

Emergency Services Department



Emergency Services



What are the ES Strategic and Tactical Plans?

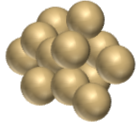
- In 2011 City Council amalgamated Fire, Paramedic and Emergency Management – Emergency Services Department
- Framework – an evolution of the Department
- Strategic Plan – reflects our vision, mission, values, goals and strategic business principles to guide our Service over the next five years
- Tactical Plan – a complement to the Strategic Plan providing a more detailed look at actions over the next three years
- Our Journey – a map to help arrive where you want to be
- Our Vision – a highly effective Service for our community

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Emergency Services Strategic Direction

38 Recommendations
Tactical plan 2011 - 2013



- Opportunities
- Repurpose
- Service Improvements
- Cost Containment
- Optimization
- Avoid Duplication



- Fire Dispatch Best-Practice review (2013)
- EMS System Status Plan review (2013)
- Comprehensive Fire Service review (2013)
- OFM Prevention audit (2012)
- MOHLTC EMS audit (2012)



- Phase I -New Command Structure (2013)
- Phase II - Optimize Operational Support (2013-2017)
- Integration of Dispatch Services – EMS – Fire – Police
- Pilot Project to integrate Fire & EMS Field Operations

- Fire Protection & Prevention Act
- Ambulance Act
- Fire Code
- Emergency Management Civil Protection Act
- Other Acts ...



- Emergency Training Academy Business Plan
- Performance management - KPIs (2014)
- Workload & Capacity management
- Process optimization (LEAN)
- Project management



- Leadership Project
- Communication Project
- Virtual Team Project
- Employee Survey
- Employee Information Sessions



- CLAC
- CUPE
- SPFFA



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Phrase ‘One City, One Service’ – Strategic Plan

- One Team – all personnel are valued members of our Service as stated in the Values and Principles that drive us
- One Service – getting the right resource to each call for the best possible outcome
- One City – an operational model that takes into account Geographical make up, response time/coverage and staffing levels
- One City, One Service – reflects the priorities of the Service and the overall priorities of City Council

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How will these plans be implemented within Emergency Services?

- Community and employee well-being and service excellence remain our top priority
- Change and align elements creating consistency amongst all Services by the sharing of resources for common activities between all Services
- Recognize the opportunities and challenges over the next five years
- Face the challenges head on taking opportunities to a level of progression
- Any changes reflect the strategic goals of Emergency Services:
 - a focus on community and employee wellbeing
 - establishing the foundation for the delivery of integrated services
 - sustaining service delivery through organizational excellence
 - continuously achieving peak performance
 - developing and aligning services to meet evolving needs

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Questions?

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