

For Information Only

Emergency Services Department Update

Presented To: Emergency Services Committee

Presented: Monday, Dec 05, 2016

Report Date Thursday, Nov 10, 2016

Type: Correspondence for Information Only

Resolution

For Information Only

Background

Fire Services

Please see the attached file regarding Fire Calls for Service, Major Fire Incidents and Fire Good News.

Signed By

Recommended by the Department

Trevor Bain
Chief of Fire and Paramedic Services
Digitally Signed Nov 10, 16

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Nov 21, 16

Paramedic Services Calls (January 1 – October 31, 2016)

Patient Care Reports

- Code 1 non-emergency calls – 800 (4%)
- Code 2 scheduled transfers – 2,067 (9%)
- Code 3 prompt emergency calls – 4,196 (19%)
- Code 4 urgent emergency calls – 14,459 (66%)

Breakdown of care provided

- Basic Life Support provided - 81.48%
- Advanced Care provided – 16.43%
- No patient contact – 0.86%

Level of Acuity	Target Time	Approved Target %	Actual Response Time Target Met
Sudden Cardiac Arrest	6 minutes (set by MOHLTC)	70%	69%
CTAS 1	8 minutes (set by MOHLTC)	80%	77%
CTAS 2	10 minutes	85%	83%
CTAS 3	15 minutes	85%	94%
CTAS 4	15 minutes	85%	94%

*The amount of time from Paramedic notification (T2) to Paramedic arrived scene (T4)

*Data retrieved from ePcr iMedic database

Note: see attached file for **Paramedic Services News**

Emergency Management Update

CGS Emergency Management Acquires Everbridge System for Public Emergency Messaging

During an emergency, every minute counts. Timely and accurate information from a reliable source greatly enhances public safety in the event of a municipal emergency or natural disaster. The Emergency Management and Civil Protection Act, R.S.O. 1990 provides that municipalities are legislated to have emergency response plans governing the provisions of necessary services during an emergency and the procedures and manner under which employees of the municipality and others will respond.

The municipality is responsible for communicating emergency information to residents as part of the Municipal Emergency Response Plan. Pursuant to the City of Greater Sudbury Municipal Emergency Response Plan, the City of Greater Sudbury currently uses media releases and social media to communicate emergency information to visitors and residents of Greater Sudbury. The implementation of a mass public emergency notification system is desired to increase the robustness and efficiency of the current emergency notification processes.

Best practice Canadian Standards Association Z1600-14 6.2.5.6 recommends that organizations “develop emergency communication and warning capability to advise the affected populations of hazards and threats to people, property, the environment, and/or the continuity of services either directly, indirectly, or through authorized agencies.”

The goal of the mass public emergency notification system is to protect life by indicating the existence of an emergency situation and instructing the public of the necessary and appropriate action to take.

The Everbridge system has multiple key features aside from mass notification such as administrative tools for staff activation, internal communication, and incident work-flow intelligence resulting in cross departmental applications.

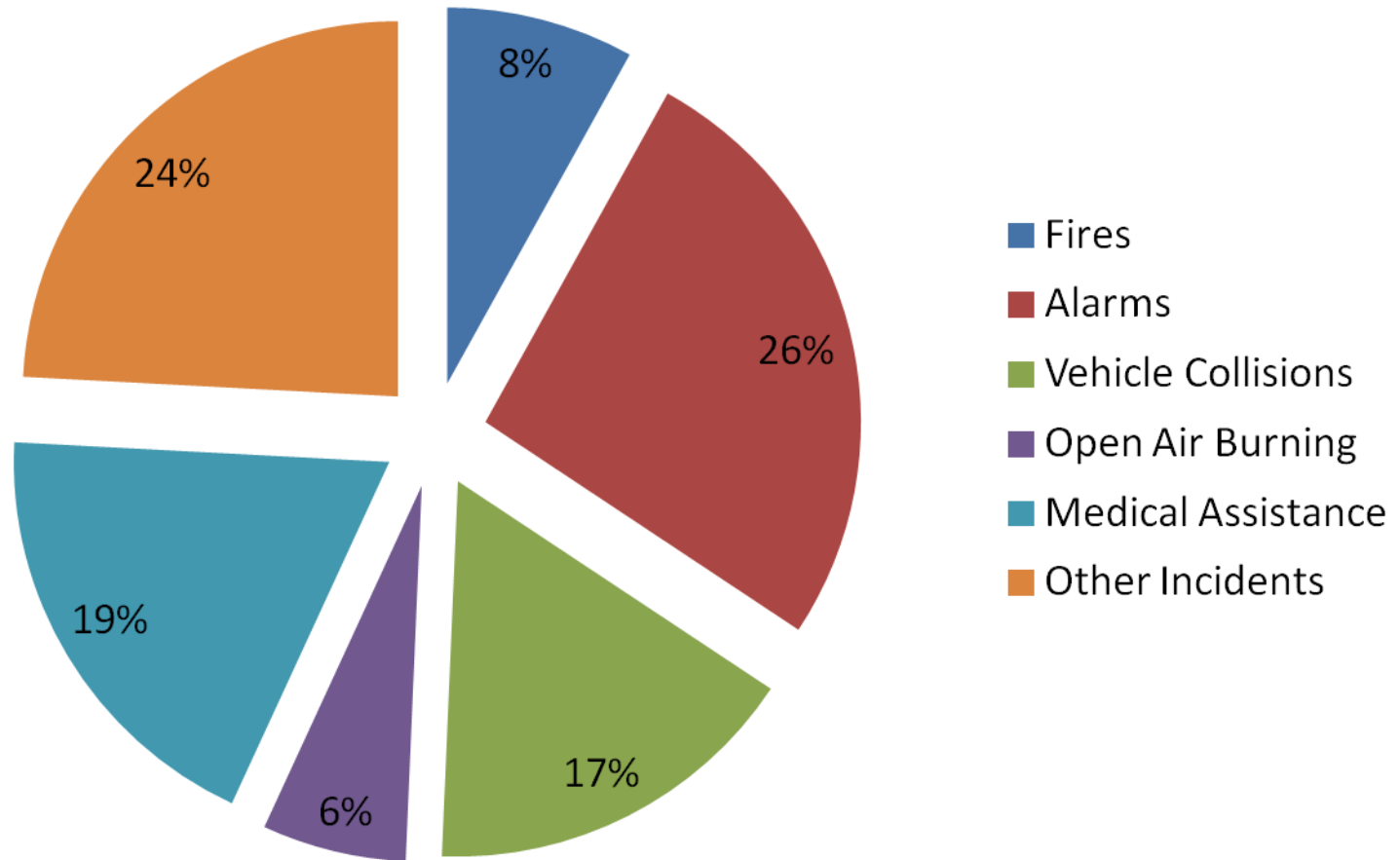
Benefits of the Everbridge System

- Targets the individual and not the device for intelligent, personalized message delivery.
- Broadcast emergency messages to virtually any communications device, with support for over 25 contact paths.
- Automatically publish notifications to public websites, intranets, internal systems, and social media.
- Sends messages to recipients in specific geographic regions (postal codes, address) with GIS based message targeting - ability to target evacuation zones.
- Supports multi platform smart phones and tablets, including Apple IOS and Android devices.
- Ease of integration into City operations.
- Incident communication functionality.
- Dependability – speed of messaging proven to deliver high message volume (used in hurricane Katrina and Hurricane Sandy response).
- Used by other Canadian municipalities (Fort Saskatchewan, Regina).

The Everbridge Inc. software enables the City to send notifications via 25+ contact paths to residents using

lists, locations and visual intelligence. This comprehensive notification solution keeps our residents informed before, during and after all emergencies. For the purpose of mass public emergency notification the Everbridge Inc. system will be managed solely by Emergency Management under established operating guidelines. The system would be utilized for communicating information regarding significant emergencies such as severe weather warnings, or more targeted messages for neighborhood specific evacuations. The Greater Sudbury Police Services 911 Communications Centre will operate the system through an agreement following standard operating procedures.

Fire Calls for Service



September 1, 2016 – November 1, 2016

807 Calls



Major Fire Incidents

- Attended 34 incidents with an estimated loss of \$536,650 over the time period September 1, 2016 – November 1, 2016
- Structure Fires
 - Jean Street / Est. Loss \$75,000
 - Louis Street / Est. Loss \$55,000
 - Notre Dame (Azilda) / Est. Loss \$105,000
 - St. George Street / Est. Loss \$45,000
 - Jacobson Drive (Lively) / Est. Loss \$100,000



Fire Good News

- In November, Fire Services unveiled a truck skinned to recognize the 100th anniversary of the Battle of Vimy Ridge. This truck was a collaboration with the Canadian Legion and local businesses.



Fire Good News



- Six new fire trucks have arrived fire GSFS. Black on red is the chosen colour scheme to give a standard, recognizable look on our new fire apparatus. It has also been shown that red and white emergency lights show better against a black background. In the province of Ontario, fire truck manufactures report about 1/3 of their truck orders are black on red. New trucks will be in service both in the full time and volunteer stations.



Paramedic News

- Enhanced vehicle decal design, that will:
 - Increased conspicuity using highly reflective and contrasting colors.
 - improves vehicle visibility and safety.
 - Yellow most easily visible colour for both normal and colour-deficient groups under conditions
- This new design will be applied as we replace vehicles



New Emergency Support Unit



- New Support Unit designed to pull trailers designed to provide specific needs, including:
- Remote response Gator Trailer
- Multi-Patient Incident Trailer



Paramedic News

Mental Health Framework

- Peer Support Network Launched October 25, 2016
- R2MR Training for Supervisors/ Managers
- R2MR Training for frontline Paramedics

