

2020



Barrie Fire and Emergency Service

Annual Report

PREVENTION | DETECTION | ESCAPE

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2020 Highlights



Dispatched over
21,250
emergency incidents for
20 Municipalities



Responded to
7,453
emergency
incidents



Completed
3,553
fire
inspections



Emergency
Communications Centre
achieved the NFPA
call processing time for
98%
of emergency incidents



Less than **6** minutes

travel time in
90%
of incidents



Reviewed
526
building
permits



Conducted
21
fire investigations



Message from the Mayor

On behalf of Council and the Barrie community, I congratulate Barrie Fire and Emergency Service (BFES) on its tireless work protecting our community, particularly during these exceptional times, as the world is confronted with a global pandemic.

COVID has impacted every aspect of our daily lives and presented new challenges to delivering emergency services in our community. Despite these challenges, Barrie Fire and Emergency Service continues to display professionalism, courage and resilience in serving our community.

Fire Services contribute to our city in so many ways; called upon to support residents as well as other community services, all working together to support the safety and wellbeing of our citizens. We are fortunate to have such a strong service of dedicated individuals who we rely upon to put their lives on the line every day to protect our families, our neighbourhoods, and our businesses.

On behalf of Barrie City Council and a very grateful community, thank you for your dedication and service.

Mayor Jeff Lehman



Message from the Fire Chief

On behalf of Barrie Fire and Emergency Service, I am proud to present our 2020 Annual Report. Each day our dedicated team of fire service professionals delivers exceptional fire protection services to our growing and evolving community at the Council-mandated level of service our residents deserve.

BFES is an open and transparent organization committed to making evidence-based decisions supported by the collection and analysis of local data and information. Embracing a philosophy of continuous improvement, our team is committed to building on our successes by looking for opportunities to further enhance the service we provide to our community.

This report highlights the tremendous work of our staff and provides a comprehensive analysis of the professional services we provide to our residents. In addition, a thorough and detailed overview of our operations and proactive fire protection model are provided.

In 2020, our dedicated team of fire service professionals overcame the new challenge of delivering fire protection during a global pandemic. The global COVID-19 virus impacted every aspect of our operations as we navigated through the evolving pandemic. Ensuring the safety of our BFES team and community required us to amend our traditional service delivery approach to adapt to this new public hazard. Learning to manage the pandemic has built new strengths and organizational resiliency across our service.

I want to personally acknowledge every member of our team for their competent and compassionate service to the City of Barrie. Together we will continue to build on our knowledge and experience, rise above challenges, and provide exceptional public safety and customer service to our community.

Fire Chief Cory Mainprize

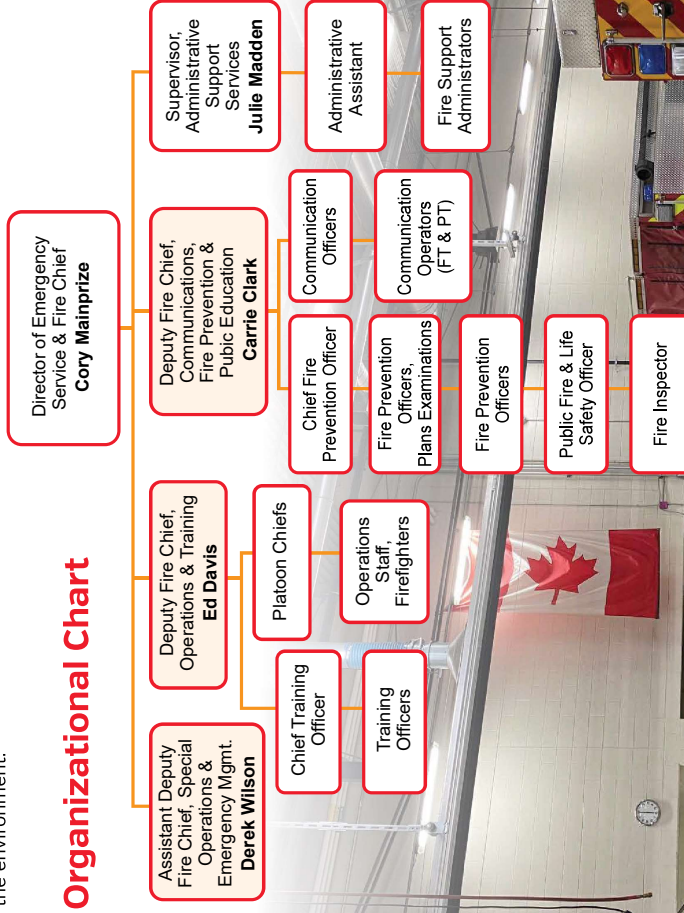
Vision, Mission, Values

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

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

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

Organizational Chart



Barrie Fire and Emergency Service Profile



Fire & Emergency Administration

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

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



Operations & Training

This branch is responsible for developing, implementing, and delivering training as well as providing an all hazard response to incidents across our unique and demanding city. Through training we achieve and maintain the highest performance standards and deliver diverse programming for new recruits and professional development for existing staff. This ensures crews respond to and mitigate emergencies that include fires, hazardous materials, medical emergencies, and technical rescues including rope rescue, confined space rescue, ice and water rescue, trench rescue and automobile extrication.



Communications & Business Services

This Branch dispatched over 21,250 emergency calls. Communications members are responsible for 24/7 emergency call taking and dispatching for 20 Fire Departments in Simcoe County and surrounding area. The Branch is comprised of 13 full time and 4 part time members who 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 resources during an emergency. There are 53 fire stations within the dispatch area consisting of full time, composite and volunteer fire services.



Fire Prevention & Public Education

This team strives to educate individuals, groups, classes, workers and stakeholders on the benefits and requirements of fire safety and fire code enforcement at home, work, school and play.

Public Education is critical to ensure that everyone knows their fire safety responsibilities in their homes, workplaces and schools. Age-appropriate skills are woven into play and fun tasks to teach lessons that will save lives. It is never too early or late to prioritize and create an action plan for our residents.

Fire Prevention staff inspect on a legislated, request or complaint basis to ensure buildings are following the Fire Code. These include all Long-Term Care and Retirement and Group Homes. Mandatory drills ensure site staff can evacuate clients in a real emergency.

Fire Prevention Officers are also Building Code Inspectors for fire and life safety systems. From the beginning of site plans, plans of subdivision all the way through plans examination of building site permits and signoffs at completion, our staff are included in decisions on structures that will last our lifetime and beyond. Three Fire Prevention Officers are also qualified as Fire Investigators for origin and cause of fires.

Fire Calls and Staff Hours 2020	# of Calls	Hours
Burning Controlled	263	410
Pre-Fire Conditions - No Fire	132	545
Public Hazard	522	1,376
Property Fires/Explosions	158	1,398
Rescue	611	2,590
Automatic Alarm Activation	730	2,998
Medical Incidents	5,556	7,734
Other	265	497
Total	8,237	17,548

Snapshot of Calls Received for the City of Barrie

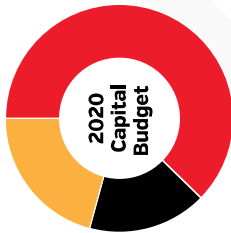


Highlights of Activities



Financial Overview

The 2020 Barrie Fire and Emergency Service (BFES) net operating budget was **\$27,019,779.00**. BFES receives approximately **\$1,285,653.00** in revenue.



The 2020 Barrie Fire and Emergency Service Capital Budget was **\$4,428,970.00**.

Fire Prevention and Public Education Activities



Engaging Our Community

Barrie Fire & Emergency Service focuses on community risk reduction through public education, fire safety standards and enforcement.

4,321 followers



6,440 followers



Fire Inspections by Facility

Residential
1,594

*Assemblies
456

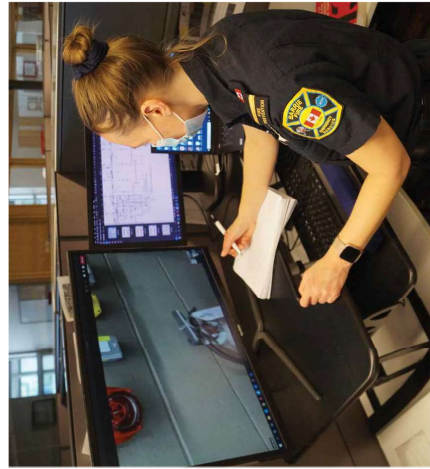
Merchants
426

Institutional
366

Industrial
336

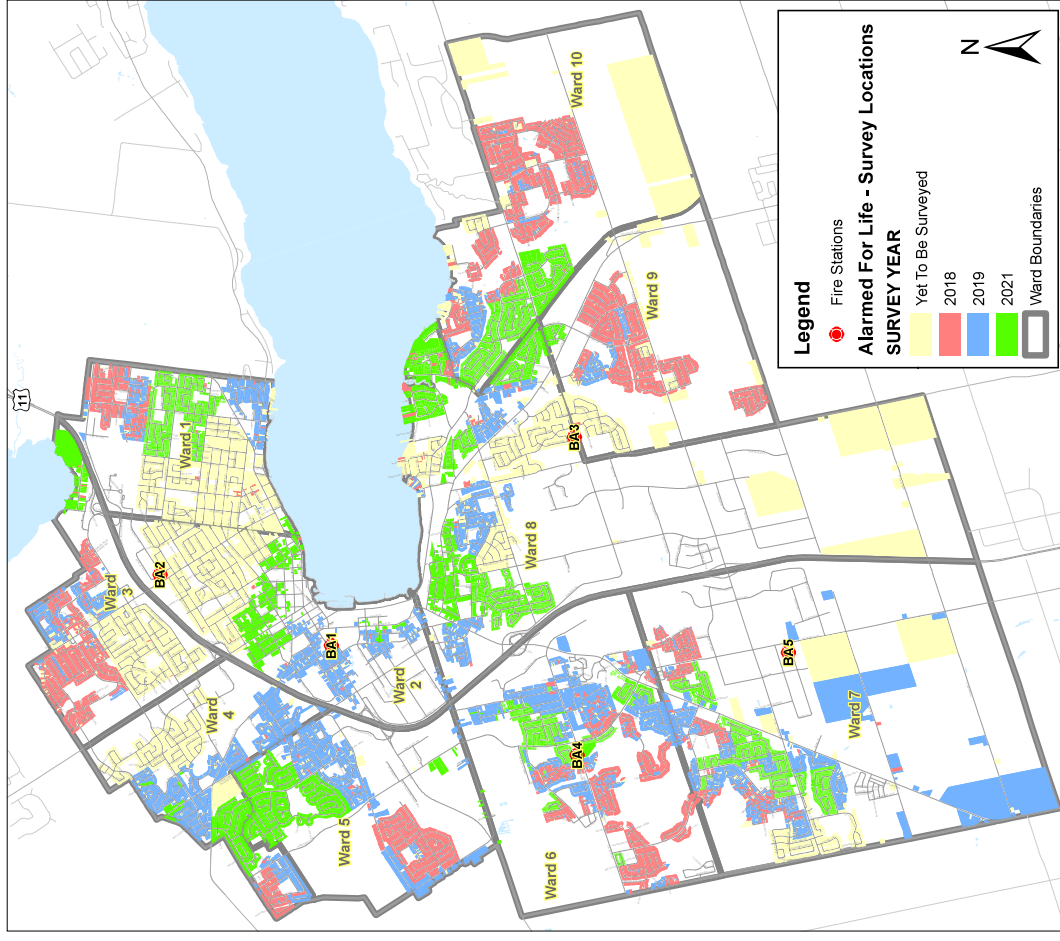
Business Services
375

*Assemblies in this context means facilities where people commonly gather and assemble, and are not included in the other categories (i.e. churches, recreation centres, etc.)

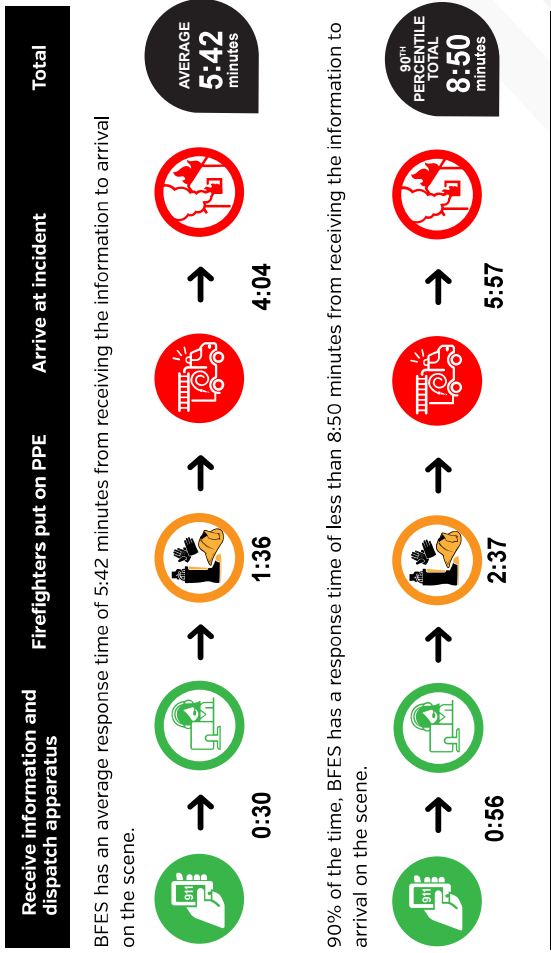


Alarmed For Life

The following map indicates where Barrie fire crews went door-to-door ensuring homes have working smoke and carbon monoxide alarms for 2018, 2019, and will go in 2021. Note, data for 2020 is not available due to COVID-19.



Fire Incidents Response Times

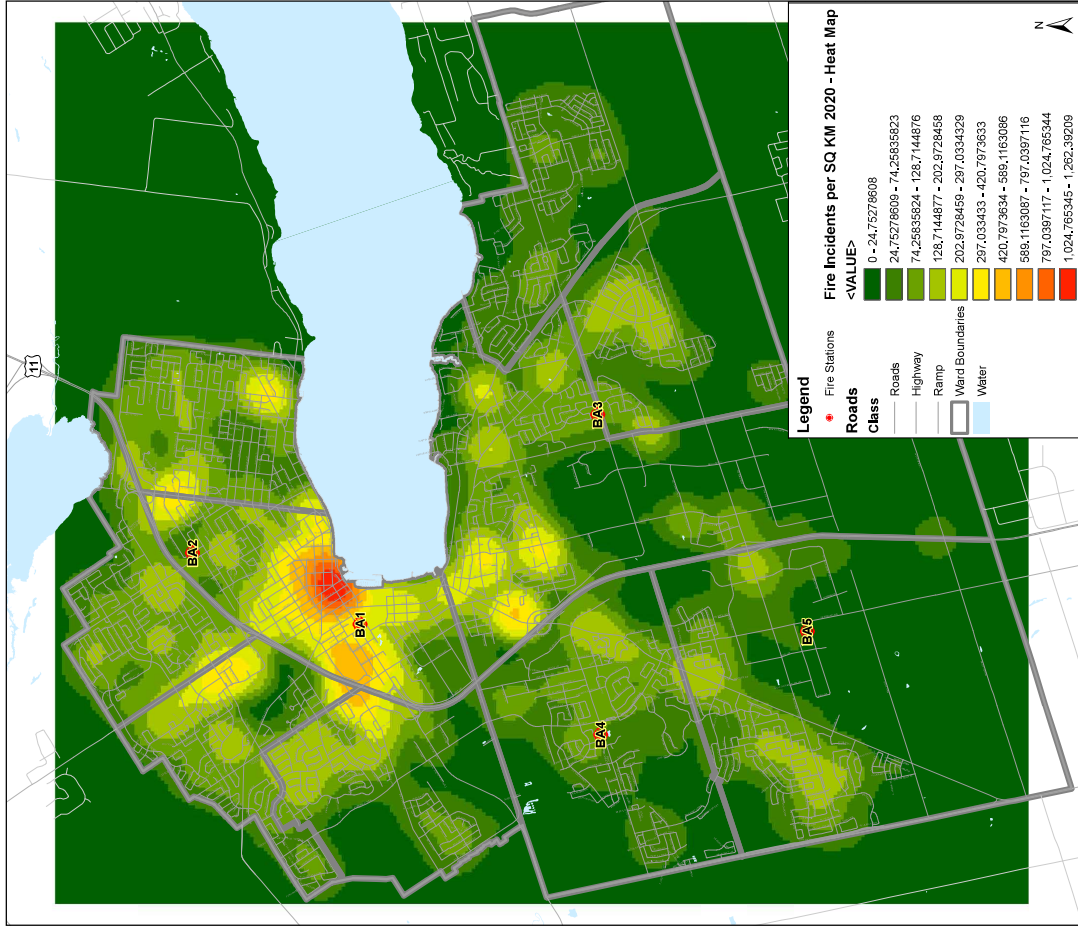


Emergency Incidents 2015-2020



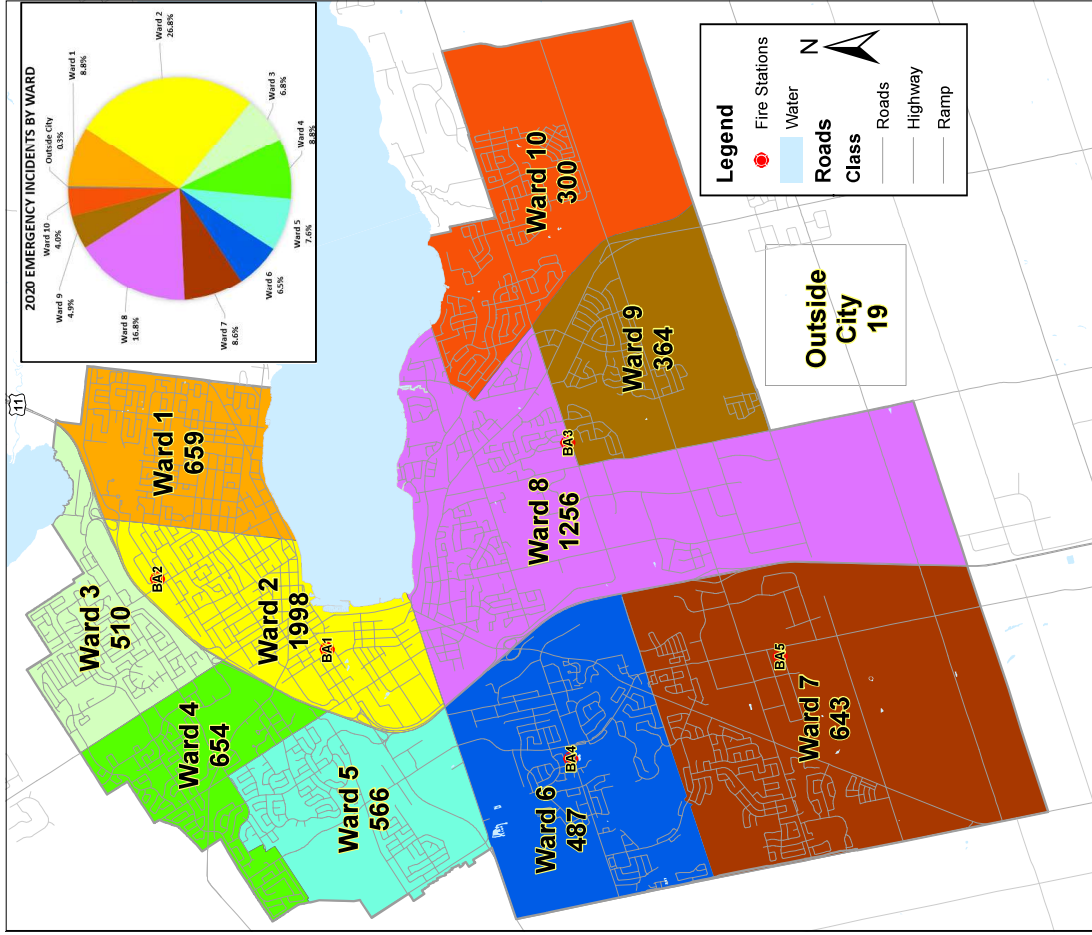
Heat Map

The following map demonstrates the areas of higher incident frequency based on call volume for 2020.



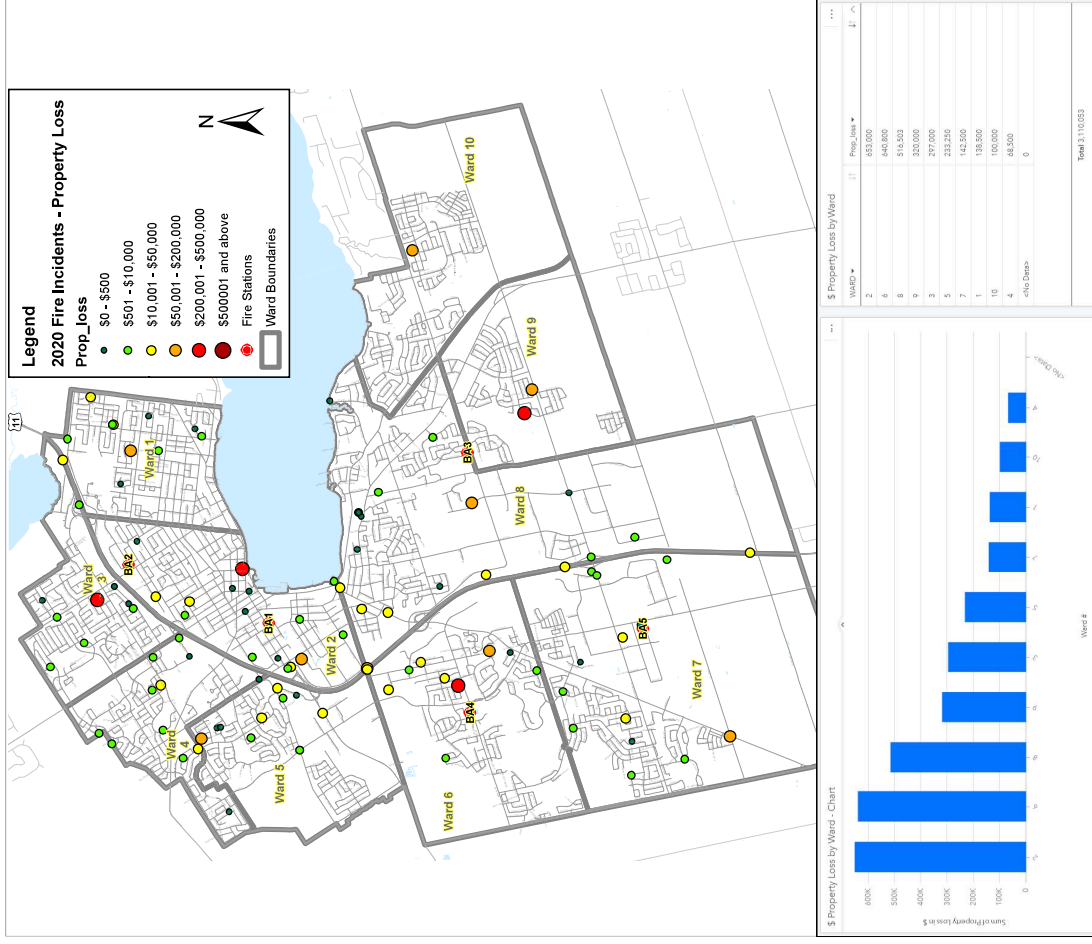
Emergency Incident Locations

The following map indicates the number of emergency incidents by ward for 2020.



Dollar Loss Amount

The following map indicates the dollar loss amount occurring per emergency incident in 2020.



Looking Forward

BFES is committed to being a data driven, outcome based, strategic, well organized, properly resourced and modern fire service that supports an inclusive and diverse workplace. Each branch has key priority areas moving forward through 2021 to ensure we meet the expectations of our growing community.

Administration

- Implement a long-term Mental Health and Wellness Program that proactively supports every employee by providing direct access to an in-house mental health professional annually for an assessment and follow-up.
- Procure a single platform records management system that provides integrated analytics for all operations.
- Continued long range succession planning to meet the future needs of a growing community.

Fire Prevention and Public Education

- Complete a city-wide comprehensive Community Risk Assessment.
- Deliver risk based public education programming.
- Develop and support Operations-led public education and fire safety inspections.

Operations and Training

- Implement long range fleet replacement and standardization program.
- Expansion of fire training facility to include structural firefighting and technical rescue training props.
- Complete Crew Fire Safety Assessment program, and Door to Door residential Smoke Alarm and Public Education programs.

Communications

- Utilizing of current Communications resources to expand partnership opportunities with other municipalities.
- Procure a vendor to oversee and deliver the Next Generation 911 services to the City of Barrie.
- Expanded incident dashboards to provide real time detailed analytics for all emergency incidents.

Emergency Preparedness

- Review and update Emergency Plan with a focus on business continuity during a pandemic.



Staff Recognition

Retirements

Philip Mezzatesta	March 2020
Gordon Beilby	May 2020
Nancy Archer	June 2020
Mick Caldwell	August 2020
Darcy Nicholson	October 2020
Tony Weir	October 2020
Susan Dawson	November 2020
Brad Conrad	December 2020



Promotions

Edward Davis	Deputy Chief, Operations & Training
Carrie Clark	Deputy Chief, Communications, Education & Prevention
Dave Hendriks	Chief Training Officer
Kevin White	Platoon Chief
Curtis Gray	Platoon Chief
Jeff Noble	Acting Platoon Chief
Kevin Grimoldby	Acting Training Officer
Andrew Venables	Captain
Jeff Van Daalen	Captain
Ryan Frechette	Acting Captain
Doreen Murphy	Fire Prevention Officer
Joan Farrow	Acting Communications Officer
Brie Anne Kinrade	Acting Communications Officer
Justin Gilbert	Communications Operator Full-time
Melissa Deneau	Communications Operator Full-time
Tracey Hyder	Communications Operator Permanent
Virginia Fyfe-Munroe	Communications Operator Permanent

New Hires

Derek Wilson	ADC Special Operations & Emergency Management
Julie Madden	Supervisor, Administrative Support Services
Kate Schramm	Fire Prevention Officer Plans Examiner



Notes





Barrie Fire and Emergency Service

155 Dunlop Street W, Barrie, ON L4N 6N9
705-728-3199

 @BarrieFireService

 @Barrie_Fire

barrie.ca/BFES

Some pictures included in this report were captured before the COVID-19 pandemic.