

# Service Business Plan



<b>Service Name</b>	Fire Prevention and Public Education	<b>Service Type</b>	Public
<b>Service Owner Name</b>	Karen Roche	<b>Budget Year</b>	2019
<b>Service Owner Title</b>	Deputy Fire Chief		

## Service Description

A public service responsible for Public Fire Education, Fire Prevention and code enforcement.

## Current State

Customers & Their Expectations	<p>This service is delivered to:</p> <ul style="list-style-type: none"> <li>• Public (residents and visitors)</li> <li>• Business owners and their employees</li> <li>• Council, supporting priorities and action plans outlined in the City of Burlington Strategic Plan</li> </ul> <p>Our customers' expectations include:</p> <ul style="list-style-type: none"> <li>- That fire incidents in Burlington will decrease year over year.</li> <li>- That our staff is knowledgeable, skilled and well-trained.</li> <li>- That our annual inspection cycle is proactive and deals with issues of non-compliance in a diligent and efficient manner.</li> <li>- Our Public Education programs reflect our community needs and risk profile.</li> </ul>
Existing Service Delivery	<p>Fire safety education, inspections and code enforcement for City of Burlington's residents, business owners and visitors.</p> <p>The total number of inspections were conducted for the following:</p> <ul style="list-style-type: none"> <li>• Vulnerable occupancies</li> <li>• All high rise building</li> <li>• All low-rise buildings</li> <li>• Complaints, requests, routines, licensing facilities, other calls for action</li> <li>• follow ups, and burn permits.</li> </ul> <p>Public Education events:</p> <ul style="list-style-type: none"> <li>• Concentrated effort has been made to target elementary school age (7-14), high school (15-18) and older adults (over 65).</li> <li>• After the fire program, targeting neighborhoods impacted by recent fire</li> <li>• At risk seniors, vulnerable populations</li> </ul>
Existing Customer Engagement Tools / Methods	<p>Department survey(s), community satisfaction survey, Community Report, social media (Facebook, Twitter, YouTube), annual fire prevention week, , 311 one call service, 911 emergency call service, email (firedepartment@burlington.ca)</p>
Is this Service Provincially Legislated?	<p>Yes Fire Protection and Prevention Act (FPPA), S.O. 1997</p>
For this Service are there Approved Service Standards?	<p>Yes City of Burlington By-Law 90-2012</p>

## Sub-Services

Fire Public Education	Develops fire safety and education programs for general and targeted audiences. The purpose of these programs is to reduce fires, injuries, deaths and property loss.
Fire Prevention	Conducts scheduled inspections according to building stock cycles (high rise, low rise, industrial), vulnerable occupancies are also inspected each year. Conducts inspections by request or complaint, Ensures compliance with the Ontario Fire Code and associated legislation through education and enforcement.

## Recent Continuous Improvement Initiatives

In 2018 The Burlington Fire Department (BFD) continued to enhance its fire and life safety prevention initiatives by utilizing fire suppression crews to engage with every residence in the City over a five-year period. It has been found that taking the proactive step of going out to residents is far more impactful than the more traditional and passive approach of waiting for them to reach out to the BFD if they have fire safety inquiries or concerns.

BFD's current community outreach programs suggest that a third of all residences may not be in full compliance with legislated smoke and carbon monoxide alarm ownership. If that statistic is indicative of the status of alarm ownership across the whole City, it must be addressed. As this is such a large undertaking the program will be rolled out on a priority basis focusing on the Cities most vulnerable populations first. A vulnerable person is defined as a person who has medical, mental health or physical condition which may prevent them in maintaining a safe environment. Examples of Vulnerable persons include Alzheimer's disease, Autism Spectrum Disorder, Acquired Brain injury or a mental condition that causes a person to exhibit unsafe behaviors.

In addition, the BFD has partnered with the Halton Regional Police Service (HRPS) to include at risk vulnerable and isolated seniors. With a staggering 33% growth in our senior population in the City of Burlington over the last five years, it is estimated that 1 in 5 or 20% of Burlington's seniors require some form of assistance. Burlington has the highest number and percentage of seniors among the local municipalities in Halton; over 46% of Halton Region seniors live in Burlington. There are 54% low income seniors in Burlington, over 1 in 8 seniors live in poverty. The number of seniors over 80 years of age has doubled in size - seniors are living longer. Halton seniors comprise a growing number of food bank users representing 17% of all food bank clients. The combination of being in poverty, and living alone sets the stage for social, emotional and psychological isolation which will overtime have negative effects on overall well being and life expectancy.

## Emerging Opportunities and Anticipated Risks

<p>Emerging Opportunities</p>	<p>The "Citywide Home Fire Safety program" is a responsible and proactive initiative that will see on-duty fire suppression staff going to each home (door to door) in an effort to better educate our citizens with respect to fire and life safety and compliance. It is also an opportunity to ensure that our vulnerable citizens in need of our help receive the right support, at the right time.</p> <p>The prevention of fatal fires for vulnerable groups is an issue that requires attention and cooperation from several public safety entities. The physical, social and organizational surroundings of vulnerable individuals should be recognized to a higher degree, rather than grouping them into certain categories of people in society. Fire preventive work for people in vulnerable groups is most efficient when risk factors connected to the vulnerable person in question are assessed specifically, and when the right people and services are involved.</p> <p>The completion of a Fire Master Plan will examine all aspects of the Burlington Fire Department and risk factors within the City of Burlington. A FMP provides guidance on the City's future needs as it continues to grow and help to steer the delivery of fire protection services over the next decade and beyond.</p>
<p>Anticipated Risks</p>	<p>Over the past three (3) years, BFD has witnessed a steady increase in our citizens requiring assistance with smoke alarm and carbon monoxide alarm installations (2016 = 82 visits, 2017 = 128 visits, 2018 YTD = 140 visits).</p> <p>It is anticipated that this number of alarm installations will increase exponentially as our level of participation in the following community outreach programs increases: Seniors &amp; Poverty in Burlington, Halton Regional Police Service (HRPS): Project Lifesaver and Vulnerable Person Registry, HRPS Situation table that identifies and supports individuals who are at an acutely elevated risk of harm within our community.</p> <p>The concept of community safety and well-being is proactive, holistic and benefits members of our community by reducing potential harm, by addressing fire safety needs.</p> <p>This need is supported by data and evidence. The consequences of not implementing this enhancement simply poses a risk to community safety by not addressing the needs of our vulnerable persons in Burlington.</p>

Service Objectives	Target Completion
<p>The "Citywide Home Fire Safety program" will see on-duty fire suppression staff going to each home (door to door) in an effort to better educate our citizens with respect to fire and life safety and compliance. It is also an opportunity to ensure that our vulnerable citizens in need of our help receive the right support, at the right time. This program will run May-September for five (5) years</p>	<p>Sep 2023</p>
<p>Use the Business Intelligence tool to identify at-risk neighborhoods. This will allow Fire Protection Services to match public education programs and fire inspection programs to improve fire safety within the City of Burlington.</p>	<p>Jun 2019</p>
<p>Continue with community outreach programs; at risk isolated seniors, vulnerable persons registry, poverty round-table initiatives that will impact the degree of poverty in our community.</p>	<p>Sep 2019</p>

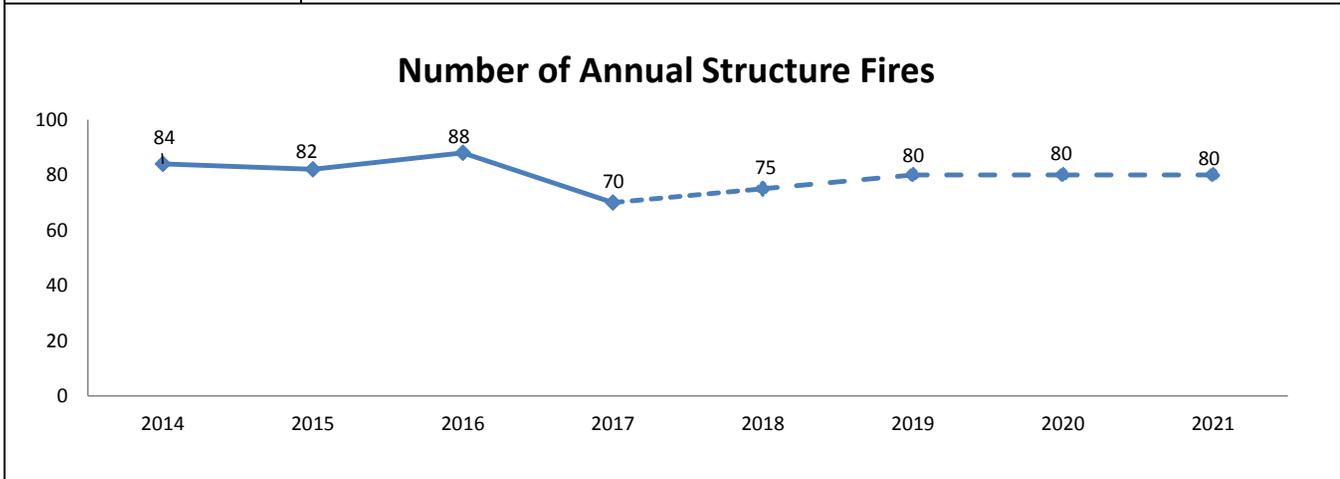
# MEASURING SUCCESS

## How much did we do?

Performance Measurement	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Forecast	2019 Forecast	2020 Forecast	2021 Forecast
# of Fire Prevention Inspections	572	508	771	782	1,416	1,500	1,500	1,500

## How well did we do it?

Performance Measurement	Number of Annual Structure Fires							
Number of Annual Structure Fires	84	82	88	70	75	80	80	80
Story behind the data	Cooking fires continue to be the most frequent type of residential fires experienced in the city of Burlington. Through fire prevention and public education initiatives the Burlington fire department continues to work towards reducing fire experience by reaching areas of the community through customized programs, such as After the Fire Outreach Program, Highrise Fire Safety Program, Alarm Assistance Program.							



**Is anyone better off?**

<b>Performance Measurement</b>	Number of Annual Fire Public Education Events
Story behind the data	The first two lines of defense (public fire safety education and fire prevention) may reduce the number of structure fires.
Where do we want to go?	Through proactive fire education programs and fire code inspections, fire protection services objective is to increase the publics' awareness of fire safety and prevention, with the objective to decrease the number of property fire experienced.

**Number of Annual Fire Public Education Events**

