

# STAFF REPORT



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TO Operations, Transit & Emergency Services Committee

SERVICE AREA Operations, Transit & Emergency Services

DATE April 8, 2014

**SUBJECT 2013 Emergency Services Annual Report**

REPORT NUMBER OTES041409

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## EXECUTIVE SUMMARY

### PURPOSE OF REPORT

This purpose of this report is to provide information related to responsibilities, scope and accomplishments of the Emergency Services department. Illustrating performance through reporting on key performance indicators, supporting the areas of financial performance, customer service, internal processes and organizational capacity.

### KEY FINDINGS

This is the third annual report of Emergency Services, in this format. This report provides the Committee with information related to budget performance, a dashboard and scorecard reporting on key performance indicators, supporting areas of financial performance, customer service, internal processes and organizational capacity.

The format of the report was changed to provide a better flow of report information, increased focus on key performance indicators and less focus on statistical data.

Emergency Services 2013 budget performance is continuing to trend towards target.

Call volumes for both Guelph Wellington Emergency Medical Services (GWEMS) and Guelph Fire are increasing year over year.

2013 saw many accomplishments in the Emergency Services area, including new equipment, response time standards and accreditation, all with the aim of continuous improvement to the provision of emergency service to the community.

### FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

### ACTION REQUIRED

Operations, Transit and Emergency Services Committee to receive.

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## RECOMMENDATION

That the 2013 Emergency Services Annual Report, OTES041409, dated April 8, 2014 be received.

## BACKGROUND

This is the third annual report of Emergency Services, in this format, and has been prepared based upon the organizational structure in place during 2013.

The 2013 annual report tells the story of the Emergency Services department.

This report provides information related to responsibilities, scope and accomplishments of the department. This report also illustrates performance through dashboard and scorecard reporting on key performance indicators, supporting areas of financial performance, customer service, internal processes and organizational capacity.

## GLOSSARY OF TERMS

Term	Definition
Key Performance Indicator (KPI)	A measurement of the degree or status of progress towards goals and objectives. A measurement that can be impacted by management activities.
Statistic	A measurement that provides information on trends or events. Management activities often have minimal impact on statistics, such as number of customer calls or quantity of visits. Statistics inform activity that can impact the key performance indicators.
Dashboard	Provides a snapshot of performance of key performance indicators to the goals/targets. Usually linked to the strategic directions.
Scorecard	A performance management tool that provides more detail measurement information, including trends and initiatives.

## REPORT

Guelph Emergency Services are essential services that include emergency planning, the Guelph Fire Department and Guelph-Wellington Emergency Medical Service (GWEMS). Our members are dedicated to protecting life and property in our community, in a manner that strives to be efficient and respectful to the impact our activities have on the natural environment.

In 2013 the Emergency Services Department was comprised of three operational Divisions: Guelph Wellington Emergency Medical Services, Emergency Preparedness

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and Administration and the Guelph Fire Department. Overall, the department is responsible for the following services:

- Guelph-Wellington Emergency Medical Services
  - Serving 230,000 residents over more than 2,600 square kilometres of area
- Emergency Preparedness & Administration
  - Disasters come in many forms. The City has an Emergency Plan which has been formally adopted by Guelph City Council. Its emergency planning plan is overseen by the Emergency Operations Control Group
  - Ongoing refinement and development of the Emergency Plan
  - Guelph Fire Department (administration)
    - Dispatch, communications, contract management, accreditation administration
- Guelph Fire Department (operations)
  - Guelph Fire Department
    - Fire suppression, prevention, inspection and training, as well as equipment, vehicle and fire hall maintenance.
  - Guelph-Eramosa Fire Department
    - Contracted Fire suppression, prevention, inspection and training, as well as equipment, vehicle and fire hall maintenance.

In 2013 there were many accomplishments achieved including;

- Responded to more than 18,000 emergency medical calls and more than 6,000 fire response calls.
- Opened an Emergency Medical Response Station in Hillsburgh to provide improved service to the surrounding areas
- Established response time targets based on the Canadian Triage and Acuity Scale (CTAS Level)
- Obtain and implemented a state of the art aerial truck with accessibility features to better service the community and those with disabilities

The annual report, attached, provides an overview of performance, highlights more of the achievements from 2013, and defines some of the goals for 2014.

As with previous reports, Committee members are encouraged to convey opinions on the value of the report content, in order to improve on the format going forward.

## **FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report.

## **CORPORATE STRATEGIC PLAN**

2.3 Provide accountability, transparency and engagement

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## DEPARTMENTAL CONSULTATION

Emergency Services

## COMMUNICATIONS

None

## ATTACHMENTS

ATT-1 Emergency Services Annual Report

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