



Meeting Date: January 22, 2020

Submitted by: Director of Emergency Services – Colin Toth

Report No: FS-09-2019

Subject: Middlesex Centre Fire Services – 2019 End - Year Report

Recommendation:

THAT Report FS-09-2019 entitled “Middlesex Centre Fire Services – 2019 End -Year Report” be received as information.

Purpose:

To update Council as to 2019 end-year statistics pertaining to fire and emergency response metrics, ongoing project status, new partnerships, grants and donations and the status of goals and objectives.

Background:

As a follow up to discussions with our previous council, it was requested that Fire Services provide semi-annual reports as to call volume, activities, project status and upcoming initiatives – with the intent of maintaining good communication, ensuring transparency while providing competent and factual information.

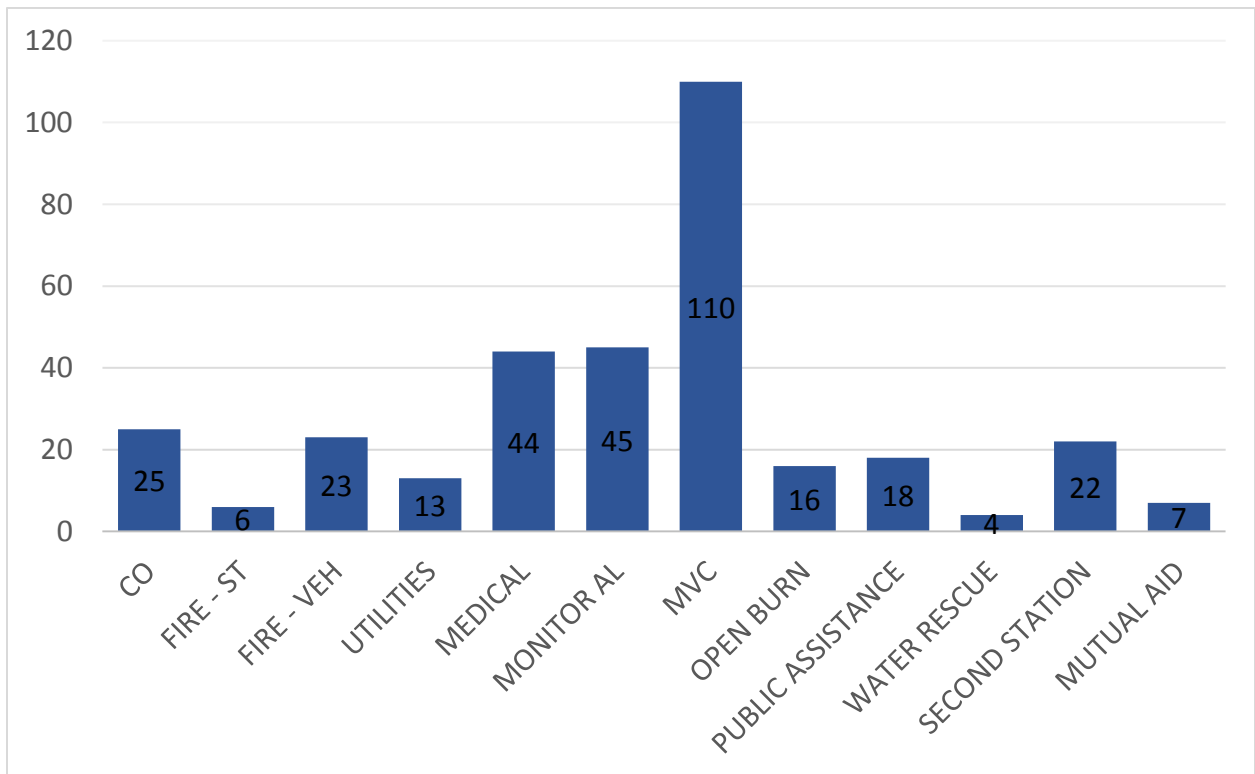
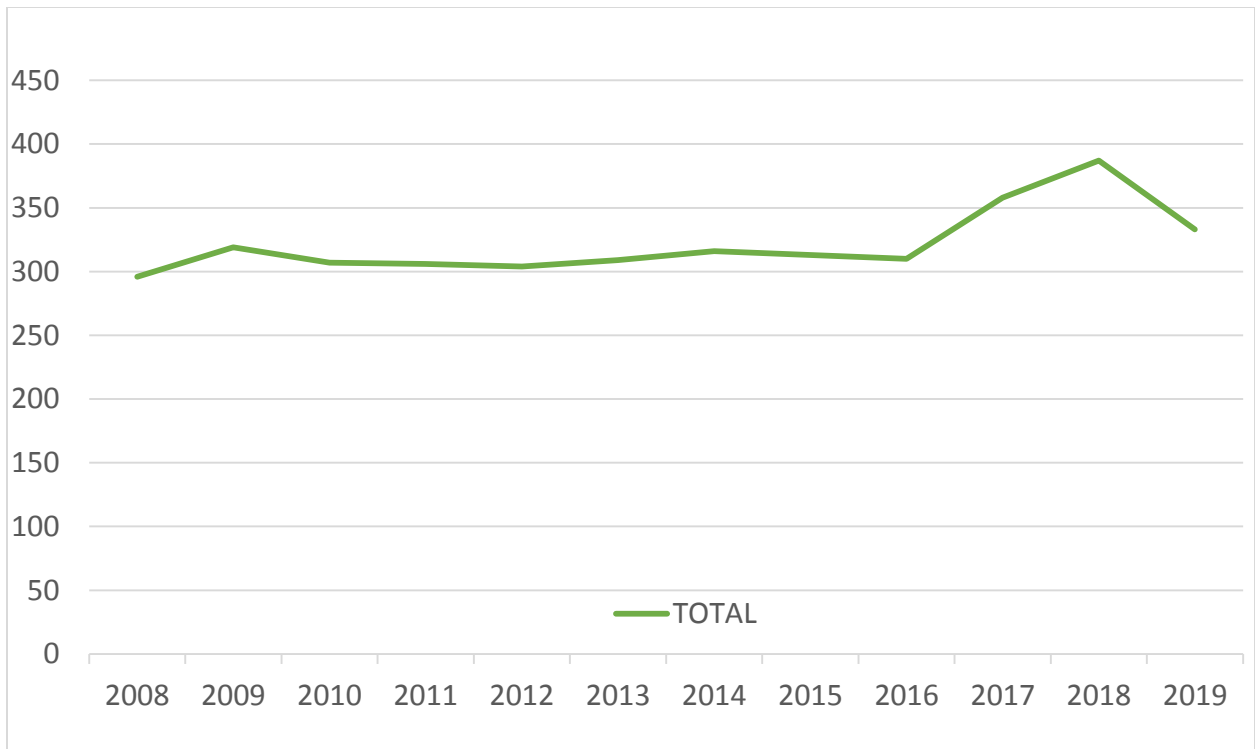
Analysis:

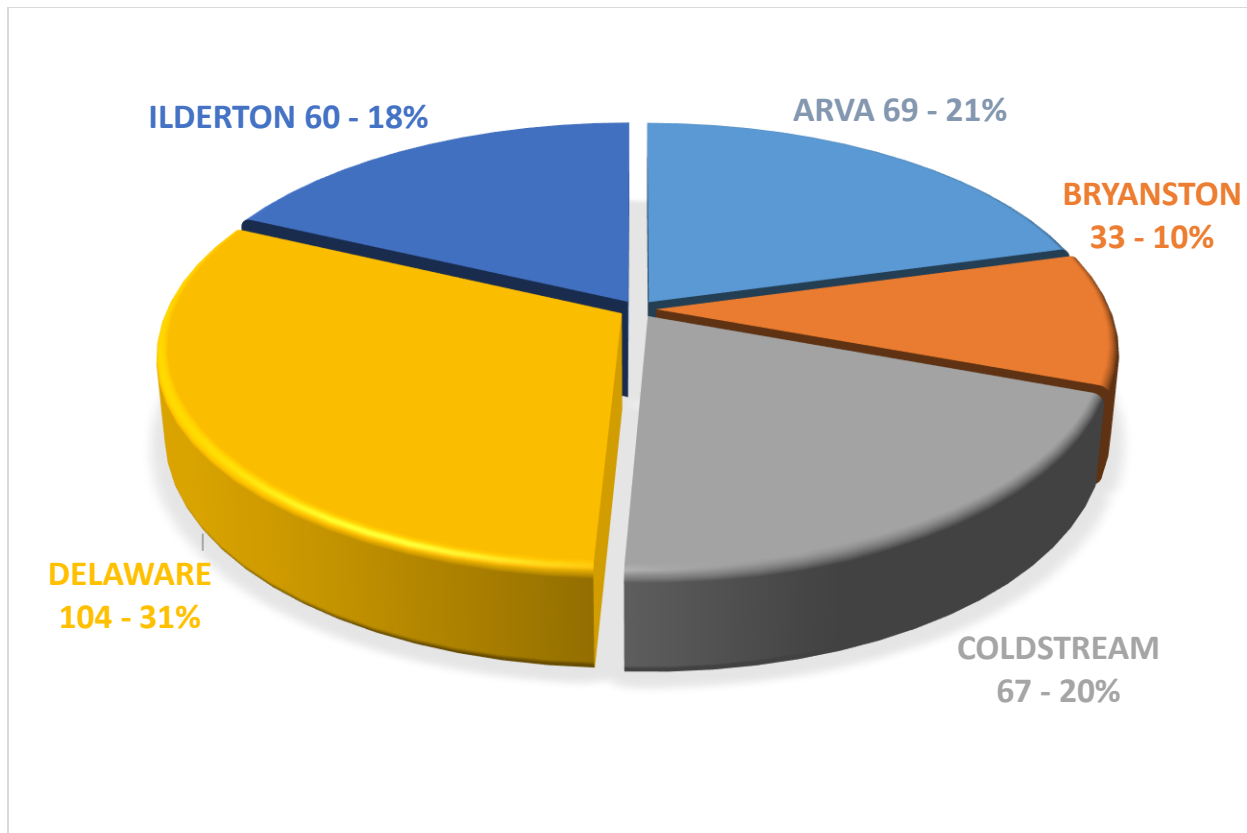
Department Incidents

In the 2019 fiscal year, Middlesex Centre Fire Services (MCFS) responded to **333** emergency incidents/responses, as compared to **387** in 2018, and **358** in 2017.

Although the trend in total calls has decreased for 2019, motor vehicle collisions still maintains as our highest alarm call out category. This is a difficult area to target with public education strategies as the majority of the calls are for non-residents traveling through our community.

Below are graphs representing MCFS response by year, specific type and percentage.





Station Response

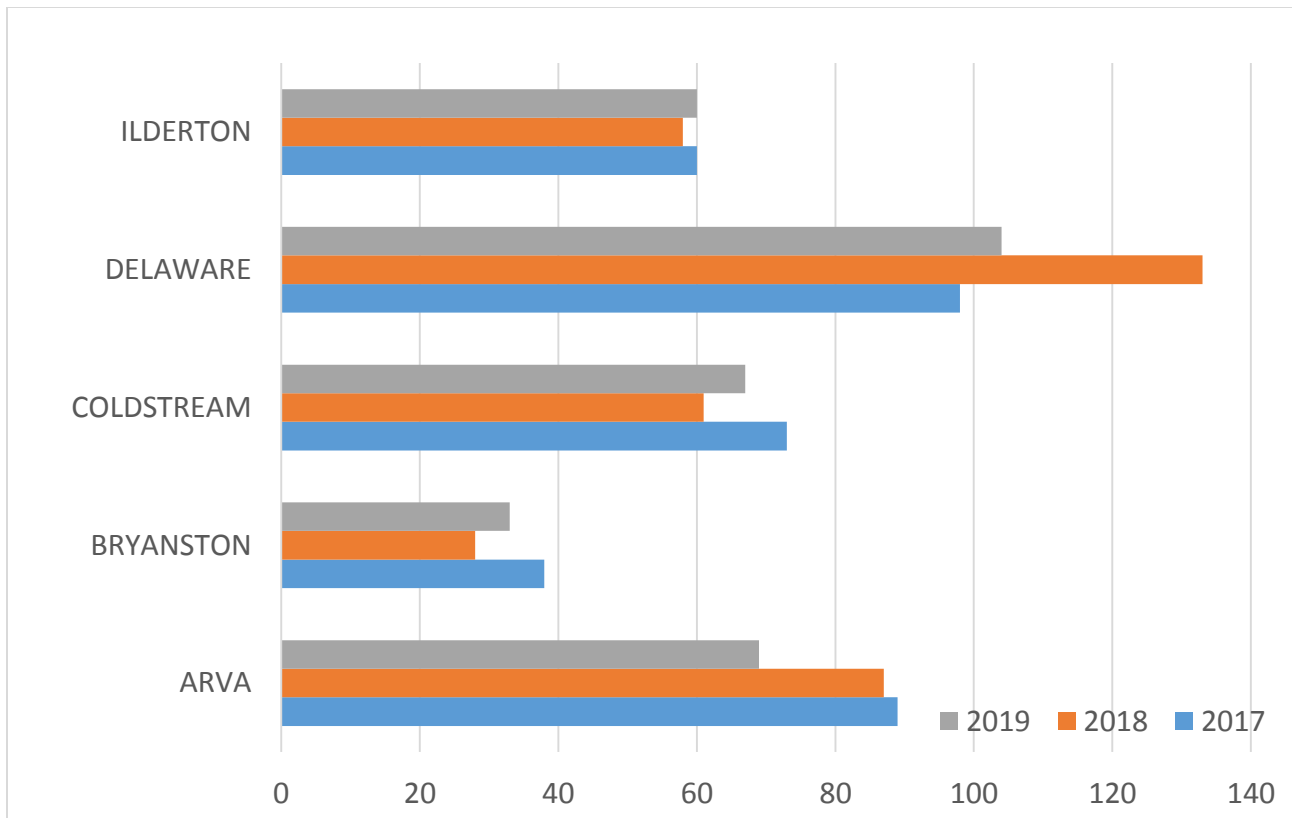
Individual station responses resulted with Arva responding to **69** incidents, Bryanston to **33**, Coldstream to **67**, Delaware to **104** and Ilderton to **60**. (333 incidents in total).

Individual station response charts attached to this report as Appendix “A”.

Department protocol requires response support from an additional station dependent on the incident type, situation and location - denoted as a “second station” response. (i.e. Involved MVC’s, structure fires, water rescue, and other incidents as deem necessary in the judgement of the Incident Commander)

In 2019, MCFS stations provided internal support as follows: Arva assisted with **15** incidents, **(down from 24 in 2018)** Bryanston **0**, **(down from 4 in 2018)**, Coldstream **4**, **(down from 8 in 2018)** Delaware **0**, **(down from 7 in 2018)** and Ilderton **3**, **(down from 6 in 2018)**. (22 incidents in total for 2019)

The final station response chart provides a three-year “total” emergency response comparison of all MCFS stations; responding as primary and secondary support stations.



Response times are considered as the time when the firefighters receive the emergency page until the time that the first apparatus arrives on scene. These times are dependent on the availability and proximity of firefighters to their stations as well as the distance of the incident from the station.

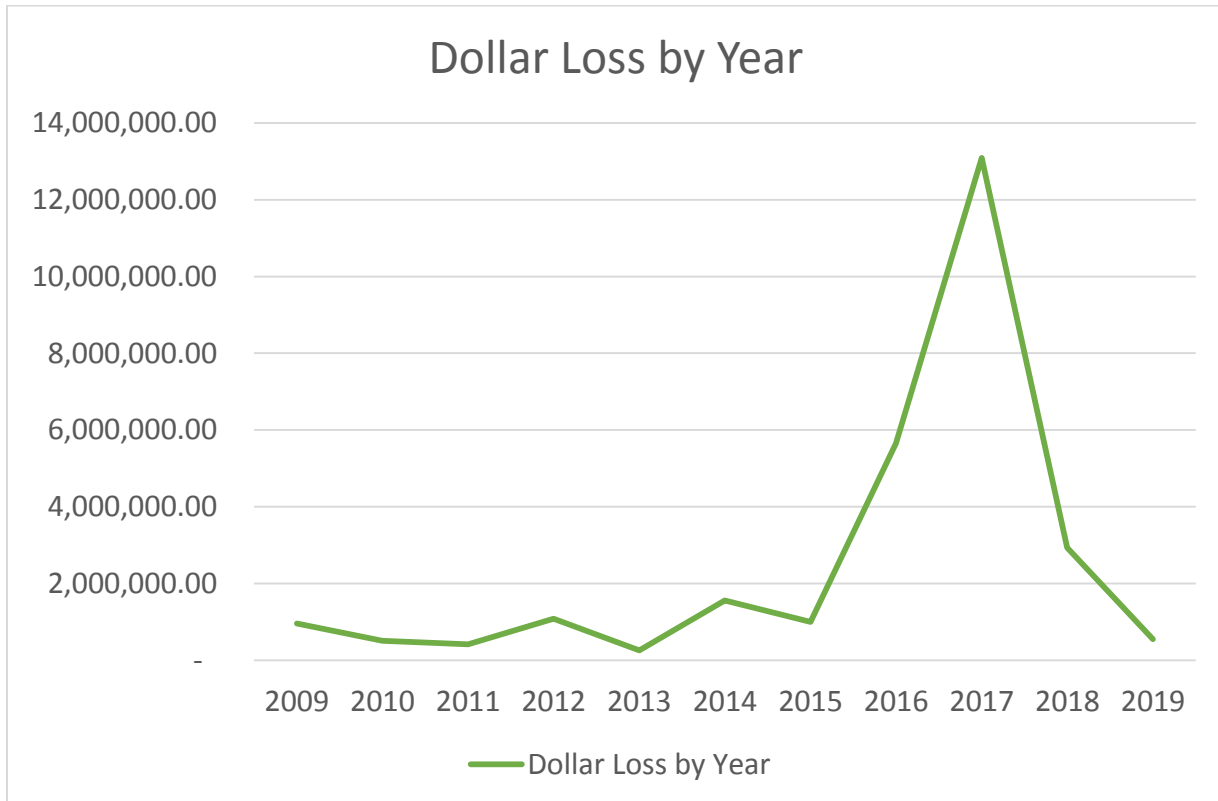
The average response time for all incidents in 2019 was approximately **9 minutes 4 seconds** as compared to 9 minutes 37 seconds in 2018. (With the exception of second station and mutual aid responses).

The Department averaged **11 firefighters per incident** in 2019 up from 9 in 2018. This average takes into account all types of incidents, including medicals, fires, MVC's, open air burning complaints, and "other" incidents. (With the exception of second station and mutual aid responses).

Fire Loss Statistics

In 2019, the estimated dollar loss as a result of fire was approximately \$549,000 as compared to the 2018 statistic of \$2.9 million and \$13 million in 2017. The significant decrease in dollar loss for 2019 can be directly attributed to minimal fires involving agricultural facilities as well as the large residential fires of 2017 & 2018.

It is also important to note that dollar loss statistics are based on the best estimate of contents and property replacement values inclusive of those approximations by the Office of the Fire Marshal (OFM) and local Investigators.



Fire Prevention and Education

Public Education

Fire Prevention is, and continues to be the forefront of the Ontario Fire Marshals' "Three Lines of Defence" strategy pertaining to fire safety in Ontario.

Line One: Public fire safety and education

Line Two: Fire safety Inspections, standards and enforcement

Line Three: Emergency response

In 2019, MCFS continued to restructure goals and objectives in order to focus on specific risk areas, age groups and demographics lending attention to teaching styles in order to increase effectiveness; all while aligning with the Office of the Fire Marshal directed "three lines of defence" strategy. From this restructuring comes the ability to quantify effectiveness as to some of these programs.

2019 saw MCFS continuing to build on our new Social Media Campaign which involved live video streaming, various commercials culminating with a segment geared toward showcasing the use of green emergency response lighting and the dedication of our firefighters touting a high level of service delivery. This further bolsters support of our Fire Services continuing to build confidence in our abilities and trustworthiness through Middlesex Centre.

Fire services Fire Prevention Staff conducted a variety of public education activities and events which led to the strengthening of existing and formulating of many newly formed partnerships with various local entities.

The programs currently being undertaken including high-level metrics are listed below and are inclusive of but not limited to:

- Video & social media campaign – includes: CO awareness, fire prevention month, holiday safety with **158,485 people reached** and video stats @ **130,000 views!!**
- Fire Prevention Month Activities (Social media campaign, Twitter & Facebook)
- Grade 1 Sparky Backpack Fire Prevention Program (**200 Children Reached**)
- Grade 3 Fire Prevention Program (**65 Children Reached**)
- Grade 7 Emergency Preparedness (**350 Students reached**)
- London Farm Show – Barn Fire Prevention Booth (**800+ Interactions**)
- Smoke and CO Alarm Door to Door Campaign – spring and fall awareness campaign (**250 houses Visited**)
- Marketing and messaging public services announcements (PSA's) flyers/brochures distributed via tax and other mail correspondence
- Risk Watch Teacher Training & support to classrooms
- What's Cooking for Teens Program, Fire Prevention for High School Students
- Open Air Burning Campaign
- RACE Against Drugs (**595 students w/ 182 being from Middlesex Centre**)
- Requested classroom presentations and discussions with local senior's groups
- Fire Extinguisher Training – provided by Middlesex County Fire Prevention
- SARI – summer day camp with fire safety education each week
- Annual truck-pull event with our local YMCA
- Touch-a-Truck event and;
- Numerous other beneficial Firefighter and Association-led events which include station tours, open houses, and community car washes

Fire Safety Inspections

In 2019, County Fire Prevention staff conducted **167** initial fire inspections. The following types of structures/facilities were inspected:

- Assembly
- Industrial
- Institutional

- Business and Personal Services
- Residential
- Mercantile

In the fall of 2019, the County of Middlesex disbanded the provision of fire prevention and investigative services which were utilized by all lower-tier municipalities in Middlesex County. Designing a competent and defensible program, the Municipality of Middlesex Centre entered into a service agreement with the Municipality of North Middlesex. This service agreement entails support in the way of fire prevention inspections, public education and fire investigations. Concurrently, MCFS hired a full-time Fire Prevention Officer (FPO) in order to fulfill the needs of both Middlesex Centre and North Middlesex. The FPO's specific duties include: being responsible for fire safety inspections, maintaining the newly designed program, fire safety training, aiding in public education delivery, courtroom action and document preparation and fire investigations.

In order to successfully implement the first and second line of the OFM's three lines of defense, complaint, request and routine inspections must be completed along with components of public education. Fire inspections ensure that buildings are maintained in accordance with the Fire Code consistently across our communities and public education ensure our residents remain fire safe in their homes. In December of 2019, the Fire Prevention Officer began developing a routine inspection schedule covering all of the inspectable properties in both Municipalities and prioritizing them based on type and risk. (Utilizing industry best practices and subsequent standards) The schedule will continue to be developed and further implemented moving into 2020.

Fire Services Revenue and Costs

Motor Vehicle Responses

In 2019, Fire Services invoiced non-residents of Middlesex Centre a total of **\$88,681.29** for response due to Motor Vehicle Collision's on roadways within the Municipality.

Asset Liquidation

From time to time, various pieces of outdate or replacement equipment are liquidated in order to recuperate revenue back into the Fire Services budget all while providing less fortunate departments the opportunity to purchase reliable items at a reasonable "by bid" price. In 2019, liquidated assets gain/loss amassed **\$27,627.32**

Grants and Donations

In 2019, a number of grants were applied for with two being successful. Firehouse Subs Public Safety Foundation of Canada graciously provided **\$27,305.32** toward the purchase of rescue equipment and Enbridge, "Project Zero" donating **\$7558.00** in smoke and CO alarms which will be distributed to those in need through internal education programs.

As well, through a community based equipment procurement project, MCFS secured gracious donations from Middlesex Mutual in the amount of **\$10,000**, the Ilderton Lions for **\$15,000**, the Ilderton Firefighters Association for **\$5000**, and Huron tractor, ArtCal Graphics and Action Trailer in the way of **preferred equipment pricing**.

Fire Marque

Fire Marque continues to be an affordable and effective way to recuperate revenue for structure fires. Middlesex Centre will continue to engage the professional services of Fire Marque in order to collect funds owed through insurance company policies. This revenue stream is solely dependant on the number of fires attended by MCFS over the course of the year. In 2019, Fire Marque recuperated **\$1050.00** on behalf for MCFS. This is down significantly compared to previous years due to the decline in structure fires.

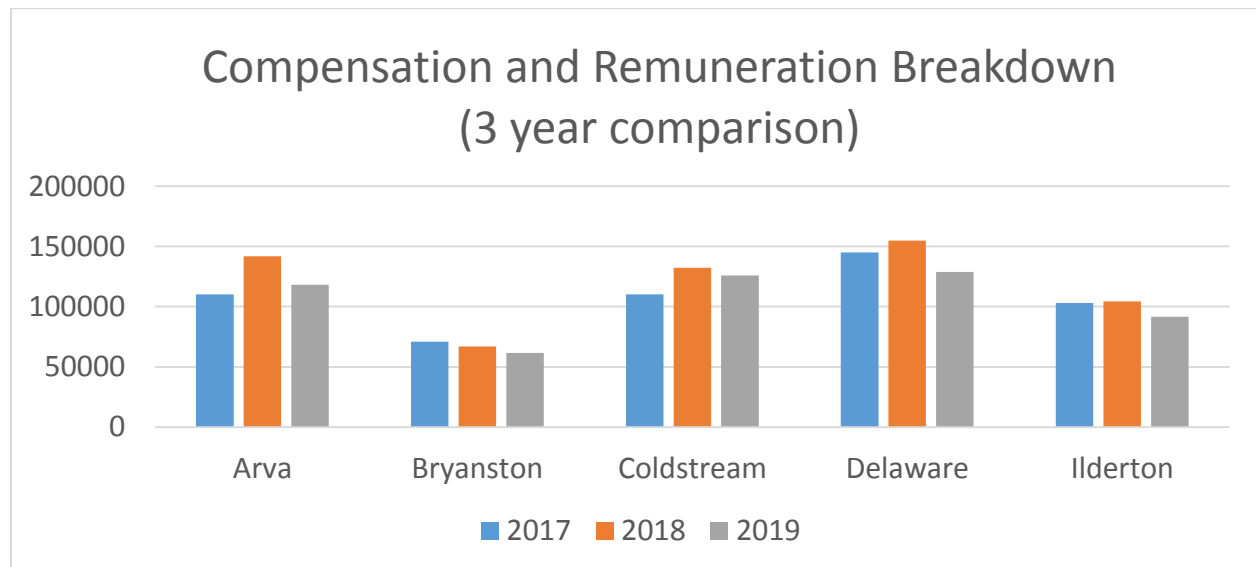
Incident Reports and Fireworks Permits

The Municipality’s Fees and Charges By-law includes a provision to invoice for requested copies of our emergency response reports and fireworks events.

In 2019, the Municipality received **\$500.00** for incident response reports requests, up from \$279.83 in 2018. Additionally, **\$500.00** was collected for fireworks bylaw-specific permits.

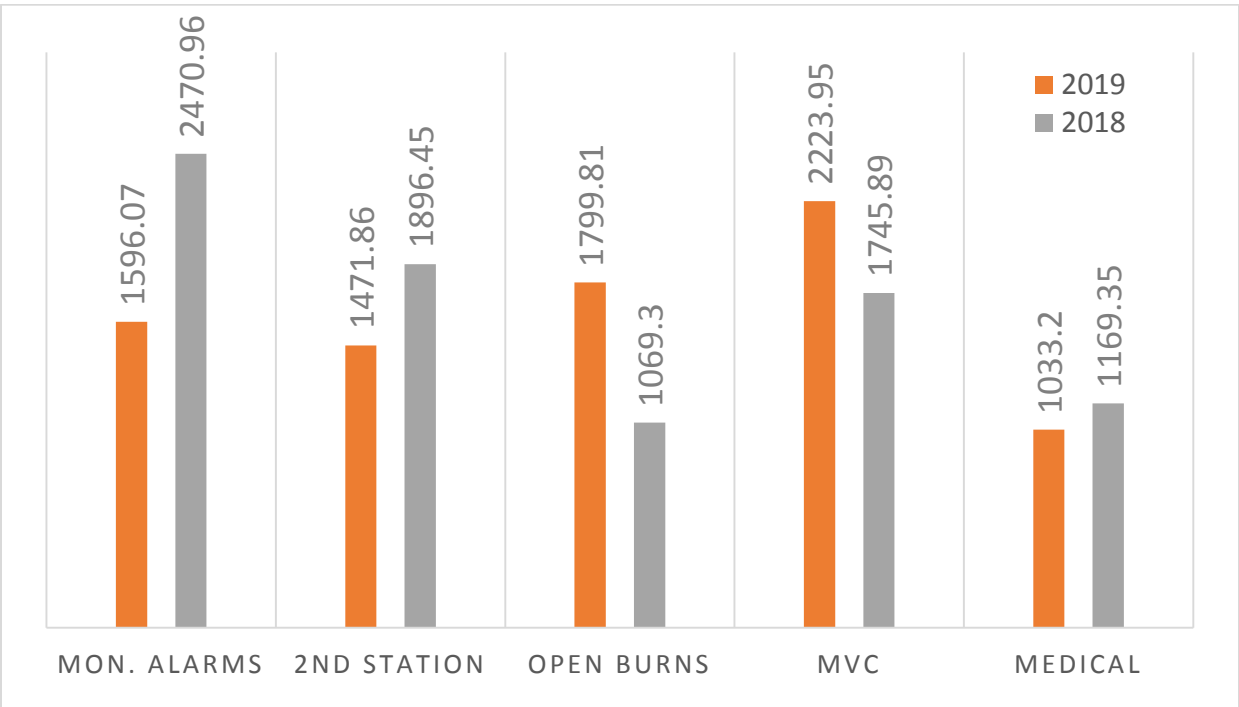
Firefighter Payroll

Middlesex Centre compensates our professional, paid-on call firefighters on a ‘points pay’ system with base remunerations provided for Officer positions only. The chart below is a comparison of compensation costs by station over the past three years:

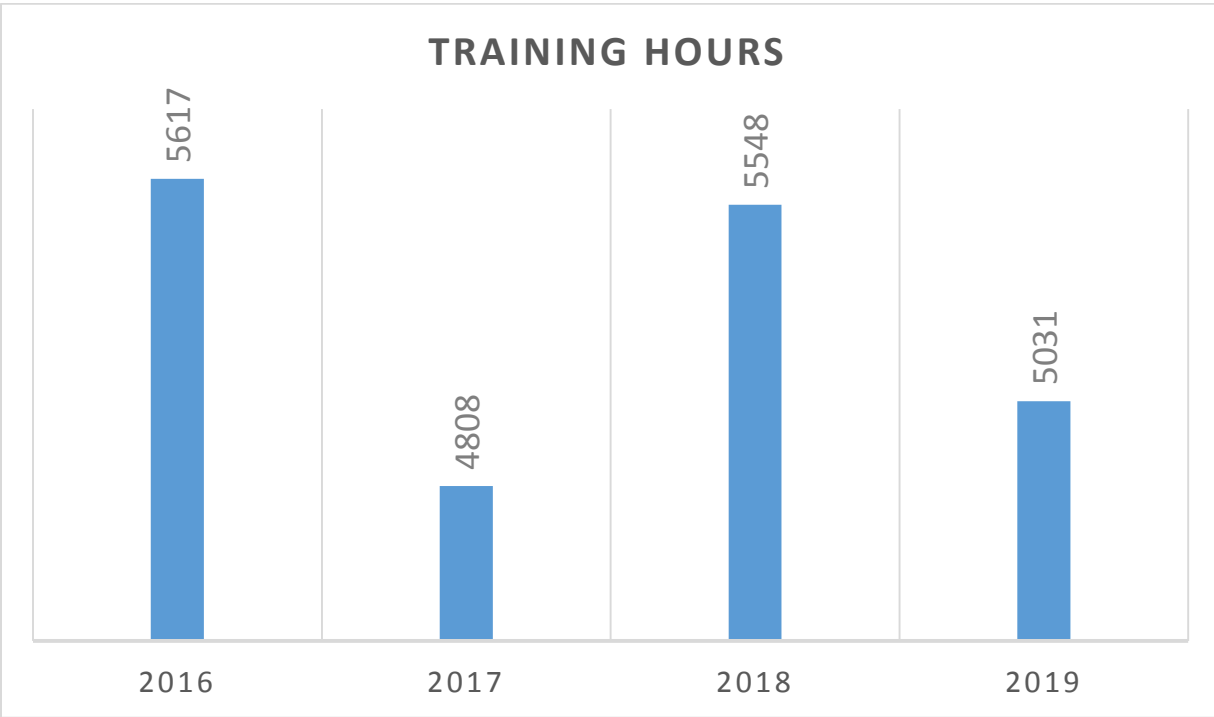


Specific Incident Response Costs

Below is a cost breakdown for specific response types based on MCFS’ “Top Five”.



Training, Recruit and Officer Development



Standardized Training - Various Disciplines – Core Content Focus

Through the course of a year, the training division consisting of a Chief Training Officer and 5 Training Officers develop, deliver and document a schedule of standardized training topics based on MCFS' core training curriculum and training syllabus. Above are the combined training hours for 2019 with standardized topics noted below.

- Fire Streams
- NFPA 1001/1072 – Recruit Training
- NFPA 1041 – Fire Service Instructor Level 1
- NFPA 1021 – Fire Service Officer Level 1
- Structural Search, Victim Removal, Survival
- Scene Lighting & Scene Safety
- Auto Extrication
- Emergency Medical Care & First Aid (Medical Director Oversight)
- Driver Training
- Water & Ice Rescue includes basic shore-based rescue
- High & Low Angle
- Firefighter Safety & Health
- Personal Protective Equipment
- Fire Department Communications
- Pumper and Tanker Operations
- Equipment Familiarization
- Water Supply & Fire Streams
- Ladders
- Pre-Planning
- Ropes, Webbing & Knots
- Hoses lays and uses
- Loss Control
- Rescue Tools
- Technical Rescue
- Fire Behavior
- Building Construction/Fire Code
- Incident Command

Specialty Rescue Services

Fire Services currently provides two specialty rescue teams - High angle rope rescue and water/ice/swift water rescue. Delaware station continues to provide rope rescue services and Coldstream maintains training and certifications for water rescue.

The Department currently has eleven (11) firefighters trained in water and ice rescue techniques with twelve (11) trained in high angle rescue.

Volunteer Firefighter Recruitment

Continuing in 2019-20, is MCFS' redesigned recruitment program which creates a more cost effective, streamlined and defensible process in order to meet Corporate and industry accepted recruiting practices. 2019 recruitment resulted in 83 applications being submitted for review. Out of the 83, 39 are being considered and interviewed for 12 available positions with some being loaded onto our reserve list.

The current compliment of MCFS excluding the current recruitment ongoing sits at 105.

Staff Development and Training

MCFS will continue to move forward with our current training program which includes a variety of new internal courses, efficiencies being made, opportunities and partnerships explored. Through a mutual partnership with two other Municipalities, fire-specific training will continue to be customized and offered for the most part, onsite at our new Coldstream Station Training Centre.

In the past, this training was not flexible, local enough or geared toward the "volunteer" firefighting world and made attending uninviting and cumbersome to those involved.

An example is continued staff development and training is our Officer program modeled after NFPA 1021 Level 1 standards. This was key in 2019 and will be offered to those positioned for promotion as part of the succession and promotion program.

The Grandfather process which was missed in 2014/15 for our firefighters was capitalized on in 2018 and finalized in early 2019. This resulted in 98% of our staff becoming certified to core firefighter training standards, (NFPA 1001 level 1 and 2), some of our Officers, (NFPA 1021 level 1), and Training Officers. (NFPA 1041 Level 1)

MCFS is one of very few Fire Services across Ontario who can boast this percentage – regardless, whether it be the volunteer or career service delivery models

Finally, maintenance and upgrading the skills of our 6 Training Officers will continue in order to meet the ever demanding and increasing Industry accepted standards.

Driver Certification Program

In 2018, Middlesex Centre Fire Services engaged in an agreement with the Township of Malahide to train new recruit drivers to the required Ontario class "D" license with a "Z" air brake endorsement - albeit at a substantially reduced cost! (This license is required to operate the majority of MCFS fire apparatus) In 2019, through this Ministry of Transportation approved Driver Certification Program, 7 firefighters attended and received their complete "DZ" license! Due to the overwhelming success, plans to

integrate this program into the current core firefighter training curriculum will take place in 2020.

Department Initiatives and Projects

In 2019, a number of new projects were started, completed with others still ongoing based on their nature and few in conjunction with the 2013 Master Fire Plan.

Below is the current MCFS Project Matrix inclusive of but not limited to the various programs completed, brought forward, ongoing and upcoming for 2020.

Current Project Matrix 2019/2020

Priority Scale

Red – Highest Yellow – Medium Green – Complete Light Blue – Ongoing Grey – Not Started / Long Term

Project Description	Priority	Progress – Information - Status
JHSC Upstart /OHSA	Complete	Complete w/ PSHSA Review suggestions – process 30% complete
Training Specific - PTSD (Legislated)	Complete	5 of 5 stations Completed – Working on New addition of the “Peer Support team” model
Training Specific -Fentanyl/Naloxone	Complete	5 of 5 stations Completed w/Nasal spray update
Recruiting and Process Redesign	Complete	100% Complete – Potential recruitment scheduled for mid-2019
MTO Driver Training Program (DZ)	Complete	Bylaw passed, program designed
Firefighter Readjustment - Multi-Response Duties	Complete	November 2017 (2 Ilderton FF's Responding daytime w/ Bryanston Station)
Asset Management / FUS Review	Ongoing	FUS Review Completed, Fire Pro Input Phase 90% Complete
Maps for Stations Settlement Areas + Ongoing Updates	Completed	100 % Complete, books being created (Electronic piece completed – onto Tablets mid 2018)
Clothing/Station wear Updating – re-cresting - Branding	Completed	Cresting @ 95% Completed – few Tunics and name tags forthcoming
Awards Recognition Program (SOG 14.15)	Ongoing	100% Completed
Arva and Coldstream Apparatus Tenders (3)	Highest	All 3 complete with pre-construction meeting completed
Training Program Review	Medium	Review Complete, Business Plan w/Syllabus forthcoming. Program reviewed for Consistency and Quality - Best Practices (NFPA) + Network Shared Folder
Equipment Modernization / Upkeep	Medium	Complete 4 Gas/HCN, TIC's, SCBA's, Apparatus, hose, Bunker gear etc.
Public Ed Program / Delivery Review + Branding	Medium	Review Completed – Public Education Business Plan w/Syllabus Forthcoming
Continued Communication	Medium	Ongoing Goal Started April 2017 – SmartSheets program solution added!
Fire Job Descriptions (7) incl. Remuneration	Highest	Completed (All positions)
Deputy Fire Chief or FPO Position/Creation	Ongoing	100% Completed Final Business Case including Job Description
Response Zone Modification	Ongoing	90% Completed Final Maps, Small Changes Made - Pilot “Recommend” CAD add-in asap!

Current Training Program re-organization and Addition	Medium	Program in place – Minor Re-Ord Required – Scheduled 4 th Quarter Completion
Tech Integration - Response and Accountability	Medium	80% Complete (Tablets, laptops, Mounts, and Screens)
Incident Command / Consistency Checklists	Not Started	Not started – Target end 2020 – being integrated with new Tablets
Annual Job Performance Reviews -Officers	Medium	Started – Target 2018/19 For Senior Leaders only
Report management System Update, Modernization and Restructuring	Medium	30% Completed - Deployment commencing Early January
Emergency Response Plan Re-Build	High	Scheduled 3 rd Quarter Completion
PTSD/Critical Incident support and training program re-design and Upgrading	Highest	Program in place – Upgrade Required – Scheduled 2 nd Quarter Completion
Fire Prevention Program Service Sharing, Finalization and Formalizing	Highest	Program in place – Scheduled 2 nd Quarter Completion
SOG's	Highest	60% Complete – Scheduled 2 nd Quarter Completion
2013 Fire Services Master Plan Fire Implementation	Highest	98% Complete
Bylaw Amendments – Service Agreements	Highest	Open Burn , Fee and charges and Establishing and Regulating Service Agreements X5 + 2

Emergency Management

Emergency Management Program Committee (EMPC)

Middlesex Centre's EMPC has met the Emergency Management Ontario requirements prescribed under the *Emergency Management and Civil Protection Act* (EMCPA) for the Municipality's Emergency Management Program.

The EMCPA requires the Municipal EMPC to review, revise, develop and/or endorse the following at least annually:

- Community Hazard Identification and Risk Assessment (HIRA)
- General Community Hazards Assessment
- Hazard Information Sheets for each General Hazard
- Community Risk Profile
- Appendices to the Emergency Response Plan
- Critical Infrastructure Assessment
- Middlesex Centre Flood Emergency Response Plan

Training

In 2019 the municipality's Community Control Group actively participated in a large scale emergency exercise in conjunction with the Ontario Provincial Police and numerous other

supporting agencies. Lessons learned from this exercise will be the focus for refining our Emergency Management Program and our Emergency Management Plan in 2020.

This session was used to meet the minimum training requirements for the Municipality's Community Control Group members.

2019 Program Compliance Activities

EMPC Meeting – Completed

ERP Review – Completed

Annual Exercise – Completed

Middlesex Centre Flood Plan Review – Completed

Annual CCG Training - Completed

Financial Implications:

N/A

Strategic Plan:

This matter aligns with following strategic priorities:

- 5a. Operational Excellence: Maintaining positive staff-community relations.
- 5b. Operational Excellence: Maintaining appropriate levels of staffing.
- 5f. Operational Excellence: Adapting to changing demands and expectations.

Attachments:

N/A