

**Report to
Rapport au:**

**Community and Protective Services Committee
Comité des services communautaires et de protection
25 August 2016 / 25 août 2016**

**and Council
et au Conseil
31 August 2016 / 31 août 2016**

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**Submitted by
Soumis par:**

**Anthony Di Monte, Acting General Manager / Directeur général par intérim,
Emergency and Protective Services / Services d'urgence et de protection**

**Contact Person
Personne ressource:**

**Gerry Pingitore, Chief, Ottawa Fire Services / Directeur du Service des Incendies
d'Ottawa**

613-580-2424, ext./poste 29411, Gerry.Pingitore@ottawa.ca

Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2016-EPS-GEN-0001

SUBJECT: OTTAWA FIRE SERVICES 2015 ANNUAL REPORT

OBJET: RAPPORT ANNUEL DE 2015 DU SERVICE DES INCENDIES

REPORT RECOMMENDATIONS

That the Community and Protective Services Committee receive this report for information.

RECOMMANDATIONS DU RAPPORT

Que le comité des services communautaires et de protection prenne connaissance de ce rapport.

EXECUTIVE SUMMARY

Ottawa Fire Services (OFS) protects the lives, property and environment for the citizens of, and visitors to the City of Ottawa.

In 2015, OFS received 90,774 calls to its Communications Centre and responded to 22,842 incidents. Additionally, OFS completed 4,607 inspections, investigated 715 fires, participated in 1,310 public education events, and visited 14,254 homes as part of the “Wake Up: Get a Working Smoke Alarm” campaign.

Council’s approval of the Station Location Study in June of 2015 established a sustainable OFS deployment model that will meet the needs of the community for the next 10 years. The 2015 Station Location Study also presented new response time standards that are based on community (urban, suburban, rural) risk and aligned to industry best practice.

OFS has established new response time standards for both its Career and Volunteer force that sets out the required number of firefighters required to be on scene within a specific baseline time (90% of the time) based on the risk rating of the call (low, moderate or high).

In 2015, the OFS met the established 90th percentile targets for 18 of the 20 response time standards; falling short of targeted response times for one urban and one suburban standard. All rural response times were met by both the career and volunteer resources assigned to those calls.

The OFS has also established new response time standards for career and volunteer specialty teams responding to calls relating to hazardous materials, speciality rescues and medical incidents within the urban, suburban and rural areas of the City. In 2015, the OFS met baseline standards for each specialty team response time standard.

The 2015 OFS Annual Report is the first in which OFS reports on the new response time standards.

Additional 2015 initiatives are described throughout this report, including key partnerships that expand OFS’ reach in the community, a new annual legislative requirement to inspect all vulnerable occupancies , and some of the essential training modules such as a new Mental Health First Aid program delivered by the OFS Training Division.

RÉSUMÉ

Le Service des incendies d'Ottawa (SIO) a pour mission de protéger la vie, les biens et l'environnement des citoyens et des visiteurs de la Ville d'Ottawa.

En 2015, le Centre de communications du SIO a reçu 90 774 appels, et le SIO a réagi à 22 842 incidents. De plus, le SIO a effectué 4 607 inspections, enquêté sur 715 feux, participé à 1 310 événements d'éducation publique et visité 14 254 foyers dans le cadre de la campagne « Réveillez-vous! Procurez-vous un détecteur de fumée qui fonctionne ».

En juin 2015, le Conseil a approuvé l'étude sur l'emplacement des casernes de pompiers, ce qui a permis d'établir un modèle durable de déploiement du SIO qui répondra aux besoins de la collectivité pour les dix prochaines années. L'étude sur l'emplacement des casernes de pompiers de 2015 a également proposé de nouvelles normes de délai d'intervention fondées sur le risque pour la collectivité (urbaine, suburbaine, rurale) et conformes aux meilleures pratiques de l'industrie.

Le SIO a établi de nouvelles normes de délai d'intervention tant pour les pompiers professionnels que pour les pompiers volontaires; ces normes fixent le nombre de pompiers devant se trouver sur les lieux à l'intérieur d'un délai de base précis (90 % du temps) fondé sur l'évaluation du risque de l'appel (faible, moyen ou élevé).

En 2015, le SIO a respecté les objectifs établis du 90^e centile pour 18 sur 20 des normes de délai d'intervention et n'est pas parvenu à se conformer au délai d'intervention visé pour une norme urbaine et une norme suburbaine. En zone rurale, tous les délais d'intervention ont été respectés tant par les ressources professionnelles que volontaires affectées à ces appels.

Le SIO a également fixé de nouvelles normes de délai d'intervention pour les équipes professionnelles et volontaires spécialisées répondant à des appels impliquant des matières dangereuses, des sauvetages spécialisés ou des incidents médicaux au sein des zones urbaines, suburbaines et rurales de la ville. En 2015, le SIO a respecté les normes de base pour chacune des normes de délai d'intervention des équipes spécialisées.

Le Rapport annuel de 2015 est le premier dans lequel le SIO présente des résultats sur

les nouvelles normes de délai d'intervention.

Ce rapport décrit aussi les autres initiatives de 2015, dont les principaux partenariats qui permettent au SIO de se rapprocher de la collectivité, une nouvelle exigence législative annuelle relative à l'inspection de tous les emplacements vulnérables ainsi que certains modules de formation essentielle, comme un nouveau programme de premiers soins en santé mentale élaboré par la Division de la formation du SIO.

BACKGROUND

On September 23, 2009, City Council approved the enactment of a Fire Services Establishing By-law (ACS2009-COS-EPS-0049). Sections 15 and 16 of the Ottawa Fire Services (OFS) Establishing By-Law No. 2009-319 require the preparation of an annual report, which shall include but not be limited to the following items:

- a) The goals and objectives of OFS;
- b) A description of the organization of OFS;
- c) The fire protection services provided by OFS; and
- d) The level of service to be provided by OFS.

DISCUSSION

MISSION, VISION, VALUES

The mission of Ottawa Fire Services (OFS) is to protect the lives, property and environment for the citizens of, and visitors to the City of Ottawa. Its vision is to be a modern and integrated fire service that operates seamlessly, employs highly-productive and highly motivated people, uses innovative practices and technology and strives to improve every day. Its values are standing together, working together, serving together, as reflected by teamwork, honour, integrity, commitment and pride. Its motto is "Protecting Our Nation's Capital with Pride".

OUR SERVICE

OFS responds from 45 stations located across the city of Ottawa. Collectively, these stations provide service to over 950,000 residents across 2, 796 square kilometres. The OFS team is comprised of career fire fighters, volunteer firefighters as well as inspection, education, safety and communications personnel.

When compared to the largest metropolitan fire departments in Canada, OFS serves a geographic area that exceeds the total combined area served by fire services in Vancouver, Montreal, Toronto, Edmonton and Calgary. Additionally, OFS's coverage is more than four times that of Toronto, Canada's most populous city.

Beyond fighting fires, OFS personnel provide many valuable services to the community including:

- Fire Suppression (fire rescue, tiered medical response, training, communications, and incident management)
- Special Operations (water/ice rescue, auto extrication, confined space, trench, Fire Support Unit, collapse and high angle rescue; hazardous material responses; wild land fires; Urban Search and Rescue; Chemical, Biological, Radiological, Nuclear and Explosive response)
- Fire Prevention and Public Fire Safety Education (fire prevention inspections, code enforcement, determination of cause and origin of fires, attendance at public events and dissemination of public fire safety educational materials)

OFS personnel operate from five (5) divisions that make up the OFS team.

Chart 1: Breakdown of OFS Personnel

Division	Number of Personnel	Percentage
Office of the Fire Chief	3	0.2%
Operations & Special Operations Career	905	94%
Operations & Special Operations Volunteer & Communications	517	
Community Standards, Education, Planning & Safety	74	5%
Fire Business Performance Measurement Unit	13	0.8%
Total	1512	100%

94% of OFS personnel are within the Operations Division with the remaining 6% dispersed amongst other divisions.

Chart 2 illustrates that OFS operates with the lowest number of firefighters and prevention/inspection officers per square kilometer (SQ/KM) in comparison to other metropolitan cities in Canada.

Chart 2: *Municipal Comparison of OFS Personnel

City	SQ/KM	Fire Fighters (FF)	FF per SQ/KM	Prevention / Inspection Officer (PO)	PO Per SQ/KM
Ottawa	2,796	1,422	0.5	38	0.01
Calgary	848	1,196	1.4	45	0.05
Edmonton	701	956	1.4	54	0.08
Toronto	641	2,782	4.3	110	0.17
Montreal	500	2,481	5.0	91	0.18
Vancouver	128	728	5.7	34	0.27

*Data from other cities is from 2012

NEW RESPONSE STANDARDS AND THE 2015 STATION LOCATION STUDY

Since the completion of the 2008 Station Location Study, there has been an evolution in the industry as to how fire services deploy their assets. More specifically, a new best practice is for fire services to have deployment models that consider the specific risks of a community. Several industry leading organizations have endorsed a risk-based deployment model as the most effective way to protect lives and property. Such organizations include the Ontario Fire Marshal, the Metro Fire Chiefs Association and the Commission on Fire Accreditation International (CFAI).

In 2012, OFS began the process to become an accredited agency with the CFAI as part of a Service Excellence initiative on the OFS 2012-2015 Strategic Plan. Over the next two years, OFS gathered information from all divisions to complete the main components of the CFAI process; the Self-Assessment Manual and a Standards of

Cover. These documents provided a comprehensive look at each division and its deployment strategies to ensure it was operating efficiently and effectively. These documents were examined by peer evaluators from the CFAI which includes leaders from fire services around North America.

The Standards of Cover is a comprehensive deployment analysis that defines written procedures which determine the distribution and concentration of fixed and mobile OFS assets. The purpose of the document is to assist OFS in ensuring a safe and effective response force for fire suppression, rescue, emergency medical response, and specialty response situations that are recognized by industry best practices and to establish response times that are held to industry standards.

In 2014, OFS received accredited agency status with the CFAI, becoming one of only six (6) accredited agencies in Canada. OFS's new response standards were created through the Standards of Cover document which supports a risk-based model. The Standards of Cover served as the foundation of the 2015 Station Location Study ([ACS2015-COS-EPS-0021](#)), and presented new response standards which were approved by Council on June 24, 2015.

The 2015 Station Location Study presented an innovative, long-range plan that does not adversely impact public safety or OFS' ability to meet its response standards and create a sustainable deployment model that will meet the needs of the community for the next 10 years. The transformation of the deployment model will result in improved efficiency in operations and savings, by identifying the west-end of the city. Included in the approved recommendations was a plan to offset operating and capital budget requirements for new stations in Kanata North, Orleans and on Cyrville Road.

PERFORMANCE

The 2015 OFS Annual Report is the first in which OFS will report on the new response standards which are explained further in the 2015 Station Location Study ([ACS2015-COS-EPS-0021](#)). OFS measures response times for each call for service. There are a number of factors which may affect response times from year to year including construction zones, time of year (weather), time of day, traffic, traffic intensification, and station cover off as resources are directed to an ongoing incident.

As part of the CFAI process, a Compliance Committee was established within OFS to review response objectives on a quarterly basis. The Compliance Committee evaluates OFS' performance and develops solutions for any issues that may arise. The

Compliance Committee has completed their review and assessment of the 2015 data and no issues were identified.

In 2015, OFS recorded 65,396 vehicle responses to 22,842 incidents. Chart 3 shows the volume of incidents OFS responded to in 2014 and 2015.

Chart 3 –Incident Volume - 2014 and 2015

Response Type	2014 Incident Volume	2015 Incident Volume	% increase or decrease
Fire	921	1,126	+22.3%
Fire Related	2,266	2,359	+4.1%
False Alarm	8,466	8,421	-0.5%
Hazmat	1,203	1,170	-2.7%
Rescue	3,634	3,830	+5.4%
Medical	3,263	3,449	+5.7%
Aid Agreements	17	6	-65.0%
*Miscellaneous	2,407	2,481	+3.1%
Grand Total	22,177	22,842	3.0%

*Miscellaneous calls include but are not limited to illegal grow operation (no fire), call cancelled, assist other agencies, other public service, assist not required, incident not found, and assist police.

In 2015, the total annual incident volume increased by 3%. This includes an increase in fires across the City of Ottawa. OFS will monitor for ongoing trends and develop mitigation strategies if incident volume continues to rise in 2016 and beyond. Current mitigation strategies include public education, investigation, and code enforcement.

The [Standards of Cover](#) and the 2015 Station Location Study include complete descriptions of the methodology behind the new response standards including definitions of risk ratings and population densities. These documents also describe how OFS determined its Effective Response Force and new response time benchmarks and baselines, prerequisites for determining response time standards.

Benchmarks are also commonly referred to as targets or goals an organization strives to obtain in an effort to achieve excellence in service delivery. Municipal fire services are mandated by the *Fire Protection and Prevention Act* to provide fire protection services in accordance with its local needs and circumstances. As such, through the CFAI accreditation process, OFS adopted the National Fire Protection Association standards of performance benchmarks in compliance with the Provincial legislation.

Baselines are considered the minimum standard for measuring performance. OFS adopted the CFAI baseline standard, which allows for a 30% increase from the established benchmark. To further validate its new performance standards, OFS carried out a review of historical fire response data over a three year period from 2011 to 2013.

Charts 4 through 7 demonstrate 2015 response times using the new response time standards.

Chart 4 – Career Response Times within Urban, Suburban, and Rural Grids

Population Density	Risk Rating	Required Firefighters On Scene (Effective Response Force)	Maintain CFAI: 90% of Travel Times Must Be Between		90 th Percentile Travel Time
			Benchmark	Baseline	2015
Metropolitan/Urban	Low	4	04:00	05:12	05:20
	Moderate 1	14	08:00	10:24	09:11
	Moderate 2	17			09:41
	High/Special	25			11:57
Suburban	Low	4	05:00	06:30	06:31
	Moderate 1	14	10:00	13:00	10:08
	Moderate 2	17			15:27
	High/Special	25			11:54
Rural	Low	4	10:00	13:00	07:36

Population Density	Risk Rating	Required Firefighters On Scene (Effective Response Force)	Maintain CFAI: 90% of Travel Times Must Be Between		90 th Percentile Travel Time
			Benchmark	Baseline	2015
	Moderate 1	14			10:42
	Moderate 2	17	14:00	18:12	No incident with response requirement
	High/Special	25			15:07

Chart 5 – Volunteer Response Times within Suburban and Rural Grids

Population Density	Risk Rating	Required Firefighters On Scene (Effective Response Force)	Maintain CFAI: 90% of Travel Times Must Be Between		90 th Percentile Travel Time
			Benchmark	Baseline	2015
Suburban	Low	4	05:00	06:30	05:08
	Moderate 1	14			07:37
	Moderate 2	17	10:00	13:00	No incident with response requirement
	High/Special	25			No incident with response requirement
Rural	Low	4	10:00	13:00	10:12

Population Density	Risk Rating	Required Firefighters On Scene (Effective Response Force)	Maintain CFAI: 90% of Travel Times Must Be Between		90 th Percentile Travel Time
			Benchmark	Baseline	2015
	Moderate 1	14	14:00	18:12	17:27
	Moderate 2	17			13:54
	High/Special	25			No incident with response requirement

Chart 6 and 7 below show OFS’ total response time at the 90th percentile to rescues by career and volunteer specialty teams such as high-angle, auto-extrication, rope rescue, and confined space, hazardous material, and medical.

While the CFAI does not set baseline measures for specialty teams, OFS established a baseline, with concurrence from the CFAI using three (3) years of actual data. In this instance 2011, 2012 and 2013 make up the baseline measurement.

Chart 6 – Career Specialty Teams Effective Response Force Total Response Times within Urban, Suburban, and Rural grids

Response Type	Population Density	Baseline	2015 Response
Hazardous Materials	Metropolitan/Urban	09:00	08:33
	Suburban	09:52	09:23
	Rural	15:50	15:03
Specialty Rescues	Metropolitan/Urban	09:43	09:14
	Suburban	11:11	10:38
	Rural	14:55	14:10

Response Type	Population Density	Baseline	2015 Response
Medical	Metropolitan/Urban	06:46	06:26
	Suburban	08:04	07:40
	Rural	12:23	12:00

Chart 7 – Volunteer Specialty Teams Effective Response Force Total Response Times within Suburban and Rural Grids

Response Type	Population Density	Baseline	2015 Response
Hazardous Materials	Suburban	13:34	12:53
	Rural	18:13	17:18
Specialty Rescues	Suburban	08:38	08:12
	Rural	16:05	15:17
Medical	Suburban	10:19	09:48
	Rural	14:21	13:38

Chart 8 below shows the OFS Communications Center's annual call volume for the past five (5) years. The Communications Division enables OFS to provide effective fire protection and emergency response across the City of Ottawa. The Communications Division contributes to reducing intervention time (total time from the moment a call for service is received to the moment personnel are on-scene), injuries and loss of life and property due to fires and other emergencies. The Communications Division creates a safer working environment for emergency responders through the transfer of information from bystanders/witnesses to responding personnel.

Chart 8 – Communications Centre Call Volume 2011-2015

Year	2011	2012	2013	2014	2015
Number of	85,225	85,538	84,754	85,900	90,774

Year	2011	2012	2013	2014	2015
Calls					

FIRE PREVENTION

OFS prides itself on being highly visible within the community and takes every opportunity to engage and educate the public on fire safety. Education, inspections and code enforcement are crucial tasks carried out by Fire Prevention Officers in the Community Standards, Education, Planning and Safety Division of OFS. In recent years, there's been an increased focus on fire prevention across the fire service industry. As noted in the "Our Service" section of this report, OFS Fire Prevention staff account for 5% of OFS personnel.

The demand for Fire Prevention Officers continues to increase as the city grows, attracts more visitors, and as new legislation is passed. In 2014 the Ontario Fire Code was amended to include a requirement that all vulnerable occupancies be inspected annually. Vulnerable occupancies include long-term care homes, hospitals and assisted living centres. Although the change in legislation has generated new revenue for the City of Ottawa, this labour intensive task, has been undertaken by the Fire Prevention Division without additional resources. Furthermore, in 2016 Fire Prevention Officers will be working diligently to inspect all hotels, motels and major event and assembly occupancies in preparation for Ottawa 2017 celebrations.

Due to the wide range of services provided by Prevention Officers and the critical tasks they are required to perform, the recruitment and selection process is highly competitive. If successful, individuals receive additional in-house training and qualification courses through the Ontario Fire College. These courses are part of a certification program based on international standards, which includes courses on the Ontario Fire Code, public education programs, enforcement and fire investigations. This training ensures that Fire Prevention Officers in Ontario meet the recognized job performance standards as well as educational, training and job experience requirements as approved by the Office of the Fire Marshal and Emergency Management and the Ontario Association of Fire Chiefs.

Public Education

OFS continues to advance its public education programs as the community and population continue to grow. Fire safety programs include inspecting for smoke and

carbon monoxide alarms, developing escape plans, distributing fire safety educational materials to residential owners and occupants, releasing public service announcements and connecting with residents through social media.

In 2015, the Public Education Team participated in 1,310 public education events, in addition to the “Wake Up: Get a Working Smoke Alarm” campaign. The “Wake Up” campaign has become a core program of the OFS Public Education Team. During a two-week blitz, one week in the spring and one in the fall, fire suppression crews visited 14,254 homes to ensure residents had working smoke and carbon monoxide alarms with the ultimate goal of increasing the number of working alarms in the city.

As part of the 2015 social media campaign “Hear the Beep Where you Sleep”, the Public Education Team attended retail stores, public service buildings, public institutions and more during Fire Prevention Week to remind residents to have a working smoke alarm on every floor and outside every sleeping area.

As Ottawa’s aging population continues to grow, public education to vulnerable seniors becomes increasingly more important. In 2015, OFS established partnerships within the community to reach seniors across the city. In November, OFS joined forces with the Ottawa Community Support Coalition in support of the second annual Carbon Monoxide Awareness Week. With funding received through the City of Ottawa Older Adult Plan, OFS was able to purchase 100 carbon monoxide alarms and distribute them to vulnerable seniors with the assistance of the Ottawa Community Support Coalition.

Building upon this momentum, the OFS Public Education Team also established a partnership with Ottawa Community Housing. In 2015, OFS began installing smoke alarms which activate a strobe light to assist seniors with hearing challenges and SmartBurners™ which are designed to keep heat at safe cooking temperatures making stovetop cooking much safer.

Inspections

OFS inspectors are responsible for ensuring that buildings in Ottawa comply with the Ontario Fire Code. Inspections are initiated as a requirement for licensing, as a result of a complaint or request or if fire personnel identify an issue upon inspection. OFS Inspectors also proactively inspect restaurants, assembly occupancies, schools and properties for retrofit requirements.

When violations of the Ontario Fire Code are identified, OFS Inspectors establish an

appropriate timeframe for the property to become compliant. Inspectors work with the property owner to achieve compliance. When requirements are not met within the established timeframe, Inspectors can proceed to lay charges.

A new requirement under the Ontario Fire Code requires OFS to inspect all vulnerable occupancies within the city of Ottawa, included in the inspection is the approval of a fire drill scenario and observing the fire drill to ensure evacuation requirements are met. A vulnerable occupancy is defined as an occupancy in which special care is provided by a facility directly through its staff or indirectly through another provider to the residents of the facility who require special care because of cognitive or physical limitations or are incapable of evacuating the occupancy. All 150 vulnerable occupancy properties within the City of Ottawa were inspected and registered with the Office of the Ontario Fire Marshal and Emergency Management. The inspection of these properties is an annual requirement.

OFS Inspectors and Fire Protection Engineers are engaged on several major projects within the city of Ottawa. In 2015, they collaborated on the grand opening of TD Place and the continuation of design review of the Light Rail Transit Project. OFS' Inspectors continue to work diligently to complete on-site inspections and required business licenses.

In 2015, OFS completed 4,607 inspections and worked closely with City Legal staff to complete 90 successful prosecutions which resulted in \$16,205 in penalties.

Investigations

After a fire, an OFS Fire Investigator conducts an on-site investigation and is responsible for collecting, analyzing and reporting detailed data regarding the fire. Throughout the investigation, Fire Investigation personnel are responsible for looking into the source(s) of ignition, growth and development of the fire, and the sequence of events that led to the ignition of the combustible material. The data collected during the investigation is used to determine the cause of the fire. Fire Investigators must also taken into consideration many factors including the building construction, interior finished and furnishing, fire detection and suppression activities, the performance of structures that were also exposed to fire, the control and movement of smoke, human response and evacuation, fire fighting and rescue, as well as the extent of losses, injuries and property damages.

The cause of each fire is then reported to the Ontario Fire Marshal's Office who collects

data for the province in an effort to gauge how many fires are occurring throughout the province, why these fires are happening, and what can be done to prevent these types of fires in the future. Determining fire cause also helps to inform future public education programs through the analysis of trends.

In 2015 OFS completed a total of 715 fire investigations. The data collected from these fires is used to prioritize areas in the city that may require additional education and inspections.

LEADERSHIP & INNOVATION

Fire Underwriter's Survey

In 2015, OFS underwent the Fire Underwriters Survey (FUS). The FUS conducts detailed field surveys of fire risks and fire defenses maintained in communities across Canada. The results of the FUS are used to establish a Public Fire Protection Classification and although the FUS has no direct involvement in determining insurance rates, its field testing has a large impact on the development of both residential and commercial insurance rates. Essentially, the testing evaluates the municipality's ability to provide an adequate level of fire protection.

Certified Fire Protection Specialists, Engineering Technologists and Professional Engineers assessed OFS' ability to reduce the risk of fire, which includes evaluating the Service's fire prevention initiatives and training programs, as well as how sufficiently OFS can suppress fires, which included a review of the location of all stations, apparatus and staffing levels.

A key test in the FUS process is the Commercial "Superior Tanker Shuttle" test. The purpose of this test is to measure OFS' ability to deliver an uninterrupted water supply of over 400 gallons per minute within five (5) minutes and sustain more than 400 gallons per minute within ten minutes of arriving on scene within non-hydrant areas. The tests were conducted in the rural areas and both requirements were exceeded as OFS demonstrated the ability to maintain water flows of over 500 gallons per minute for an indefinite period and continuous reliability.

OFS is currently awaiting the official results of the 2015 FUS testing.

Self-Contained Breathing Apparatus

In 2015, a new Self-Contained Breathing Apparatus (SCBA) was distributed to all OFS

operations personnel. SCBA's are the most vital piece of safety equipment for firefighters, so choosing the most effective and cost-efficient product is imperative. To do so, OFS established a committee comprised of representatives from various levels within OFS to conduct extensive research and rigorous testing to ensure that the chosen SCBA would meet the needs of OFS personnel. The committee determined that the SCBA must be equipped with a high pressure system with individual face pieces, a bail out system which allows trapped firefighters to rappel from buildings and must incorporate the new National Fire Protection Association Standard. The committee used the following process to select the most appropriate SCBA for OFS:

1. Mandatory Compliance – Pass or Fail
2. Committee Rating of Proposals – 10%
3. Product Demonstration – 20%
4. Field Testing – 50% (a score of 70% was required to move to the next stage)
5. Financial – 20%

All steps in the process are important when purchasing such a crucial life-saving device, however perhaps the most important was the field testing. Over a two (2) week period, a total of 20 field testers from a cross section of OFS put the SCBA's through a rigorous evaluation. Each field tester answered 1660 questions about the SCBA's. Post-testing, the committee recommended the MSA FireHawk M7XT to the Fire Management and Fire Leadership Teams as the standard device for OFS. MSA is the largest manufacturer of SCBA in the world and other major cities such as Toronto, Chicago and Pittsburgh are currently using this model. All SCBA's have individual ear pieces to enhance communications amongst crews, an electronic ID card and a bail-out system.

Continuous Learning

The OFS Training Division plays an integral role in helping the Service live up to its mission. Certified instructors are responsible for researching and providing the most up to date training for the entire Fire Service. Suppression staff receive the bulk of training, in the form of monthly or in-station training.

In 2015, the OFS Training Division provided the foundation for the training on Mental Health First Aid, the new MSA Self Contained Breathing Apparatus and KME Pump Apparatus. Approximately 6300 certification trainings, including Mental Health First Aid and various special operations, were provided, which were developed and coordinated by training staff. Special Operations training saw 144 suppression personnel receive certification training specific to their specialized function, including Hazardous Materials, Water Rescue and Technical Rescue.

The officer development program that was implemented in 2014 to provide fire fighters an opportunity to gain knowledge required for becoming chief officers was expanded in 2015. Integral to succession planning, OFS's Training Division personnel provided the majority of the instruction for the courses, and also developed material for future courses. Annual class promotional courses and exams are also provided through the Training Division.

The Training Division plays a key role in the recruitment and training of new fire fighters to the city. Along with interviewing and testing a large number of applicants, personnel were responsible for training 37 new firefighters throughout a 14 week recruitment program.

CAMP FFIT

The innovative Camp FFIT (Female Firefighters in Training) was once again, a huge success in 2015. Recognizing the importance of building a fire service that is more representative of the community it serves, OFS began Camp FFIT in 2010. The week-long camp provides female youth firsthand experience of what it takes to be a firefighter. Over the past six years, the program has attracted more than 120 participants. Some of these participants are now volunteer firefighters with OFS, attending pre-service programs in post-secondary institutions and applying for fulltime positions within fire services across the nation.

As the first service to implement such an innovative program, many fire services across the country seek information from OFS and have begun coordinating their own Camps. In 2015, OFS hosted 24 young women. One of the campers was so inspired that she submitted a blog entry to OFS. The blog describes some of the Camp FFIT activities, speaks to the lifelong friendships that were built and perhaps most importantly, how the Camp has given her a new found confidence to take with her throughout all steps of life.

OFS will continue to offer the Camp FFIT program, winner of the 2012 City Manager's Award of Excellence, with the hopes that it will increase confidence and empower young women to pursue careers in Fire Services.

LOOKING AHEAD

OFS is developing a new strategic plan for 2016-2019 aspiring to maintain "accreditation status" with the CFAI, the plan will include clear objectives and priorities that align with the City of Ottawa's Strategic Plan. It will also include strong performance

measures to ensure OFS is successful in achieving its goals. Feedback from staff consultations will be incorporated into the new strategic plan which will help guide OFS for the remainder of the current term of council.

In 2016, OFS will continue to work with its City of Ottawa partners to determine the ideal location for a new fire station in Orleans which is expected to be in service in 2017. The recommendations of the 2015 Station Location Study, including the consolidation of Station 36 and Station 55 and a new fire station in Kanata, will be a focus of OFS over the next five (5) years.

With the implementation of a new performance measurement framework developed as part of the CFAI process in 2015, OFS has begun collecting data that is aligned with its new response standard. The new performance measurement framework will form the basis of the annual re-accreditation report that is required to the CFAI in 2016.

As the population of Ottawa continues to grow, OFS will continue to focus on fire prevention, code enforcement and education outreach to reduce the number of fires and ensure residents and property owners are taking proper measures to stay safe.

OFS will continue to implement new technology to make the service more efficient in delivering quality services, as it works towards development and implementing a modern traffic pre-emption and a new roster scheduling solution with a proposed implementation in 2017.

OFS will remain a versatile and innovative force that is seen as a leader amongst fire services in Canada.

RURAL IMPLICATIONS

This report has no rural implications.

CONSULTATION

There was no consultation done for this report.

ADVISORY COMMITTEE(S) COMMENTS

There are no recommendations from Advisory Committees.

LEGAL IMPLICATIONS

For the reasons set out below, there are no legal impediments to receiving this report for information. The Standards of Cover as previously approved by Council on June 24, 2015 (see ACS2015-COS-EPS-0021) provide that the new response standards are, in effect, performance objectives based on Ottawa Fire Services benchmarks and Commission on Fire Accreditation International (CFAI) baselines which Ottawa Fire Services strives to meet. As such, these are based on local needs and circumstances. They are not set out in the Fire Protection and Prevention Act.

RISK MANAGEMENT IMPLICATIONS

There are no risks associated with this report.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

There are no accessibility implications associated with this report.

TECHNOLOGY IMPLICATIONS

There are no technology implications associated with this report.

TERM OF COUNCIL PRIORITIES

There are no direct impacts to the Term of Council priorities.

SUPPORTING DOCUMENTATION

There is no support documentation for this report.

DISPOSITION

Staff will implement any direction from Committee and Council as a result of receiving this report for information.