

Request for Decision

Update – Ontario Fire Marshal (OFM) Review of Fire Protection (Prevention) Services in the City of Greater Sudbury — Findings and Recommendations

Presented To:	Community Services Committee
Presented:	Monday, Sep 17, 2012
Report Date	Wednesday, Sep 05, 2012
Type:	Managers' Reports

Recommendation

THAT the City of Greater Sudbury accepts this report as the Chief of Emergency Services formal response to the twenty-five (25) recommendations contained in Ontario Fire Marshal (OFM) report dated May 23, 2012, "Review of Fire Protection (Prevention) Services in the City of Greater Sudbury";

AND THAT, the OFM Report Recommendations #11 and 24 form part of the Emergency Services Department submission to the 2013 Budget Cycle;

AND THAT, the Chief of Emergency Services report back to the Committee on the outcomes of the OFM Report Recommendations #3, 20, and 22.

Finance Implications

If approved, a budget option for recommendations #11 and #24 will be developed for the Finance Committee for the 2013 budget deliberations.

The records management system will form part of the Emergency Services Department 2013 Capital Budget.

Background

At the invitation of the Emergency Services Department, Fire Services Division, the Ontario Fire Marshal's Office (OFM) met on January 16, 2012, and agreed that the municipality would benefit from an external review. The OFM completed a review and presented their findings and recommendations in their report: "Review of Fire Protection (Prevention) Services in the City of Greater Sudbury". The scope of the review evaluated the following:

- Establishing and Regulating By-law (determine the level of fire prevention services

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the City of Greater Sudbury provides).

- Risk Assessment (utilizing the OFM Fire Risk Sub-Model) to identify all high and extreme risks in the municipality.
- Fire Inspection practices and protocols (training, frequency, enforcement option, utilization of non-traditional staff).
- Public Education programs development and utilization.
- Fire Investigations to assist in improving fire service delivery gaps.
- Evaluate current pre-plans in place and identify any gaps. Developing pre-plans for all high and extreme risks (enhancing the health and safety for staff and residents/occupants).
- Interaction between various City services (improving response to various issues).

Further, under the *Fire Protection and Prevention Act, 1997, Clause 9. (1)* “*The Fire Marshal has the power (a) to monitor, review and advise municipalities respecting the provision of fire protection services and to make recommendation to municipal councils for improving the efficiency and effectiveness of those services.*”

Representatives from OFM attended the Community Services Community meeting on May 28, 2012, and outlined in detail, the OFM report dated May 23, 2012 which contained twenty-five (25) recommendations to assist the City of Greater Sudbury in meeting their responsibilities in accordance with fire prevention components of fire protection services provided as stated in *Clauses 2. (1) (a) and 2. (1) (b) of the Fire Protection and Prevention Act, 1997*.

As a result, the Recommendation approved by Committee, indicated “That Chief of Emergency Services be asked to return a formal response to those recommendations within 90 days and report back to the Community Services Committee at their meeting of September 24, 2012”.

The Emergency Services Department, Fire Services Division, has completed an internal review of all twenty-five (25) OFM recommendations presented in the report. The Division has accepted supporting twenty (20) of the OFM recommendations that are within its administrative and budgetary control for the delivery Fire Protection (Prevention) Services in the City of Greater Sudbury. Included in this report is a suggested ‘going forward’ work plan, time table and recommendations for resourcing these 20 recommendations. It is important to note that the implementation time frame, the quality of the work and the maintenance of the prevention program may be impacted by the Corporate direction in regards to the five (5) recommendations listed below.

There are five (5) recommendations that require a Corporate review and may require financial support.

OFM Recommendation # 3

- The Council of Greater Sudbury designates sufficient staff to ensure the enforcement of municipal By-laws on a 24-hour basis including municipal fire related By-laws.

Course of Action: Senior City Officials will analyze the merit of the recommendation.

OFM Recommendation # 11

- The Council of Greater Sudbury ensures the City of Greater Fire Services provide additional resources to conduct fire prevention inspections for all areas of Greater Sudbury in accordance with the risk assessment.

Course of Action: Chief of Emergency Services and Fire Chief through the CAO's office will prepare a hybrid model of career and volunteer (prevention) staffing enhancement option to support the mandated/legislated components of Fire Protection (Prevention) Services in the City of Greater Sudbury. The staffing enhancements model design must minimize the financial impact to the municipal levy and form part of the 2013 budget enhancement options.

OFM Recommendation # 20

- The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops and provides Fire Prevention staff with the required equipment for the performance of their duties.

Course of Action: The Emergency Services Department will be exploring a new business model for the Fire Prevention Section that is intended to address the findings and recommendations of the OFM. The new model will leverage technology to improve the overall inspection process efficiency and support the community education program.

The strategy intends to: maximize resource (Fire Prevention Officer) efficiency by ensuring optimal scheduling of inspections and citizen contacts; ensure regulatory compliance through the use of information automation tools that are designed to ensure inspections are always compliant to standards; and improve the educational experience of our citizens by leveraging modern presentation tools and techniques that engage the audience.

The new business model is currently in the conceptual stage. The model intends to leverage a virtual office approach where Fire Prevention Officers can work completely in a mobile environment. By leveraging technology and adjusting our business practice, this approach can eliminate the need for unnecessary travel time to and from a central location to retrieve or file information. Regulatory compliance will be ensured through compliance checking during initial data entry, thus eliminating costly errors and rework. In addition to the virtual access to information, a scheduling optimization tool will optimize the order of inspections and citizen contacts. Optimized scheduling will ensure both full-time and part-time personnel are being fully utilized.

The combination of access to information coupled with efficient resource scheduling is expected to improve levels of effectiveness to meet our current and future needs while honouring our commitment to contain cost.

OFM Recommendation # 22

- The Council of Greater Sudbury considers a formal collaboration between the City of Greater Sudbury Fire Services and the Building Services Division to clarify roles and

responsibilities of municipal staff for the purpose of plan reviews to ensure a timely and effective delivery of services.

Course of Action: Senior City Officials will analyze the intent of the recommendation, and ensure a formal timely review of plans while ensuring effective delivery of services.

OFM Recommendation # 24

- The Council of Greater Sudbury ensures the City of Greater Fire Services consolidates paper and electronic resources into a records management system accessible to all Sections of the Fire Division.

Course of Action: Funding request will form part of the City's Emergency Services Department 2013 Capital Budget submission (estimated value of \$250,000 with identified funding source).

FIRE PREVENTION SUGGESTED GOING FORWARD WORK PLAN – 2012

#	OFM RECOMMENDATION	RESOURCING	TARGET START	TARGET COMPLETION	APPROVAL
1	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services completes a risk assessment utilizing the OFM Fire Risk Sub-Model to assist with the development and update of public education, fire safety inspection and investigation programs and services. Council then resubmits its Annual Compliance Declaration to the OFM.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q4 2012 work to be part of Comprehensive Fire Review	Departmental Senior Management Q1 2013
2	The Council of Greater Sudbury revises the Establishing and Regulating By-Law that defines core services and the level of fire protection services specific to fire prevention based on the completed risk assessment.	Chief of Emergency Services Fire Chief Deputy Fire Chiefs	Q4 2012	1. Initial review completed – Q2 2012 2. Revisit after completion of Comprehensive Review Q2 2013	Community Services Committee Q3 2013
3	The Council of Greater Sudbury designates sufficient staff to ensure the enforcement of municipal By-laws on a 24-hour basis including municipal fire related By-laws.	Chief of Emergency Services Fire Chief	Q3 2012	Q4 2012	Corporate Community Services Committee Q1 2013
4	The Council of Greater Sudbury ensures a policy is developed and implemented to provide written delegation to the Chief Fire Prevention Officer as Chief Fire Official where referenced in the Ontario Fire Code for sections requiring "approved".	Fire Chief	Q3 2012	Q4 2012	Departmental Senior Management Q4 2012
5	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops, approves, implements and reviews on an annual schedule all fire prevention operating guidelines. Furthermore, all fire prevention staff is trained to the established operating guidelines.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q1 2013	Departmental Senior Management Q1 2012
6	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services utilizes the OFM Fire Risk Sub-Model for prioritizing building stock to develop a routine fire safety inspection program to target extreme and high risk occupancies. The sub-model requires over and above the current Fire Prevention Officers' work load.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q1 2013	Q3 2013	Departmental Senior Management Q3 2013
7	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops and implements an operational guideline to ensure all fire prevention staff utilizes a method to ensure consistent municipal fire prevention files. The OFM is changing the reports Fire Prevention will be using. The Section will attend a seminar on the new technical guidelines in November.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q4 2012	Q2 2013	Departmental Senior Management Q2 2013
8	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services conducts a review of all property files to ascertain all outstanding fire code violations or fire hazards including the provision of an approved fire	Fire Chief Deputy Fire Chiefs Chief Fire	Q3 2012	Q4 2012	Departmental Senior Management

#	OFM RECOMMENDATION	RESOURCING	TARGET START	TARGET COMPLETION	APPROVAL
	safety plan to ensure the building is compliant with the Ontario Fire Code. An operational guideline is to be developed to assist in choosing the most appropriate enforcement options pursuant to FPPA and <i>Provincial Offences Act</i> .	Prevention Officer			Q2 2012
9	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services considers integration and deployment options of fire prevention staff for all areas in the delivery of fire prevention services to improve efficiencies, reduce travel time and increase inspections. The Ward system has been implemented. It will take some time to work the bugs out.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q3 2013	Departmental Senior Management Q3 2013
10	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services reviews and revises Policy Fire-OP-206 G-PINP - Fire Company Inspection/Pre-Incident Plan into two separate operational guidelines for suppression staff. Develops a guideline for the purpose of pre-planning of high and extreme risk occupancies and other guidelines for the inspection of low risk occupancies. The OP is to be ready by summer 2013. It will be done in conjunction with the Platoon Chiefs and the Operation Procedure Committee.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q1 2013	Q2 2013	Departmental Senior Management Q2 2013
11	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services provides additional resources to conduct fire prevention inspections for all areas of Greater Sudbury in accordance with the risk assessment.	Chief Emergency Services Fire Chief	Q3 2012	Q4 2012	Corporate Community Services Committee Q4 2012
12	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services considers the merits of a formal partnership with media campaign stakeholders to maintain the public education and media program.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q4 2012	Departmental Senior Management Q4 2012
13	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops an evaluation process for public education activities and programs for specific occupancies and demographics in accordance with the risk assessment. Target the beginning of the school year. The evaluation will include a questionnaire for participants, and a separate evaluation form for the person who invited the activity, to ensure we are delivering the points required.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q1 2013	Q3 2013	Departmental Senior Management Q3 2013
14	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops operational guidelines for public education and addresses interaction between Sections for the transfer of information.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q4 2012	Q2 2013	Departmental Senior Management Q2 2013
15	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops and implements a smoke alarm operational guideline and program to all areas of the municipality.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q4 2012	Q2 2013	Departmental Senior Management Q2 2013

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16	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops an operational guideline to provide the transfer of relevant fire scene assessment and investigation information to the Fire Prevention Section for the purposes of updating the risk assessment and relevant programs and activities.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q4 2012	Q2 2013	Departmental Senior Management Q2 2013
17	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services adheres to the <i>Occupational Health and Safety Act (OHSA)</i> for all staff conducting fire scene assessments and investigations. A list is being created for a "field kit" and an "office kit." A review of pertinent OHSA guidelines will be conducted.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q4 2012	Q1 2013	Departmental Senior Management Q1 2013
18	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services reports all fire incidents to the Office of the Fire Marshal that meets the criteria as stated in the Fire Marshal's <i>Directive 2011-01: OFM Notification of Fires and Explosions</i> .	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q4 2012	Departmental Senior Management Q4 2012
19	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops a formal indoctrination process and training program to ensure all fire prevention staff are trained as required to perform their municipal and legislative responsibilities and duties.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q2 2013	Departmental Senior Management Q2 2013
20	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops and provides Fire Prevention staff with the required equipment for the performance of their duties.	Chief of Emergency Services Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q1 2013	Corporate Community Services Committee Q1 2013
21	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops an operating guideline to identify the duties and training requirements for Fire Suppression captains when conducting an inspection for compliance with the <i>Ontario Fire Code</i> . An OP for low and medium risk occupancies could be out in Q2 2012. The OP would be expanded on and the updates would be ongoing.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q1 2013	Q4 2013	Departmental Senior Management Q3 2013
22	The Council of Greater Sudbury considers a formal collaboration between the City of Greater Sudbury Fire Services and Building Services to clarify roles and responsibilities of municipal staff for the purpose of plan reviews to ensure a timely and effective delivery of services.	Chief of Emergency Services Fire Chief	Q3 2012	Q4 2012	Departmental Senior Management Q4 2012
23	The Council of Greater Sudbury in consultation with their Legal Services develops a policy pertaining to the retention and purging of Fire Services Division records.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q4 2012	Departmental Senior Management Q4 2012
24	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services	Chief of	Q1 2013	Q4 2013	Corporate

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	consolidates paper and electronic resources into a records management system accessible to all Sections of the Fire Division.	Emergency Fire Chief Deputy Fire Chiefs			Community Services Committee Q4 2013
25	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services provides access to Citrix database to all Fire Prevention staff.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q3 2012	Departmental Senior Management Q3 2012