

**KELOWNA FIRE DEPARTMENT  
COUNCIL PRESENTATION  
2009**



**INTRODUCTION**

- ▶ Assistant Chief Thomas Doherty
- ▶ Restructuring Management Team
- ▶ 4 Dispatchers/ Relievers
- ▶ 2 Fire Inspectors
- ▶ 6 career Suppression, 3 POC firefighters

*M*<sub>1</sub>

## PERFORMANCE MEASUREMENTS

Year	2005	2006	2007	2008	2009 *
Incidents For Service	7,343	7,581	7,674	8,795	9,192
Incidents Per 1000 Population	6.99	7.24	7.52	7.90	
Structure Fires	96	71	75	79	90
Dollar Loss	\$6.3m	\$5.7m	\$6.0m	\$7.0m	
Suspicious Fires – new methodology	n/a	n/a	n/a	n/a	54

## PERFORMANCE MEASUREMENTS

Year	2005	2006	2007	2008	2009 *
First Responses	3,791	3,838	3,935	4,674	5,312
Regional Dispatch Centre Total Incidents Handled	14,773	14,413	15,455	17,791	19,475
Inspections Completed According To City Schedule	4,291	4,452	2,192	3,645	?
Percentage Of Total Inspectable Properties	80.70%	83.70%	49.50%	73.30%	

\*Projected 12 months to year end 2009

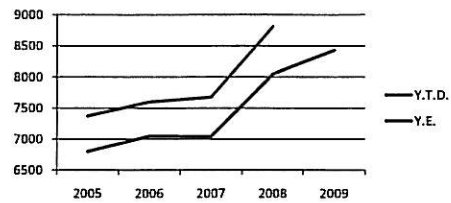
## CALLS FOR SERVICE



### Incidents For Service

	2005	2006	2007	2008	2009
MTH NOV	622	637	622	747	729
Y.T.D.	6,798	7,046	7,040	8,050	8,431
Y.E.	7,370	7,597	7,674	8,812	

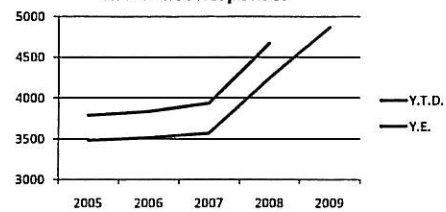
KFD : Incidents For Service



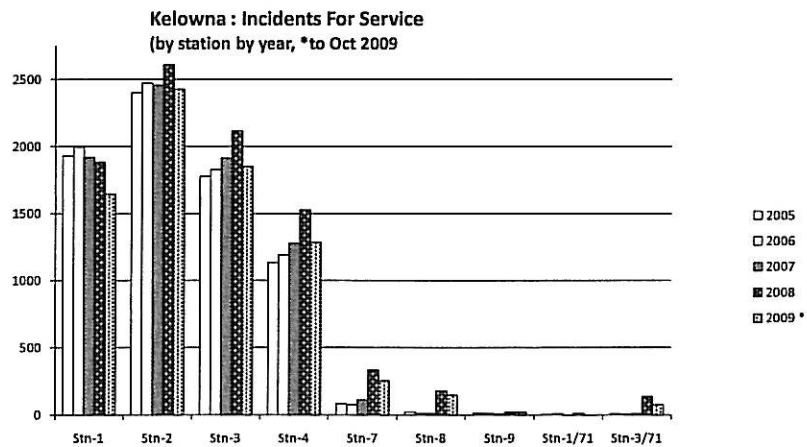
### First Responses

	2005	2006	2007	2008	2009
MTH NOV	299	336	305	425	413
Y.T.D.	3,483	3,514	3,569	4,240	4,866
Y.E.	3,791	3,838	3,935	4,674	

KFD : First Responses

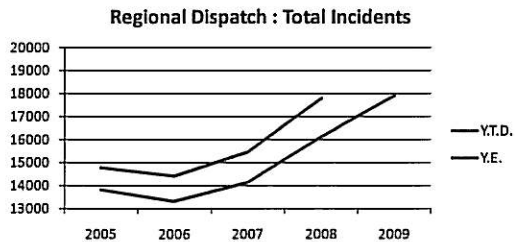


## CALLS FOR SERVICE BY AREA



### Regional Dispatch - Total Incidents

	2005	2006	2007	2008	2009
MTH NOV	1,112	1,254	1,321	1,478	1,584
Y.T.D.	13,821	13,317	14,139	16,115	17,905
Y.E.	14,773	14,413	15,455	17,791	



**SUMMER 2009**



**WEST KELOWNA COMPLEX FIRES**

- ▶ 28 day EOC activation (43 op periods)
- ▶ 254 staff that participated
- ▶ 50 fire apparatus several hundred f/f staff
- ▶ Facilitated the evacuation of 17,000 people from 6,000 homes
- ▶ 7 major media releases, 88 news releases

### **WEST KELOWNA COMPLEX FIRES**

- ▶ Used nearly a km of paper to print maps to support the incident
- ▶ Shaw Cable and the Red Cross set up call centers and received 4,196 calls
- ▶ Again demonstrating our Regional EOC as a benchmark for the province

### **ACCOMPLISHMENTS**

- Hosted PEP Emergency Program Coordinator Course
- Hosted PEP Elected Officials Training
- PEP Support (Winter Storms)
- FDM upgrade completed

**ACCOMPLISHMENTS**

- Message One Call Back System Implemented
- Silent Knight Monitoring System Upgrade
- New Fire Radio System Implemented
- 10 yr Capital Plan initiated
- Fire Dispatch Business Continuity & Back up Plan Completed.

**ACCOMPLISHMENTS**

- Improved communications process between Building Branch and Fire Prevention
- Awarded the 2010 BC Fire Training Officer's Conference
- Training Partnerships Built to Reduce Training Costs
- 12 Members enrolled in Fire Officer Program  
- To be Completed in Feb 2010

**ACCOMPLISHMENTS**

- 36% Perfect Attendance in 2008
- KFD Averages 0.6 sick days per member of 117 Members
- Critical Incident Stress Management defusings and training ongoing
- Specialty Rescue Training - Hazmat, Ice Swift Water, High Angle

**EQUIPMENT ACQUISITIONS**

- New Engine in service at Stn 3 (Rutland)
- New radio equipment upgrade
- Upgrade to Hazmat equipment - Regional Rescue Program
- 1<sup>st</sup> Highrise equipment rooms put into service



**PRESENT CHALLENGES**

- ▶ Technology
- ▶ Growth
- ▶ Rural Service Areas
- ▶ Interface Fire
- ▶ Economic Reality

**CLOSING**

- ▶ Kelowna Fire Department is committed the providing a high level of Fire/Rescue Service delivery and deployment of resources to the citizens and tourist of the City of Kelowna while honoring our values, accomplishing our objectives and achieving our goals