,512	\$ 9,567
All Departments	\$ 751,378	\$ 1,020,456	\$ (269,077)

Inspections	Current Mth Completions	Current Assigned Mth	YTD	YTD Targets
Total Inspected Properties	319	334	4402	3675
Fire Prevention Consults	102		600	
A Shift	19	21	364	367
B Shift	22	23	361	364
C Shift	20	21	366	370
D Shift	23	25	364	368
Inspectors	235	244	2957	2206

Public Education	Events	Attendees
	197	11,547



THANK YOU

