

**Report to
Rapport au:**

**Community and Protective Services Committee
Comité des services communautaires et de protection
20 June 2019 / 20 juin 2019**

**and Council
et au Conseil
26 June 2019 / 26 juin 2019**

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**Submitted by
Soumis par:
Kim Ayotte, Chief, Ottawa Fire Services / Directeur du Service des incendies
d'Ottawa**

**Contact Person
Personne ressource:
Victoria Calladine, Analyst, Performance Measurement and Reporting / Analyste,
Mesure du Rendement et Rapports
613-580-2424, ext./poste 29060, Victoria.Calladine@ottawa.ca**

**Leslie Charles, Program and Project Coordinator, Emergency and Protective
Services / Coordonnateur de programme et de projet, Direction générale des
services de protection et d'urgence
613-580-2424, ext./poste 12401, Leslie.Charles@ottawa.ca**

Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2019-EPS-GEN-0006

SUBJECT: Ottawa Fire Services 2018 Annual Report

OBJET: Rapport Annuel de 2018 du Service des Incendies

REPORT RECOMMENDATIONS

That the Community and Protective Services Committee recommend that Council receive this report for information.

RECOMMANDATIONS DU RAPPORT

Que le comité des services communautaires et de protection recommande au Conseil de recevoir le rapport aux fins d'information.

EXECUTIVE SUMMARY

Ottawa Fire Services (OFS) protects the lives, property and environment for the citizens of, and visitors to, the City of Ottawa. This report fulfills the legislative requirement for OFS to prepare an annual report, as outlined in the Fire Services Establishing By-law No. 2009-319.

In 2018, OFS received 94,586 calls to its Communications Centre, an increase of over 1,426 calls from 2017. Additionally, OFS responded to 25,080 incidents, an increase of 4.12% from the previous year. OFS also completed 4,060 inspections, participated in 1,455 public education events and visited 13,273 homes as part of the “Wake Up: Get a Working Smoke Alarm” campaign.

Initiatives for 2018 are further described in the report including highlights of new technologies to enhance OFS communications and rostering solutions, the continued focus on mental health strategies, and efficient responses to the tornado. The OFS 2018 Annual Report also highlights relevant performance measurements and planned activities for 2019.

BACKGROUND

City Council approved the enactment of a Fire Services Establishing By-law (ACS2009-COS-EPS-0049) on September 23, 2009. Sections 15 and 16 of the Ottawa Fire Services (OFS) Establishing By-law No. 2009-319 require the preparation of an annual report, which shall include, but not be limited to the following items:

1. The goals and objectives of OFS;
2. A description of the organization of OFS;
3. The fire protection services provided by OFS; and
4. The level of service to be provided by OFS.

Our Service

The Ottawa Fire Service (OFS) provides services from 45 stations located across the city of Ottawa. Collectively, these stations provide service to approximately 970,000 residents across 2,796 square kilometres. The OFS team is comprised of career firefighters, volunteer firefighters, as well as inspection, education, safety, communications, maintenance and administration personnel.

OFS personnel provide other valuable services to the community beyond fighting fires, including:

- Fire Prevention and Public Fire Safety Education (fire prevention inspections, code enforcement, determination of cause and origin of fires, attendance at public events and dissemination of public fire safety educational materials);
- Fire Suppression (fire rescue, tiered medical response, training, communications and incident management); and
- Special Operations (Vehicle and Machinery Extrication, Rope and Confined Space Rescue, Trench/Collapse and Urban Search and Rescue, Fire Support Unit - Rescue Task Force, Hazmat/Chemical, Biological, Radiological, Nuclear and Explosive, Wildland Fires, Light Rail Transit Rescue, Water/Ice Rescue, Specialized Foam Suppression).

In order to provide these services, the OFS team operates from seven divisions as follows:

1. Office of the Fire Chief
2. Urban Operations
3. Rural and Special Operations
4. Rural and Special Operations – Volunteer Personnel
5. Community Standards and Communications
6. Training and Safety
7. Operational Support Services

A total of 1,499 OFS personnel work within these divisions. Of these, 57.2% are within the Urban Operations Division and 32.6% are volunteers within the Rural and Special Operations Division. The remaining 7.5% are dispersed amongst the other divisions.

DISCUSSION

2018 Key Highlights

Continuous Learning

The OFS Training Division plays an integral role in helping the Service live up to its mission. Certified instructors are responsible for researching and providing the most up to date training for OFS personnel. Suppression staff receive the bulk of the training, in the form of monthly or in-station training.

In 2018, OFS completed two career recruit classes, one in the spring and one in the fall, which graduated 48 new firefighters. All recruit classes are required to complete a 16-week training curriculum that includes practical firefighting drills and in-class theory which require recruits to pass a series of written and practical examinations which culminates in them receiving their National Fire Protection Association (NFPA) 1001 level 1 and level 2 as well as NFPA 472.

OFS continue to ensure that personnel are trained and maintain their certification on how to use the life-saving opioid antidote, Naloxone. Naloxone is used for the emergency treatment of a known or suspected opioid overdose. OFS became one of the first fire services in Ontario to rollout NARCAN, a nasal form of Naloxone to all frontline responding apparatus'.

2018 Tornado



On September 21, 2018, six tornadoes touched down in the City of Ottawa and Gatineau causing major damage in affected neighbourhoods in addition to the destruction of the City's electricity grid throughout the cities west end for suburban and

rural neighbourhoods. Fire crews were dispatched from across the City to conduct rescues and provide emergency services, including fire prevention activities focused on fire and life safety. With two structural fires and numerous power related emergencies caused by the tornados, all volunteer and career stations were mobilized, and firefighters were called back on shift to staff spare apparatus at several stations.

Response to April 2018 Highrise Fire



On April 30, 2018 OFS responded to a fire in a 26-storey high rise building under construction. The three-alarm fire was caused during the construction phase where the waste materials chute caught fire and burnt the entire height of the tower causing damage to most floors. As a result of quick interventions by OFS personnel on scene, the fire was isolated to the exterior garbage chute and side of the building. The offensive fire attack by crews on scene prevented extensive damage to the building, ensured everyone got out safely and prevented the fire from spreading to the adjacent properties.

Ottawa Light Rail Transit (OLRT) Project

OFS continued to support the OLRT project throughout 2018. As the authority having jurisdiction for NFPA compliance, OFS has proactively been preparing response plans for the new hazards that will be encountered. OFS is also training personnel from responding stations on effective OLRT response. Crews whose stations are within distance of OLRT stations have had opportunities to go underground to familiarize themselves with the layouts and identify potential hazards to be mindful of, if responding to incidents in these locations.

Lines of Defense

The *Fire Protection and Prevention Act, 1997*, recognizes the importance of implementing the three lines of defence and the OFS optimizes this philosophy in all of its programs. The three lines of defence include:

- Public Fire Safety Education;
- Fire Safety Standards and Enforcement; and
- Emergency Response.

To meet these objectives, OFS promotes the three lines of defense through Public Education, Fire Prevention, Fire Safety Standards and Enforcement and Emergency Response.

Public Education



OFS works diligently to advance its public education programs as population and community growth continues within the city. Fire safety programs include inspecting for the existence of working smoke alarms, developing escape plans, distributing fire safety educational materials and promoting fire safety to owners and occupants through the release of public service announcements and connecting through social media and public events. The Public Education division also provides/organizes fire station tours, fire extinguisher training, fire truck visits, fire safety presentations, visits from Sparky and more.

In 2018, the Public Education Team participated in 508 public education events, in addition to the “Wake Up: Get a Working Smoke Alarm” campaign. The “Wake Up” program has become a core program of the OFS Public Education Team since its

inception in 2005. In 2018, the annual “Wake Up” campaign reached 13, 273 homes over two, 8-day periods. Fire suppression crews went door-to-door to ensure that residents had working smoke and carbon monoxide alarms with the ultimate goal of increasing the number of working alarms in the city.

Additionally in 2018, the Fire House Sub Foundation donated a Bullseye Table Top fire extinguisher unit to OFS which is used to educate our residents on how to use a fire extinguisher. During this time Public Education also provides an overview about fire safety, i.e. how to prevent a fire, what to do if there is a fire in your home, and what to do if you hear an alarm (either fire alarm or smoke alarm). Public Education also covers the importance of a working smoke and CO alarms and the importance of preparing and practicing home escape planning.

The national theme for Fire Prevention Week 2018 was “Look. Listen. Learn. Be aware. Fire can happen anywhere”. Some of the events that took place to promote the 2018 Fire Prevention theme include a guest appearance on Facebook live with Ottawa Public Health, guest on the CTV morning show, display booths and BullEx presentations took place at Home Depot, Lowes, and several Government offices. In addition, a new program ‘Achieving and Maintaining Fire Code Compliance’ geared towards building owners and property managers was launched to help educate on their responsibilities under the Ontario Fire Code. The kick off for this program took place on October 16 2018, where Chief Ayotte addressed the audience at Ben Franklin Place about the steps OFS is taking to reduce the number of false alarm calls. In October 2018, the Public Education Team attended 146 public education events in office buildings, shopping malls and retail stores.

Fire Prevention

Over the past few years, there has been an increased focus on fire prevention across the fire service industry. Goals of fire prevention include the education of residents on fire safety and the reduction of preventable fires within our communities. OFS prides itself on being highly visible within the community and takes every opportunity to engage and educate the public on fire safety. Education, inspections and Ontario Fire Code enforcement are crucial tasks carried out by Fire Prevention Officers in the Community Standards and Communications Division of OFS.

Due to the wide range of services provided by Fire Prevention Officers and the critical tasks that they are required to perform, the recruitment and selection proves to be highly competitive. Successful individuals receive additional in-house training and qualification courses through the Ontario Fire College; these courses are part of a

certification program based on international standards, which includes courses on the Ontario Fire Code, public education programs, enforcement and fire investigations. This training ensures that Fire Prevention Officers in OFS meet the recognized job performance standards, as well as educational, training and job experience requirements as approved by the Office of the Fire Marshal and Emergency Management Ontario and the Ontario Association of Fire Chiefs.

Fire Safety Standards and Enforcement

Inspections

OFS Fire Prevention Officers (FPO's) are responsible for ensuring that buildings in Ottawa comply with the Ontario Fire Code. Inspections are required for the licensing of restaurants and bars, public garages, public halls, fire safety plans and fire routes. Inspections may be initiated as the result of a complaint or request, or if fire personnel identify an issue. FPO's also work proactively to inspect other properties for retrofit requirements and to ensure the safety of all of the City's assembly occupancies.

When violations of the Ontario Fire Code are identified, FPO's establish an appropriate timeframe for the property to become compliant, based on the scope of work required. FPO's work with the property owner to achieve Code compliance; however, when requirements are not met within the established timeframe, charges may be laid. In 2018, OFS completed 4,060 inspections and worked closely with City Legal staff to complete 16 prosecutions, which resulted in \$22,700 in penalties.

Vulnerable Occupancy Inspections

In January 2014, a new provincially legislated requirement came into effect, which necessitated that all vulnerable occupancies (long-term care facilities, nursing homes, etc.) within the city must be inspected annually. The changes to the Ontario Fire Code also made it mandatory that each of these occupancies review their fire safety plan annually and hold an annual fire drill that is approved and witnessed by the local fire department.

In response to the new legislation, OFS developed a program where Fire Prevention Officers proactively approach the inspection requirements for more than 176 vulnerable occupancy properties in the City of Ottawa. As per legislative requirements, all vulnerable properties in Ottawa are inspected within a 12-month period. The inspection, which includes a review of the fire safety plan, and approval of the fire drill, is a multi-day procedure that often requires the participation of several Fire Prevention Officers

(FPO's). In 2018, FPO's completed inspections of all vulnerable occupancies in Ottawa to ensure that seniors and people with disabilities are living in buildings that are safe and free of Fire Code violations.

Ottawa Community Housing

In 2018, OFS continued their partnership with Ottawa Community Housing (OCH) for providing inspections to these properties. Inspections were conducted to ensure that all fire and life safety systems within each OCH building were being maintained to the requirements of the Ontario Fire Code. This collaborative partnership has resulted in safer homes for residents of OCH buildings. OFS will continue to inspect OCH buildings in 2019 to ensure compliance.

Investigations

After a fire, an OFS Fire Investigator conducts an on-site investigation and is responsible for collecting, analyzing and reporting detailed data regarding the fire. Throughout the investigation, Fire Investigation personnel are responsible for looking into the source(s) of ignition, growth and development of the fire, and the sequence of events that led to the ignition of the combustible material. The data collected during the investigation is used to determine the cause of the fire. Fire Investigators must also take into consideration many factors including the building construction, interior finishes and furnishings, fire detection and suppression activities, the performance of structures that were exposed to fire, the control and movement of smoke, human response and evacuation, fire fighting and rescue as well as the extent of the losses, injuries and property damages.

The cause of each fire is then reported to the Ontario Fire Marshal's Office who collects data for the province in an effort to analyze trends. Determining fire cause also helps to inform the development of future fire prevention and public education programs.

Emergency Response

In 2012, OFS adopted a risk-based deployment model to protect lives and property of the residents of Ottawa. OFS completed the process to becoming an accredited agency with the Commission on Fire Accreditation International (CFAI). The accreditation process took two years to complete, as OFS was required to complete an in-depth analysis of all of its divisions to complete the main components of the CFAI process. The process included a Self-Assessment Manual and a Standards of Cover, which looks at station response times and the deployment of resources across the city of

Ottawa. These documents provided a comprehensive look at each division and its deployment strategies to ensure they were operating efficiently and effectively. In 2014, OFS received accredited agency status with the CFAI, becoming one of only six accredited agencies in Canada. Since 2014, OFS has maintained its annual accreditation by demonstrating continuous improvement through the annual compliance reporting process.

OFS response standards were developed through the Standards of Cover, a comprehensive deployment analysis that also served as the foundation for the 2015 Station Location Study. The Standards of Cover assists OFS in ensuring a safe and effective response force for fire suppression, rescue, emergency medical response and specialty response situations and to establish response times that are held to industry standards.

In 2019, OFS will be working towards re-accreditation with CFAI, which is required every five years in order to maintain accredited status. This process involves a complete review and analysis of the all divisions within OFS including all performance standards outlined in the CFAI Self Assessment Manual. This process also requires OFS to complete a revised Standards of Cover based on current response times, building stock and risk factors.

Performance

2018 marked the fourth year in which OFS reported on the new response standards, as outlined in the 2015 Station Location Study. As part of the CFAI process, in 2014, a Compliance Committee was established within OFS to review response objectives on a quarterly basis. The Compliance Committee evaluates OFS' performance and develops solutions for any issues that may arise. A review and assessment of 2018 data has been completed by the CFAI Compliance Committee who endorsed OFS as an accredited agency in good standing for the fourth year in a row.

There are a number of factors that may affect response times from year to year, including construction zones, time of year (weather), time of day, traffic flow, traffic intensification and station cover off as resources are directed to an ongoing incident.

In 2018, OFS recorded 73,870 vehicle responses to 26,080 incidents. Table 1, as outlined in document 1, shows the volume of incidents OFS responded to in 2016, 2017 and 2018. The total annual incident volume increased by 4.12%, which includes a 4.80% increase in rescue and a 1.76% increase in medical calls. Public education, inspection and code enforcement are mitigation strategies that can be used to reduce the volume

of fire-related incidents. OFS will continue to monitor ongoing trends and revise or develop new mitigation strategies, as necessary.

Apparatus responses increased in 2018 as outlined in document 1, table 2, which correlates with the total increase in false alarms and medical calls over the same period. OFS remains diligent in ensuring that the proper apparatus and equipment are deployed to each call for service.

The Standards of Cover and the 2015 Station Location Study include complete descriptions of the methodology behind the response standards, including definitions of risk ratings and population densities. These documents also describe how OFS determined its Effective Response Force and new response time benchmarks and baselines, which are prerequisites for determining response time standards.

Benchmarks are also commonly referred to as targets or goals an organization strives to obtain in an effort to achieve excellence in service delivery. Municipal fire services are mandated by the Fire Protection and Prevention Act to provide fire protection services in accordance with local needs and circumstances. As such, through the CFAI accreditation process, OFS adopted the National Fire Protection Association standards of performance benchmarks in compliance with the Provincial legislation.

Baselines are considered the minimum standard for measuring performance. OFS adopted the CFAI baseline standard, which allows for a 30% increase from the established benchmark. To further validate its new performance standards, OFS carried out a review of historical fire response data over a three-year period from 2011 to 2013.

Tables 3 and 4, as outlined in document 1 demonstrates response times at the 90th percentile for 2016, 2017 and 2018 using the new response time standards.

Tables 5 and 6, as outlined in document 1, shows OFS' total response time at the 90th percentile to rescues by career and volunteer specialty teams such as high-angle, auto extrication, rope rescue and confined space, hazardous material and medical. While the CFAI does not set baseline measurements for specialty teams, OFS established a baseline, with concurrence from the CFAI, using three (3) years of actual data. In this instance, 2011, 2012 and 2013 make up the baseline measurement.

Table 7, as outlined in Document 1, shows the OFS Communications Center's annual call volume for the past five years. The Communications Division enables OFS to provide effective fire protection and emergency response across the City of Ottawa. The Communications Division contributes to reducing intervention time (total time from the

moment a call for service is received to the moment personnel arrive on scene), injuries and loss of life and property due to fires and other emergencies. The Communications Division creates a safer working environment for emergency responders through the transfer of information from bystanders/witness to responding personnel.

Initiatives

Communications

In 2018, the Communications Division continued working on several projects that will have a positive impact on the Division and Service overall.

The Ottawa Fire Services transitioned to the City of Ottawa's P25 radio communications system, which it shares with various departments. The IMCMS radio system is comprised of two cells, each with several towers to provide coverage to the portables, mobiles and repeaters it serves. The digital system also offers interoperability with other city departments, as well as other communities for which OFS provides dispatch services.

The Station Alerting and Paging project aims to enhance station call-out and paging abilities in urban and rural areas through the implementation of new technology. In 2017, OFS issued a Request for Information and developed a project implementation plan. OFS was successful in securing Capital Funds in 2019 as part of a two-year funding request to upgrade the fire station alerting and paging systems. With the secured 2019 Capital Funding, OFS will continue working to confirm the implementation plan to upgrade the paging system.

The Automatic Vehicle Routing Recommendation (AVRR) project will utilize electronic mapping technology, real data road speeds, GPS, and in-vehicle Mobile Data Terminals to ensure that the closest OFS vehicle is dispatched to an emergency, ensuring faster response times. In 2017, OFS began piloting the new AVRR system in several first responding vehicles and through testing worked with the vendor in 2018 to implement improvements. An updated road network was recently loaded and the targeted implementation for Phase 2 AVRR is June 2019. This phase will expand the project to include urban and rural Ladders/Towers and Heavy Rescues. Phase 3 (all remaining MDT equipped vehicles) implementation is targeted for Q4 2019. Computer Aided Dispatch CAD 7.5 Upgrade was completed which introduced many new features/improvements.

The Ottawa Fire Services follows the best practice guidelines established by the NFPA 1710. The call processing time standard is described as not more than 60 seconds for at least 90% of the alarms (priority 1 calls) and not more than 90 seconds for at least 99% of the alarms (priority 1 calls). An OFS Communications Directive was developed to enable Dispatchers to measure their call answering and call processing times. This task is completed monthly by each Dispatcher and reviewed by the Assistant Division Chief of Communications as required. All four platoons in Communications met the established performance objectives set out by NFPA 1710.

The 2018 call processing times met the established performance objectives set out by the NFPA 1710. NFPA 1710 describes the standard and recommended practice for alarm answering time of “not more than 15 seconds for at least 95% of the alarms received and not more than 40 seconds for at least 99% of the alarms received”. It also describes the processing time objective to be “not more than 60 seconds for at least 90% of the alarms (priority 1 alarm calls) and not more than 90 seconds for at least 99% of the alarms (priority 1 alarm calls). An OFS Communications Directive was developed in 2017 to enable personnel to measure their call answering and call processing times, which is also reviewed by the Assistant Division Chief of Communications.

Employee Recognition

OFS management continues to engage and recognize staff through station visits, quarterly newsletters, briefing reports and weekly information bulletins. In the spring of 2018, OFS management team hosted a barbeque for all personnel as an employee recognition event. In early 2019, the Chief will host the first annual Fire Chief’s Commendations and Awards ceremony to recognize personnel for 2018 initiatives.

2016-2018 Recruitment Process

The 2016-2018 Career Firefighter Recruitment Campaign was launched in May 2016. In 2018, 48 candidates were hired with another class of 20 scheduled to begin training in 2019 to fill vacancies. The next OFS recruitment campaign will launch in the spring of 2020.

In 2018, the Rural Operations Division hired 49 volunteer firefighters that filled a number of vacancies in the West Carleton, Rideau-Goulbourn, Osgoode, and Cumberland wards. Rural Operations accepts applications on an ongoing basis and traditionally hold a recruit class in the fall and spring of each year pending availability.

Fire Prevention Officer Training

In 2017, the Office of the Fire Marshal granted OFS the authority to deliver in-house training to OFS Prevention Officers. The Assistant Division Chief of the Community Standards Division is qualified to deliver National Fire Protection Association (NFPA) courses 1031 (Fire Inspector, Level 1), 1033 (Certified Fire Investigator) and 1035 (Fire and Life Safety Educator, Level 1). These courses are derived from nationally recognized standards set out by the NFPA. Previously, Fire Prevention Officers were required to travel to the Ontario Fire College in Gravenhurst, Ontario to complete these courses. The provision of training in Ottawa eliminates the need for travel, reducing travel-related expenses.

OFS is targeting the end of 2019 to have all Fire Prevention Officers complete NFPA 1031, 1033, and 1035 training. OFS is a leader when it comes to obtaining certification and training.

Mental Health Strategies

Mental Health Peer Support Program

Employers of workers covered by the presumption in the Supporting Ontario's First Responders Act are required to submit Post Traumatic Stress Disorder (PTSD) prevention plans to the Ministry of the Solicitor General. The OFS Mental Health Peer Support Program is a key component of the PTSD prevention plan required by the province. The "peers" are volunteers who have been trained to provide their colleagues with confidential, emotional and social support in a safe, non-judgmental environment and the "peers" are representative of a cross section of OFS. In 2018, two training sessions were provided to peer supporters, which gave them the skills and tools required to offer support to their peers. From surveys gathered every six months from OFS peer support team members, there was an average of approximately 300 requests for assistance from peer support members or OFS personnel.

First Responder Mental Health Study

In 2017, OFS secured \$650,000 in funding from Defence Research and Development Canada (DRDC) to complete a two-year study with the Ottawa Hospital Research Institute on the mental health of first-responders. The First Responder Mental Health Study looks into preferences for mental health support services and includes a small-scale randomized control trial to evaluate methods of providing these services. Ottawa Police, Fire and Paramedic Services are all participating in the study managed by OFS.

After delays due to contracting, the project was launched in Q4 2018 with the entire project's delivery schedule being adjusted accordingly.

Wellness and Fitness Initiative

In 2017, the OFS established the Wellness and Fitness Initiative (WFI). WFI aims to provide OFS personnel with training and support to improve their overall health and wellbeing. In 2018, a dedicated cost centre was assigned for Wellness and Fitness. This allowed for better tracking of procurement and overtime related to these activities. In 2018, all peer fitness trainers were again recertified through ACE. Gym equipment was replaced in the majority of firehalls to be in line with a standardized program based on support functional movement training. All recruits were led through wellness coaching sessions by peer fitness representatives in order to establish healthy practices at the start of their careers. OFS also continued to support its mental health peer support team. In Q4 2018, OFS launched a train the trainer program for Road to Mental Readiness (R2MR) instructors and began delivery of this training to career personnel.

Diversity

Throughout the 2016-2018 recruitment campaign, OFS has seen an increase of personnel that have self identified as being part of a diverse group, which is very encouraging. OFS recognizes that sustained outreach efforts are required in order to continue to recruit a diverse workforce that represents the communities it serves. Currently the percentage of successful applicants and new recruits for women in 2018 is 10.9%. OFS is making continued efforts to engage women in applying for firefighter positions including highlighting existing female firefighters and encouraging young women to participate in Camp FFIT.

Camp FFIT



The innovative Camp FFIT (Female Firefighters in Training) was once again a success in 2018. Recognizing the benefits of a diverse workforce that is representative of the community it serves, OFS began Camp FFIT in 2010.

The weeklong camp provides female youth between the ages of 15 to 19 years first hand exposure to the duties of a firefighter. In 2018, OFS hosted 24 young women who were given the opportunity to perform many tasks, including auto extrication, hydrant catching, search and rescue, and fighting simulated kitchen and vehicle fires.

Over the past nine years, the program has attracted more than 216 participants. Some of these participants are now volunteer firefighters with OFS, attending pre-service programs in post-secondary institutions and applying for full-time positions within fire services across the nation.

As the first service to implement such an innovative program, many fire services across the country seek information from OFS and have begun coordinating their own camps. Camp FFIT will continue to be offered in coming years with the hopes that it will increase confidence and empower young women to pursue careers in Fire Services.

Looking Ahead

Upon the hiring of the new Fire Chief in September 2018, some short-term priorities and projects were highlighted as focus areas for the department. These include:

- Promoting of the three lines of defense: Public Education, Fire Safety Standards and Enforcement, and Emergency Response;

- Improving Health and Safety by continuing the Wellness and Fitness Initiatives and Mental Health programs;
- Improving Technology and Communications to provide every officer with easily accessible data to help manage their teams and plan effective response as well as the new station alerting and paging system;
- Supporting the Training division with additional resources for implementing the Officer Development and New Regulations programs;
- Promoting interoperability with OFS' allied partners; and
- Creating the new Fire Chief's Commendation Awards event for OFS personnel and family.

As the population of Ottawa continues to grow, OFS will continue to focus on fire prevention, code enforcement and education outreach to reduce the number of fires and ensure residents and property owners are implementing measures to stay safe.

OFS will begin to gather documentation for the re-accreditation process with the Commission on Fire Accreditation International (CFAI). This will be a substantial project involving OFS personnel from all divisions, as it will be a comprehensive review of all services provided by OFS in addition to shared services of the City. In 2019, OFS will present its application to the CFAI review panel with the goal of attaining re-accredited status.

OFS initiated a large-scale IT project in Q4 2017 to implement an electronic rostering solution. This solution will revolutionize how fire personnel are scheduled to work, called back for shifts and how they book leave entitlements. OFS is anticipating time and process efficiencies once this solution is in place that will enhance the overall administration of the suppression and communication divisions. The implementation of the rostering solution is set for September 2019.

Continued investments in mental health initiatives, including the wellness and fitness program, will ensure that OFS personnel are provided the necessary skills and tools to be successful.

Overall OFS is well positioned going into 2019 to continue to provide effective, efficient emergency services to the residents of Ottawa, while focusing on continued improvement. OFS remains a versatile, innovative force and a leader amongst fire services in Canada.

RURAL IMPLICATIONS

There are no rural implications associated with this report.

CONSULTATION

There was no consultation done for this report.

LEGAL IMPLICATIONS

There are no legal impediments to Committee and Council's receipt of this report for information.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

ASSET MANAGEMENT IMPLICATIONS

There are no asset management implications associated with this report.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

There are no accessibility impacts associated with this report.

ENVIRONMENTAL IMPLICATIONS

There are no environmental implications associated with this report.

TECHNOLOGY IMPLICATIONS

There are no technology implications associated with this report.

TERM OF COUNCIL PRIORITIES

There are no direct impacts on the 2014-2018 Term of Council priorities.

SUPPORTING DOCUMENTATION

Document 1 2018 Data

DISPOSITION

The Ottawa Fire Service will implement any direction from Committee and Council as a result of receiving this report for information.