

# **BARRIE FIRE AND EMERGENCY SERVICE**

## **2017 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



Steve Trotter  
Ward 6



Andrew Prince  
Ward 7



Arif Khan  
Ward 8



Sergio Morales  
Ward 9



Mike McCann  
Ward 10



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# 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





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# 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 to community 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

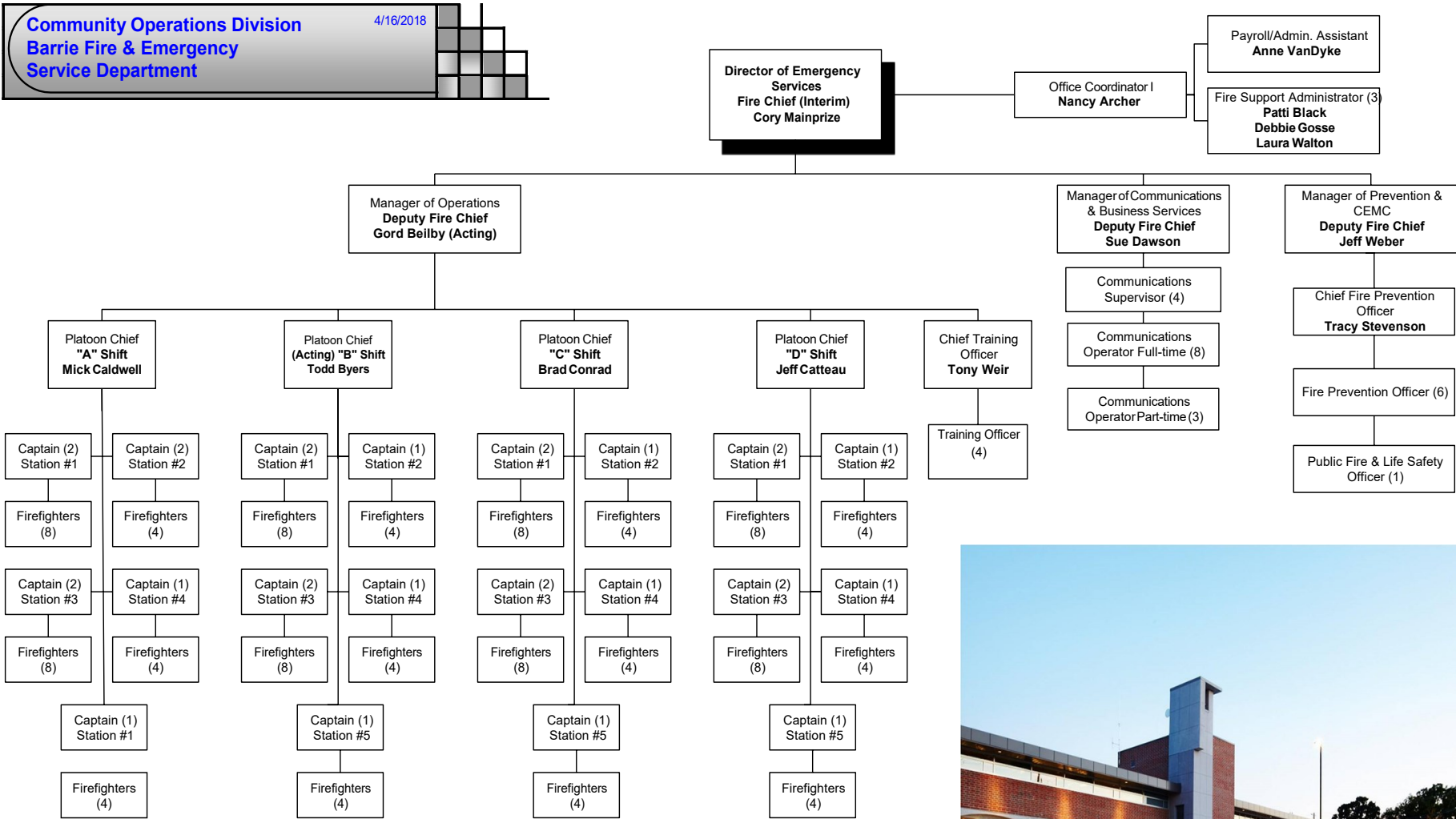
Efficiency

Integrity

Innovation



# BFES ORGANIZATIONAL CHART



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## MESSAGE FROM THE MAYOR

On behalf of Council and the Barrie community, I'd like to congratulate Barrie Fire and Emergency Service (BFES) on another successful year of delivering essential emergency services to our community.

Emergency services are crucial to building and supporting diverse and safe neighbourhoods. We are fortunate in Barrie to rely on these brave men and women who put their lives on the line each day to protect our families, neighbourhoods and businesses.

Barrie is growing, which presents unique challenges in delivering emergency services. BFES is responding to these challenges in some really innovative ways. From leveraging data to identify the root causes of fires and deliver targeted prevention and education messages, to the exciting collaboration with the County of Simcoe on the Barrie-Simcoe Emergency Services Campus, BFES is finding new ways to deliver services and ensure we continue to meet the needs of our growing community.

Thank you for your dedication and service.

Sincerely,

Mayor Jeff Lehman



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## MESSAGE FROM THE CHIEF



On behalf of all Barrie Fire and Emergency Service (BFES) staff, I am pleased to present the 2017 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 emergency response, in order to make our city a safe community to live, visit and conduct business.

When reflecting on 2017, BFES responded to over 8750 emergency incidents and provided emergency communication services for over 21,000 emergency incidents to our 20 fire department clients. Our Fire Prevention and Education Branch conducted over 1800 fire inspections along with many public events, which resulted in the busiest year in BFES history.

In October of 2017 incumbent Fire Chief Bill Boyes left BFES to lead Brampton Fire. On behalf of BFES we would like to thank Chief Boyes for his leadership and wish him success in his new role. I was appointed as interim Fire Chief pending the completion of the ongoing Fire Chief recruitment. Acting Platoon Chief Gord Beilby was promoted to Acting Deputy Chief of Operations and Training to assist with backfilling my position during our leadership transi-

tion. Deputy Weber, Deputy Dawson and Acting Deputy Beilby 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. This report will highlight some of our initiatives and accomplishments in 2017. 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, organi-

zational wellness, staff development, fiscal efficiency, increased partnerships and data driven decision making.

On behalf of all BFES staff, I hope you enjoy the 2017 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,

Cory Mainprize  
*Interim Fire Chief*





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## OUR VALUED STAFF

Our staff at BFES underpin and drive our organization. Their unwavering commitment to public safety and exceptional community service continue to be acknowledged by our peers and residents. We are thankful and fortunate to have such a dedicated team delivering exceptional fire protection to our community.

Many of our valued staff reached significant career milestones in 2017. We would like to thank our recent retirees for their years of dedicated service. Congratulations to our newly promoted members. We are confident you will lead our department safely and efficiently. We are excited to welcome our newest members and look forward to watching them grow and serve our community.

Congratulations, thank you, and welcome to the following staff members:

In October 2017 we said farewell to Chief Bill Boyes. Chief Boyes returned to serve as Fire Chief for the City of Brampton.

With his absence, Deputy Chief Mainprize was promoted from Deputy to Interim Fire Chief.

In December of 2017, Acting Platoon Chief Gord Beilby was promoted to Acting Deputy Chief of Operations and Training. Gord is also the Chair of our Standard Operating Guidelines Committee.

Acting Platoon Chief Steve Marion retired on April 30, 2017 and Captain Joe Vermaire retired on August 31, 2017.

On June 5, 2017, Captain Domenic Filippelli was promoted to Acting Platoon Chief on D Platoon.

Firefighter Kevin Beamish was promoted to Captain on May 1, 2017, and Firefighter Martin Brucato was also promoted to Captain on September 21, 2017.

On May 5, 2017, firefighter Chris Wilson was promoted to Acting Captain and on September 22, 2017, firefighter Gunness Gilbert was also promoted to Acting Captain.

Just after Thanksgiving in 2017, 10 new recruits joined BFES. Adam Tupling, Dave Mortley, Brock Shoemaker, Mike Boylin, Russell Bryan, MacKenzie Kennedy, Jason Bayens, Frank Callaghan, Jeff Warriner and Alex Beland started their 8 weeks of recruit training. Our new firefighters celebrated their recruit training graduation on December 8th, 2017 and were assigned to their platoons.



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## SERVICE AWARDS AND RECOGNITION

### Federal and Provincial Service Awards

Congratulations to a number of staff who qualified for the Federal and Provincial Service Awards in 2017.

They include:

#### **30 Year Bar (Federal)**

Jeff Catteau  
Lynn Chappell  
Sue Dawson  
Dave Pipher

#### **20 Year Medal (Federal)**

Andrew Berry-Moreau  
Wendy Camber  
Julie Daer  
David Dunt  
Deborah Grant  
Philip Mezzatesta  
Judith Myddelton  
Sharon Phillip-Laidlaw

#### **30 Year Long Service Bar (Provincial)**

Jeff Catteau  
Lynn Chappell

#### **25 Year Long Service Medal (Provincial)**

Jeffrey Weber  
Kevin Christopher  
Jeff Noble

#### **Awards for Communications in 2017**

The Communications Team of Scott Simpson, Sharon Phillips-Laidlaw, Tammy Keays, Kevin Aiken, Ryan Macdonald, Desta Ortiz and Brie Anne Kinrade, were recognized for their efforts during a wide spread ice storm that took place March 24, 2016. The event lasted 16 hours and over 300 calls for service were handled by this group of supervisors and communicators.



## BFES 2017 IN REVIEW

The BFES Operations Branch provides an all hazards response from 5 stations strategically located throughout our community to ensure a timely and efficient emergency response. Operating within a four platoon model of 144 career firefighters, BFES responds to all fires, hazardous material incidents, vehicle collisions, technical rescues including trench, high angle, ice and water, confined space and medical emergencies.

The health and wellness of our staff remain at the forefront of our operations branch. Increasing medical evidence continues to link exposure to toxins as a leading cause of occupational illness. In 2017 BFES adapted a best practice and industry leading approach by providing a second set of personal protective equipment to every firefighter.



Firefighters now have the ability to remove contaminated equipment, and return to service with clean equipment. In addition to providing a second set of personal protective equipment, BFES implemented a comprehensive personal post-fire decontamination procedure to provide every opportunity to limit workplace exposures.

In addition to new personal protective equipment, BFES replaced and upgraded every self-contained breathing apparatus (SCBA). Arguably the most important piece of personal protective equipment, this one million dollar capital project will provide every firefighter with a modern, safe, and reliable SCBA for 10-15 years.

Two new pumper/rescue trucks were added to our fleet in late 2017, with two additional trucks expected to arrive in early 2018. Fleet modernization and increased vehicle reliability continue to be priorities for BFES.

On a year over year basis our emergency responses continue to increase. While 2017 only showed a 1% increase, our four year increase was 10.8%. The number of fires where a dollar loss was reported was similar to previous years. It should be noted the total dollar loss suffered by our community was half of 2016. Several significant fires did occur in



2017, but no major losses were reported.

Our operations branch attended two major incidents as a result of our contracted services agreements with neighboring municipalities. BFES assisted with a significant Hazardous Materials spill, and a separate MVC involving multiple transport trucks carrying flammable liquids that resulted in a catastrophic fire. Both incidents occurred on Highway 400.

Requests for medical assistance saw a 4% increase over 2016 and continue to represent approximately 65%, or 5758 incidents in 2017. Every BFES firefighter was trained in the administration of Naloxone to combat the public health crisis related to the usage of opioids. Our staff administered this life saving medication 11 times in 2017 and continue to attend many opioid related incidents.





# 2017 PUBLIC EDUCATION IN REVIEW

**Citizen Public Education Engagements:** New in our 2017 annual report, we are measuring more of our public education engagements and community touchpoints. These can range from a citizen dropping in to visit a fire hall to large scale events including Celebrate Barrie or Winterfest. We now account for all events in our records management system. All of our staff are engaged in public education activities. As we get better at measuring our events we will obtain a more accurate view of our public education profile. It will help us measure who we speak with and what fire safety messages we should deliver.

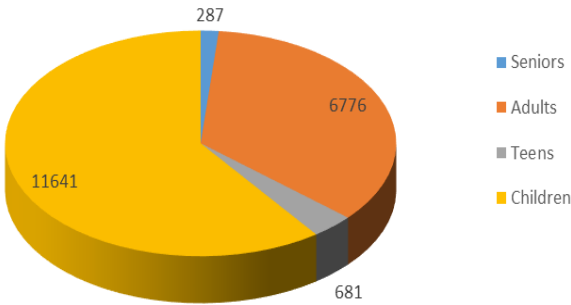
We are also measuring our media engagements locally to ensure positive messaging. In 2017 we connected with our community at almost 600 public education opportunities. Figure 1 shows the number of people we spoke with by age grouping. We had the opportunity to provide fire safety messaging to 11,641 children, and in total reached 20,181 citizens.

BFES started a new initiative in 2017 to provide public safety messaging when operations staff visit retail outlets. Each month crews were assigned a specific public safety message to deliver while visiting retail outlets. As we only started measuring this statistic in the months of November and December the annual statistic is a extrapolation of this data.

Figure 2 shows we distributed 993 pamphlets and engaged in conversation with 787 citizens regarding fire safety. Historically these interactions have occurred, but not been captured.

When we have a chance to speak with citizens and provide them with fire safety information we can continue to make a difference.

Figure 1: Citizens Engaged by Age Category at Public Education Events (2017)



This is also indicative of the measurements we have seen in our media engagements. Prior to 2017 BFES measured our engagements with media, but were not tracking many specifics. This past year BFES made a concerted effort to ensure all media inquiries, and media engagement opportunities were tracked in our record management system.

Figure 2: Retail Store Engagement Opportunities

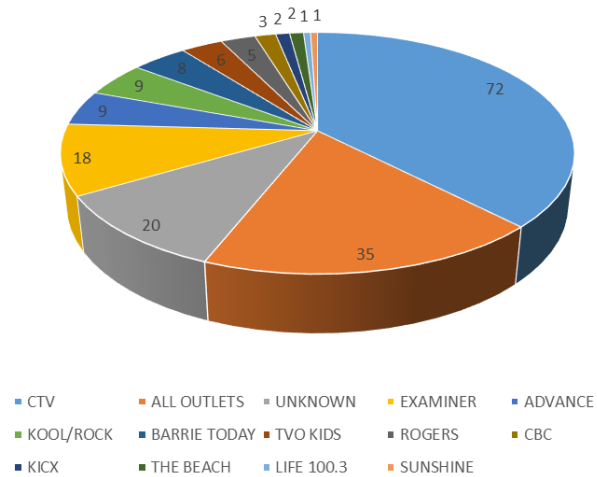
	Number of visits	Pamphlet Distribution	People engaged
Nov - Dec	73	993	787
Estimated Annual	438	5958	4722





## 2017 PUBLIC EDUCATION IN REVIEW Continued

Figure 3: Media Engagement (2017)



**Media Contact 2017:** Our BFES team maintains a positive relationship with our local media outlets and we are often contacted for community interest stories. Throughout 2017 we engaged the media approximately 186 times.

Our engagement profile in Figure 3 shows what media outlets we reach on an ongoing basis. Rogers, CTV, The Barrie Advance, The Examiner, and Rock 95/Kool FM top our list of media outlets that we engaged in 2017. Messages may be as minor as a short interview, to week long feature stories on specific topics such as Emergency Preparedness or Fire Prevention Week.

**Social Media:** We continue to leverage social media to our best advantage to reach our growing online community.

BFES achieved some significant milestones in reaching our online audience. Our holiday season inspired video achieved 18,310 impressions. Our most recent video has already reached more than 100,000 people. Our followers on Twitter is steadily closing in on 4,400 and we have another 2,000 following us on Facebook. Our online community is highlighted with the fact that the majority of our followers are local. In other words our fire prevention messages on social media are reaching a significantly large audience and that audience is local.

**Public Education Events 2017:** As we do every year BFES proudly sponsors, hosts, and participates in all kinds of community events to promote our message of fire safety. We actively engage our staff in many of these events providing them opportunities to speak directly with the members of our community.

BFES is very fortunate to have a spectacular team of fire prevention specialists, in addition to a fantastic operations branch that participates in public safety messaging.



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## 2017 PUBLIC EDUCATION IN REVIEW Continued

The BFES team was involved in numerous events throughout the year. The list below highlights some of the events we attended in 2017:

1. Winterfest
2. Ice Fishing Tournament
3. Coldest Night of the Year
4. Mc Happy Day
5. Tim Hortons Camp Day
6. Georgian College Auto Show
7. D-Day Parade and Wreath Ceremony
8. Kids Fishing Day
9. Hot Summer Nights
10. Jr. Constable Camp
11. Make a Wish Foundation
12. Zack Makes Tracks
13. Lawn Chair Luminata
14. Walk in her Shoes
15. Super Hero Stomp
16. Family Fun Day
17. CMHA Charity Lunch
18. Georgian College Open House
19. Remembrance Day

### 20. Santa Claus Parade

### 21. Teddy Bear Toss

The events noted above provided BFES the opportunity to deliver fire safety messaging to our community. Public Education is our first line of defense to ensure a fire safe community.



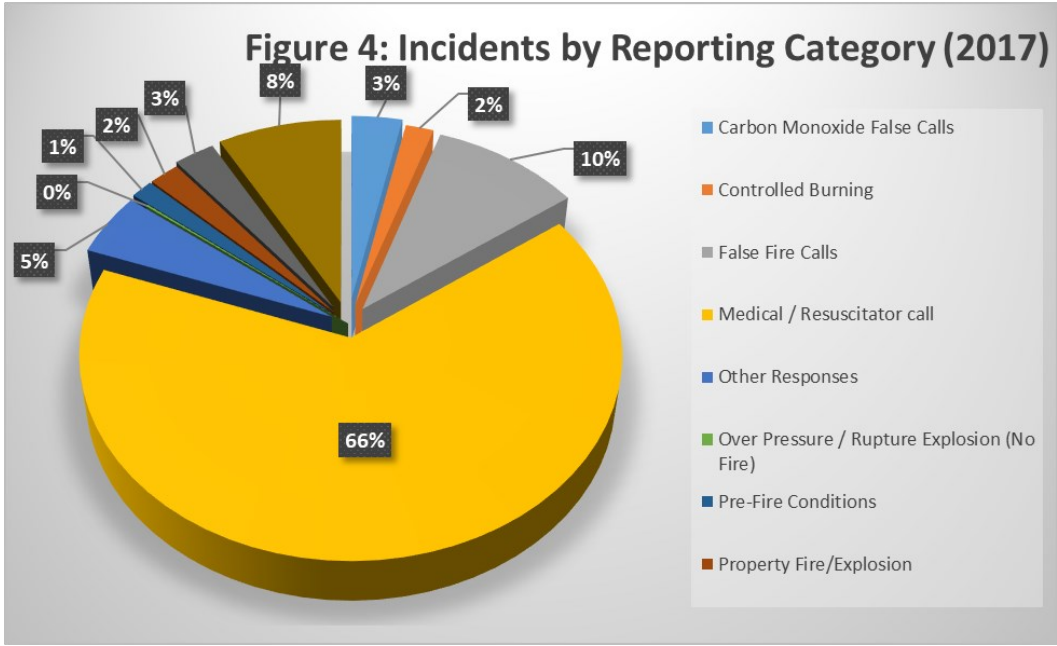
**Fire Prevention Inspection:** Our Fire Prevention Branch plays a key role in ensuring buildings are safe and Fire Code compliant. Fire prevention staff perform almost 2500 inspections annually. The greatest portion of these are complaint related inspections. Our fire prevention staff performed 620 specific fire and life safety systems inspections for new construction and renovation projects. These inspections are initiated by the building department and are required prior to building occupancy.

This work will continue to increase as the city heads into a significant building phase. Additionally, as our building stock starts to change there is greater risk to residents in communities that are built with greater intensification and in structures that are built to minimize construction costs. Building techniques, such as wood framed high rises will offer greater flexibility in housing, but will require more intensified inspection.

**High Rise Blitz Inspection:** In response to the devastating fire in London, England, that claimed many lives, our Prevention Branch took a proactive look at the high rise buildings in our city. All high rises in Barrie had an initial full scale fire safety inspection performed in 2017. Follow-up inspections will take place in 2018 to ensure that our high rise buildings are safe for residents.



# EMERGENCY RESPONSE DATA



For standard incident reporting purposes, incidents are broken down into several broad categories as mandated by the Office of the Fire Marshal and Emergency Management (OFMEM). Figure #4 shows our incidents grouped into the OFMEM categories. The profile of our 2017 incidents closely mirrors our experience over the past several years. There is very little overall change when examining incident types by category.

Our incident numbers show a consistent increase in most categories. Most notably over the past four years, fires and public hazards have steadily increased.

66% of the incidents BFES responds to are requests for medical assistance. This percentage is similar to previous years.

**Its important to note that our core business incidents, (Fires, Pre-fire conditions, rescues, carbon monoxide incidents, public hazards and false fire incidents), account for more staff hours and vehicle movements than the medical category.**

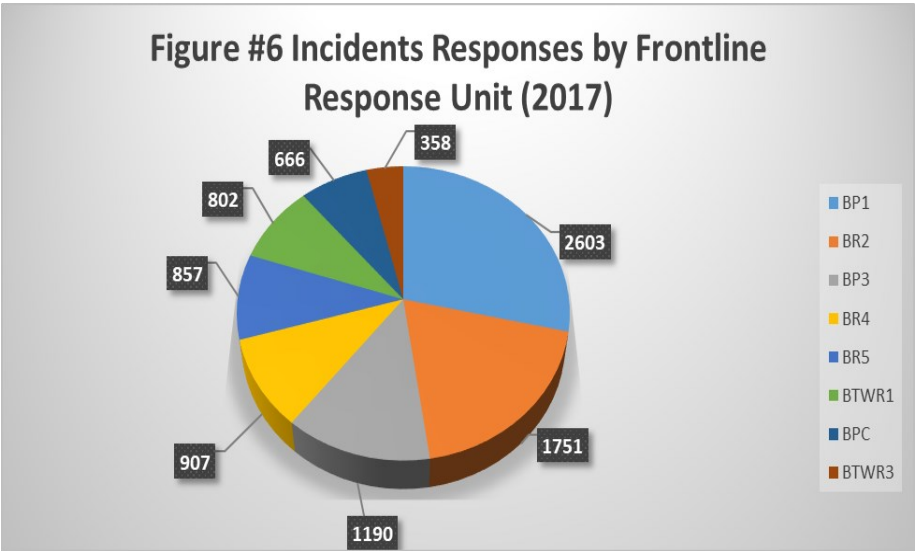
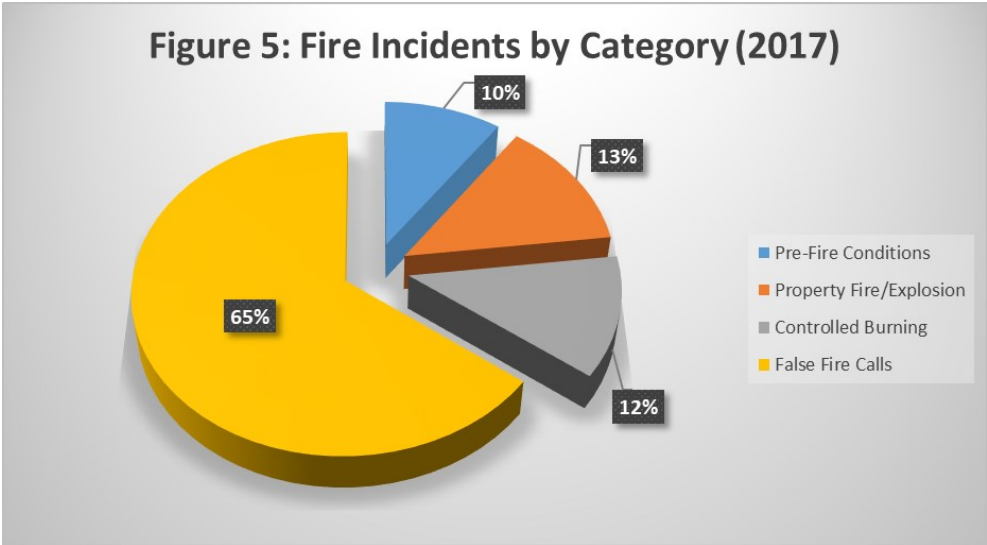
BFES attended 8785 incidents resulting in 13,496 truck movements in 2017. The number of incidents is up from the previous year by only .9% This was not a significant increase over 2016. However, over 4 years our call volume has increased by 10.8% overall. Increases in incident numbers can be attributed to numerous factors such as growth, aging population, aging building stock, and an increased number of weather related emergencies.

Table 1: Responses by Barrie Fire and Emergency Service 2014 - 2017				
Year	2014	2015	2016	2017
Count of incidents	7930	8128	8708	8785
Percentage increase over previous year	9%	2%	7%	0.9%



# EMERGENCY RESPONSE DATA Continued

**Figure #5** examines our fire related incidents. 65% 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. Rescue and public hazard incidents are also considered core fire department business and account for 953 of our emergency incidents which is roughly 10.8% of our overall incident count.



**Figure #3** - The figure above shows the number of emergency responses of our frontline vehicles in 2017. Our vehicle responses (aka truck movements) account for a significantly higher number of responses than our actual emergency incident numbers. Certain responses, such as fires, require greater staff and apparatus resources. Public Education events, check calls, lockouts, and similar events are not considered emergency incidents, and not measured in the chart above. A technological change in 2017 ensures our vehicles that respond to each incident are correctly accounted for. If a reserve vehicle is put into service for another vehicle its movements are tracked correctly. This provides us with far more accurate information. As can be seen in the figure above Pump 1, Tower 1 and Rescue 2 account for over 54 % of the total truck movements to incidents in 2017. This is indicative to our incident mapping showing a significantly more incidents in the Station 1 and 2 response zones.





**Barrie**

### 2017 Fire Incident Heat Map

0 0.5 1 2 Kilometres

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City of Barrie, 11/1/2018

BFES staff partnered with members of the GIS team from our Information Technology Department to improve our fire mapping. This information provides us with insight into fires throughout our city. We continue to see more 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.

Map #1 is a heat map representing fires that occurred in our city in 2017. The darker red, and yellow areas represent areas of the city in which more fires occurred. The analysis that is being conducted has the power to overlay other risk factors on the map to help demonstrate our community risk profile in the City of Barrie.

The expertise and resources of our GIS Branch 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 occurs within your home. In our community, residential fires make up almost 60% of our fires and account for more than 3/4 of the financial losses to fire. Our BFES public education staff work diligently to address this problem annually. Emphasis on working smoke alarms and home escape plans underpinned by general fire safety awareness will help reduce our overall community risk.

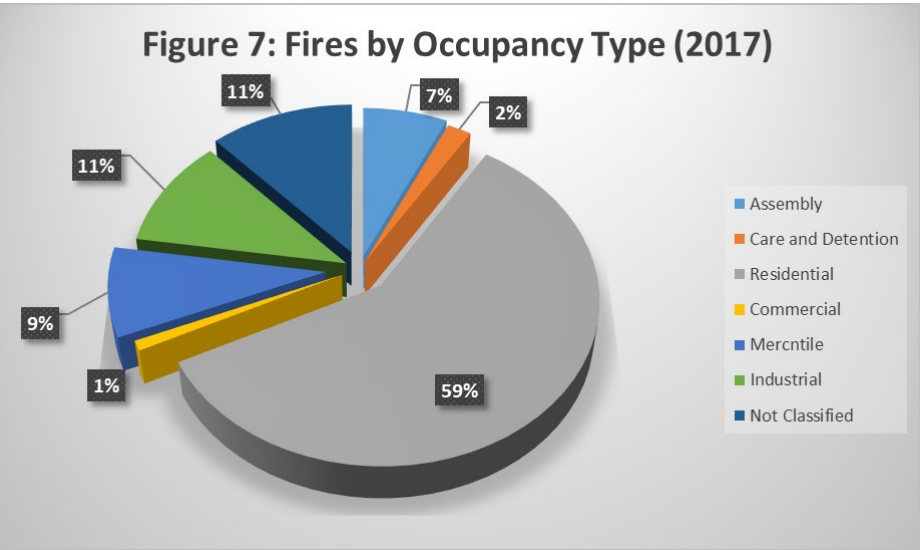
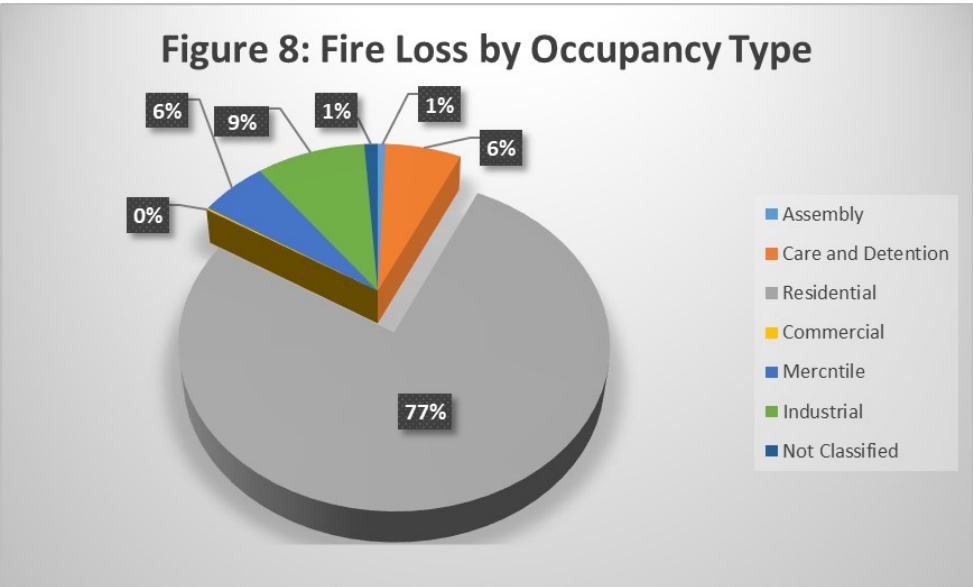
BFES will continue to collect, review and analyze our local data to ensure our strategic priorities are relevant, responsible and measurable.

# 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 safest – in their home. 59% of fire occur in the home. It is important to note that BFES determines many of the fires that occur in the residential setting are also preventable.

Figure #7 shows our fire experience in 2017 by the occupancy type in which a fire occurred.

Figure #8 depicts the fire loss (represented by percentage of overall dollar loss).



Group C Residential fires account for over 59% 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.

City of Barrie fire losses were down this year. In 2016 we reported almost \$7 million in total fire losses. 2017 found our losses cut in half to \$3.3 million. Group C residential properties are traditionally responsible for the majority of the incidents that occur in most cities in Ontario and Barrie is no different. As such, residential fires are responsible for 77% of the dollar loss in the community in 2017. That is up from 71% in 2016.

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## EMERGENCY RESPONSE DATA Continued

The Communications Branch of BFES is the emergency call taking and dispatching centre for 20 Fire Departments in Simcoe County and surrounding area. They are responsible for receiving and processing emergencies for approximately 500,000 people. Dispatching involves the prioritization and coordination of fire response units as well as the monitoring and participation with internal and external resources during an emergency. There are 54 fire stations within their dispatch area consisting of full time, composite and volunteer fire services.

In 2017 this communications centre dealt with just over 21,000 dispatched emergencies.

BFES began a multi-year project to co-locate Fire and Police communications centres at the new Barrie-Simcoe Emergency Services Campus. This joint project will create two communications centres with the technology required for the present and into the future. The two centre model will provide primary and secondary emergency call taking and dispatching services for the citizens of Barrie, the emergency first responders and the fire departments under contract to BFES.





## EMERGENCY MANAGEMENT



2017 was a quiet year for Emergency management considering incidents that occurred. There were no major incidents in 2017 requiring the opening of the Emergency Operations Center. With that said there were incidents that did occur that required enhanced monitoring, scheduled phone calls and coordinated efforts. Most notably, the spring of 2017 brought significant rainfall to the area in several storms in late April and early in May. Simcoe County Community Emergency Management Coordinators provided situational reporting for all of Simcoe County. Flooding did occur in the south portion of the county and in Ramara Township. Spring run off combined with heavy rain. Flood risk continued for several weeks as the waters slowly made their way to Georgian Bay from Lake Simcoe and the rest of the watershed. Enhanced monitoring of the water levels and expected rain continued for several weeks.

**Emergency Preparedness:** Emergency Preparedness week is traditionally the first week in May. It is a federally and provincially sponsored week to raise awareness about emergency preparedness in Canada. Barrie promotes preparedness through its social media, websites, and other traditional media outlets. We have been blessed with good relationships with our local media that assist with developing news stories, and providing information to the listening audience on a regular basis through Emergency Preparedness week.

**Emergency Management Training and Exercise:** The emergency management system is evolving in the city of Barrie. We have performed training for our lead staff in the Incident Management System (IMS). IMS is a provincially supported system of managing large scale incidents to promote scalability, managing by objectives, interoperability, and a specific chain of command. This will continue into 2018 with exercises, and more training in the Emergency Operations Center to promote familiarity, and ease of use of the IMS model.





## TRAINING

Firefighter training was enhanced this year with multiple training days utilizing numerous community partners and other emergency service partners. Georgian College's Barrie Residence, a student housing building, was used to refine operational procedures as well as training on building systems such as elevator use during a fire and the use of the central alarm system.

Our ice and water rescue instructors worked with the city's recreations department to assist with search and rescue training at Centennial Beach and staff also worked with Barrie Police Services Marine Unit to conduct surface water rescue from their boat. Presentations were provided by the RCMP to a number of staff on Terrorism Event Pre-Incident Indicators Course. The City of Barrie's Corporate Facilities Department provided access to the vacated Transit Terminal. Staff utilized this structure to conduct numerous drills in fire ground survival, hose line advancement and searching commercial spaces in zero visibility. Theatrical smoke was used to simulate fire and smoke conditions.



Several other sites in and around Barrie have been used to conduct firefighter training including the old event centre on Essa Road for fire apparatus driver training. The use of this property was generously donated to Barrie Fire by Osmington Inc., the owners of the property. Bell Canada allowed us access to one of their decommissioned telecommunication towers for technical rope rescue training. The Fire Academy at Canadian Forces Base Borden was rented to conduct live fire training for the officer development program and this year's recruit class.

This year Barrie Fire & Emergency Service hired 10 new firefighters. The recruits spent eight weeks covering the basics of firefighting, advanced firefighter skills, specialized rescues including hazardous materials response, vehicle extrication and open water rescue.

Recruits also received certification in NFPA 1035-Public Educator, Emergency Medical responder including Automatic Defibrillator, Marine Emergency Duties, and VHF Radio operations. The recruit class participated in over 640 hours of in-house training.

All suppression staff received training in the administration of Naloxone to patients suffering from opioid overdoses. Firefighters also received their annual recertification training in Emergency Medical Responder and Automatic Defibrillator certification from our Medical Director Dr. Ian Young.



## TRAINING Continued

Our vehicle and machinery extrication instructors received advanced training this year through a third party. This new knowledge was shared with staff during the year at the temporary training facility where extrication training takes place. Staff also evaluated new reciprocating saw and these tools were added to our apparatus inventory. An auto extrication demonstration was also performed by crews at the annual Georgian College Auto Show. A simulated accident was created in the parking lot and crews responded to remove a trapped patient. A decommissioned City of Barrie transit bus was provided for training purposes. This bus has been moved to the temporary training facility and will be used in 2018 for large vehicle extrication training.



BFES continued to develop our temporary training facility. We toured a training facility located in Meaford that utilized shipping containers as their main building/prop. Meaford Fire provided plans and financial information to assist us with the planning of the structure. A local contractor was brought in to pour a concrete pad which will be the foundation for the future shipping container structure.

The temporary training facility site was utilized by a local company, that manufactures insulated concrete form. BFES assisted this local company with a live burn test of a new product they are developing.

24 Barrie Fire & Emergency Service Officers were scheduled out of their normal shift schedule to receive officer development training. This included two days of training, insight and experience-based perspective on their critical role leading up to and during a fire investigation.

The course emphasized the importance of the senior officer's leadership and decision making during the transition of a fire scene to law enforcement, while managing the key public safety outcomes of a fire or explosion event. This course was facilitated by an outside contractor with many years' experience in the investigative and legislative requirements that pertain to the fire service. Officers attended an additional two days at CFB Borden with the recruit class providing leadership, mentoring and skills evaluation of the new recruits.

An additional 19 staff attended a week long NFPA 1035 Public Educator class. This class also covered topics such as the Fire Protection and Prevention Act; Principles of Life Safety; Fire Alarm Systems; Sprinkler Systems and Inspections.

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## TRAINING Continued

In total 148 suppression staff participated in over 13,000 hours of training, delivered in-house by on shift instructors, Training Officers and third party agencies. Additionally 40 staff from all branches of BFES attended the Ontario Fire College in Gravenhurst for a variety of courses ranging from Officer Development, Fire Prevention and Inspections and Advanced Firefighting Operations.

Crews from Station 1 participated in aerial operations training with the Springwater Fire Department.

One of our technical rope specialists and crew participated in a TVO Kids Special that showcased the skills of BFES and drive home the importance of home escape planning and working smoke alarms.

Firefighters completed drills measuring performance for initial fire suppression and rescue procedures using available personnel and equipment which meets the NFPA 1401 standard.



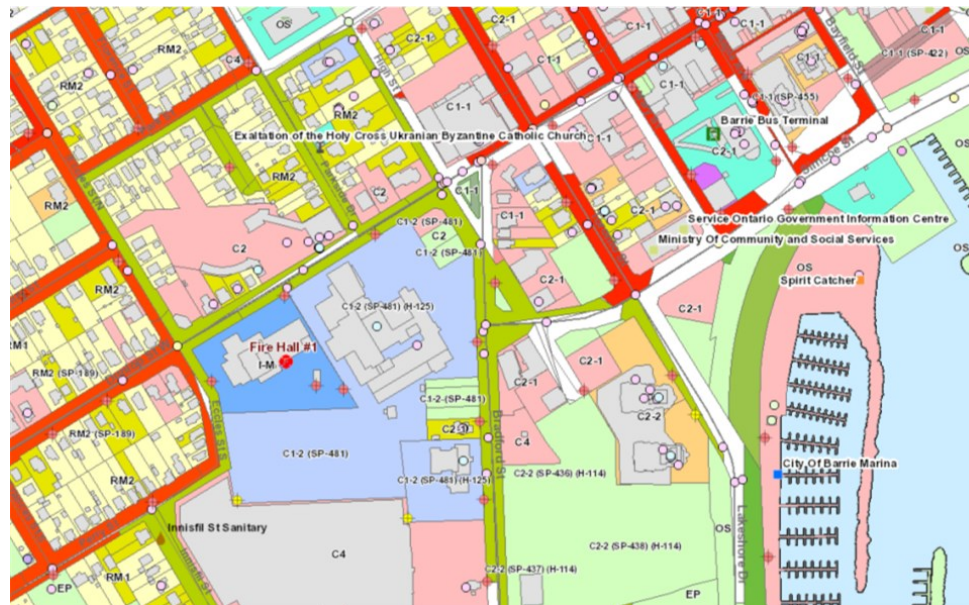


## ACCREDITATION

The Accreditation Process is a comprehensive self assessment and evaluation model that enable organizations to examine past, current and future service levels, while comparing them to industry best practices. Access to timely, accurate, comprehensive data is essential. BFES has been working over the past year to improve data quality and make it accessible to staff to improve decision making. BFES has been working with the Barrie GIS Branch to leverage technology and mapping to better visualize risk in our Community.

Geocortex is a mapping tool that is being developed to show where calls are occurring in relation to response zones, wards, property types, critical infrastructure, demographics, and many other data layers that will help to better understand what is occurring in our city.

The image below is a snap shot of the type of information that is available through Geocortex.



As part of this initiative, tablets have been placed on each response apparatus to enable staff to leverage technology in the performance of their duties. The tablets allow staff to review call information, address history, and other pertinent details while en-route to calls. In addition, they are essential to the implementation of a new vehicle inspection and inventory software that is being used by the department each day. Preplans of buildings with the city are also being improved by the use of the tablets to gather information and pictures. Access to preplans contribute to our understanding of risk in the Community and help responders at emergencies make decisions that save lives and property. It is through the use of such technologies that BFES can better understand risk, and create strategies to reduce that risk.

As we move forward with the Accreditation Process, we will continue to improve our data quality and leverage information technologies to improve service within our city.





## INNOVATION AND TECHNOLOGY

The world that we live in is constantly evolving, bringing new challenges, as well as new opportunities. The demands placed on the Fire Services are no different, as a result we must innovate to stay abreast of current and future challenges. In response to this, a strategic priority of BFES is, and will continue to be, to drive innovation through the use of new technology.

In 2017, a technology and innovation committee was established in BFES to research new technologies, plan implementation, and provide training to staff. Members from each platoon participate on this committee to provide insight, and facilitate training to the 4 shifts. There are a number of initiatives that have been ongoing over the past year that will enhance the capabilities of BFES to deliver the best service possible. Some of those initiatives are the following:



Assigning a tablet to the rear of each emergency response vehicle that is LTE enabled. The tablet is loaded with a number of applications that allow firefighters to access critical information, enroute to, and at emergencies. The deployment of the tablets make it feasible to launch other initiatives, such as collection of pre-plans, Geocortex (a mapping and data program), conducting surveys, Station Check (a vehicle inspection, and equipment inventory program), and access to Target Solutions (the BFES learning management tool).

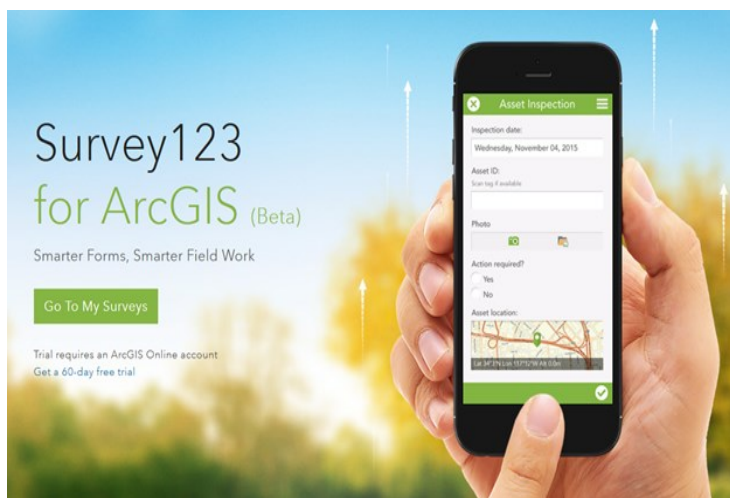


Providing a secure docking system, capable of charging the tablet was overcome by using a new technology created by Launch Port, an NFPA approved system for emergency response vehicles. The Launch Port charges the tablet when in contact with the base through induction, and meets NFPA standards for a secure device in an emergency response vehicle.

## INNOVATION AND TECHNOLOGY Continued

An application that is now available because of the tablets is called, Crash Recovery System. The application allows firefighters to take a picture of the VIN (vehicle identification number) using the tablets camera. The VIN is then searched through the programs data base displaying critical information such as hybrid electrical systems, air bag technologies, and other vehicle hazards. Firefighters can use this technology at an emergency scene, getting access to vehicle information, ultimately protecting the occupants and the rescuers from the vehicle hazards.

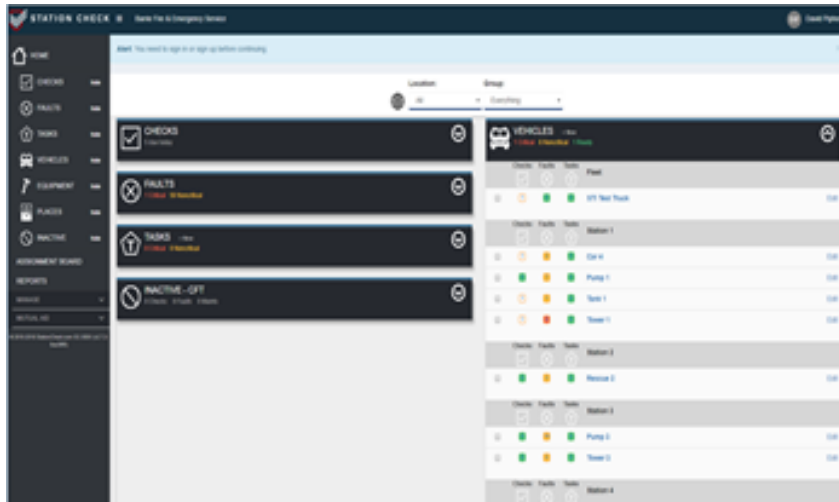
Collection of building pre-plans has been improved through the use of the tablets, allowing firefighters to take pictures of a building, identifying access points, hydrant and standpipe locations, as well as unique hazards or processes that the building contains. We are actively looking at applications for collection of pre-plans that will further enhance this process, and work in conjunction with other map based programs such as Geocortex. Our goal is to layer as much information on a building, that through the use of the tablets and mapping technology that provides firefighters with the critical information to safely respond to incidents, and reduce risk in the community.



Information collection from many different sources allows BFES to look at risk from a community level. Using applications such as Survey123, and collector applications that are map based, will allow us to look at a problem while comparing it to other sources of data. We have been working with the Barrie GIS Branch to develop these types of applications, and will be launching them during 2018 utilizing front line staff and the tablets.

## INNOVATION AND TECHNOLOGY Continued

Policies and procedures provide direction to staff to effectively deliver a consistent, high level of service. Efforts are underway to update BFES policies and procedures to an electronic document that can be accessed from any enabled device. References to supporting standards and legislation can be accessed through hyper-links as an additional resource to staff. This is a very large initiative, but once complete, will further the strategic priority, to innovate through technology .



Station Check is a vehicle, inspection, maintenance, and equipment inventory program that has been in development for the past year. It is accessed through the tablets to conduct daily vehicle inspections, and equipment inventories. If deficiencies, or missing equipment is noted, the program keeps a record, and can notify other staff for follow up or repair, such as fleet services. The program has a reporting feature that enables management to see what is being checked, the deficiencies, and trends that would not otherwise be obvious. The goal is to have all BFES fleet vehicles loaded into the program, and eventually all BFES equipment.

Technology and innovation will be an ongoing priority for Barrie Fire and Emergency Service. BFES will continue to work with the technology and innovation committee to enhance our department's ability to leverage technology in innovative and efficient ways.



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## CHALLENGES AND OPPORTUNITIES

This past year saw many new improvements and 2018 is another opportunity to improve our fire service. 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 carbon monoxide alarms. In addition to our after the fire blitz BFES will be launching our new proactive smoke and carbon monoxide alarm program. Leveraging GIS and incident data to prioritize our program, Operations staff will be conducting an audit of the smoke and carbon monoxide alarms in residential homes. Operations crews will provide homeowners with information and guidance on how they can to bring their residence into compliance.

Efforts will focus on improving 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.

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## 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.

Land acquisition for Station 6 to serve the annexed lands in the City's south east is planned for 2018. Preliminary design work and partnership opportunities with our service partners is ongoing. A tentative opening is scheduled for 2021 dependent of city growth and business planning,

Major renovations are planned for Stations 3 and 4. Design work will start on interior renovations for both stations this year with the work scheduled for completion in 2019. A station feasibility is being completed at Station 2 to assess the short and long term options for this facility.

BFES is a partner in the new Barrie-Simcoe Emergency Services Campus currently under construction with a planned occupancy in 2020. Planning and construction is underway for a primary and back up emergency communication with Barrie City Police.

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 by engaging operations staff.

### 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 2017, 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. Enter into learning contracts with allied agencies to leverage outside resources and experience.

### 4. Demonstrating value via fiscal responsibility and leveraging stakeholder partnerships:

Expand our web-based station and apparatus inventory programs to improve efficiency and accountability.

### 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.

Explore and implement additional GIS technology to improve data collection and analysis.



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# BARRIE FIRE AND EMERGENCY SERVICE

**Telephone Number 705-728-3199**



## ***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*

