



BARRIE FIRE AND EMERGENCY SERVICE
DEPARTMENT OVERVIEW
Presented By: Cory Mainprize



AGENDA



DEPARTMENT OVERVIEW

BFES Mission Vision Values, Organizational Chart, and Branch Responsibilities, 2022 Highlights



OPERATIONAL PERFORMANCE

Overview of the data and information BFES collects to assess, evaluate and improve operational performance and community risk



KEY INITIATIVES

Current and long-range initiatives to reduce community risk, improve staff mental health and wellness, and meet evolving legislative requirements.

DEPARTMENT OVERVIEW

VISION

To be a dynamic organization that is recognized and respected by the community as being on the leading edge of service provision

MISSION

To protect the lives, well-being and property of the people of Barrie through dedication to life safety, commitment to community service and preservation of the environment.

VALUES

Reflect leadership through team involvement encompassing: Safety, Professionalism, Commitment, Accountability, Efficiency, Integrity & Innovation.

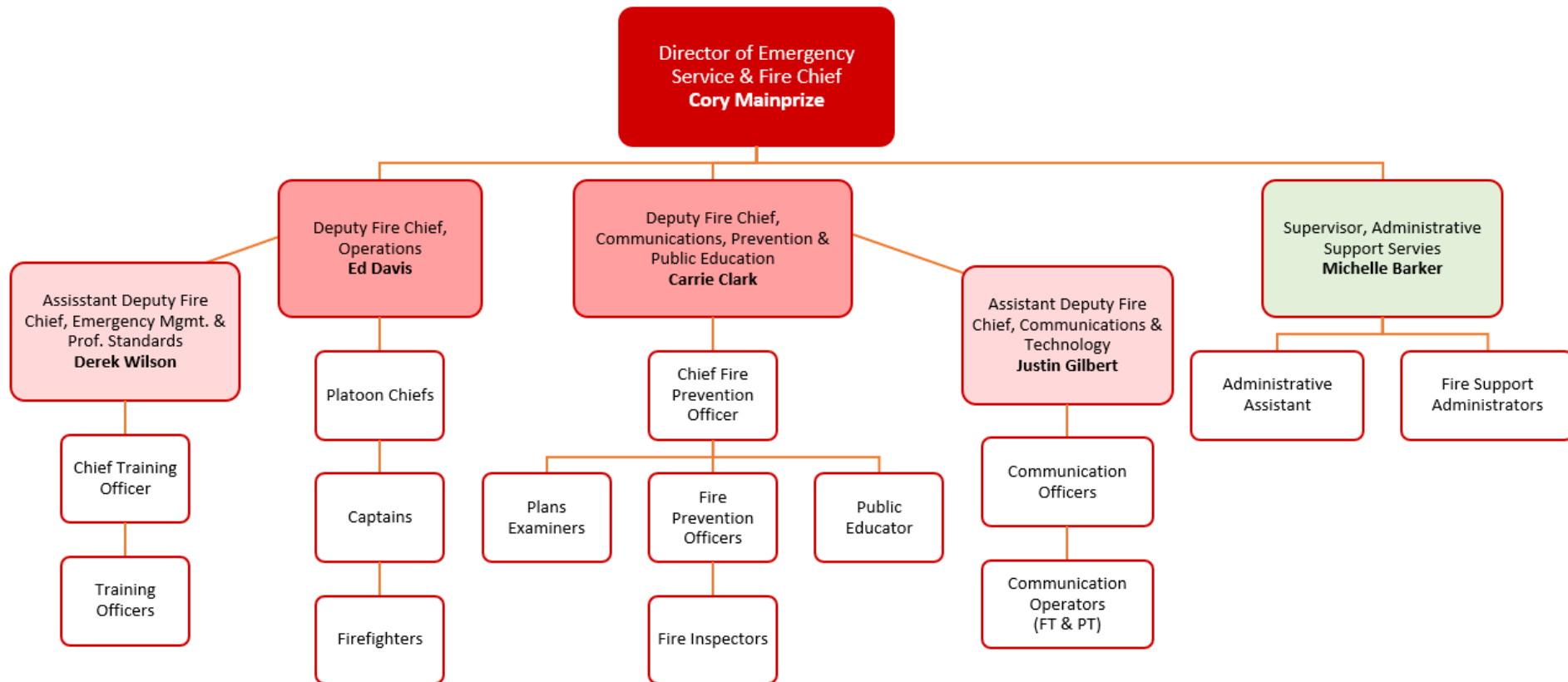
DEPARTMENT OVERVIEW

Barrie Fire & Emergency Service (BFES) is governed by "By-law 2012-207, a By-law to Establish and Regulate the Barrie Fire and Emergency Service".

The mandate of BFES is provide the following services:

- Public Education
- Fire Prevention
- Fire Suppression and Technical Rescue
- Emergency Communications Services
- Public Assistance
- Fire Origin and Cause Investigations

DEPARTMENT OVERVIEW



DEPARTMENT OVERVIEW

Administration and Emergency Management

This team is responsible for managing all branches of the service. It oversees and directs the day-to-day operations including the current and long-range Strategic Planning, Business Services, Capital and Operational Budgets, Labour Relations, Employee Wellness, Contracted Service Management, Policy Development, Procurement, Performance Management, and Recruitment.

Our Administration team also oversees the City's Community Emergency Management program and is responsible for ensuring the City is prepared to respond to and recover from emergencies. This includes providing training, developing plans, and overseeing the Emergency Operations Centre.



Administration of
program to support
Employee Wellness



Budget Management
\$30 Million Operations
\$3-5 Million Capital



Long Range
Strategic
Planning

DEPARTMENT OVERVIEW

Fire Prevention & Public Education

Fire Prevention team members inspect all building types to ensure compliance with the Fire Code and conduct fire investigations.

Our Fire Prevention Officers review site plans, plans of subdivision, and building plans to ensure compliance with the Ontario Building Code for life safety systems.

Our Public Educator creates fire safety education programs and teaches fire safety lessons to all members of our community.



Completed

2,881

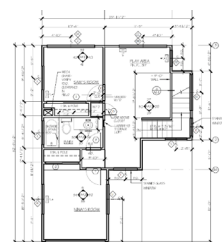
Fire inspections



Conducted

17

Fire investigations



Reviewed

443

Building
permits



Conducted

10,000

Door to Door
educational visits

DEPARTMENT OVERVIEW

Professional Standards

This branch is responsible for developing, implementing, and delivering training to staff to meet our legislated requirements and industry best practices to ensure our BFES team delivers exceptional service to our community.

Communications

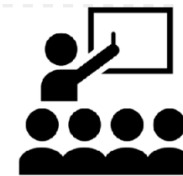
Our Communications branch provides emergency call taking and dispatches services for The City of Barrie and 20 additional municipalities totaling 62 fire stations serving almost 1 million people across 7,111 Km².



Dispatched over
34,661
emergency incidents for
21 Municipalities



Emergency Communications
Centre achieved the NFPA
Call processing time for
97%
Of emergency incidents



Provided
15,430
hours of
staff training

DEPARTMENT OVERVIEW

Operations

Our BFES Operations team provides an all-hazard response to mitigate emergencies including fires, hazardous materials incidents, medical emergencies, and technical rescues such as rope rescue, confined space rescue, ice and water rescue, trench rescue, and automobile extrication.

Operations staff support our Fire Prevention & Public Education and Training Branches in conducting proactive Fire Safety Assessments and on shift training.



Responded to
10,402
Emergency
incidents



Travel time in
88%
Of incidents



Conducted
10,000
Door to Door
educational visits

OPERATIONAL PERFORMANCE

Using Data to Fight Fires and Reducing Community Risk

BFES has embraced the utilization of data to effectively analyze all our operations to ensure we meet the expectations of the community and support our goal of continuous improvement.

BFES uses locally collected data to determine:

- Community Risk
- Station Locations
- Human Resourcing
- Equipment Procurement
- Operational Performance
- Public Education Programming

OPERATIONAL PERFORMANCE – DATA COLLECTION

Key Performance Indicators

Call Volume

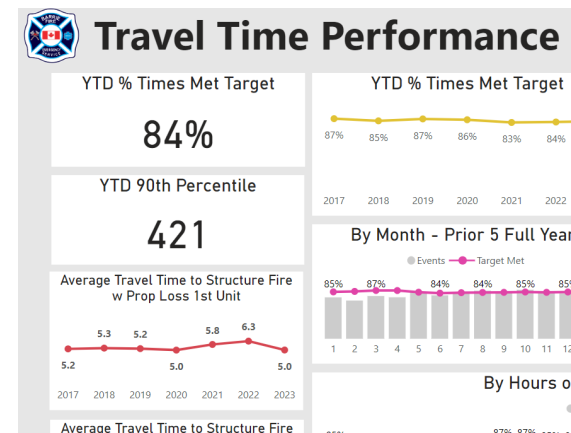
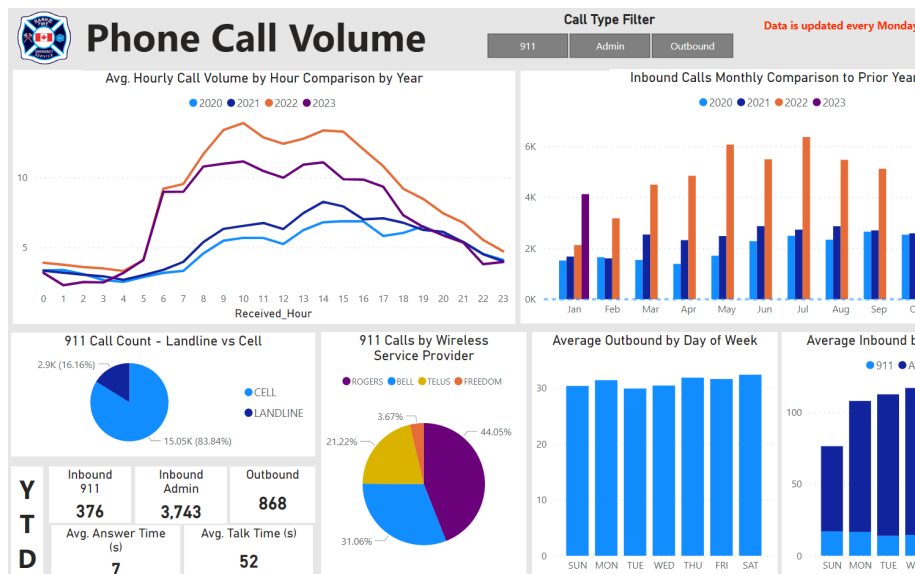
Turnout Time

Travel Time

Call Processing Time

Response Time

Dollar Loss/Saved



RMS Turnout Report

1/1/2023 12:00:00 AM to 2/1/2023 12:00:00 AM
BARRIE/Justin Gilbert

Dispatch Summary

	<= 80 Green	<= 120 Amber	> 120 Red	0 No Turnout	Total
Unit Responses	523	469	181	37	1210
% of Total Responses	43.22%	38.76%	14.96%	3.06%	100.00%

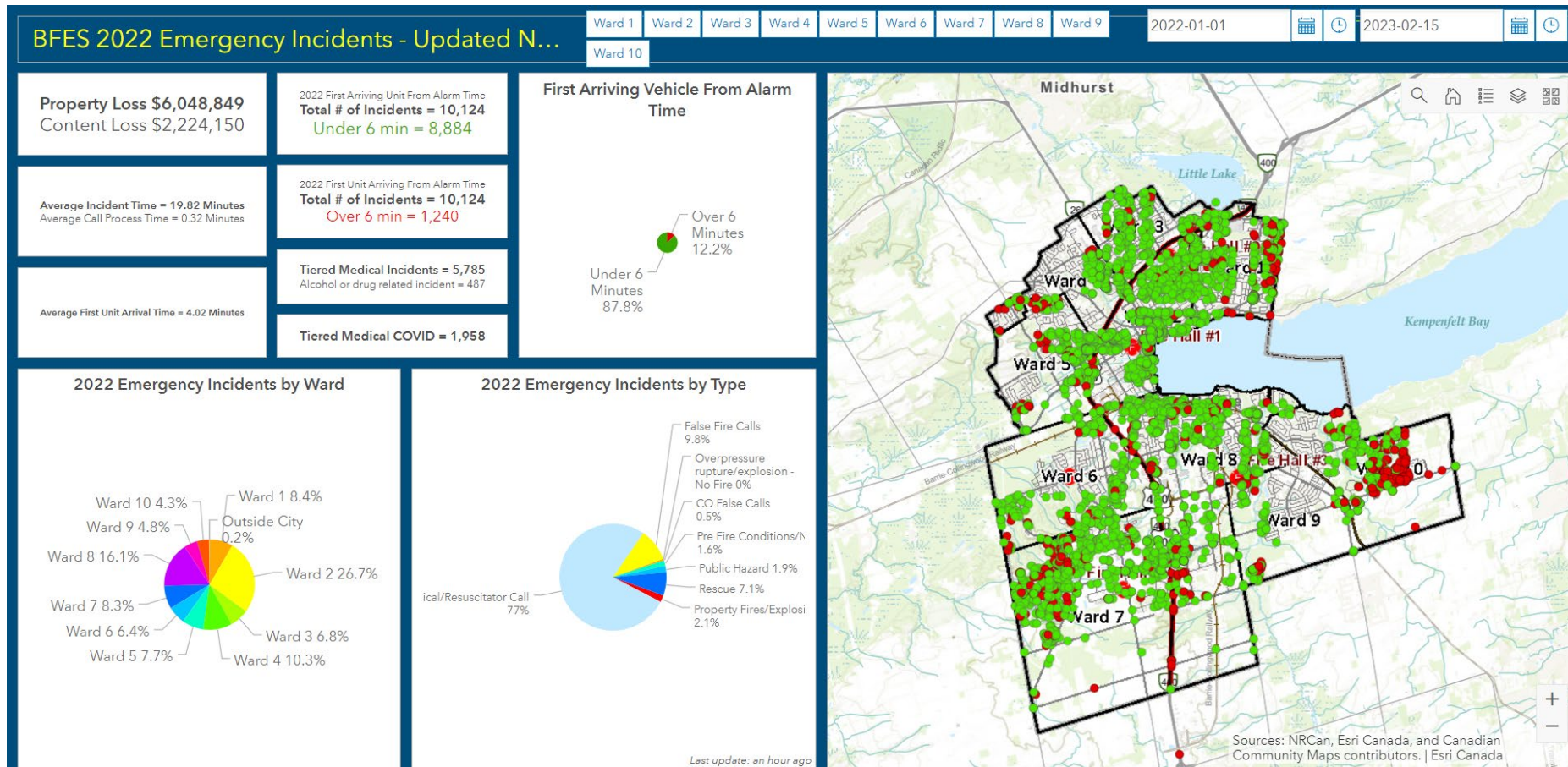
Unit Summary

Unit	<= 80 Green	<= 120 Amber	> 120 Red	0 No Turnout	Total
BR1	32.92%	43.48%	16.77%	6.83%	161
BA1	29.41%	47.06%	21.57%	1.96%	51
BP1	56.42%	31.42%	8.45%	3.72%	296
BR2	41.53%	39.52%	17.34%	1.61%	248
BP3	53.51%	31.89%	14.05%	0.54%	185
BA4	28.26%	50.00%	19.57%	2.17%	92
BC6	100.00%	0.00%	0.00%	0.00%	1
BC4	100.00%	0.00%	0.00%	0.00%	1
BR5	35.25%	48.92%	14.39%	1.44%	139
BPC	22.58%	35.48%	32.26%	9.68%	31
BTWR11	0.00%	0.00%	0.00%	100.00%	1
BHAZ1	50.00%	0.00%	0.00%	50.00%	2
BC5	100.00%	0.00%	0.00%	0.00%	1
BB1	0.00%	0.00%	100.00%	0.00%	1

Turnouts That Did Not Make BFES Benchmark of 120 Seconds

Event	Dispatch Time	Unit	Turnout
23-0000002	1/1/2023 1:24:48 AM	BR2	134
23-0000003	1/1/2023 1:49:26 AM	BP3	124
23-0000006	1/1/2023 2:33:32 AM	BR1	129
23-0000007	1/1/2023 3:14:55 AM	BR2	137

OPERATIONAL PERFORMANCE – RESPONSE



OPERATIONAL PERFORMANCE – RESPONSE

Fire Incidents

Response Times

Receive Information and
dispatch apparatus

Firefighters put on PPE

Arrive at Incident

Total

BFES has an average response time of 6:09 minutes from receiving the information to arrival on the scene.

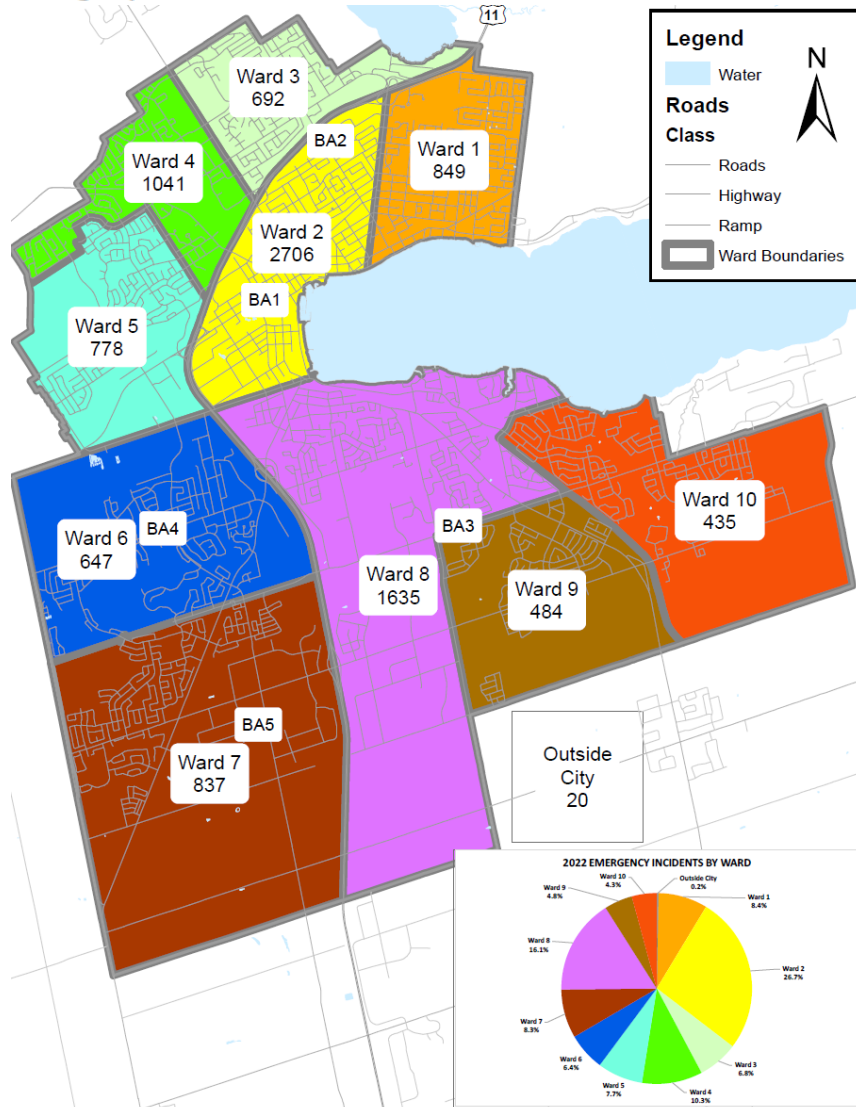


90% of the time, BFES has a response time of less than 9:15 minutes from receiving the information to arrival on the scene.

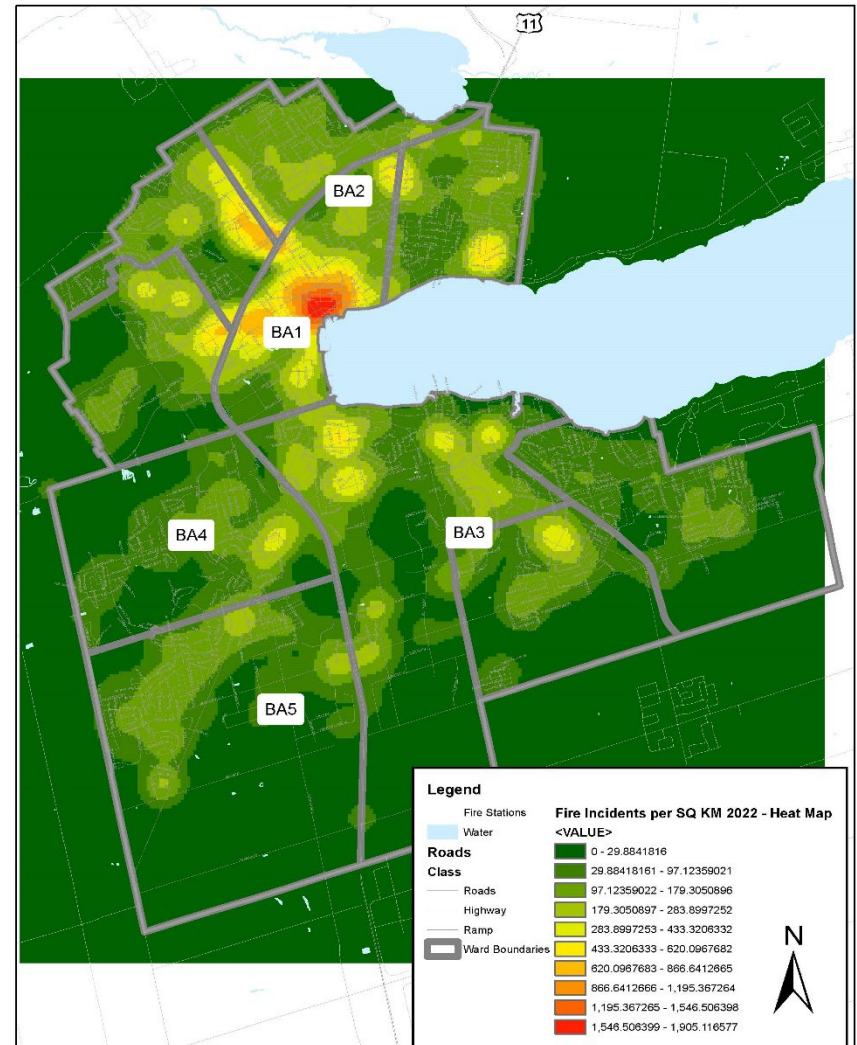


OPERATIONAL PERFORMANCE - COMMUNITY RISK

Emergency Incident Locations

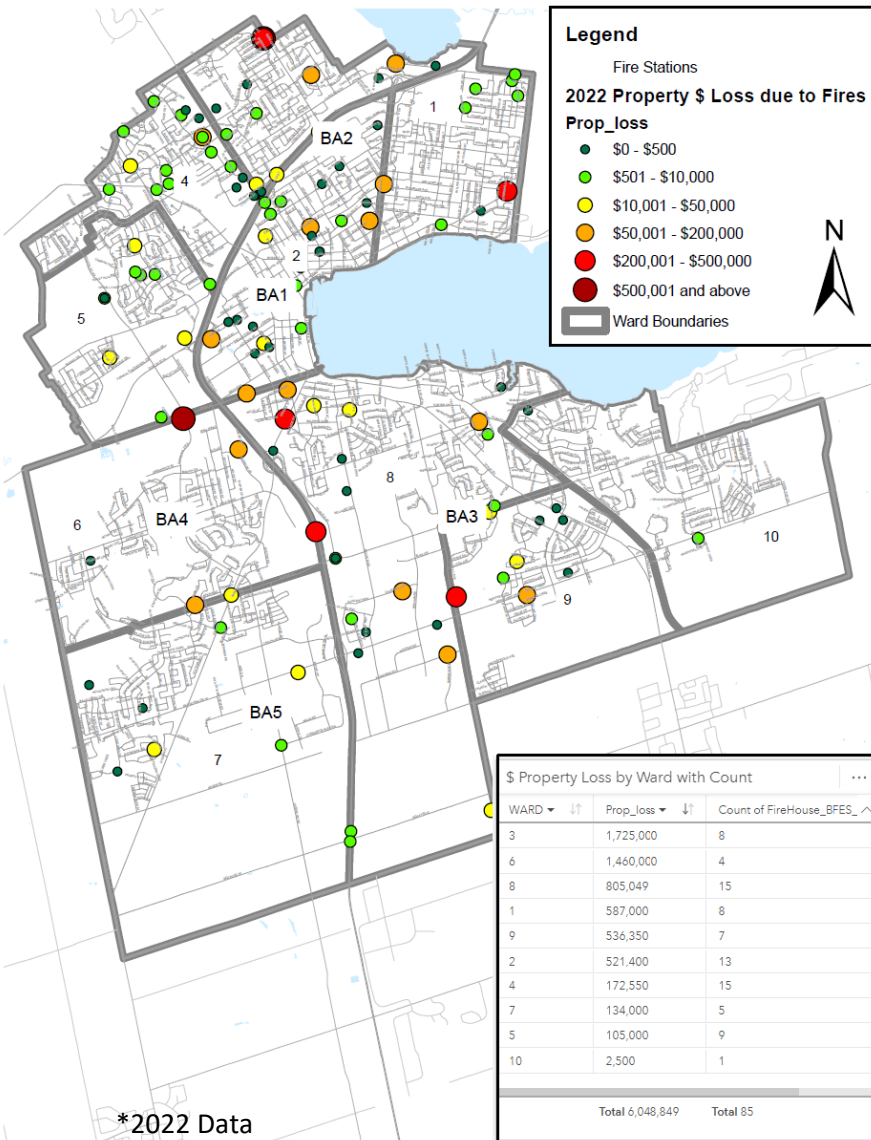


Heat Map

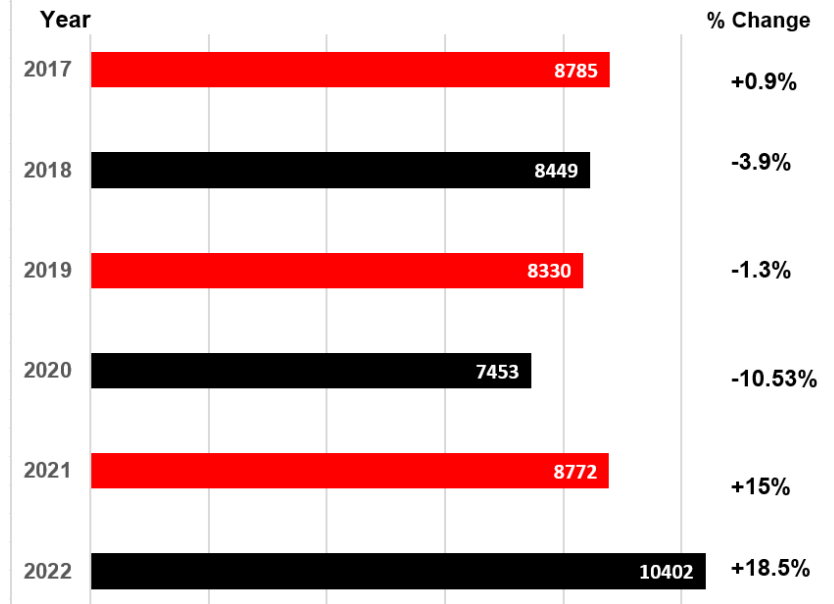


OPERATIONAL PERFORMANCE – COMMUNITY RISK

Property Dollar Loss Due to Fire



Emergency Incidents 2017-2022

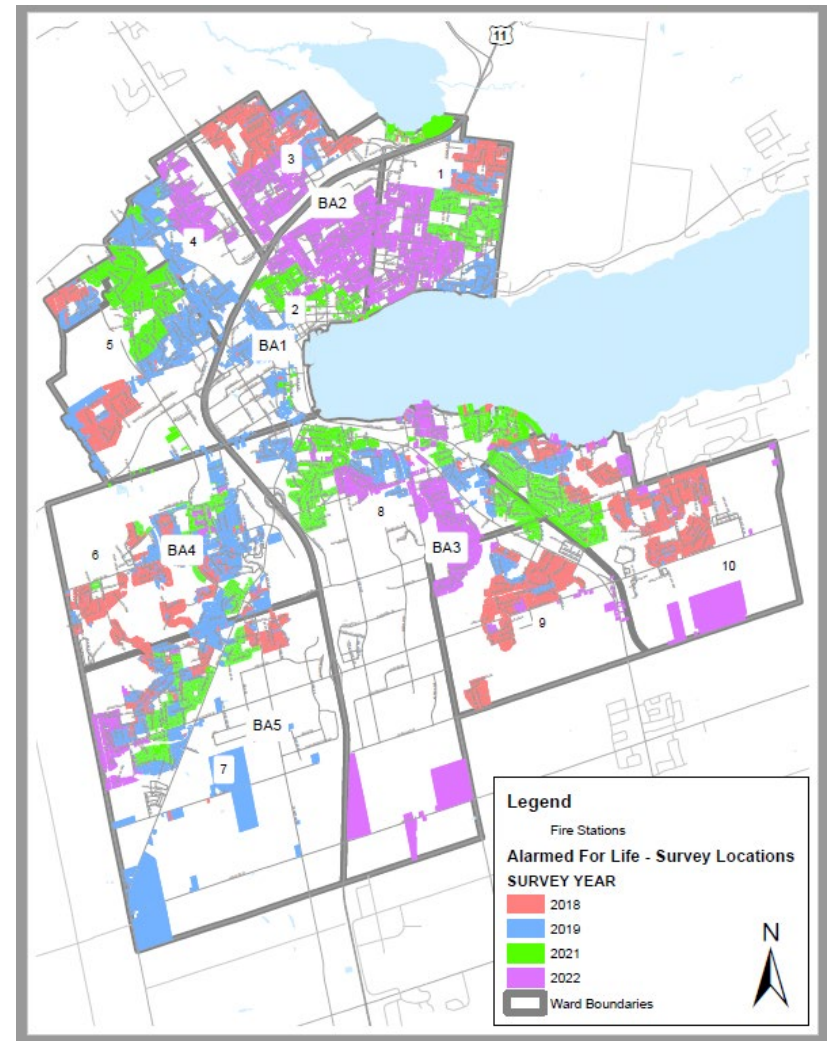


OPERATIONAL PERFORMANCE – PUBLIC EDUCATION

Our Operations branch firefighters complete approximately 10K home visits each year to test smoke alarms.

Using GPS enabled tablets, a survey is completed for each home visited to record the home address, alarm status, and X,Y coordinates.

This information is recorded, plotted on a map, and every fire is cross-referenced with the survey data vs time of fire information.



OPERATIONAL PERFORMANCE

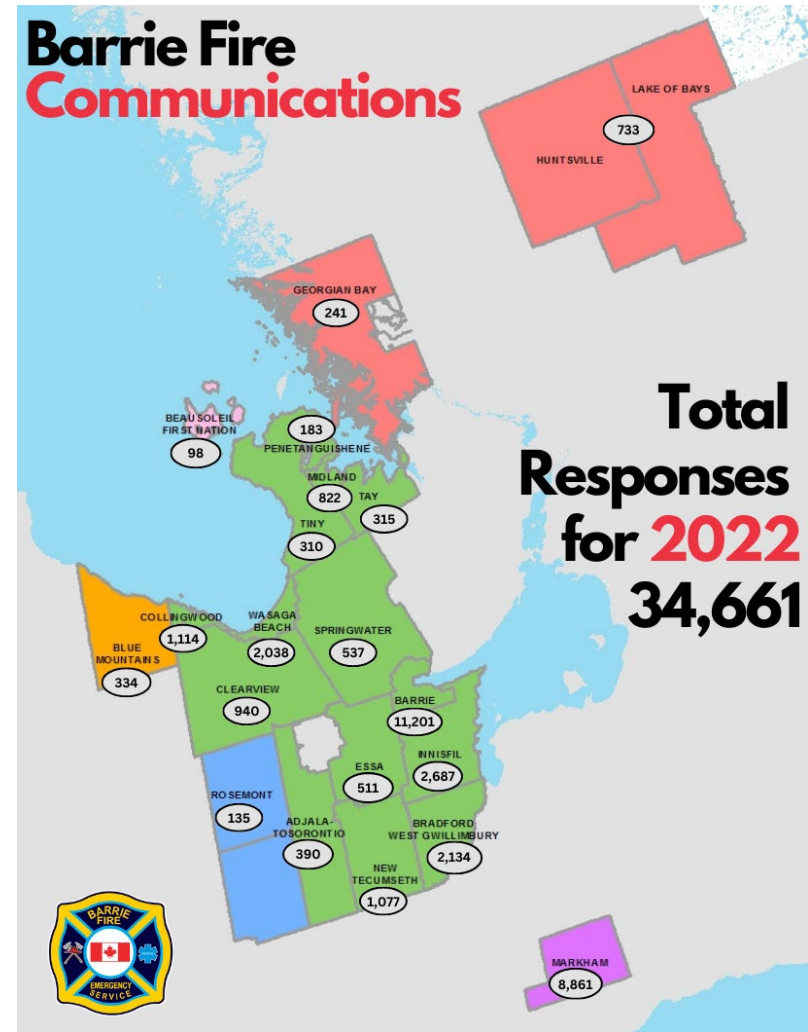
CONTRACTED SERVICES

BFES utilizes existing staff and infrastructure to provide emergency fire communications to 21 Municipalities in Simcoe, Muskoka, Grey, Dufferin, York Region and Beausoleil First Nation.

Revenue generated directly offsets the cost to deliver fire services in Barrie.



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KEY INITIATIVES

- **Construct and Operationalize Station # 6**
- **Firefighter Certification (New Legislation)**
- **Continued development of our Mental Health and Wellness Program**
- **Next Generation 9-1-1 Implementation**
- **Comprehensive Community Risk Assessment & Community Risk Reduction Plan**
- **Support expanded recruitment and DEI initiatives**



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