

Memo



Date: March 30, 2011
File: 7210-40
To: City Manager
From: Fire Chief
Subject: 2010 Kelowna Fire Department Annual Report

Recommendation:

THAT Council receives, for information, the Report from the Fire Chief dated March 30, 2011 with respect to the 2010 Kelowna Fire Department Annual Report.

Purpose:

To provide Mayor and Council with an overview of the Kelowna Fire Department's activities, accomplishments and successes in 2010, and to highlight the Department's 2011 goals.

Background:

The background is contained in the attached Kelowna Fire Department 2010 Annual Report dated March 2011.

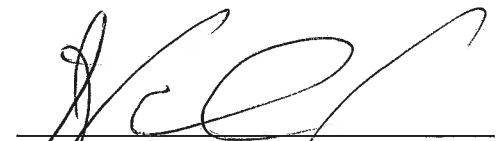
Internal Circulation:

Director, Financial Services, Office of the City Clerk and Kelowna Fire Department

Considerations not applicable to this report:

Legal/Statutory Authority:
Legal/Statutory Procedural Requirements:
Existing Policy:
Financial/Budgetary Considerations:
Personnel Implications:
External Agency/Public Comments:
Community & Media Relations Comments:
Alternate Recommendation:

Submitted by:



J. Carlisle, CFO, MA, CD
Fire Chief, Kelowna Fire Department

Approved for inclusion:



P. Macklem, General Manager, Corporate Sustainability

Attachment:

Kelowna Fire Department 2010 Annual Report

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Kelowna
Fire Department

Kelowna Fire Department 2010 Annual Report

March 2011

City of Kelowna
2255 Enterprise Way
Kelowna, BC V1Y 1J4
TEL 250 469-8801

kelowna.ca

2010 Year in Review: Kelowna Fire Department

**Kelowna Fire Department
International Association of Fire Fighters Local 953
Kelowna Volunteer Fire Fighters**

Prepared by:

- Fire Chief Jeff Carlisle
- Administrative Secretary Candace Friesen
- Assistant Chief Administration Thomas Doherty
- Assistant Chief Operations Lou Wilde
- Assistant Chief Emergency Management/Communications Jason Brolund

KFD Administration Highlights

Kelowna Fire Department completed a number of projects in 2010, and continues to strive towards updating operations and other components of our public safety and emergency services.

Highlights from 2010 include:

- Development of the 10 Year Strategic Plan and adoption by Council.
- Review of Fire Department Operations efficiency.
- Finalized Draft Kelowna Fire Department Fire Protection Agreements with Regional District of Central Okanagan for June Springs and Lakeshore Rd areas.
- Review of Operational Guidelines.
- Fire Prevention Bylaw amendments for high rise equipment rooms approved by Council.
- Provided administrative support for Emergency Operations Centre activations.
- Consultation with Information Services and Mitchell & Associates to review Dispatch and Records Management Systems.

2010 Year in Review: Kelowna Fire Department

KFD Operations

Goals and Objectives

- To provide realistic and effective fire protection and public safety services to all areas of the City of Kelowna. This includes fire suppression and rescue, fire prevention, fire safety inspections, fire training, first medical responses, hazardous material response, specialty rescue and emergency management.
- To promote a diverse and talented team of dedicated people that continue to provide realistic and effective fire protection, public safety and initiatives that deliver the highest possible standard of service to the citizens of Kelowna
- To continue to develop, modify and implement the 10 year strategic plan to keep pace with population growth/development and evolving opportunities as it relates to staffing and future fire hall locations and service delivery.
- The Fire Prevention Branch and Suppression Branch staff continues to educate residents and monitor open burning habits and promote the enhancement of air quality to ensure a natural, protected environment.
- Commitment to the Regional District of Central Okanagan through the management of the Regional Emergency Program, the Regional Dispatch Center and the Regional Rescue Program preserving a safe and natural protected environment and demonstrating strong innovative leadership.
- To continue to partner with the public on community service projects where feasible.
- To maintain Fire Department facilities, apparatus, equipment and resources in a high state of readiness and cleanliness at all times
- To promote interagency cooperation and mutual respect among all other interacting organizations and their members
- Continue to enhance awareness of staff responsibility, expectations and accountability, while managing people and incidents to develop strong innovative leadership and sound fiscal management.

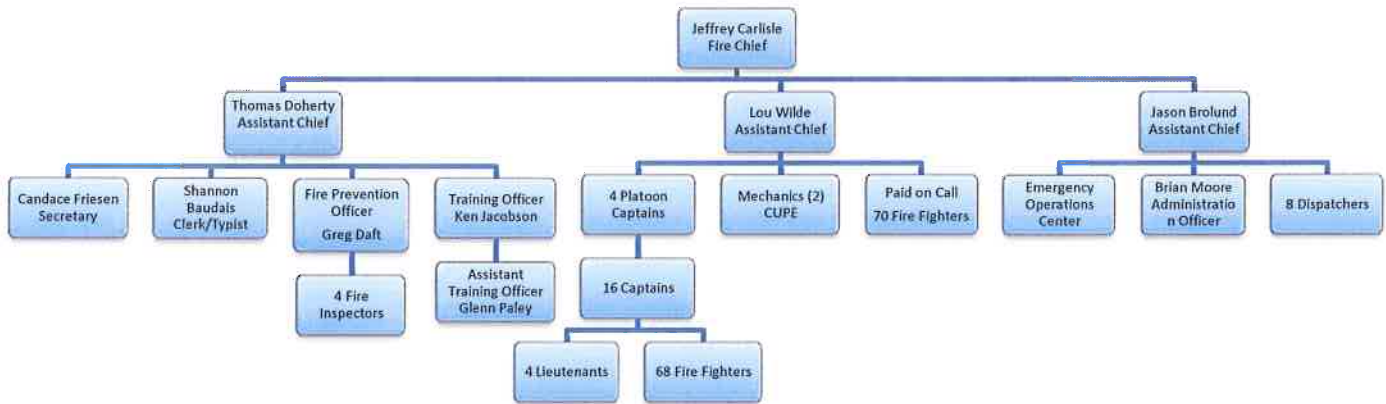
2010 Year in Review: Kelowna Fire Department

Organization Profile

The Fire Department operates under the direction of the Fire Chief who is responsible to the Mayor and Council through the Corporate Sustainability Division.

In order to deliver the services needed to accomplish our mission, the Department is organized into three major sections: Administration, Operations, Emergency Management/Communications.

Operations - The operations section is responsible for the delivery of emergency services for fire and rescue, first medical response, hazardous materials and the day to day operations of the fire department. In 2010 the Kelowna Fire Department had 9,403 emergency responses, ranging from structure fires to grass fires, from rescues and auto extrication to first medical responses.



2010 Year in Review: Kelowna Fire Department

Career Firefighters

Kelowna Fire Department has one hundred and seventeen (117) Career staff working out of Stations 1, 2, 3 and 4. These individuals not only respond while on duty, but are called back to work on numerous occasions over the year when additional resources are needed by the on duty career staff.



Paid on Call Firefighters

Kelowna Fire Department has seventy (70) Paid on Call members based out of Station 1, 7, 8, and 9 who respond from home or work 24 hours a day/seven days a week to fire and emergency calls. Service as a paid-call member in our community requires a serious commitment as members attend weekly drills/practices, optional training, as well as being called out to emergencies throughout the year.



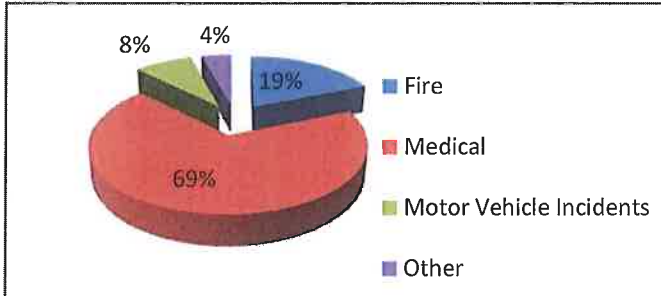
File Photo - Castanet

Special thanks go to the families and employers of Kelowna Fire Department paid on call members. These individuals are called out at any time of the day or night on a moment's notice and KFD passes on our thanks!

2010 Year in Review: Kelowna Fire Department

Emergency Responses

2010 EMERGENCY RESPONSE, BY INCIDENT, ALL STATIONS

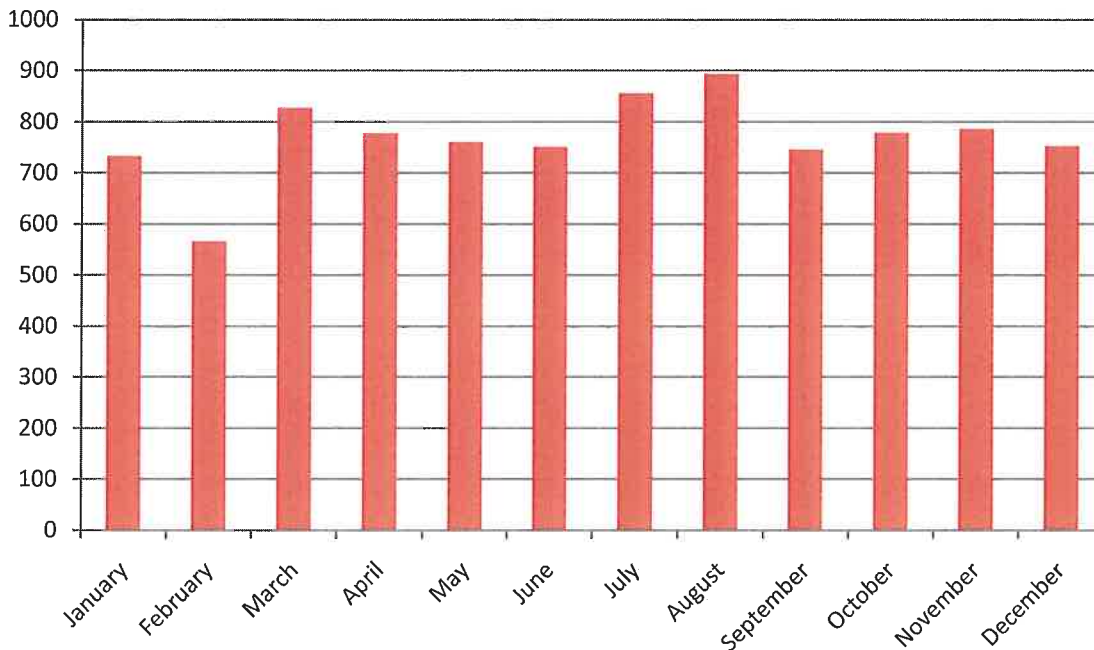


Fire	1762
Medical	6457
Motor Vehicle Incidents	774
Other	410

Total Incidents for Kelowna 2010: 9,403

2010 CALLS BY MONTH, ALL STATIONS

August was the busiest month in 2010 responding to 894 Incidents.



2010 Year in Review: Kelowna Fire Department

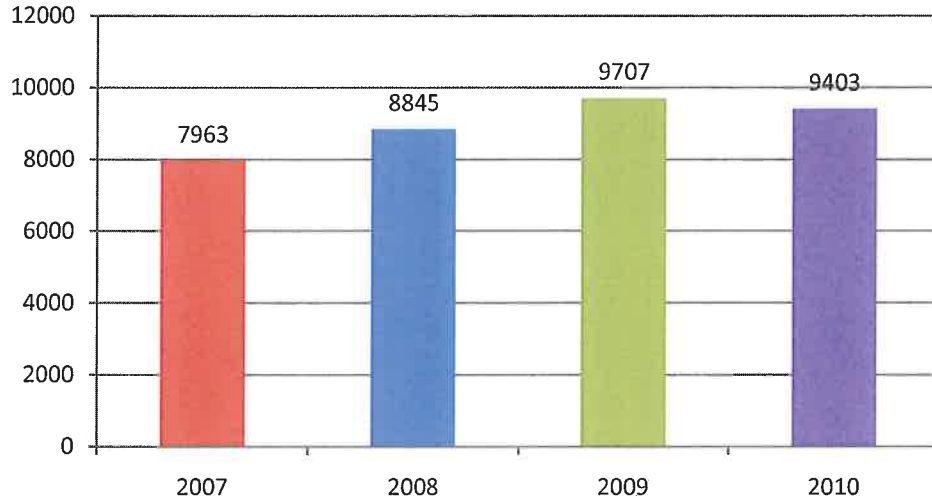
RESPONSE COMPARATIVE, BY RESPONSE ZONE

Response Year	2010
Stn 1 Main Hall	1,981
Stn 2 Water Street	3,068
Stn 3 Rutland	2,221
Stn 4 Mission	1,245
Stn 7 East Kelowna	253
Stn 8 Glenmore	187
Stn 9 McKinley	20
Out of Area	32
Contract Area	166
Airport Incidents	230
Total Incidents	9,403

*NOTE STATS DO NOT INCLUDE 2ND OR 3RD ENGINE RESPONSES

RESPONSE COMPARATIVE BY YEAR

In 2010 the total number of emergency responses decreased by 3.23% from 2009. However emergency responses have increased 18% from 2007 overall. This is an average of 7.02% increase in emergency responses over a 4yr period.



2010 Year in Review: Kelowna Fire Department

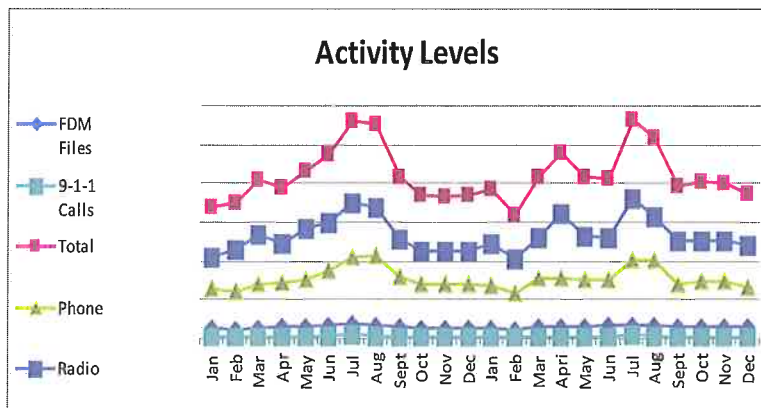
COMMUNICATIONS CENTRE

The Fire Dispatch Centre provides dispatch service for 8 Fire Departments consisting of 21 fire stations within the City of Kelowna and Regional District of Central Okanagan boundaries. The dispatch center handled 20,290 Incident reports during 2010.

The Fire Dispatch Centre is staffed by 8 Fire Dispatchers 4 of which are fulltime assigned to shifts and 4 that are fulltime relief dispatchers that move shift to shift for relief purposes. The Fire Dispatch Centre monitors various fire alarms throughout the City and the Regional District of Central Okanagan. The dispatch centre also handles the City's after hour's telephone service and City call out when city facilities are closed.

Additional highlights include:

- 9-1-1 system upgrades were completed in partnership with Telus.
- Implemented Message One Call Back System with District of West Kelowna Fire Rescue.
- 9-1-1 call answering times remain above the industry average and NFPA Standards. A 2% improvement over 2009.
- Call process times improved 19% over 2009. Now meeting NFPA Standards.
- Call dispatch times improved 29% over 2009.
- 162,000 radio transmissions occurred in 2010.
- 92,243 phone transactions took place.



We will continue to work towards modernizing the Fire Dispatch Centre to enhance service to our customers in a cost efficient and effective manner.



2010 Year in Review: Kelowna Fire Department

Apparatus Maintenance Support

Kelowna Fire Department has two mechanics working out of Station 1 who maintain our emergency vehicle apparatus and equipment. Internally they report to the Assistant Chief Operations, and are directly under the Equipment Civic Operations at City Yards.



Building Maintenance

The day to day maintenance of the fire stations is looked after by Fire Department staff. Upgrades and additions are completed by the Real Estate and Building Services department. The department is working on a phased in approach for facility upgrades and renovations over a long term basis.

Operational Highlights

Kelowna Fire Department had many significant achievements and the highlights are as follows;



- In 2010 we completed the final inspection process on the new Telesquirt fire apparatus with a delivery date of January 2011.

2010 Year in Review: Kelowna Fire Department

- A second mechanic was posted to the main fire hall to assist in fleet maintenance.
- We acquired the CPPI (Canadian Petroleum Products Institute) Trailer as City property for the Hazmat Response Teams.
- Implemented new high rise equipment.
- Request For Proposal and comprehensive Wear Trial Testing completed for fire fighter bunker gear.
- Implemented 4 Lieutenants at Station 1 at the beginning of 2010.
- Hired two (2) new fire fighters to replace retired members.
- Assisted and supported the wildland fires and evacuations of Seclusion Bay and Sailview Bay.



File Photo - Castanet



File Photo - Castanet

- In the summer of 2010 the department faced a number of large scale emergencies including the Stewart Centre fire, Barber Road apartment fire, Lakeshore Rd wildland fire and Knox Mountain wildland fire.



File Photo - Castanet



File Photo - Castanet

2010 Year in Review: Kelowna Fire Department

- KFD operational guidelines continued to be reviewed and updated in 2010.
- Paging system had some upgrades to enable separate page system for Squad 1 at the main fire hall.
- Continue to liaise with regional emergency service personnel.
- Continue to work/liase with regional partners on service agreements, 911 dispatch, mutual aid, emergency program and regional rescue program.

Fire Prevention & Training Highlights



Fire Prevention, Public Education and Training initiatives have been ongoing throughout 2010 with the following highlights:

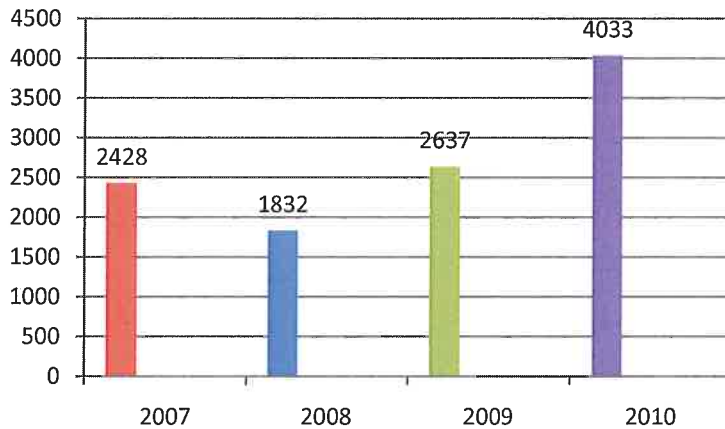
- Recruitment and replacement of 1 Fire Inspector.
- Amendment to the Fire Prevention Regulation Bylaw reflecting High Rise Equipment Rooms
- Amendment to the Fire Inspection Frequencies
- Benchmarks and targets established for Fire Inspections
- One Fire Inspector certified to NFPA Fire Inspector 1
- Three (3) Fire Inspectors certified to Fire Investigator Cause and Origin Level I & II
- New Fire Prevention Trailer acquired for Investigations and Public Education
- Training partnership established with the Justice Institute of BC
- New Fire Officer Training Program established
- Review of the Community Wildfire Protection Plan began
- Guidelines for Development Permits in Wildfire Interface areas were drafted in coordination with other City Departments.
- 714 Burn Permits were issued

2010 Year in Review: Kelowna Fire Department

Inspections

We continue to strive to meet Fire Inspections frequencies in the City of Kelowna with 4,033 inspections completed in 2010 on a reportable 6,083 inspectable properties. The fire inspections are completed by the Fire Inspectors, Fire Officers and crews. Fire Officers and crews completed 1,040 of the 4,033 completed inspections.

Fire Inspections have increased over 83% from 2008 as a result of one additional fire inspector being hired in the branch in late 2008, the implementation of the additional Squad at Station 1, and the implementation of inspection benchmarks per Fire Inspector.



Fire Investigations

In 2010 Kelowna Fire Department performed 21 structure, 5 vehicle and 7 outdoor fire investigations in the City of Kelowna. The ability for staff to perform these investigations was further increased by staff completing the Fire Investigator Cause and Origin Level I and II training hosted by Kelowna in the fall of 2010.



File Photo - Castanet

2010 Year in Review: Kelowna Fire Department

Public Education

Public Education opportunities continue on a request basis. Visiting the fire station for fire and life safety education continues to be popular amongst day cares, pre-school and regular school classes.

The Kelowna Fire Department attended over 33 public events, below are just a few from the list of events attended:

- Dr Knox School Career Fair
- Baby Talk – Health Unit
- MS Walk
- MD Walk
- Fire Safety Talk – Safe Families
- Kelowna General Hospital Fire Extinguisher Training
- University of British Columbia Okanagan Fire Extinguisher Training
- Health Kids Day – YMCA
- Fat Cat Children’s Festival
- Variety Club Boat for Hope
- Babysitter Fire Safety – H2O Centre
- Spin for Kids Challenge
- Project Literacy
- MD Boot Drive
- Fire Chief for a Day
- Kelowna Community Theatre Volunteers Safety Talk



Fire Prevention week saw crews doing presentations in the elementary schools, and hosting the Fire Chief for a Day Program in partnership with other Regional Fire Departments. The Kelowna Fire Department also continues to deliver the popular Child Passenger Seat Inspection Program at the main fire hall on Enterprise Way on Saturday afternoons.

2010 Year in Review: Kelowna Fire Department

Training

The Fire Department Training Branch facilitated over 32,750 person hours of training in 2010. The department has enhanced the Fire Officer Training Program and is striving to meet accreditation levels in all disciplines of training. New in 2010 was the establishment of a training partnership with the Justice Institute of BC, and a commitment to continue to build relationships and partnerships with other agencies in the Region and Province to provide cost effective training opportunities in the Central Okanagan.



Highlights for training in 2010:

- Fire Investigation Cause & Origin Level I – 3 members trained
- Fire Investigation Cause & Origin Level II – 3 members trained
- NFPA Fire Inspector Level 1 – 1 member trained
- CAN/ULC S524 Intro to Fire Alarms – 5 members trained
- Fire Prevention Officer's Association Conference – 1 member attended
- Fire Officer Level 1 – 12 members trained
- Fire Service Instructor 1 – 7 members trained
- Incident Safety Officer – 12 members trained
- Justice Institute of BC Evaluator Workshop – 1 member trained
- Hosted BC Fire Training Officer Conference – 12 members attended
- Hazmat Awareness – 2 members trained
- Hazmat Operations – 2 members trained
- Confined Space Rescue Operations – 12 members trained
- Critical Incident Stress Team Training – 11 members trained
- Occupational Health & Safety Training – 6 committee members trained
- Emergency Vehicle Driving Regulations – 15 members trained
- Suicide Awareness – 6 members trained
- Vehicle Heavy Rescue – 4 members trained
- S-100 train the trainer - 8 members trained
- Frontline Leadership in the Fire Service train the trainer – 2 members trained
- Pine Beetle Inspection training – 6 members trained
- HR Benefit and E-Recruit training – Provided to all career staff
- High Rise Attack training – Provided to all suppression staff

2010 Year in Review: Kelowna Fire Department

- APCO International Dispatch Training – 4 members trained
- FDM Records Management Training – 2 members trained
- Incident Command Level 400 – 1 member trained
- Fire Chief's Association of BC Conference – 2 members attended
- Live Fire (container) – All Paid on Call members attended training at Landfill.
- Hosted Okanagan Regional Training Weekend Courses
- Partnership established with Justice Institute of BC with 2 Authorized Provider Agreements in place.
- Marine Rescue Training – 320 person hrs completed for commitment to Regional Rescue Program
- Hazardous Materials Response Training – 1,152 person hrs completed for commitment to Regional Rescue Program
- Technical Rescue Training – 1,355 person hrs completed for commitment to Regional Rescue Program



2010 Year in Review: Kelowna Fire Department

Emergency Management Highlights

Emergency Management experienced an unprecedented operational increase in 2010, with five Emergency Operation Centre/Emergency Program activations including response to the following incident types:

- Wildfires - Seclusion Bay and Sailview Bay
- Chemical Fire - Stewart Centre
- Flooding - Jan 13, 2010 -Lake Country, Kelowna & Ellison



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Emergency Preparedness

Significant progress was made in Emergency Preparedness in 2010, including the following projects:

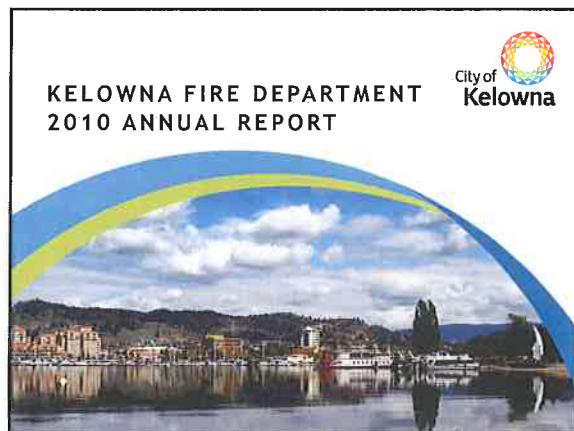
- Emergency Preparedness Week
- Public preparedness messaging and education
- Justice Institute of BC Accredited Emergency Management training for 88 city staff, stakeholders and first responders
- Extensive media coverage (television, print and radio)

2010 Year in Review: Kelowna Fire Department

ESS

Emergency Social Services was activated for 18 emergency responses and provided support for over 166 displaced individuals.

Incident Type	Number of Incidents	Number of Clients Assisted
House Fire	15	66
Multi-Unit Residential Fire	2	36
Evacuation (Wildfire)	1	64
Totals	18	166



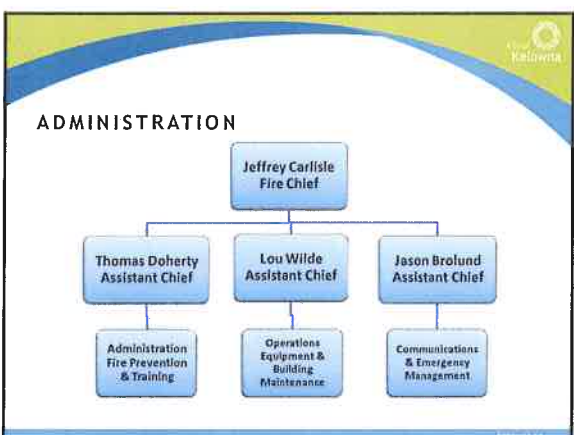
PRESENTATION OUTLINE

- Goals & Objectives of KFD
- Administration
- Fire Prevention
- Training & Regional Services
- Operations
- Communications Centre & Emergency Management
- 2011 Goals

GOALS & OBJECTIVES

➤ To provide realistic & effective fire protection & public safety services to all areas of the City of Kelowna. This includes fire suppression & rescue, fire prevention, fire safety inspections, fire training, first medical responses, hazardous material response, specialty rescue, dispatch & emergency management.

ADMINISTRATION OVERVIEW

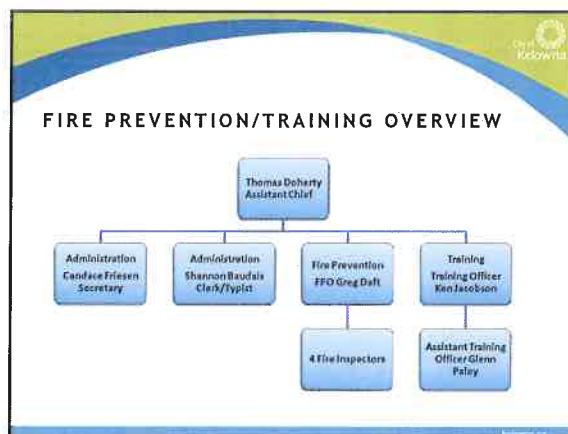


ADMINISTRATION

- Completed 10 Year Strategic Plan
- Recruitment of New Fire Chief

ADMINISTRATION

- Fire protection agreements
- Provided administrative support for the Emergency Operations Centre (EOC) activations



FIRE PREVENTION


- Fire Prevention Consists of:
 - 1 Fire Prevention Officer
 - 4 Fire Inspectors
- Services Provided

FIRE PREVENTION

- New Fire Inspector
- Three (3) Fire Inspectors certified to Fire Investigator Level II
- Community Wildfire Protection Plan & Wildfire Interface Areas


FIRE PREVENTION

- 714 Burn permits issued
- Investigations
- 4,033 Fire Inspections completed (34.6% increase over 2009)



FIRE PREVENTION

- Public Education
- Attended over 33 Community Events




TRAINING OVERVIEW

- Training Branch consists of:
 - 1 Training Officer
 - 1 Assistant Training Officer
- Services Provided

TRAINING

- 32,750 person hours of training
- Fire Officer training program



TRAINING

- ▶ Training partnership established
- ▶ Regional Rescue Training:
 - ▶ 3,056 hours completed




TRAINING

- 2010 BC Fire Training Officer's Conference
- Okanagan Regional Training Weekend



OPERATIONS OVERVIEW



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graph TD
    A[Lou Wilde Assistant Chief] --> B[4 Platoon Captains]
    A --> C[2 Mechanics]
    A --> D[70 Paid on Call Firefighters]
    B --> E[16 Captains]
    E --> F[4 Lieutenants]
    E --> G[68 Fire Fighters]
    
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OPERATIONS

Career Resources:

- 92 of our 117 staff on 4 shifts
- Minimum Staffing is 19 members

Paid on Call Resources:

- 70 members in 4 stations




RESPONSE VOLUME

- In 2010, 9403 responses = 26/day
- Enterprise: 1981 responses = 5.5/day
- Downtown Core: 3068 responses = 8.5/day
- Rutland: 2221 responses = 6/day
- Mission: 1245 responses = 3.5/day


RESPONSE VOLUME

- RDCO: 32 responses
- East Kelowna: 253 responses






SIGNIFICANT INCIDENTS

Barber Terrace



Stewart Centre



EMERGENCY RESPONSE SERVICES:

- Fire & First Medical Response
- Auto Extrication

RDCO Services:


- Technical Rescue (24 technicians)
- Hazardous Materials (24 technicians)
- Marine Rescue (20 technicians)



NON-EMERGENCY SERVICES

- Company Fire Inspections (1040)
- Pre- Incident Planning (133+)
- Child Car Seat Inspections (200+)
- Public Education/Tours (120+)
- Public Service (400+)

COMMUNICATIONS & EMERGENCY MANAGEMENT OVERVIEW



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graph TD
    A[Jason Erolund Assistant Chief] --> B[Emergency Management]
    A --> C[Brian Moore Administration Officer]
    A --> D[Communications Centre & Dispatchers]
    B --> E[EOC]
    
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COMMUNICATIONS CENTRE

- Dispatch service for 8 Fire Departments
- Services Provided



COMMUNICATIONS CENTRE

- 9-1-1 call answering times remain below the industry average (2% improvement over 2009)
- Call dispatch times improved 29% over 2009
- Dispatch call volume was up 4.6% over 2009 (20,290 calls total)




COMMUNICATIONS CENTRE

- Busiest day of the week is Friday
- Busiest time of day is between 0700 & 0800
- 162,000 radio transmissions occurred in 2010 & 92,243 phone transactions took place

EMERGENCY MANAGEMENT

- 154 staff work within the emergency program
- 5 local government partners
- Westbank First Nation
- 2 EOC facilities




EMERGENCY MANAGEMENT

- EOC activations:
 - Wildfires - Seclusion Bay & Sailview Bay
 - Chemical fire & spill - Stewart Centre/Mill Creek
 - Flooding - Lake Country, Kelowna & Ellison

EMERGENCY MANAGEMENT

- Emergency preparedness week & public preparedness messaging & education
- Emergency management training for 88 city staff, stakeholders & first responders
- Extensive media relations training & coverage

EMERGENCY SOCIAL SERVICES (ESS)

- 150 trained volunteers
- Transition to new ESS Director 
- 5 reception centers, 2 group lodging facilities
- Community liaisons in each area

EMERGENCY SOCIAL SERVICES

- ESS activated for 18 emergency responses
- Provided support for over 166 displaced individuals
- 2 major activations (Level II) 

2011 GOALS

- Align KFD with Corporate Priority Planning
- Core service review of Regional Services
- Contract negotiations with IAFF
- Life Safety Bylaw

2011 GOALS

- Recruitment drive (Paid on Call/Career Firefighter/Dispatch)
- KFD Administrative & Leadership team reorganization
- Host 2013 CAFC Annual Conference

▶ THANK YOU


Kelowna
Fire Department