



CHESTERMERE FIRE SERVICES

DATE: January 31, 2019

SUBMITTED BY: Chief Brian Pomrenke

SUBJECT: 2018 Year End Report

PURPOSE: To provide council with a summary of 2018 activities and initiatives related to Chestermere Fire Services



Message from the Chief

On behalf of Chestermere Fire Services (CFS) it is my pleasure to submit to you the department's 2018 Annual Report.

2018 marked the first full year as a full-time fire service, and without a doubt it has proved to be one of the strongest transitions for CFS. A recruitment was completed to hire two firefighter positions due to departure, and fortunately both new members are fulfilling their roles and are on pace for a January 31st, 2019 completion of their probationary testing process. I am humbled and extremely proud of the work and camaraderie the CFS team brings to the department, and am honored to serve alongside such an elite organization.

CFS crews are the first on scene at residential and commercial structure fires, medical emergencies, motor vehicle accidents, aquatic emergencies, hazardous material incidents and technical rescue calls. Given the assorted response types, CFS members must ensure they pursue relentless training to ensure a premium level of service and care can be delivered to the community. CFS crews responded to **947** emergency incidents throughout 2018 resulting in a positive impact on life and safety, as well as a reduction in fire/property loss.

Utilizing a lean, dedicated workforce, CFS has taken on a number of initiatives this year to progress the department while ensuring world-class service is extended to the community. Some of the highlights:

- CFS partnered with LifeMark to initiate comprehensive bi-annual baseline testing for all members
- Mobile Responder release for all apparatus making it unimaginable to go back to paper maps
- Delivery and integration of ERU 116 - Ford F350 truck
- All members trained in Naloxone administration. Naloxone kits now on responding apparatus
- Department record set in FireFit Regional and National events
- The CISM Peer Support team pursued updated training and now belongs to a provincial peer support network
- Significant investment in Safety Codes training
- Several professional development courses/efforts were completed
- Investment in relevant training props to elevate in-house training efforts
- Fire Prevention Coalition with surrounding municipalities

Many lessons were learned in 2018 and all portfolios experienced forward progress. As we charge forward into 2019, we will continue to support our membership who works tirelessly to make CFS an incredible place to serve.

Sincerely,

Brian Pomrenke, Fire Chief

Operations

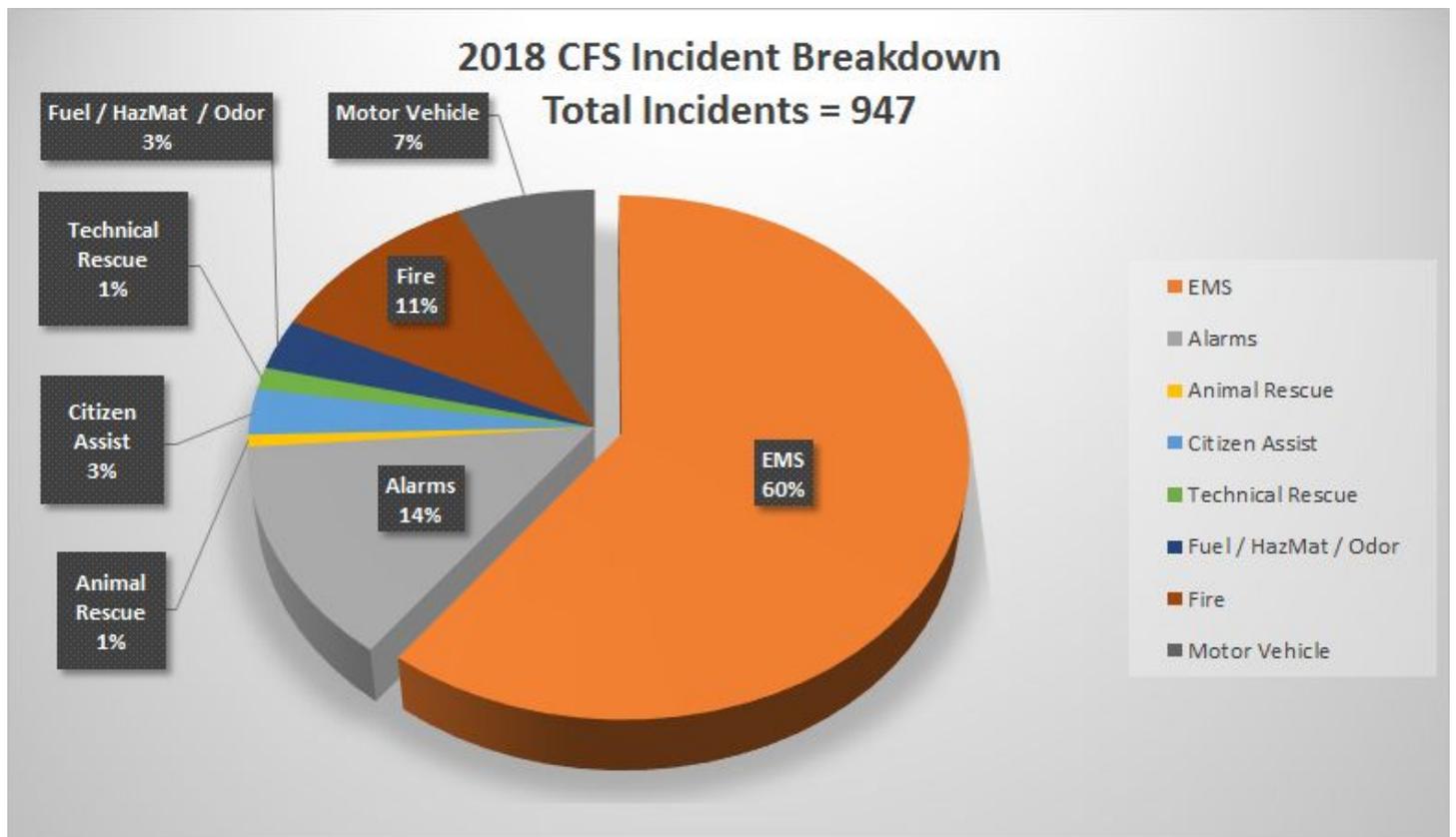


Emergency Incidents

Chestermere Fire Services responded to 916 incidents throughout 2018. The City of Chestermere is one of the fastest growing municipalities in Canada, and as a result, emergency incidents are steadily increasing as well. Since separating the fire service from Rocky View County in 2012, there has been a 16.2% increase in emergency incidents. Previous year incident response totals are as follows:

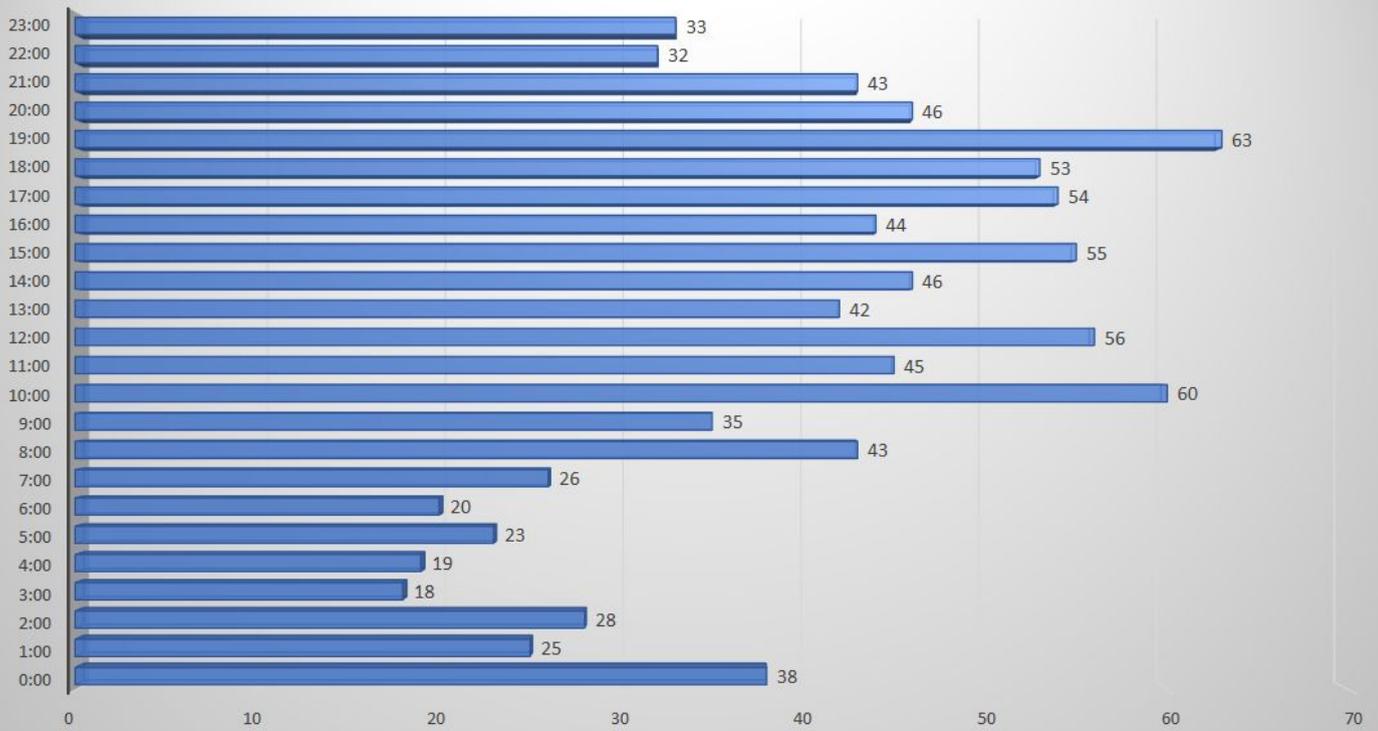
Year	2018	2017	2016	2015 (flood year)	2014	2013	2012
Incidents	947	911	878	954	676	732	815

CFS lives by its “3 P’s” -- Pride, Professionalism, Proficiency -- and ensures each of these elements is integrated into each incident we are called to mitigate. Below is a visual breakdown of the emergency incidents that Chestermere Fire Services responded to during 2018:

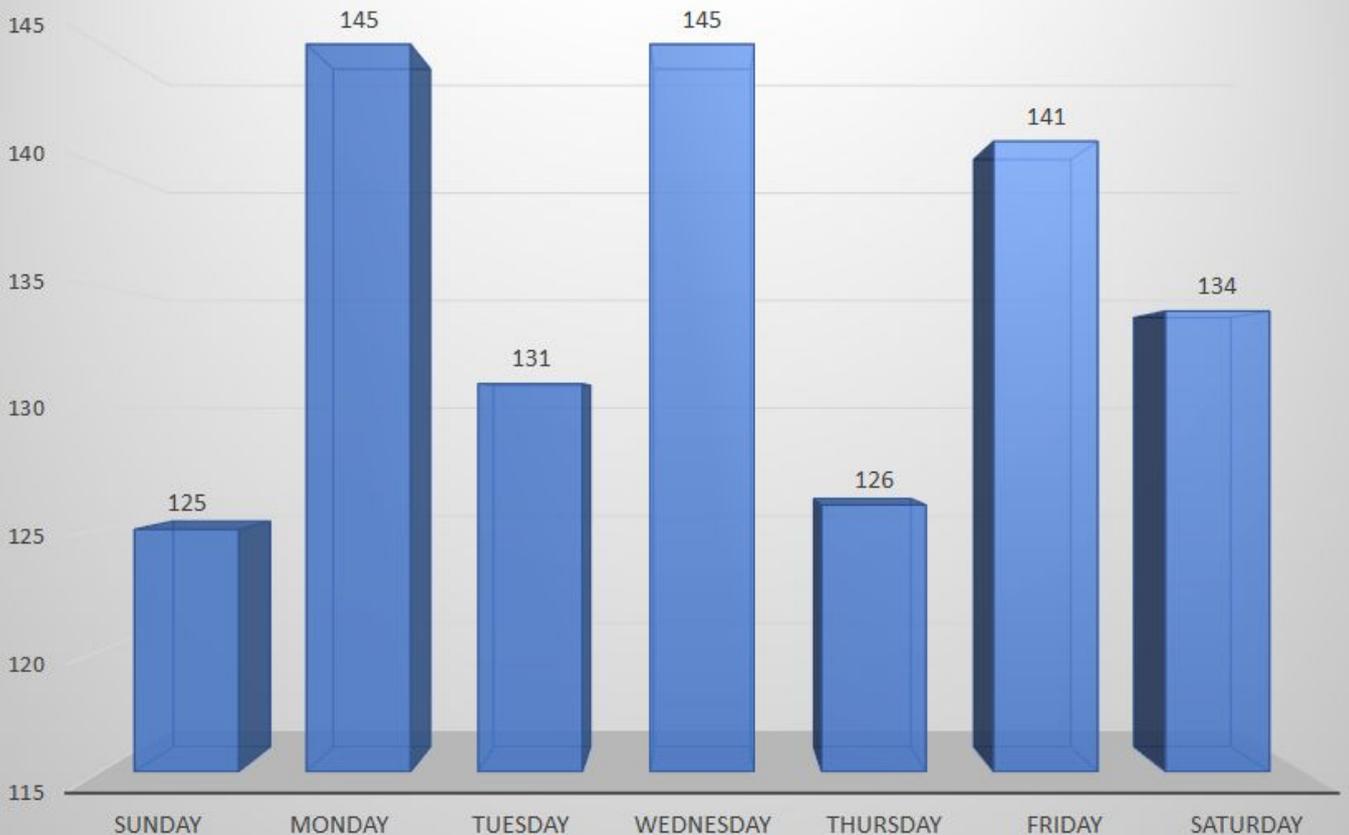


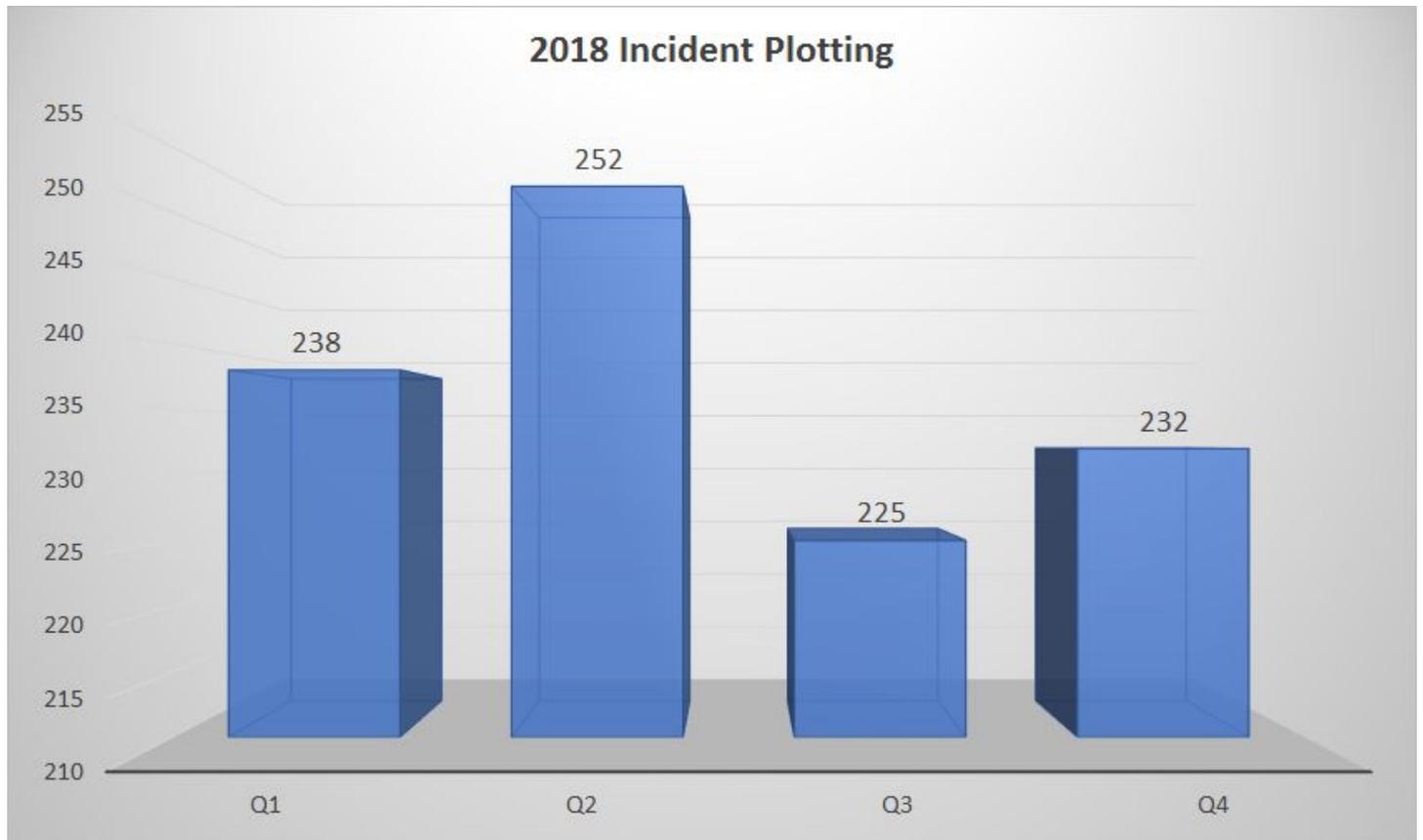


2018 Incident Time Plotting



2018 Incident Day Plotting





As can be noted using the above metrics, emergency incidents are fairly evenly spread throughout the days of the week and times of the day.

Training

Given the wide range of emergency incidents that arise within the City of Chestermere, CFS staff members are required to train and possess knowledge in a number of different specialities, including but not limited to:

- Residential and commercial structure fires
- Medical emergencies
- Motor vehicle accidents
- Aquatic emergencies
- Hazardous material incidents
- Technical rescue incidents

The CFS team is on a relentless pursuit of training and skill development to ensure we continue to offer a premium level of service and care to our community. With such a significant amount of technical aptitude required, skills and knowledge practice and professional development are a critical factor to success.

2018 Training Initiatives have included:



- Two members trained in 1041 Level 2 (Fire Service Instructor)
- Two members trained in 1021 Level 1 (Fire Officer)
- Four members trained in Ventilation & Management of Flowpaths
- One member trained in Road to Mental Readiness (R2MR)
- Seven members working towards 1031 B1 (Fire Inspector)
- Two members working towards 1031 B2 (Fire Inspector)
- One member attended a Chemical Absorption Through Skin seminar
- Four member trained in Critical Incident Stress Management (CISM), Individual & Group
- Two members working towards First Aid Instructor
- Investment in relevant training props
- Lead role in regional training group (CrestG)

Fire Prevention, Inspections, and Community Involvement

Diligent fire prevention efforts have a significant impact on the community. For that reason, fire crews are responsible for inspecting all commercial occupancies, at minimum, once every 24 months, as per the Quality Management Plan (QMP). CFS worked closely with the Safety Codes Council (SCC) to develop, approve and implement a new Quality Management Plan (QMP), which outlines the responsibility of the municipality in the administration of the Safety Codes Act within the fire discipline. 49 company inspections were completed throughout 2018.

Fire crews can often be found circulating through Chestermere schools to give presentations on various safety topics to children and teaching valuable lessons. Additional fire prevention efforts and highlights include:

- Work alongside DIS & GIS to design and implement software to track fire prevention efforts.
- Play Safe, Be Safe Program - 160 children impacted
- Fire Hall Tours - 110 children impacted
- School Events - 815 children impacted
- 20 block parties attended
- 8 community events
- Home Safety Program design and integration
- Honorary Jr. Firefighter Program
- CFS swag investment via coalition
- CFS safety informational pamphlet design and print
- Home escape plan design an online integration for download
- After The Fire door-to-door Program
- Team building with Chestermere Bantam hockey team

Community involvement and service is the heart and soul of any fire service, and CFS is proud to attend all city events and block parties to proudly represent the department and city. This provides an excellent opportunity for crews to engage with the community, answer questions and educate. Lastly, CFS is honored to partner with the Bantam Hockey Team to assist them with leadership and training initiatives.

Communications

CFS works closely with the City's Communications team to effectively communicate important safety messages to the community. As a result, CFS was responsible for the following Top 20 Facebook posts of 2018:

- **January 3rd, 2018:** *"Ice Safety on Storm Ponds"* (Reach - 7,450 | 2,400 clicks, 83 reactions/comments/shares)



- **February 23rd, 2018:** *"Today marks 10 years since Chestermere lost Craig Lawrence in a tragic vehicle accident"* (Reach - 4,382 | 1,226 clicks, 215 reactions/comments/shares)
- **June 7th, 2018:** *"Chestermere Fire Services crews are on scene at a house fire in the 100-200 block of Cove Road and have closed a portion of Cove Road (lakeside). Please avoid the area. More updates to follow"* (Reach - 4,764 | 1,413 clicks, 85 reactions/comments/shares)

Achievements

2018 proved to be a year of many achievements, including but not limited to:

- Professional, proud and proficient response to 947 emergency incident
- Completion of Engagement Survey with 100% submission
- High staff engagement and morale
- Successful fire training program, including Officer, aquatics, ice rescue, technical rescue
- Successful Fire Prevention program & Community involvement
- Forward progression in steering committees to improve departmental efficiency
- CFS recognized the following Service Awards:
 - 1x 10-Year Award with the City of Chestermere
 - 4x 5-Year Awards with the City of Chestermere
 - 1x CAO Excellence in Leadership Award
- Expansion of fleet (ERU 116)
- Department record setting year in Regional and National FireFit Competition
- Raised \$10,830 from staff personal funds to be donated to Children's Hospital
- Lead role in regional training group (CrestG). Secured grant funding to benefit regional partners