



**BARRIE FIRE AND EMERGENCY SERVICE
2016 ANNUAL REPORT**



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MAYOR AND MEMBERS OF CITY OF BARRIE COUNCIL



MAYOR JEFF LEHMAN



Bonnie Ainsworth
Ward 1



Rose Romita
Ward 2



Doug Shipley
Ward 3



Barry Ward
Ward 4



Peter Silveira
Ward 5



Michael Prowse
Ward 6



Andrew Prince
Ward 7



Arif Khan
Ward 8



Sergio Morales
Ward 9



Mike McCann
Ward 10



CITY OF BARRIE VISION, MISSION AND VALUES

Vision Statement

The City of Barrie will be progressive, diverse and prosperous with opportunities for all citizens to build a healthy and vibrant community.

Mission Statement

The Corporation of the City of Barrie provides services and programs to build and support a prosperous, growing and sustainable community



Values

Strive. Share. Care.

- **Strive**

- ◇ to exceed customer expectations
- ◇ to continually improve the way we do business
- ◇ to find creative and innovative solutions
- ◇ to stay relevant

- **Share**

- ◇ Information
- ◇ Resources
- ◇ Ideas
- ◇ Workload
- ◇ Expertise

- **Care**

- ◇ About our customers
- ◇ About each other
- ◇ About the quality of our work
- ◇ About keeping our commitments
- ◇ About the community

The City of
BARRIE



BARRIE FIRE AND EMERGENCY VISION, MISSION AND VALUES

Vision Statement

The *VISION* of the Barrie Fire and Emergency Service is to be a dynamic organization recognized and respected by the community as being on the leading edge of service provision.

Mission Statement

The *MISSION* of the Barrie Fire and Emergency Service is to protect the lives, well being and property of the people of Barrie through dedication to life safety, commitment service and the preservation of the environment.

Values

The *VALUES* of Barrie Fire and Emergency Service reflect leadership through team involvement encompassing:

Safety

Professionalism

Accountability

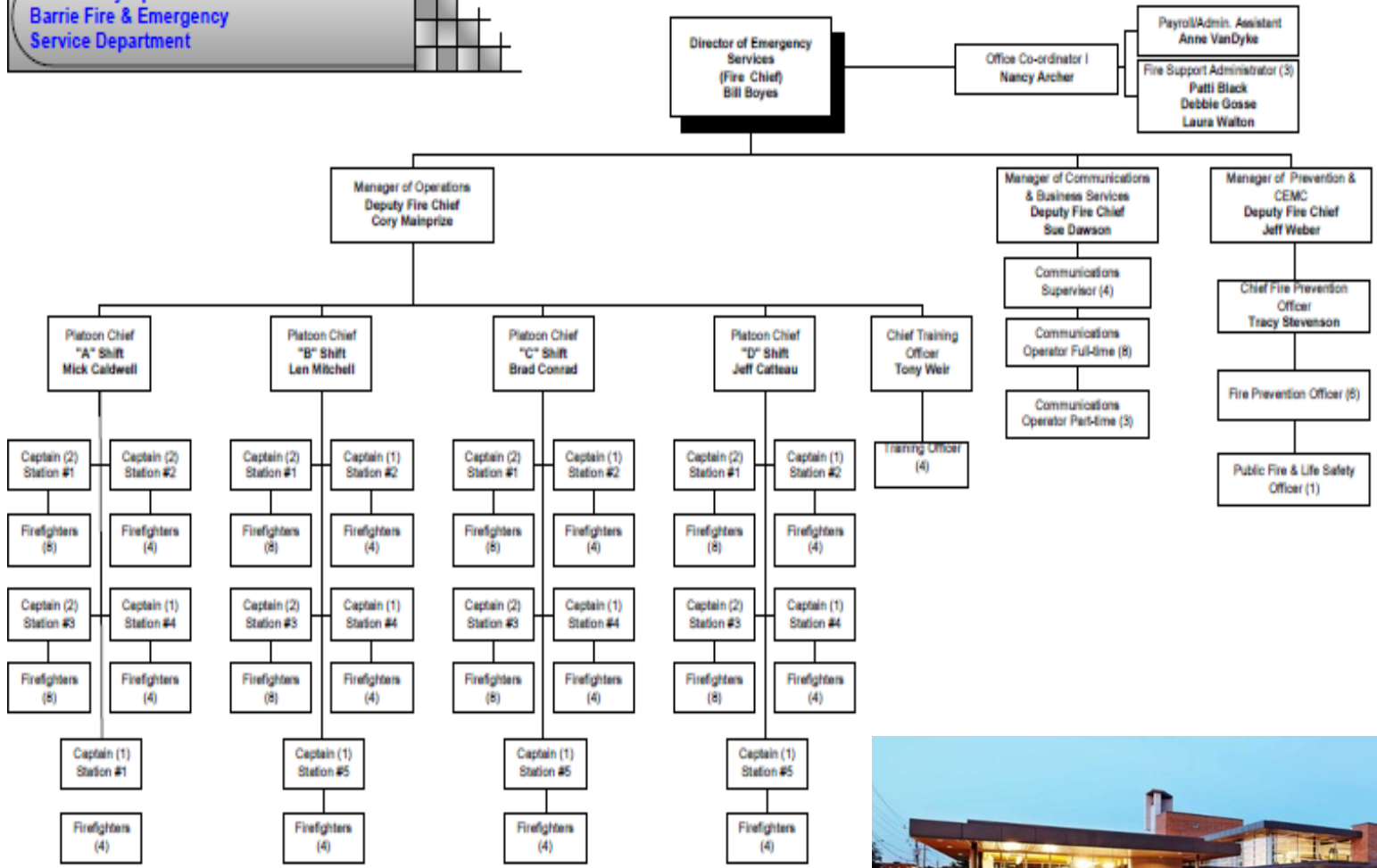
Efficiency

Integrity

Innovation



BFES ORGANIZATIONAL CHART



MESSAGE FROM THE CHIEF



On behalf of all Barrie Fire and Emergency Service (BFES) staff, I am pleased to present the 2016 Annual Report. Our department is focused on serving the community through the delivery of a wide range of public safety and emergency services. Our strategic priorities are underpinned by an unwavering commitment to community risk reduction through education, prevention and response in order to make Barrie a

safe community to live, visit and conduct business.

When reflecting on 2016, BFES responded to over 8700 emergency incidents along with many public events, which resulted in the busiest year in BFES history. Moreover, we realized a number of accomplishments including training all staff in the Road 2 Mental Readiness leadership training to recognize the importance of mental health, dispatching over 21,000 emergency incidents to our 20 fire department clients, conducting over 2000 fire inspections and completing an innovative and comprehensive wellness program for 95 of our staff.

I would like to recognize the promotion of Cory Mainprize into the role of Deputy Chief of Operations and Training. DC Mainprize was the former President of the Barrie

Professional Firefighters Association and progressed through the ranks of BFES since joining in 2000. DC Mainprize along with DC Weber and DC Dawson bring a wealth of experience and expertise that will assist in ensuring BFES remains a progressive and future focused fire service.

The challenges of a growing city and rapidly changing fire service require our entire organization to embrace innovation, strive to be adaptable and ensure a commitment to the delivery of the highest quality public safety services possible. Our strategic priorities will continue to be grounded in the OFMEM's 3 Lines of Defense model. This model is comprised of public education, fire inspections and code enforcement along with emergency response, to facilitate an overall community risk reduction strategy. Moreover, there will

be a commitment to planning for growth, organizational wellness, staff development, fiscal efficiency, increased partnerships and data driven decision making.

On behalf of all BFES staff, I hope you enjoy the 2016 Annual Report, remain vigilant with your own personal fire safety and emergency preparedness and take the time to engage with any of our staff whenever you happen to see a member of Barrie Fire and Emergency Service.

Thank you,

Bill Boyes
Fire Chief



DEPUTY CHIEF PORTFOLIOS



Deputy Chief Jeff Weber

Jeff has been in the fire service for 24 years. His career started with the City of Kitchener where he spent time as a responding fire fighter, a captain, a training officer, and a deputy chief of fire prevention and communications.

Jeff moved to Burlington Fire Department in 2009 where he spent the next 5 years as the deputy of fire prevention, emergency management and communications. Jeff's experiences included the Via train derailment, the 2013 ice storm and the August 2014 floods that plagued portions of the city.

Jeff relocated to the City of Barrie in late 2014 and is now the Deputy Fire Chief of Fire Prevention and the Community Emergency Management Coordinator.



Deputy Chief Sue Dawson

Sue Dawson started her career with Barrie Fire and Emergency Service in 1982. Working in Communications and Administration she was made Manager of Communications in 2000. She became Deputy Fire Chief of Communications and Business Services in 2014.

Sue has participated in the growth of the Communications Division to its current status of a centre responsible for over 400,000 citizens in Simcoe County and Muskoka.

Sue has achieved the international designation of ENP (Emergency Number Professional) which is a professional designation relating to public safety and 9-1-1 systems. She has also completed the CMCP, Centre Management Certificate Program. She was on the committee that brought 9-1-1 to the City of Barrie and Simcoe County and is the current 9-1-1 Coordinator for the City of Barrie.

DEPUTY CHIEF PORTFOLIOS



Deputy Chief Cory Mainprize

Cory started his career with Barrie in 2000 after serving three years in the Town of Caledon. Cory worked as firefighter until achieving the position of Captain in 2013.

Working as a member and President of the Barrie Professional Firefighters Association throughout his career, he has extensive experience in the area of Health and Safety, WSIB, Negotiations and Labour Relations.

Cory was appointed to the position of Deputy Chief in March of 2016 and manages the Operations and Training Branches.

REMEMBRANCE DAY PARADE

Fire Prevention Officer Judith Myddelton led the crowd in a stunning rendition of O' Canada at this year's parade.

Fire Chief Bill Boyes and BPFPA President Kevin White laid wreaths at the Cenotaph in Fred Grant Square to pay their respects on behalf of our department.



2016 IN REVIEW

Our first fire of the year was at 5:30 pm on January 1st. Thankfully it was a relatively minor fire caused by some chip board leaned against the furnace vent. BFES responded to a total of 145 fires in 2016.

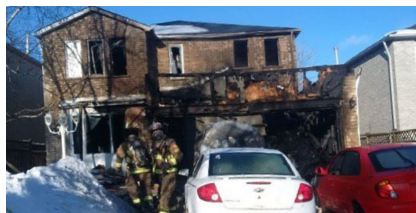
Over the year, we saw an increase in exterior fires caused by carelessly discarded smoking materials. Many of our 'After The Fire Blitz' and social media campaigns addressed this concern in hopes of eliminating these preventable fires.

We did have one fatality in September of this year. The call originated as a wellness check from Barrie Police, not as a fire call. Upon arrival, our crews found that there had been a fire (it self-extinguished). The OFMEM was called in to investigate and it was determined that it was indeed a fire fatality. It is believed that the fire was caused by smoking materials.



Large Loss Fires in 2016

In the early morning hours, a Caruthers Street fire started in the garage due to careless smoking. Fortunately, tenants of the home were still awake and could smell the smoke. Four occupants escaped safely. There were no working smoke alarms in the home.



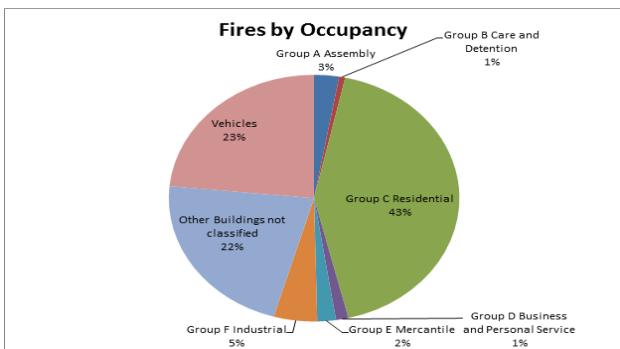
Another significant structure fire occurred at the Georgian College student residence building. The building was 8 storeys high



and housed 269 suites containing approximately 524 students. Loss determined by the insurance company was over \$1 million dollars as many students were displaced for the remainder of the school term. The suspected cause was determined to be a charging unit for electronics.



An unattended kettle caused \$400,000 damage to multi-tenant building on Blake Street.



2016 IN REVIEW CONTINUED



Fire Investigations

There were 34 fire investigations conducted by BFES investigators. In 13 of those investigations, the criteria for calling the OFMEM was met. An OFMEM investigator conducted 7 fire investigations and was assisted by the BFES investigator. Of the 34 investigations, 23 occurred in occupied residential homes.

After the Fire Blitz

Whenever there is a fire emergency in the city where an educational message can be made, BFES does an 'After the Fire Blitz'. Staff from Fire Prevention and Operations canvas the area where the fire occurred, talk to the residents about the fire and what they can do to protect themselves and their families from a similar incident. We also check smoke and CO

alarms and advise on how to replace/install if necessary. We did eight blitzes in 2016 and canvassed 500 homes. On average, we found 74% of homes canvassed where non-compliant with the Ontario Fire Code.

High Rise Fire Safety Campaign

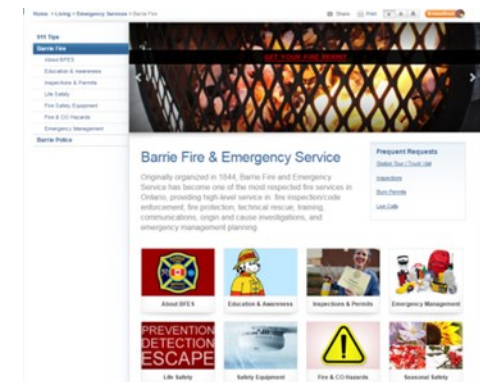
After some serious fires in other municipalities, we started a high rise fire safety campaign. We held fire and life safety sessions for landlords, at various high rise buildings across the city, and a general public session at Station #1. All were well attended.

To further promote the message, CTV Reporter KC Colby joined our training division for a day of high rise fire response training and the story was featured prominently on the 6 and 11 pm news. News articles were published in the Advance and Barrie Examiner.



New BFES Website

After many hours of hard work and staff involvement, we launched the revised Barrie Fire Website on February 1st of this year. The new website is very easy to navigate and allows users to find fire department and fire safety information much faster than before.



The Spring weather resulted in a high number of ice / water rescue calls. Our social media messaging concentrated on ice safety messaging.



2016 IN REVIEW CONTINUED

Girl Guides and Scouts Canada

Based on the Learn Not to Burn principals, our Fire Safety Education program for Girl Guides and Scouts Canada is a two-part program:

Part 1: A firefighter will visit the group at their regular meeting location and cover eight basic fire and burn prevention principles. The groups are left with a homework assignment focused on a home escape plan and fire drill.

Part 2: This includes a review of the home escape plans and discussion about the fire drill at the fire station, followed up by a station tour. Any participant that brings in a completed home escape plan receives a Learn Not To Burn certificate and is given the information they need to obtain their relevant Fire Safety badge.

25 different groups participated in this program throughout the year.



TVO Kids – Push Two Buttons

To raise awareness about the importance of testing smoke alarms BFES, the Office of the Fire Marshal and the TVO Kids team up on the “Push the Button!” campaign every spring and fall.

The campaign encourages everyone in the community to test the smoke alarms in their homes, with the goal of testing as many alarms as possible. The campaign takes place for two weeks every spring and fall when the clocks change.

To help raise awareness to this campaign, TVO Kids partnered with us to film some educational public service announcements. A film crew and the host, Melissa Peters of “The Space” spent the day at Station 1 in early March. Sparky and our Public Fire and Life Safety officer were guests during the live broadcast of the show as well. The response from the kids in the live broadcast was phenomenal.

Spring campaign: 27,220 alarms were tested

Fall Campaign: 16,454 alarms were tested



Barrie Police Junior Constable Camp

For the third year in a row we have welcomed recruits from the Barrie Police Junior Constable camp into our fire station once a week for six weeks over the summer. We started each session first thing in the morning in the kitchen with a fire safety lesson on kitchen safety and a healthy breakfast. After their cooking lesson, recruits are given a tour of the station and a fire safety and survival session complete with a home escape plan kit.



2016 IN REVIEW CONTINUED

In March, a significant ice storm hit the city. Our Communications Operators dispatched 121 calls in a 24 hour period.



#ExcusesAreChildish

In a partnership with The Melody in Me and Rogers TV, we produced five 30 second public service announcements and launched a social media campaign using #ExcusesAreChildish.

When it comes to reasons for not having or not maintaining smoke alarms, we have heard them all. This video is a compilation of actual excuses our fire-fighters have heard within the past two years. Since its launch on Youtube and Facebook, the PSA's have had over 8360 views of these videos.

#NeverCrossedMyMind

During the official kick-off to Fire Prevention Week in October, we unveiled a new music video. The music video is a karaoke version of “Never Crossed My Mind”, which is a parody of Willie Nelson’s song “Always on My Mind”. The video was posted on YouTube and has over 1500 views. Moreover, we had over 14,000 impressions with Twitter. Many fire departments posted it to their websites, Facebook and social media pages. We had great media coverage and a positive response from the community.



2016 IN REVIEW CONTINUED

Travelling Sparky

Our travelling Sparky is available to Grade One classes and has been running in Barrie since the fall of 2010.

This program covers reading, writing, art, community helpers, health, public speaking, family involvement and adds a little excitement in the classroom towards the end of the school year. 51 Grade One classrooms participated in the program and there were 26 follow up truck visits by the Operations crews.



Tim Horton's Camp Day - Camp Day is the one day each year when all coffee sales at Tim Horton's Restaurants is donated to the Tim Horton Children's



Foundation. As community helpers, firefighters know firsthand the importance of supporting local business and our community. Chief Bill Boyes, Deputy Chief Cory Mainprize along with on duty fire crews and fire prevention officers dropped by their local Tim Horton's to support Camp Day.

Celebrate Barrie

On the first Saturday in June, we participate in the City's community festival with vehicle and equipment displays as well as special activities and safety information. It is a great opportunity to showcase some of our skills and interact with residents.

Early Years Picnic

We welcomed more than 800 members



and families of The Ontario Early Years Centre in Sunnidale Park as part of their annual picnic. The OEYC is a place for parents, caregivers and children (0-6 years of age) to learn and share ideas and resources.

Families were given an opportunity to tour the fire truck, ask questions of firefighters, and bounce in our inflatable fire truck. Participants received home escape plan kits, TVO kids activity books, and junior firefighter stickers.



2016 IN REVIEW CONTINUED

Side by Side Burn Demo

To show how quickly fire could spread and what students could do to prevent a fire, a side by side burn demo was created. The unique part of this was that Georgian College took a grass-roots approach and got many programs and departments involved. There were 10 groups across the college who worked together for the live burn event.

All staff and students were encouraged to participate in the campus wide fire drill and then when they had evacuated the building they were to meet at the burn cell demo in the parking lot. We had over 1500 attendees!



Hot Summer Nights

Every July and August, BFES hosts a summertime tradition at a different park on Thursdays. Some summer nights are so hot, even the wind can't be bothered to move. What better time to head to the park with family and neighbours for a cooling fire truck shower and a visit with Barrie's Fire and Emergency staff. We held 5 nights this past year and had very good participation from local residents across the locations.

Events like "Hot Summer Nights" reflect Barrie Fire and Emergency Service's vision of gaining your respect and recognition as a leading service provider in our community, protecting precious lives, property and environment. The focus is on Prevention, Detection and Escape. Residents have the chance to go over some lifesaving tips and reminders while getting acquainted with BFES staff. Kids can check out the fire trucks, participate



in hand-on activities, and ask any fire safety questions.

Our partner, Domino's Pizza Barrie, raised \$2752.00 and donated it to our Community Projects Committee to use in support of City residents.



2016 IN REVIEW CONTINUED

Pokemon Go Mania

The latest craze in virtual gaming had people across the country using their IOS or Android enabled devices to catch Pokémon. Pokémon Go uses your mobile device's GPS and camera to integrate the real world into a massive scavenger hunt. The Pokémon Go players are known as Pokémon trainers. Station #1 Heritage museum was recognized as a training gym. This means it was chosen as a location where users go to train their Pokémon for battle and locate PokeBalls. We took advantage of this social media craze and used it for educational purposes as well as to promote our Hot Summer Night events.



Lawnchair Luminata

For the seventh consecutive year, we partnered with the Barrie Film festival and Community Projects to show a free movie in the park.

While most of the downtown films will be shown in Heritage Park this year, Centennial Park is our location of choice as it allows easier access for the fire trucks to come and go. This year we featured the Disney film Zootopia.

Lawrence Vindum from The Butcher Shop also partners with us and provides free hot dogs to all attendees. Lawrence has supported BFES for years and we

value his dedication to the community. While waiting for it to get dark enough to see the movie, there are lots of activities to pass the time. We have our bouncy fire truck, Sparky the Fire Dog, mini-combat challenge and fire truck tours. We had approximately 800-1200 attendees this year.

Fill the Sparky Van with Outdated

Alarms – Win

Dinner for 6

Residents were encouraged to check the date on their smoke and carbon



monoxide alarms, and replace them as needed. For every outdated alarm brought in, they were given a ballot to enter to win dinner at the fire hall. Alarms could be brought into Station 1, Allandale, East Bayfield or Holly recreation centres. We received about 50 alarms and the winner along with 6 friends joined us for dinner at the fire hall during Carbon Monoxide Awareness week.



2016 IN REVIEW CONTINUED

Door to Door Information Campaign Tuesday to Friday

Each of the 5 fire stations were assigned streets in their first response area to conduct a door to door campaign promoting the importance of checking the date on smoke and CO alarms. Instead of blitz bags, door hangars were designed for firefighters to leave with homeowners. We reached 1000 residences through this campaign in hopes of improving fire safety throughout the community.

Release of Public Service Announcement - Some Things Are Too Important to Let Expire

We created and released two new Public Service Announcement with the #SomethingsAreTooImportantToLetExpire. These PSA's were posted to the City of Barrie's YouTube account and released during FPW via our Twitter account and the City of Barrie's Facebook page.



Domino's Pizza Partnerships Tuesday October 11th 6 – 8 pm

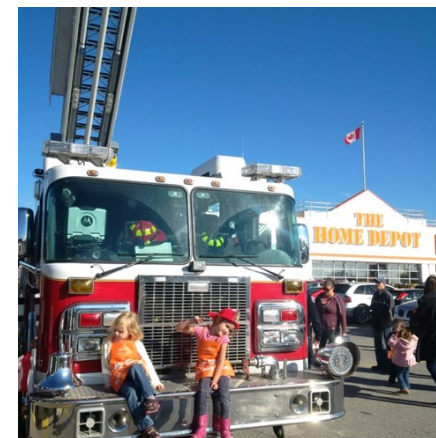
For the fifth year in a row and in addition to sending fire safety messages on top of pizza boxes throughout October, Domino's Pizza in Barrie agreed to partner with us to reward customers who have working smoke alarms. We delivered 15 orders with Domino's and our firefighters. This year showed a much higher compliance with almost all homes having working alarms and receiving free pizza. Two homes did not receive their orders for free but they were left safer with brand new smoke and/or CO alarms.

Home Depot Day

For a second consecutive year we had a fire truck on display outside the store on Maplevue Drive. Inside the store, Fire Prevention Officers and Georgian College students worked with kids on a pre-registered fire safety craft and answered questions the public had. We had over 200 children participate!

Sparky the Fire Dog made an appearance and so did Melissa from TVO kids. At noon, we did a side by side burn demo to show people how quickly fire can spread and why smoke and CO alarms are so important.

TVO Kids filmed the side by side burn demo and used it to educate children on the importance of practicing fire safety.



2016 IN REVIEW CONTINUED

Fire Station Open Houses

We decided to go back to the grass-roots and host 5 small scale open houses simultaneously at each station. One fire prevention officer and two Georgian college students were assigned to each station. On duty fire crews provided tours of the station and the FP staff were on hand to answer any fire safety related questions. Each station also had a chief fire officer present to meet and greet the public. Special Smoke and CO alarm cookies were handed out and the new approach was well received. Many participants were excited to see inside their local fire station.

Sparky Ride-Along in an Antique Truck - To connect the five individual open houses, Sparky and a handler toured the stations on the Antique fire truck. We handed out smoke and CO alarm cookies and were also joined by TVO kids host Melissa Peters. The Ride Along was promoted 'live' on @Barrie_fire twitter throughout the duration of the Open Houses.



Ghost Bus Tour

For the second year in a row we have partnered with the Recreation department and participated in their annual Ghost Bus tour. For four nights, fire prevention officers and firefighters were at the neighbourhood community centres handing out reflective flashing lights, home escape plan kits, TVO Kids activity books and reflective trick or treat bags. This allowed children and families that were afraid to tour the haunted bus an option to still participate in the Halloween festivities and learn about safety.

Carbon Monoxide Awareness Week

Ontario's Carbon Monoxide Awareness Week ran from November 1-7, and we ran information campaigns throughout the week to remind Barrie citizens that they can prevent carbon monoxide (CO) in their homes by getting all fuel-burning appliances inspected annually.



Georgian Pushed the Button contest -

This year Georgian College hosted a 'selfie' contest for all students testing their smoke and CO alarms. Students were encouraged to test their alarms and submit a picture via Twitter.

2016 IN REVIEW CONTINUED



The theme for Fire Prevention Week was, “Don’t Wait, Check the Date! Replace Smoke Alarms Every 10 Years”. We’ve seen the life-saving difference working smoke alarms can make in a home fire. Sadly, we’ve also seen the devastation that can result when smoke alarms aren’t working properly; the consequences can be tragic, or even fatal. That’s why it’s so important for all our residents to have fully functioning smoke alarms in their homes.

Many people assume that because they have smoke alarms in their homes, they’re automatically protected in the event of a fire. In reality, it’s not quite that simple. Smoke alarms need to be installed, maintained and tested regularly to ensure that they’re working properly. Part of that effort includes knowing how old your smoke alarms are, because smoke alarms don’t last forever. Since so many people don’t know that smoke and CO alarms don’t last forever, this year’s Fire Prevention Week theme helped to reinforce the importance of knowing how old your alarm is.

We had many activities throughout the week to help us get the message out. It is critical for everyone to be an active participant in all aspects of fire safety prevention and planning. It can make the difference between life and death in the event of a fire.

Wood Shop Inspections

Following up to a trend discovered in 2015, businesses that specialize in woodworking were inspected for compliance with Ontario Fire Code requirements. 10 businesses were inspected and the goal is to expedite compliance with the Ontario Fire Code.

Station Tours

Station tours involve a tour through the fire hall, including a view of trucks, equipment, and gear. They are popular all year round with all age groups .

More than 59 tours were given this year, with the majority being held at Station 1.



2016 IN REVIEW CONTINUED



Station 1 – Window Painting

With a winter theme in mind, we had a local artist paint a snowman ‘palooza’ on the windows at Station #1. The theme is all geared towards winter fire safety with messaging about home heating, furnace and fireplace maintenance, life span of smoke and CO alarms, and the importance of home escape planning.

Facebook Launch

On December 13th we launched the official Barrie Fire and Emergency Service Facebook page. We have reached almost 60,000 people and have had over 3000 views of our fire safety videos! Follow us @ Barrie Fire and Emergency Service.

Jingle Bells Music Video

We released our fifth annual holiday parody on December 1st of this year. It was very well received and has had more than 6000 views on Twitter, YouTube and Facebook.

Home for the Holidays Tour

The May Court Club of Barrie's 25th Anniversary Homes for the Holidays tour featured five magnificently decorated abodes. Barrie's Public Fire and Life Safety Officer Samantha Hoffmann and veteran reporter Sue Sgambati from Barrie Today surveyed the grand homes with a different mission: to highlight holiday fire safety. Armed with her list of 12 Days of Holiday Fire Safety tips, Hoffmann was checking it twice as she toured the residences. The Homes for the Holidays tour proved that your house is never too exquisite for fire safety – outdated alarms were identified and a serious fire hazard in one of the homes was rectified immediately.

12 Days of Holiday Safety

The 12 Days of Holiday Fire Safety campaign focuses on 12 helpful tips against seasonal risks, as well as things that people need to be conscious of throughout the year, such as installing smoke and carbon monoxide alarms, developing and practicing a home fire escape plan and keeping matches and lighters out of the sight and reach of small children. We partnered with Kool FM and ran a contest featuring the 12 holiday fire safety tips. Listeners were invited to repeat the daily tip to win a prize package provided by the Fire Marshal Public Safety Council. New this year, we also partnered with Georgian Mall and offered a draw for two large stuffed Sparky dolls.



OUR VALUED STAFF



Jackie Williams, Patti Black and Debbie Gosse are featured in the 2017 Staff Calendar for demonstrating Corporate Values—Strive, Share, Care.

Ontario Municipal Fire Prevention Officers Association Fall Conference

We were honoured to present to a large group of fire prevention and public education officers from across the province. The topic was Working with the Media and we had a panel discussion with Dan Blakely of Kool FM/Rock 95 representing radio, Sue Sgambati of Barrie Today representing print media, Heather Butts of CTV News representing television and Samantha Hoffmann of BFES representing the fire service. We discussed the needs of the media, provided some positive examples of what worked well and why, the benefits of different types of interviews and the pros and cons of citizen journalism. The two sessions were very well attended and the evaluations from the participants were outstanding.

Congratulations to a number of staff who qualified for the Federal and Provincial Service Awards in 2016.

They include:

30 Year Bar (Federal)

Robert Cooke

20 Year Medal (Federal)

Dave Pipher, Rudy Kliewer, Anthony Phillips, Robert Smith and Samantha Hoffmann

35 Year Long Service Bar (Provincial)

Leonard Mitchell

30 Year Long Service Bar (Provincial)

Robert Cooke

25 Year Long Service Medal (Provincial)

Robert Casey



SERVICE AWARDS AND RECOGNITION

Fire Marshal Public Safety Council Award

In June, at the Fire Marshal Public Safety Council awards luncheon, Georgian College received a fire safety award for their approach to fire safety for students.



For the past two years, Georgian College has partnered with BFES to ensure all students know about fire and life safety and are empowered to be responsible for their own safety while attending

school and living away from home. What started as a small partnership has continued to expand and blossom each year. The new student orientation office has taken a grassroots approach to fire safety and reached beyond their portfolio to other college departments. They make fire safety education a huge part of orientation for students. They have used the following initiatives to promote fire and life safety:

Georgian Push the Button Contest, Clear to Respond TV Program, a Side by Side Burn Demo and a Campus Wide Fire Drill.

Scott Fire-Fit Competitions

The Scott FireFit Championships is a competition based on firefighting tasks commonly performed in emergency situations. There are many different levels of competitors, from the seasoned 10 year veteran to the first time rookies. The BFES Combat Challenge team is a group of firefighters who have dedicated their time to representing the City of Barrie in competitions against firefighters from around Ontario, North America and the World. Team members Brian Klassen won a silver medal and Jason Barker brought home a Bronze medal at the Fire-fit competition held in Wasaga Beach.



Fallen Firefighter Memorial Service

Each year on the first weekend in October firefighters and their families from across Ontario converge near Queen's Park Circle, northeast at College and University in Toronto, to honour firefighters whose names have been inscribed on the monument.

This year's ceremony was extra special because BFES firefighter Keith Romph's name was added to the wall as a recognized line of duty death. In addition, Fire Prevention Officer Judith Myddelton sang the national anthem as part of the ceremony.



SERVICE AWARDS AND RECOGNITION (Continued)

Awards for Communications in 2016

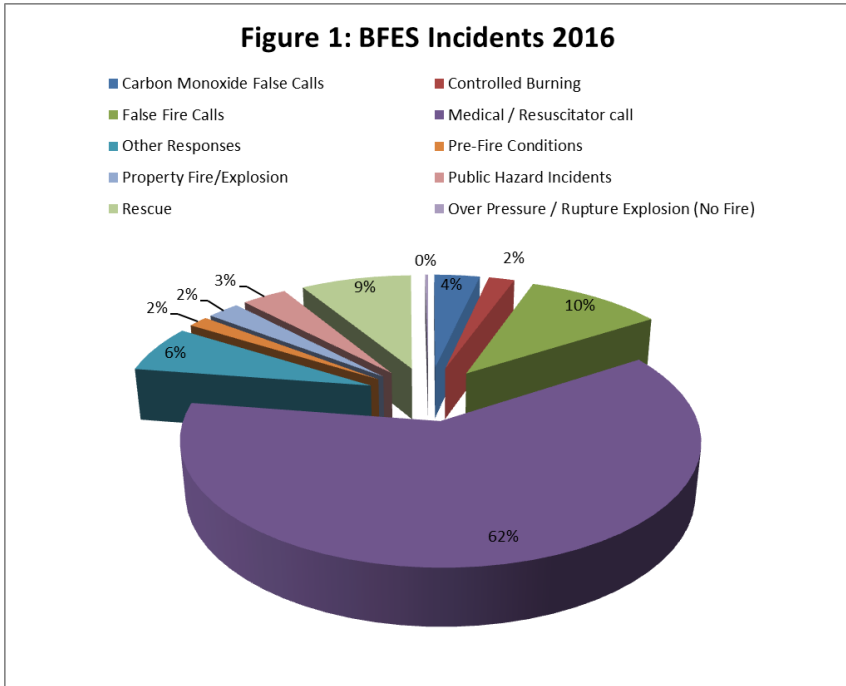
The Communications Team of Scott Simpson, Ryan Macdonald and Tracy Toner received the 9-1-1 Management Board Tri-Service Team Award in 2016. A joint team from Barrie Fire and Georgian Ambulance Communications Centre were recognized for their response to a catastrophic house explosion in Barrie. This team of communicators handled an extreme volume of calls during this event all while coordinating the response of multiple units, ensuring a constant link with emergency responders on scene and dispatching for 19 other fire agencies. They demonstrated outstanding teamwork and professionalism throughout the emergency.



The team of Amanda Wickham, Rob Murik, Joan Farrow, Dave Cadeau and Scott Simpson received recognition at the yearly 9-1-1 Awards for their participation in the cave rescue in Clearview Township. Each member of this team played an important role in this complex situation with many different organizations participating and overall difficult communications that had to be managed throughout the event.



EMERGENCY RESPONSE DATA



For standard incident reporting purposes, incidents are broken down into several broad categories in Ontario as mandated by the Office of the Fire Marshal and Emergency Management (OFMEM). Figure 1 shows our incidents grouped into the OFMEM categories. The profile of our 2016 incidents closely mirrors our experience over the past several years. There is very little overall percentage change when examining incident types by category. As part of our look into our service for the purpose of establishing a standard of cover for the Commission on Fire Accreditation International process, we have taken a very specific look at how we report incidents. In discussions with the OFMEM, we have made some adjustments to how we report a portion of our incidents to more accurately align with the type of service performed.

This change is not significant, but it may change our profile of incidents with time. Our incident numbers show a steady increase in most categories. Most notably over the past three years, fires and public hazards have increased.

The greatest number of our incidents are assisting Simcoe County Paramedic Service or the public on a variety of medical/resuscitator type incidents at 62%. This percentage is similar to 2015 and 2014.

BFES attended 8708 incidents resulting in 11587 truck movements in 2016. The number of incidents is up from the previous year by 7%. This was a significant increase over last year's increase of only 2% between 2014 and 2015. Increases in incident numbers can be attributed to numerous factors such as growth, and aging population, aging building stock, and an increased number of weather related incidents.

	2014	2015	2016
Count of incidents	7930	8128	8708
Percentage increase over previous year	9%	2%	7%



EMERGENCY RESPONSE DATA CONTINUED

Figure #2 examines our fire related incidents. We have shown a slight increase to our incidents in which a property fire occurred. This is as a result of a number of factors that may include changes that we have made to our standard incident reporting expectations and ensuring responses are classified to meet the OFMEM's mandate.

64% of our fire related incidents involve attending to false fire incidents. This category includes perceived emergencies as well as fire alarm activations from all causes including malicious and accidental activations. Even though the incidents in the fire related categories only account for approximately 20% of our total incident count, the staffing requirements of these incidents is greater and more resources are required to bring them to a successful conclusion. When considering our public hazard incidents and rescue incidents, this resource requirement is also true.

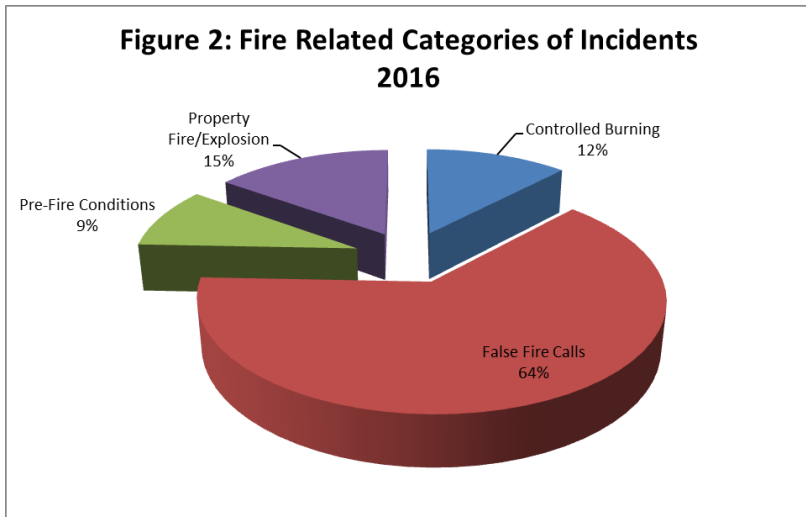


Chart 1: Number of Frontline Apparatus Incident Responses

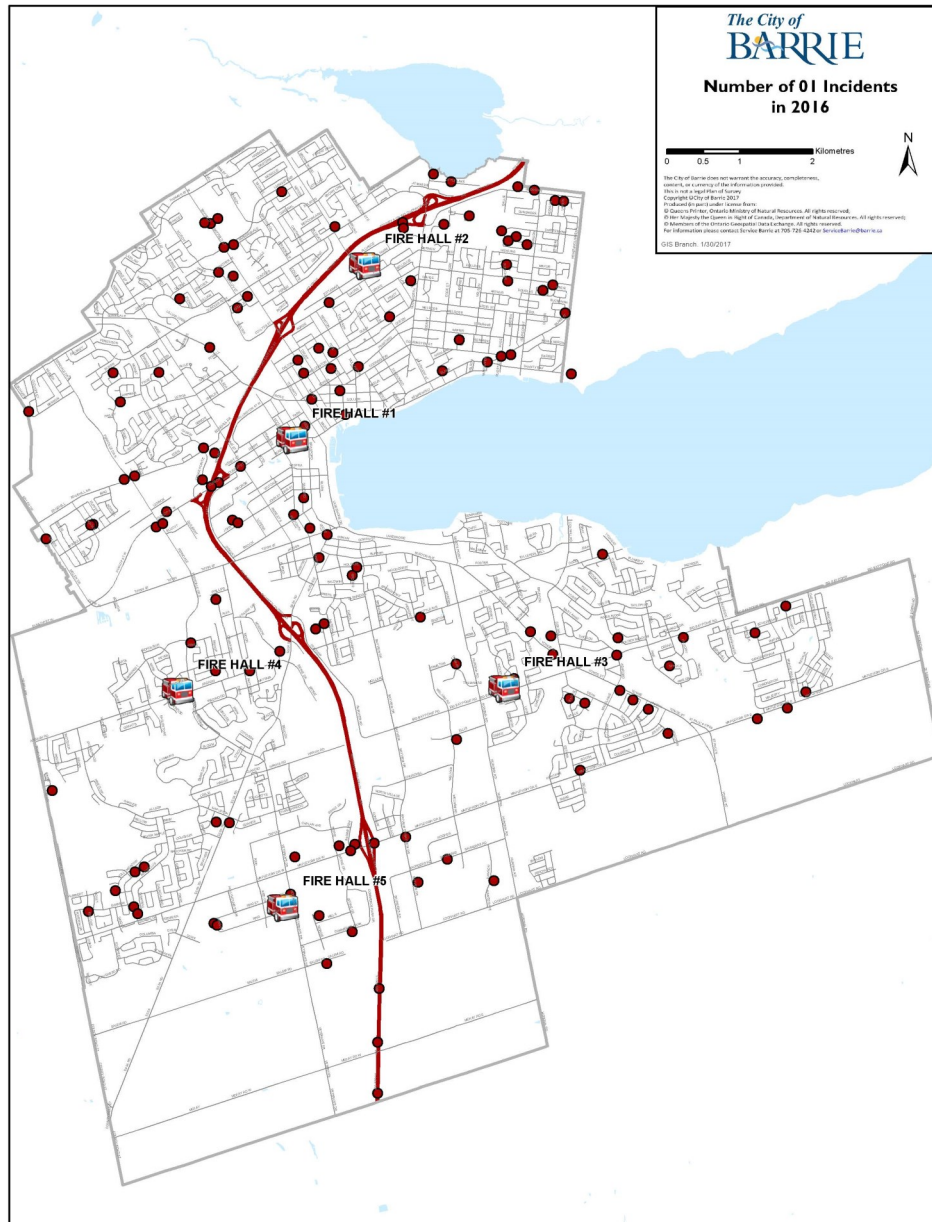
Vehicle Responding	Number of incidents
Barrie Brush 1	31
Barrie HazMat 3	29
Barrie ISO Car	201
Barrie Ladder 11	2
Barrie PC Car	716
Barrie Pump 1	2575
Barrie Pump 8	37
Barrie Pump 9	512
Barrie Rescue 2	1697
Barrie Rescue 4	1007
Barrie Rescue 5	899
Barrie Reserve 8	713
Barrie Reserve 9	208
Barrie Squad 1	12
Barrie Tower 3	396
Barrie Tower 1	980
Marine 1	5
Quint 10	361
Support Vehicle	10
Tank 3	1172
Tank at Station 1	12

Chart 1 - Our vehicle responses (aka truck movements) account for a significantly higher number of responses than our actual incident numbers. Certain responses, such as fires, require greater staff and apparatus resources. The following table shows the number of incident responses of our frontline vehicles in 2016. Reserve vehicles are highlighted in red and primarily indicate incidents that occurred when a reserve vehicle was used in place of a frontline response vehicle. Most often a reserve is placed in this position when the frontline vehicle is out of service for repair or maintenance.



EMERGENCY RESPONSE DATA CONTINUED

Map #1



Where were our fires this year?

BFES staff along with members of the GIS team within the IT department of the City of Barrie continue to map our fire experience. This has started to provide a significant insight into our fire experience throughout the city of Barrie. We continue to see fires occurring to the east of Highway 400, within the downtown core as well as a number of incidents in the northern part of the city as noted on Map #1. Each dot on Map #1 represents an address point where one or more fires occurred.

The expertise and resources of our GIS department, along with several years of historical data have provided a clearer indication of the risk in our community. Much like most other communities in Ontario, the greatest fire risk is at home and our public education efforts are working to address this problem. Emphasis on working smoke alarms and home escape plans underpinned by general fire safety awareness will help reduce our fire risk.



EMERGENCY RESPONSE DATA CONTINUED

Our greatest number of fires occur in Group C occupancies or residential property settings, such as single family homes, semi-detached homes, row-housing and low-rise apartments. People are still at greatest risk of having a fire in the place where they should feel most safe – their home. It is important to note that BFES determines many of the fires that occur are preventable.

Figure 3 shows our fire experience in 2016 by the occupancy type in which the fire occurred, while Figure 4 depicts the fire loss (represented by percentage of overall dollar loss).

Figure 4: Fire Loss by Occupancy Type 2016

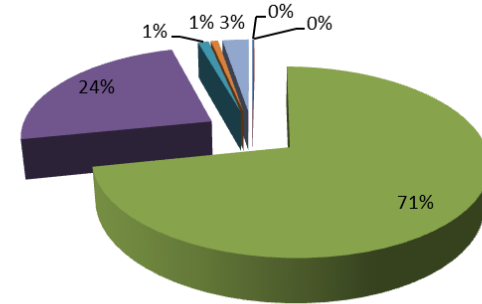
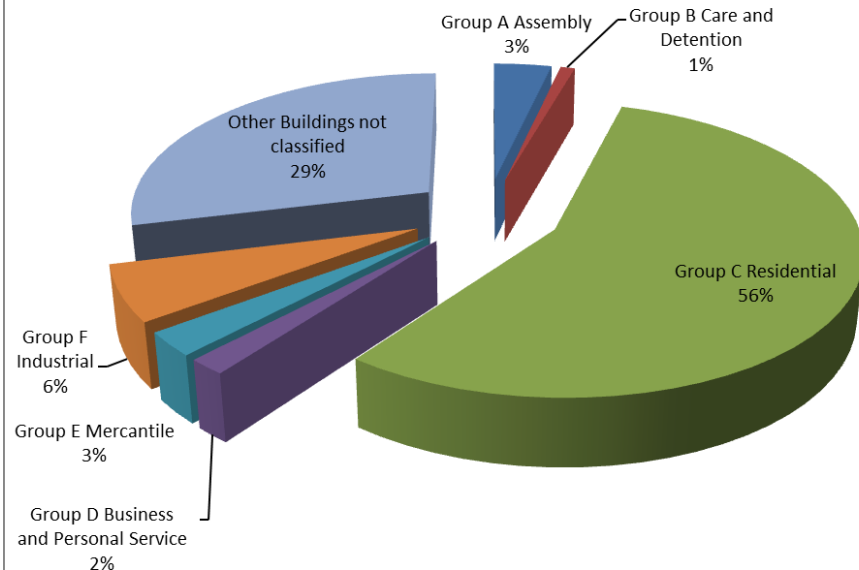


Figure 3: Fires by Occupancy Type 2016



Group C Residential fires account for over 56% of fire occurrences in the city of Barrie. Buildings that are not classified include sheds, portable washrooms, garbage bins, fence structures and all other types of structures that have no classification. This chart does not include vehicle fires which also accounted for 34 incidents in 2016.

Group C residential properties are traditionally responsible for the majority of the incidents that occur in most cities in Ontario. As such, residential fires are responsible for 71% of the dollar loss in the community in 2016. Fire losses reached \$6.9 million in 2016 when all types fires are included. Of significance, residential fires accounted for \$4.5 million in loss.

EMERGENCY RESPONSE DATA CONTINUED

In addition to fire-related responses, BFES is a primary response agency for a number of other incident types. BFES responds to various types of rescues and public hazard incidents, which account for 12% of our total call volume. Our rescue incidents, account for roughly 9% of our total incident volume. Of note, vehicle collisions and vehicle extrications account for 90% of calls for service in that category. Staff attended 662 vehicle related incidents, which does not include attendance to vehicle fires or other overheats, and pre-fire conditions. These responses can require various degrees of auto extrication services and patient care. These responses are a joint effort involving paramedics, police and tow truck providers on a regular basis.

Figure #5: Rescue Incidents 2016

- Low angle rescue (non fire)
- Other Rescue
- Persons Trapped in Elevator
- Rescue false alarm
- Rescue no action required
- Vehicle Collision
- Vehicle Extrication
- Water Ice Rescue
- Water Rescue

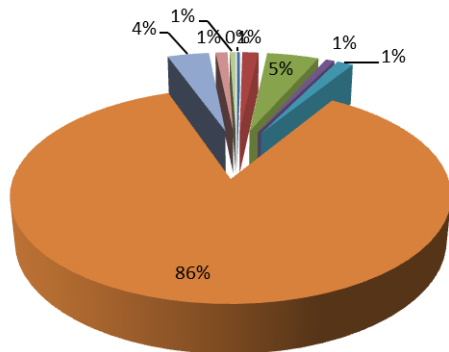
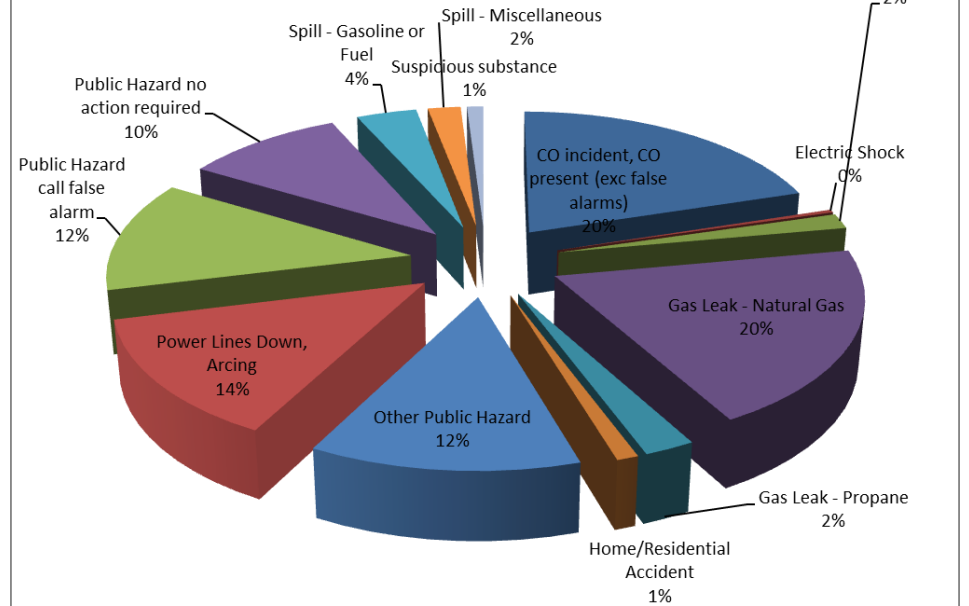


Figure #6: Public Hazards



Another category of response that accounts for approximately 3% of our responses is public hazards. The public hazard category takes into account hazardous materials incidents, carbon monoxide incidents in which carbon monoxide was encountered, elevator rescues, and other spills and releases. Figure 6 indicates the public hazard types of incidents that BFES attended in 2016. Although a relatively lower number of responses in comparison to total responses, these calls can be significant in severity and risk to the public. Moreover, these incidents require a larger number of staff resources to manage and mitigate the overall emergency.



EMERGENCY MANAGEMENT



The emergency management and preparedness area of the department had an extremely active year. The following is a synopsis of activities over the past year.

Four staff attended the World Conference on Disaster Management in Toronto. This is a three day international event in our own province highlighting industry leading

practices, and lessons learned at specific large scale incidents.

The emergency plan was reviewed and updated and is prepared for distribution to all stakeholders. Additionally, the hazard identification risk assessment and the critical infrastructure were also updated to ensure compliance with provincial legislation.

The Emergency Control Group (ECG) received training in November of this year in documentation within the Emergency Operations Center (EOC). This is a specific training session established by the Province to be completed by all municipalities. In addition to this training and the exercises mentioned below, we will also be engaging scribe training in 2017. This will train a number of administrative staff to be assigned to individuals within the EOC to scribe their exact duties, actions, and decisions during an incident. This will allow the ECG to effectively document information in accordance with industry best practices.

Two emergency exercises were completed in 2016, with the first occurring in March and the second in December. Both exercises concentrated on the impacts of weather related incidents. The first was a small tornado scenario in which the emergency control group practiced its functions through several business cycles. There were numerous issues that were identified as requiring follow-up, including the need for more visual situational awareness and information coming into the EOC. The second event which was scheduled in early December was a snow related incident called “Buried in Barrie”. The focus for this particular event was to ensure all appropriate documentation was complete and submitted. The event was also run for alternates and other directors that normally would not be impacted by a weather related incident.

The CEMC also participated with the water department’s annual exercise. The exercise assumed disruption to the water supply system due to a large-scale tornado weather event. The incident challenged staff from all parts of the City to consider situational impact from water system disruption, communication disruption, and significant media attention.

The CEMC also provided Incident Management System training to the provincial IMS 200 level for water department staff. This was a 1 ½ day event focused on the management of incidents using the provincially developed IMS 200 course material.

The provincial compliance report was submitted to the Office of the Fire Marshal and Emergency Management near the end of December. This is an annual report of achievements that assigns targets for completion.

TRAINING

Community Build and Burn

In a partnership with the Simcoe County Home Builders' Association (SCHBA) an approximately 750 sq. ft. bungalow with an attached single car garage, training facility for emergency personnel was built. In essence, the "build and burn community project" is a prop house where controlled fires and drills are set to simulate conditions that firefighters may encounter during active duty.



On May 27th, 2002 Barrie Fire experienced its worst day as Firefighter Bill Wilkins lost his life while battling a basement fire. At the time BFES did not have a training location or facilities other than the fire stations available to conduct drills and fire scenario training. Fourteen years later BFES partnered with Simcoe County Home Builders Association, INN-

POWER (Innisfil Hydro), and Georgian College to construct a live fire training 'prop'.

There is a sliding interior wall that allows us to modify the interior layout based on the scenario being used. An advantage to building a house for training is that it represents the typical type of structure firefighters will encounter in our response areas. This adds to the realism of fighting fires in a training environment.

This facility will have multiple uses; not only for firefighter training, but it can also be used for public education and life safety public service announcements.

The structure will be able to support comprehensive training activities that firefighters will complete to maintain their competence in a variety of skills.

Consistent and thorough training will ensure the department provides high quality emergency response service for the citizens and visitors of the City of Barrie.



This training house was built in one day on Saturday June 11th. The build was promoted as a public event and Kool FM News celebrity Dan Blakely was the day's Master of Ceremony.

The facility will be used by Barrie Fire, Innisfil Fire Dept., Georgian College's Pre-service firefighting program, and be available to be rented out by other neighboring fire departments and other service providers for emergency services training. The facility can also be available to private industry to accommodate their training needs.

TRAINING Continued

Aside from the ongoing build, we held challenges between the firefighters, Georgian College Students and construction workers. The media coverage of the day was outstanding.



This year, 63 BFES Officers have been re-certified as Blue Card Command incident commanders for another 3 year period. In addition, 38 staff members attended a week long in-house certification class to achieve NFPA 1035 Fire and Life Safety Educator status.



Over 60 cars were utilized during Auto Extrication training, which included scenarios with cars on their sides and cars flipped onto their roofs. Having a fixed site to conduct this training assists in meeting our training needs on a regular basis.

40 staff members from Station 3 received Hazmat CBRN Training and an additional class of 18 firefighters from various Simcoe County fire departments received a week long Hazmat CBRN training course, facilitated by our staff members. BFES provide technician level hazardous materials response and technical rescue services to many municipalities within Simcoe County.

Technical rope rescue training was ongoing throughout the year which also included a simulated rescue at the waste water treatment plant. This type of training involves a significant amount of time



and planning to ensure all safety precautions are taken and all team members have the opportunity to practice their skills.



ACCREDITATION

In 2016, Barrie Fire and Emergency Service started a comprehensive organizational assessment through the Commission on Fire Accreditation International. Accreditation is a comprehensive self-assessment and evaluation model that enables organizations to examine past, current and future service levels, internal performance, and compare them to industry best practices. The greatest benefit of accreditation is that it shows the community that the agency is performing to industry best-practices, and is holding itself accountable through an external peer review.

BFES began the self-assessment process this year which includes assessing 252 performance indicators, of which 86 are core competencies. In addition to the self-assessment, a Community Risk Assessment and Standards of Cover must be completed. Both are based in fact and number, and allow agencies to make decisions based on data. The department has assigned one officer to coordinate this process, with data analysis and review as key components thus far. A review of the departments record management system has been undertaken to improve the quality and depth of information gathered. By improving the input of data, measurement and analysis can be improved, providing greater insights into daily operations.

In an effort to gain insights into data, Barrie Fire and Emergency Service developed a partnership with Georgian College's Big Data and Research Analyst programs. The partnership was arranged through the college's experiential learning liaison. Five projects were proposed to the students in those programs with the goal of gaining insights into the data collection process, as well as providing students with a valuable work experience. The projects began September 2016 and will conclude in April 2017, with the results contributing to the accreditation process.

Accreditation is an ongoing process of continuous improvement with an emphasis on outcomes rather than outputs. As BFES progresses through the stages of registered agency, applicant agency, candidate agency, and finally accredited agency status, the department will be better positioned to serve the residents of Barrie. Once accredited, there is a requirement to report annually on the goals and objectives, which further ensure continuous improvement. Accreditation will greatly improve the level of service provided by Barrie Fire and Emergency Service to the city of Barrie, while embracing its vision, mission, and value statements.



CHALLENGES AND OPPORTUNITIES

This past year saw many new improvements and 2017 looks to deliver even more. Many of the completed and ongoing projects would not be possible without assistance of our dedicated staff. They work tirelessly to improve our department and we are fortunate to have so much internal talent and commitment. Each member of BFES brings a unique background and past experience that are used to improve our department.

Policies and Guidelines

A new procedure driven format has been created for our Standard Operating Guidelines. This new format provides clarity and consistency from incident inception to termination. This format will be applied to all our SOG's in the future and we are looking forward to creating strong operational direction moving forward. SOG revisions shall be prioritized based on those providing the greatest impact on the health and safety of staff. Ongoing review and revision is underway to ensure policies remain consistent, relevant and current. With hundreds of policies and guidelines, this will be a significant challenge.

Community Risk Reduction

In conducting our After the Fire Blitz's it is apparent that a problem persists. Nearly 75% of homes are not in compliance with the Ontario Fire Code as they fail to have adequate smoke and CO alarms.

Efforts will focus on improving our city wide compliance rate, targeting areas based on potential risk factors and reducing preventable fires. It is important to note that this problem requires a constant emphasis on public education in combination with prevention efforts in hopes of making all residents knowledgeable of their role in fire safety.

Another challenge pertains to the alarming number of overdoses and deaths across Canada whereby numerous health agencies and emergency services have publicly noted a "fentanyl crisis" exists. BFES is the first department in Ontario to take a proactive approach to this crisis and equip all front line firefighters with Naloxone. In partnership with the County of Simcoe Paramedic Services and Barrie Police Service, we hope a unified approach to this public health problem will reduce the overall negative impact to our community.



PLANNING FOR THE FUTURE

The growth and development of our rapidly expanding city necessitates our fire service to remain adaptable and flexible in ensuring we deliver the highest quality emergency services possible.

Major renovations are planned for Stations 2, 3 and 4. Design work will start on interior renovations for Station 4 this year with the work scheduled for completion in 2018. HVAC repairs will be undertaken at Station 2 in 2017 and Station 3 interior renovations are projected to commence in 2018. Also, we are working with our partners in other City departments (Facilities, Planning) to finalize a location for a new Station 6. We are working to ensure the location of the station meets our operational needs. We have some preliminary design work completed with a tentative opening in 2019/2020 dependent on city growth and business planning.



The reprogramming of all our current Mobile Data Terminals is scheduled for 2017. This upgrade will allow each MDT to have all apparatus programmed into each MDT. Apparatus assigned to each hall will maintain their current truck ID when switching to a reserve apparatus. We are also currently evaluating a new tablet style MDT as a potential upgrade to our current units.

Below is a list of our strategic priorities with an example of initiatives that are underway. These priorities will guide our department over the coming years to ensure we remain a future focused fire service.

1. Community risk reduction via the 3 lines of defense:
Train all staff to be NFPA 1035 certified public educators and increase our inspections of residential and commercial properties.
2. Building a values driven, healthy, safe, inclusive, and respectful culture:
Pursue a commitment to employee wellness, follow up on mental health training completed in 2016 and continue to support peer fitness initiatives and detailed exposure tracking.
3. Empowering and developing our staff:
Implement a program to aid in succession planning and support employees who pursue professional development opportunities.
4. Demonstrating value via fiscal responsibility and leveraging stakeholder partnerships:
Implement web based station and apparatus inventory programs to improve efficiency and accountability.
Partner with community groups and academic institutions, such as Georgian College, to undertake mutually beneficial research that help build organizational knowledge and improve outcomes.
5. Embracing innovation through new technology and data:
Implement tablet based technology on all frontline apparatus to assist with pre planning, access to emergency response applications.
Leverage GIS technology to improve data collection and analysis.

BARRIE FIRE AND EMERGENCY SERVICE

Telephone Number 705-728-3199



Photo Credit: Mykhail Baehir

Station 1

*155 Dunlop Street West,
Barrie, ON L4N 6N9*

Station 2

*15 Bell Farm Road
Barrie, ON L4M 5G1*

Station 3

*350 Big Bay Point Road
Barrie, ON L4N 8A8*

Station 4

*250 Ardagh Road
Barrie, ON L4N 9B9*

Station 5

*361 King Street
Barrie, ON L4N 6B5*

