

Request for Information

Prepared by CFD Strategic Services

ISC: Confidential

Date Prepared: June 2015

Calgary Fire Department Performance and Planning

The Calgary Fire Department (CFD) is committed to providing efficient and effective services, optimizing the use of its resources to achieve the desired outcomes and priorities set out by Council and citizens, and believes that value is demonstrated through quality of services and through responsiveness to growth and the efficient use of resources. Action Plan 2015-2018 citizen engagement results highlight the importance Calgarians place on community safety and well-being, including the efficient and reliable response to emergencies and expansion of fire and life safety education. Citizens also indicated a desire to maintain current priorities and service levels.

Service Levels and Response Time Targets (SLRTT) Plan – Effective Response Force (ERF)

In January 2008, City Council adopted a series of long-term response preparedness and performance objectives related to the distribution, concentration and application of Fire Department resources. These measures, included in the Service Level and Response Time Targets (SLRTT) plan, identify the Department's response time, deployment, apparatus and equipment objectives.

As approved by Council, Action Plan set CFD's long-term goal of providing an effective response force, currently made up of a minimum of 12 firefighters, on the scene of potential building structure fires within eleven minutes total response time 90 per cent of the time, while also setting short-term annual targets as a means of achieving the long-term goal.

CFD Responses in Ward 13

ERF Responses (11 Minute Goal)

From January 2014 to December 2014, of the 20 priority ERF responses in Ward 13, 40.0 per cent met the total response time goal of eleven minutes. Responses greater than eleven minutes may have been impacted by geographical factors including road and weather conditions, new neighbourhood growth, traffic and construction, access and egress, busyness due to high call volume within the district or neighbouring districts and/or factors that delayed communication time or turnout time.

Ward 13 ERF Responses	Number of Incidents	%
Incident responses within 11 minute goal	8	40.0%
Incident responses over 11 minute goal	12	60.0%
Total	20	100.0%

Source: CFD FireRMS

Note: ERF responses in this analysis include all priority (i.e., hot) effective response force assembling on the scene of potential building/structure fires within Ward 13.

Our long-term performance benchmark is for 90 per cent of all effective response forces to assemble on scene within eleven minutes. In 2014, 90 per cent of responses in Ward 13 arrived on scene within fourteen minutes and 51 seconds.

Ward 13 90th Percentile ERF Response Performance:

14:51

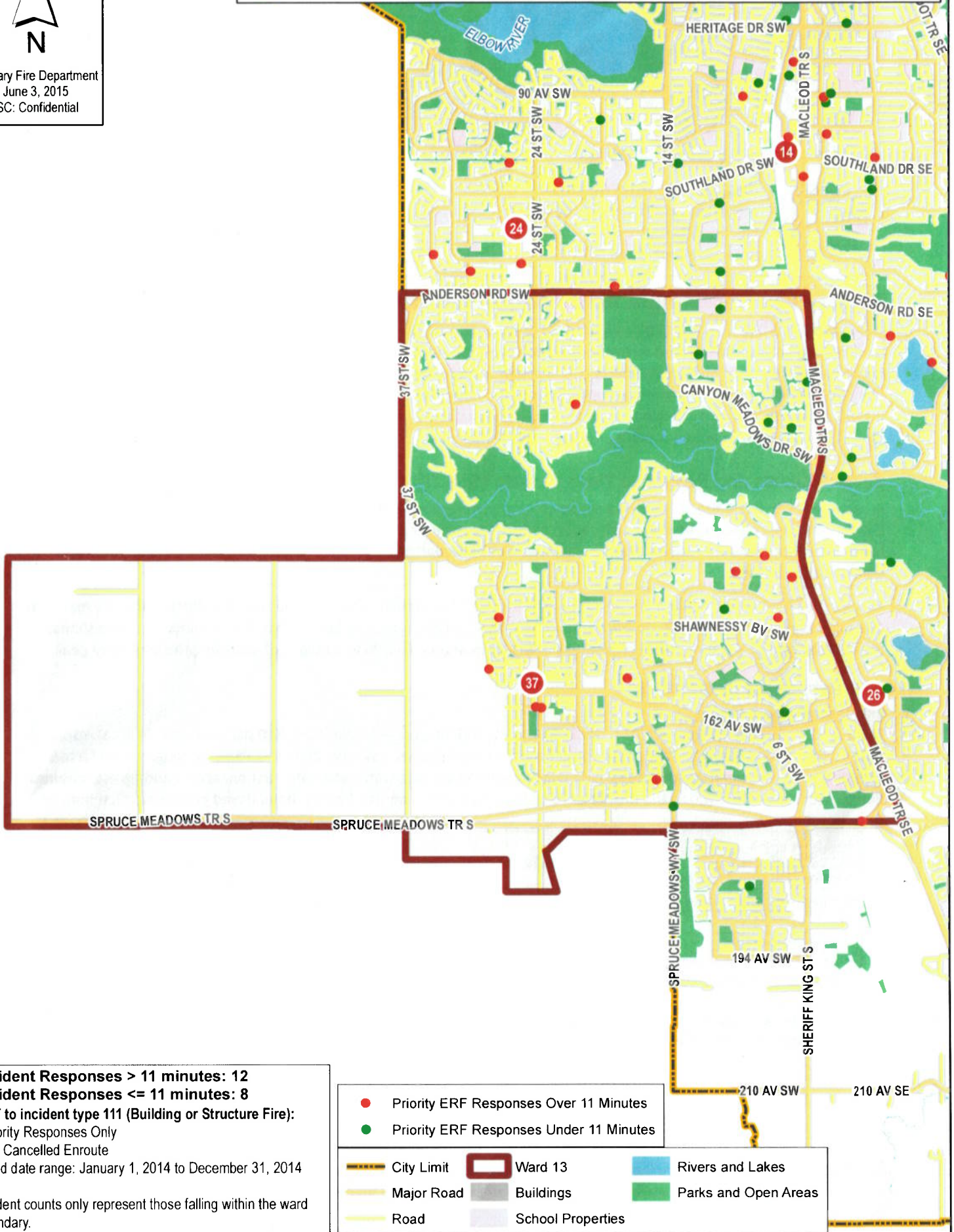
The map that follows shows the locations where CFD effective response force units were assembled and responded within the total response time goal and the locations where units were unable to respond within the goal time.



Calgary Fire Department
 June 3, 2015
 ISC: Confidential



Calgary Fire Department Ward 13 Effective Response Force (Building/Structure Fire Incidents)

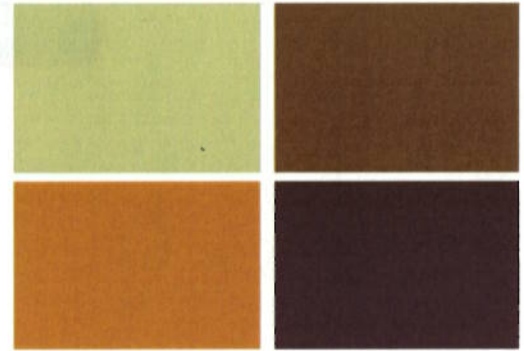


Incident Responses > 11 minutes: 12
Incident Responses <= 11 minutes: 8
ERF to incident type 111 (Building or Structure Fire):
 -Priority Responses Only
 -Not Cancelled Enroute
 -Valid date range: January 1, 2014 to December 31, 2014

Incident counts only represent those falling within the ward boundary.

- Priority ERF Responses Over 11 Minutes
- Priority ERF Responses Under 11 Minutes

City Limit	Ward 13	Rivers and Lakes
Major Road	Buildings	Parks and Open Areas
Road	School Properties	



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Service Levels and Response Time Targets (SLRTT) Plan

In January 2008, City Council adopted a series of long-term response preparedness and performance objectives related to the distribution, concentration and application of Fire Department resources. These measures, included in the Service Level and Response Time Targets (SLRTT) plan, identify the Department’s response time, deployment, apparatus and equipment objectives.

As part of Action Plan 2015-2018, changes to response performance measures originating in the SLRTT were approved by Council. As approved by Council, Action Plan set CFD’s long-term goal of providing first-in unit response within seven minutes total response time to priority incidents 90 per cent of the time, while short-term annual targets were set as a means of achieving the long-term goal.

CFD Responses in Ward 13

Priority Responses (7 Minute Goal)

From January 2014 to December 2014, of the 1,109 priority first-in unit responses in Ward 13, 80.9 per cent met the total response time goal of seven minutes. While the majority of apparatus responding to priority incidents within Ward 13 were able to meet the seven minute response time goal, responses greater than seven minutes may have been impacted by geographical factors including road and weather conditions, new neighbourhood growth, traffic and construction, access and egress, busyness due to high call volume within the district or neighbouring districts and/or factors that delayed communication time or turnout time.

Ward 13 Priority Incident Responses	Number of Incidents	%
Incident responses within 7 minute goal	897	80.9%
Incident responses over 7 minute goal	212	19.1%
Total	1,109	100.0%
Source: CFD FireRMS		
Note: Priority responses in this analysis include all priority (i.e., hot) first-arriving unit responses responding to incidents within Ward 13		

Our long-term performance benchmark is for 90 per cent of responses to arrive on scene within seven minutes. In 2014, 90 per cent of responses in Ward 13 arrived on scene within seven minutes and 54 seconds.

Ward 13 90th Percentile Response Performance:
7:54

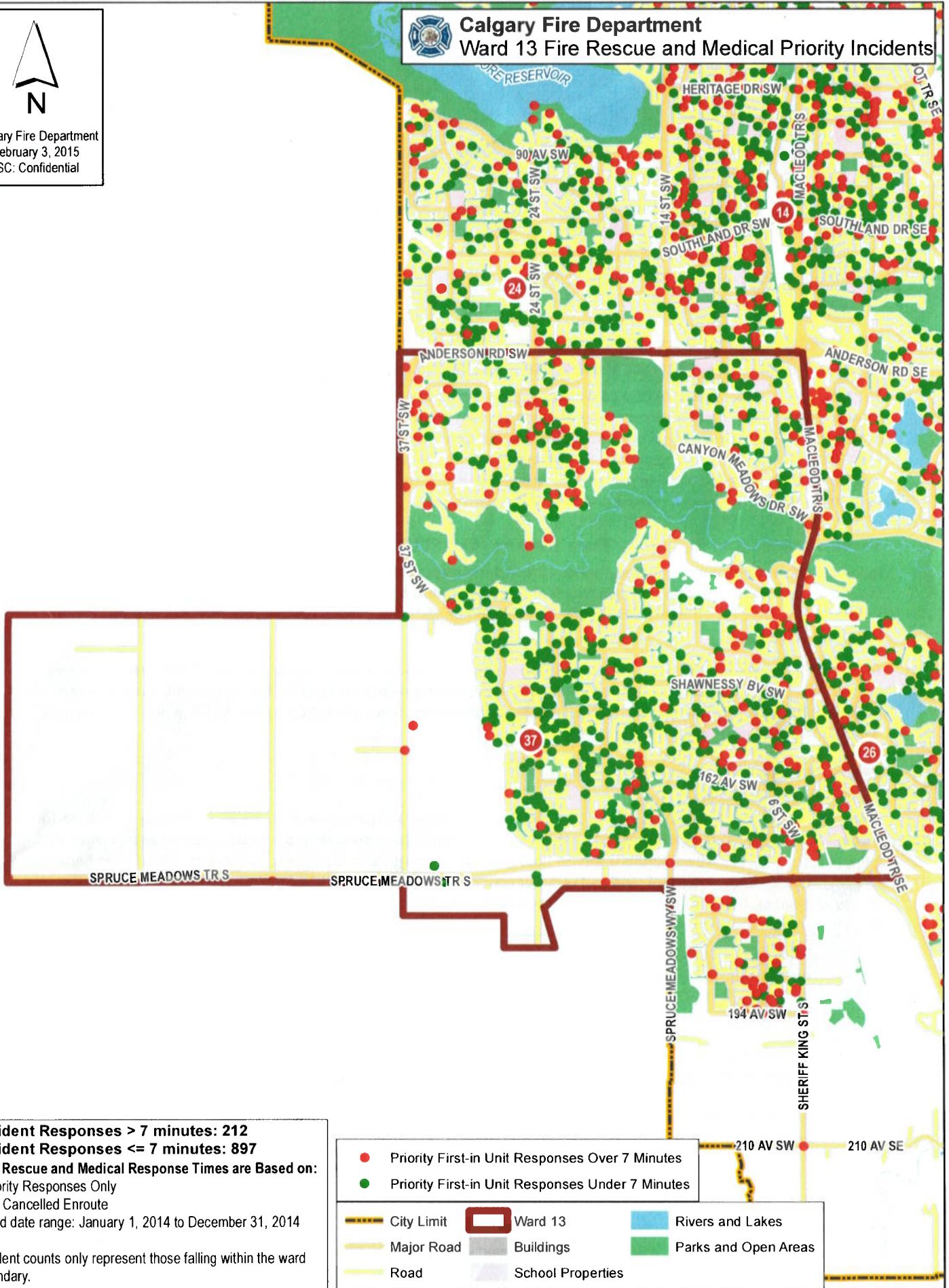
The map that follows shows the locations where CFD first-in units responded within the total response time goal and the locations where first-in units were unable to respond within the goal time.



Calgary Fire Department
February 3, 2015
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Calgary Fire Department Ward 13 Fire Rescue and Medical Priority Incidents



Incident Responses > 7 minutes: 212
Incident Responses <= 7 minutes: 897
Fire Rescue and Medical Response Times are Based on:
-Priority Responses Only
-Not Cancelled Enroute
-Valid date range: January 1, 2014 to December 31, 2014

Incident counts only represent those falling within the ward boundary.

	Priority First-in Unit Responses Over 7 Minutes
	Priority First-in Unit Responses Under 7 Minutes
	City Limit
	Ward 13
	Rivers and Lakes
	Major Road
	Buildings
	Parks and Open Areas
	Road
	School Properties