

Service Business Plan



Service Name Fire Prevention and Public Education

Service Lead Name Dawn Jarvis

Service Lead Title Manager

Service Description

A public service responsible for fire and life safety public education, fire code prevention inspections and enforcement.

Strategic Alignment with Vision to Focus Plan

Building more citizen engagement, community health and culture

Delivering customer centric services with a focus on efficiency and technology transformation

Service Goals

Provide an effective fire prevention and education program to meet the needs and circumstances of a changing city.

Current State

Customers & Their Expectations

This service is delivered to:

- Public (residents and visitors),
- Building owners, homeowners and tenants,
- Council, supporting priorities and action plans outlined in the City of Burlington Strategic Plan.

Expectations of the service provided:

- Fire prevention personnel are skilled and knowledgeable to meet the demographic and geographic needs of the City.
- Fire prevention inspections are conducted through complaint, request and routine to meet the current and future growing needs of the City.
- Fire and life safety education programs are selected, developed and implemented to address identified risks.
- Fire prevention programs required for a community under the Fire Protection and Prevention Act are delivered.

Existing Service Delivery

The Fire Protection and Prevention Act (FPPA) outlines the minimum requirements each municipality must provide as a Fire Prevention Program to support community fire safety; this consists of fire and life safety public education programs, which must have a smoke and carbon monoxide alarm program and a fire safety education material distribution program to residents/occupants. It must have fire code prevention safety inspections upon routine, complaint or when requested to assist with code compliance. Furthermore, the completion of a community risk assessment (CRA) must be conducted annually. All Fire Prevention Programs need to be selected, developed and

implemented that address any risks identified through the CRA. Ongoing programs being considered need to be effective for the type of concerns identified.

The objective of the smoke and carbon monoxide alarm program is the provision and maintenance of working smoke alarms and home escape planning activities for all residential occupancies in the municipality.

Distribution of safety education material addresses such issues as preventing fire occurrence, the value of having working alarms, planning escape from fire, and being prepared to deal with a fire incident.

Inspections of properties must be done by the municipality when a complaint is received regarding the fire safety of a property, a request is made to assist a property owner or occupant to comply with the Fire Code. Inspections are also mandatory for all vulnerable occupancies and institutional buildings.

A CRA must be completed to determine the needs and circumstances of the municipality and to establish the level of fire prevention and public fire safety education required. A CRA must incorporate profiles for the following; community demographics, building stock, fire loss, geographic, critical infrastructure, economy, known hazards, and essential community services.

Existing Customer Engagement Tools / Methods	Social Media, Fire Prevention Community Engagement, Fire Prevention Programs, Fire Prevention Week (Oct), Community Reports, Fire Department website, email (firedepartment@burlington.ca)
Is this Service Provincially Legislated?	Yes Fire Protection and Prevention Act (FPPA), S.O. 1997
For this Service are there Approved Service Standards?	Yes City of Burlington By-Law 90-2012 Office of the Fire Marshal and Emergency Management (OFMEM) - Public Fire Safety Guidelines and Directives National Fire Protection Standards (NFPA)

Programs

Fire and Life Safety Public Education Program	Develop and deliver fire and life safety education programs that address the needs and circumstances of the community. Municipalities must have a smoke and carbon monoxide alarm program for the provision and maintenance of working alarms and home escape planning activities for all residential occupancies.
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Distribution of Public Fire Safety Education Materials	All municipalities are required to develop a program for the distribution of fire safety education materials to residents based on local needs and circumstances. Fire safety education material addresses such issues as preventing fires, the requirements of having working smoke and carbon monoxide alarms, having a prepared and practiced fire escape plan, being prepared to deal with a fire, and supporting residents after a fire incident.
Fire Prevention Inspection and Code Enforcement Program	Fire Code safety inspections are conducted upon community request or complaint and through routine inspections to meet the minimum requirement of the Fire Protection and Prevention Act. The fire prevention inspection program ensures building owners comply with the provisions of the Fire Code through proactive fire prevention inspections and reactive fire code enforcement as required. The program also ensures legislatively required Fire Safety Plans are prepared, implemented, tested and approved by the Chief Fire Official for vulnerable occupancy / institutional facilities.
Community Risk Assessment (CRA)	Complete and review a Community Risk Assessment (CRA) as outlined in the Fire Protection and Prevention Act. The CRA is a process of identifying, analyzing, evaluating and prioritizing risks to inform decisions about the provision of fire prevention programs and services. The CRA must be reviewed at least once every 12 months to ensure it continues to accurately reflect the community and its risks. These evidence based reviews support a fire prevention effective model for the selection and development of fire prevention inspection and education programs to align identified risks with planned actions to reduce and/or manage.
Enhanced Fire Programs	The Fire Protection and Prevention Act also outlines that a municipality must provide enhanced programs and service delivery above the minimum acceptable model based on the community risk needs analysis. Any significant risks identified through the CRA analysis must be addressed. For example; if the risk assessment indicates a significant fire loss in multi-unit residential buildings, an enhanced program would be selected, developed and implemented to address the risk with the objective to reduce this identified risk.

Recent Continuous Improvement Initiatives

Burlington Fire Protection Services developed a Steps to Safety home visit program. On-duty firefighters knocked on the front doors of approximately 9,000 homes across the city from June to October 2019. The objective of the home visits was to engage and educate building owners about their legislative responsibilities of the Ontario Fire Code by having working smoke and carbon monoxide alarms in their homes. Firefighters provided a voluntary in-home assessments of alarm installations and operations and issued Notice of Violations for non-compliance when needed. If a Notice of Violation was issued a follow-up re-inspection(s) was conducted to ensure occupants were compliant and safe. This program also supports vulnerable persons within the community by helping to identify residents that need assistance with Fire Code compliance and providing additional support to them through in home alarm testing and installation as required. In addition, firefighters promoted the need for home owners to have a practiced home escape plan and a 72-hour emergency preparedness kit.

The Alarm Assistance Program client list continues to grow in numbers. The AAP is offered to older adults and residents with disabilities that prevents them from maintaining their home's smoke and carbon monoxide alarms. AAP clients receive an annual home safety visit from their friendly neighbourhood fire station firefighters and are provided with new and/or replacement smoke and/or carbon monoxide alarms as required. This is provided at no cost to the AAP client. In 2019 there was a 76% increase in AAP intakes during the Steps to Safety home visit program due to referrals by firefighters noticing that a resident may benefit from the AAP.

The BFD continues to partner and work with local organizations to better support vulnerable persons and provide better cultural outreach across the city.

Environmental Considerations

All fire prevention and education programs consider the impact to the environment, such as moving from printed materials to social media and web based education platforms, when possible. Continually evaluate printed materials to reduce the number of printed hard copies required, such as providing one pamphlet with combined information versus several different pamphlets.

Emerging Opportunities and Anticipated Risks

Emerging Opportunities	<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. The FMP will provide long term strategic plan to meet the current and future needs of the City as it continues to grow. It will help guide the delivery of fire protection services over the next decade based on informed recommendations.</p> <p>Enhancing partnerships with community groups and organizations will support fire safety education initiatives through formalized partnerships and community fire safety champions.</p> <p>Replacement of the existing antiquated Records Management System will provide an opportunity to implement a more robust fire prevention and education management solution. Objective is to have a solution that provides maximum efficiency for building risk profile , work load management and scheduling based on known building risk and legislative requirements.</p>
Anticipated Risks	<p>Ongoing community risk assessment determines various program and education needs. Currently the Burlington Fire Department is focusing its efforts on improving smoke and carbon monoxide fire code compliance rates.</p> <p>Based on the in-home assessments completed during the 2019 Steps to Safety home visit program, approximately 40% of homes were found to be non-compliant. This is an area of concern that must continue to be addressed through proactive education and enforcement initiatives. This will continue to be a focused initiative in 2020.</p>
Enterprise Risk Considerations	<p>Capacity and Volume of Work - CM and BLT Work Plans, Strategic Priorities Legislative Changes - Federal and Provincial Legislation Changes, Speed of Change and Policies</p> <p>Growth and Affordability - continued demographic changes and increased dwellings and population has a linked impact on fire prevention and education programs.</p>

Service Initiatives

Target Completion

Continue with an enhanced fire prevention program to reduce the identified fire risk and non-compliance in residential dwellings through a home visit program.	Nov 2020
Establish an updated Fire Prevention Effectiveness Model	Dec 2020
Complete the 2019 Community Risk Assessment	Mar 2020
Establish partnerships with local organizations and community groups to provide enhanced fire and life safety education opportunities.	Dec 2023

MEASURING SUCCESS

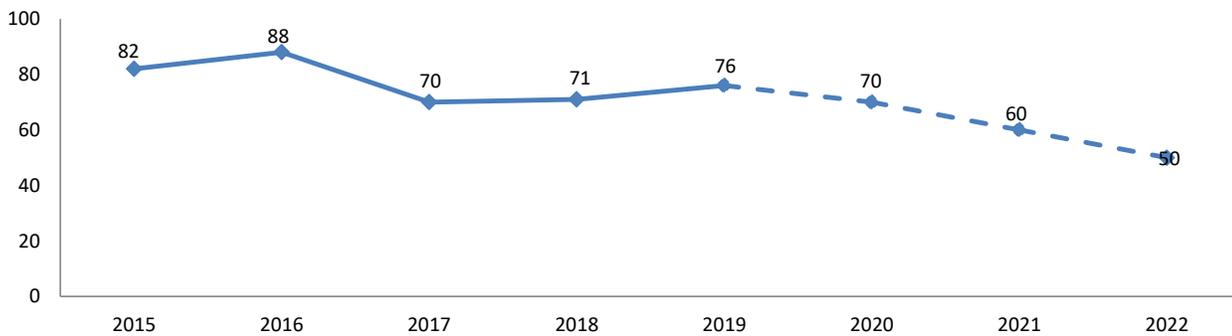
How much did we do?

Performance Measurement	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Forecast	2020 Forecast	2021 Forecast	2022 Forecast
# of Fire Prevention Inspections	508	771	782	1,416	1,200	1,200	1,200	1,200

How well did we do it?

Performance Measurement	Number of Annual Structure Fires							
Number of Annual Structure Fires	82	88	70	71	76	70	60	50
Story behind the data	Unattended cooking in detached (e.g. house), semi-detached (e.g. townhouse) and multi-unit (e.g. apartment/condominium) dwellings continues to be the most frequent fire experience in the City of Burlington. Through continued fire prevention programs and education initiatives the department continues to work towards reducing fire experience by reaching this target audience. This will be done through various education and fire safety messaging programs in 2020 and future years, as required.							

Number of Annual Structure Fires



Is anyone better off?

Performance Measurement	Number of Annual Fire Public Education Initiatives
Story behind the data	Municipalities must develop a fire and life safety education program that addresses the needs and circumstances of the community. The fire department targets its fire prevention and
Where do we want to go?	Focus a fire prevention effectiveness model to continue to expand public education opportunities through fire safety material distribution, public service announcements using various media platforms, provide fire prevention workshops to targeted audiences (e.g. farm fire safety, high-rise building owners, etc.), deliver presentations to residential and community groups, attend public events and enhance partnerships with local community groups and agencies to build fire education champions throughout the community.

Number of Annual Fire Public Education Initiatives

