

Fire-Rescue Annual Report – 2021

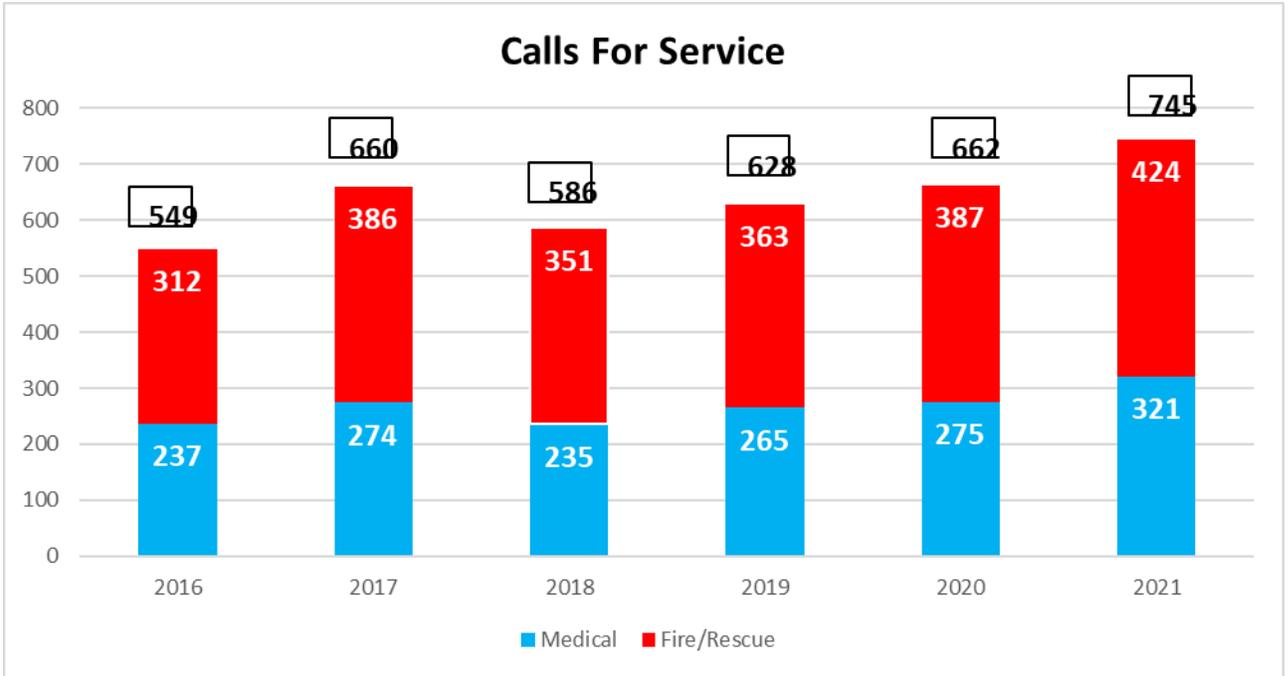
Highlights

- Peak Staffing
 - Started on March 1 and ran until Oct. 31
 - Significant improvement in service delivery. While in peak staffing, response times were at or below a 10-minute response time at the 90th percentile within the developed municipal areas.
- Rescue Truck
 - Council approved rescue truck replacement project is complete. The truck was received the first week of December and will be ready to be brought into rotation in February.
- Paid Response Firefighters
 - Intake of eight new Paid Response firefighters – boot camp started at the end of April and all eight are full probationary members of Canmore Fire-Rescue Service (CFRS).
- Promotions
 - Through internal promotions, four longer term paid responders (those called in as needed) were moved into the Casual Firefighter (those are called in as needed AND can fill shifts during peak staffing and when full time staff are away) group to meet peak staffing obligations.
 - Several firefighters have completed fire leadership courses and designations
 - Four members from the Paid Response group successfully completed their NFPA 1001 Firefighter Qualifications as part of their longer-term goals with CFRS.
- Training
 - In-person training nights have resumed with all safety protocols in place.
 - Online learning continues to allow for many firefighters to obtain new certifications that enhance the service we deliver.
- Capital Projects
 - Implementation of the new self-contained breathing apparatus was completed including orientation and training cycles.
 - Continued to work closely with the Facilities department on the development of the new Fire Hall.
- Fire Prevention and Education
 - Recruitment continues for a Fire Prevention Officer position
 - Fire Prevention week and community outreach continued in a hybrid model with COVID-19 protocols in place.

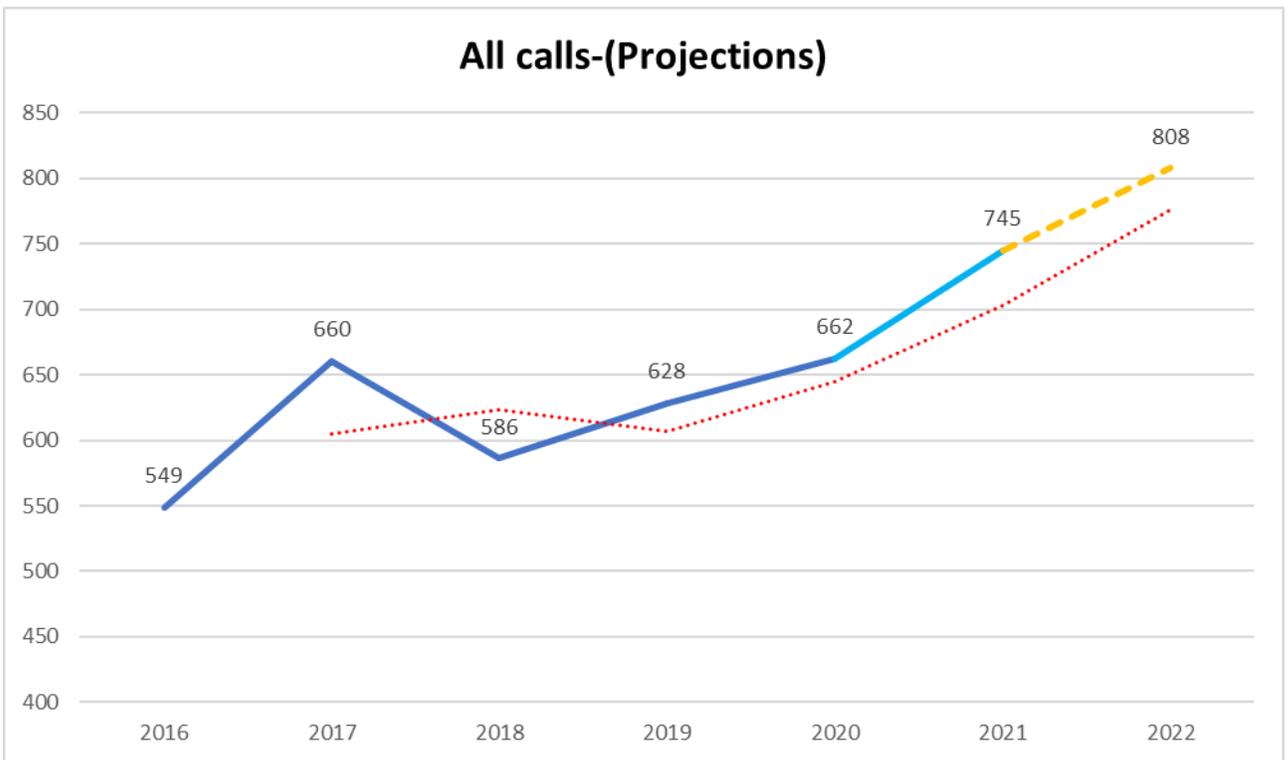
- **Emergency Management**
 - Contractor was selected to develop the Regional Emergency Management Plan for the Towns of Banff and Canmore.
 - Dead Man's Flats wildfire provided an opportunity to work with our agency partners in Alberta Agriculture, Forestry and Rural Economic Development.
 - Fire Smart Home Assessments continued.
 - FRIAA Fire Smart Grant Program
 - 2021 program – Awarded funding to host an emergency management full-scale field exercise next spring.
 - 2020 program – Emergency Management exercise to test the Municipal Emergency Management Plan, Evacuation Plan and Structure Protection Plan.
- **Call for Service.** CFRS continues to respond to an increasing number of calls for service, including medical first response with an increase of on-scene first times. See charts below for detailed statistics.

Emergency Calls for Service

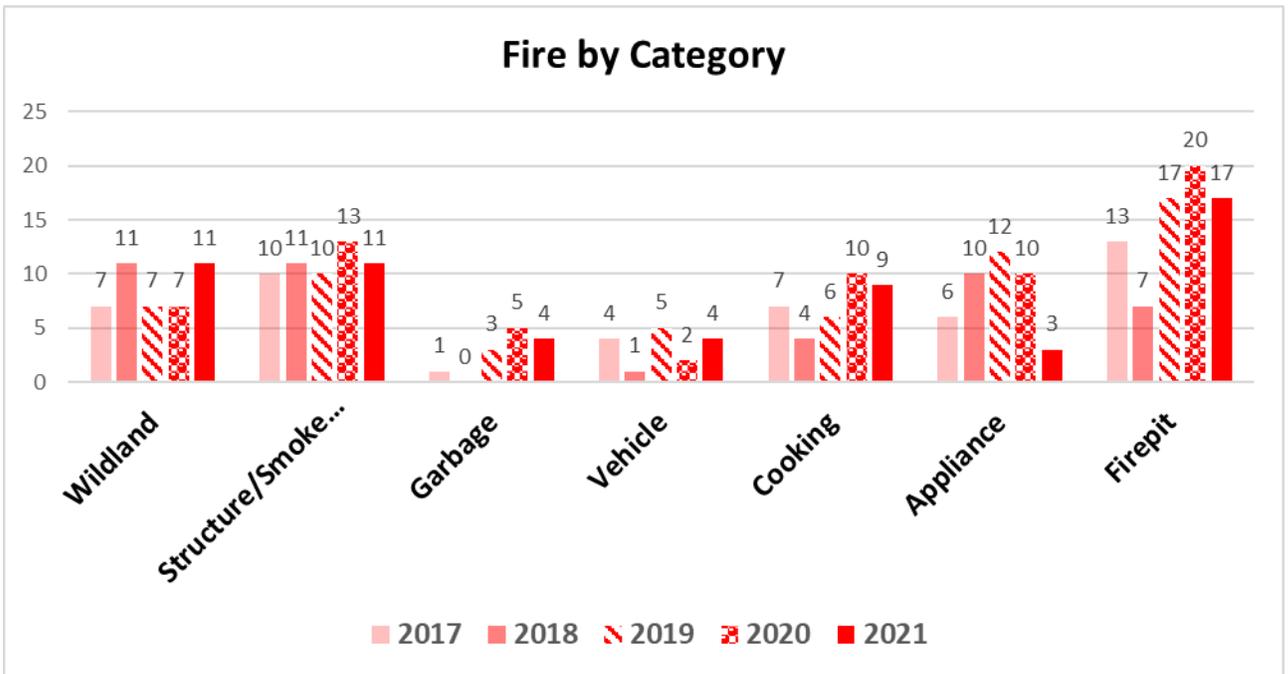
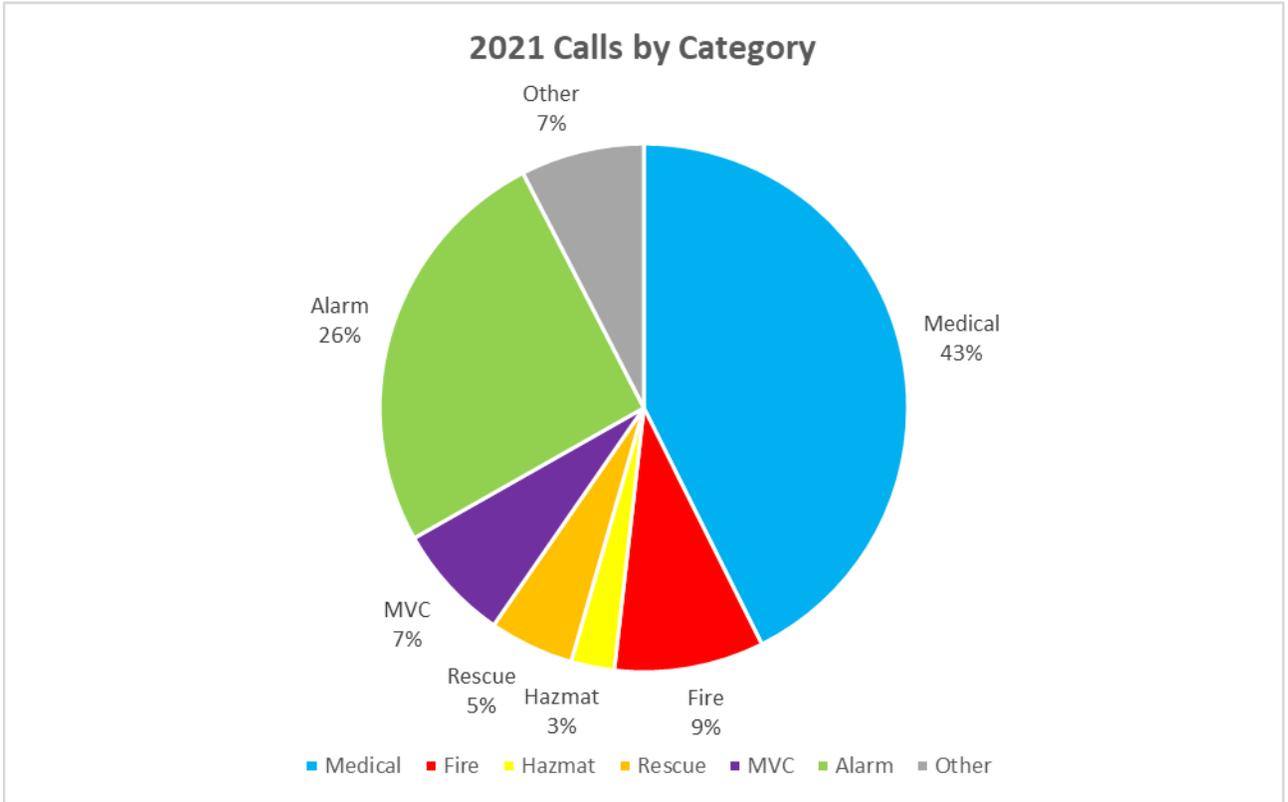
- Every medical event that CFRS is dispatched to is a Delta or Echo event, meaning that life or health safety is at risk. We are not dispatched to nonlife threatening medical calls.
- The department was Advanced Life Support (ALS) capable approximately 80% of the time in 2021. This means we had a fire fighter who is trained to provide advanced medical interventions on the fire truck when it arrived on a medical call.
- CFRS provided critical Advanced Life Support intervention services 17 times in 2021 and Basic Life Support (BLS) 199 times in 2021. All fire fighters are able to provide BLS service. ALS service is provided by staff who were part of CFRS before we divested from providing EMS. The staff had the training and credentials to provide ALS and have maintained them to be able to provide an ALS capable service.
- When responding to medical calls, CFRS was on scene first approximately 65% of the time. Slight variances in reporting are due to the methods in which on scene times are captured.
- When Canmore Fire-Rescue was on scene first, it was by an average of 7:02 minutes.

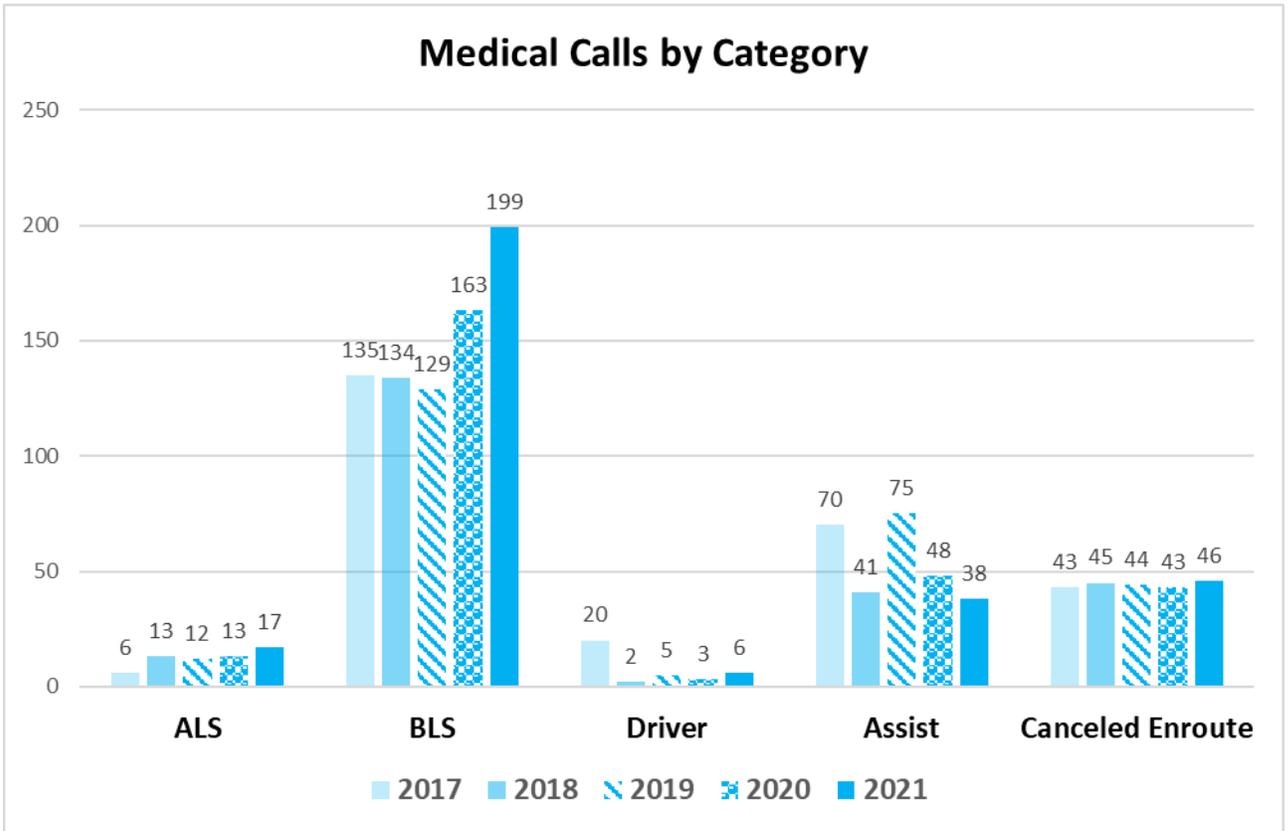


- 2021 total call volume increased from 2020 by **12.5%**
- Medical event volumes are trending upwards year over year

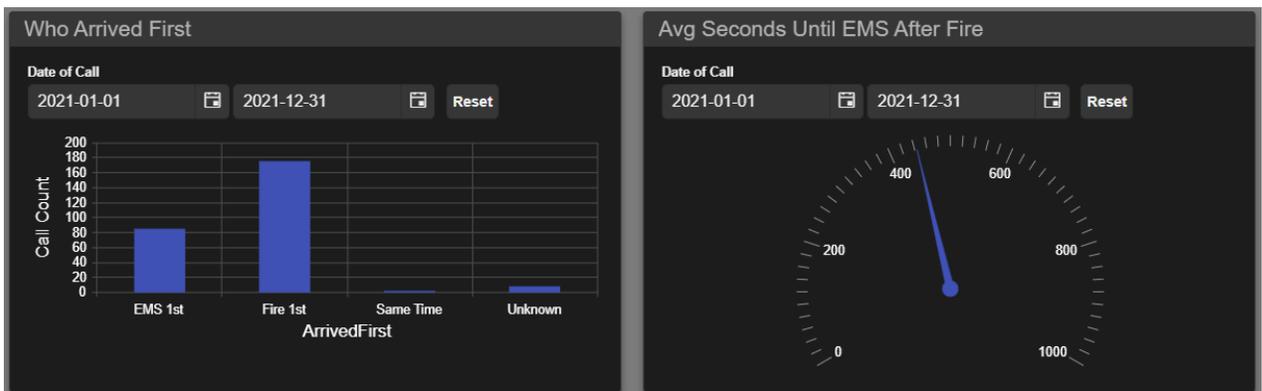


Medical Fire/Rescue Yellow = 2021 and 2022 projection





As mentioned above, all calls shown here are either Delta or Echo, meaning they are life threatening. CFRS provides ALS on 17 Delta or Echo calls, BLS on 199 Delta or Echo calls, drove the ambulance to the hospital so that EMS paramedics could provide patient care on 6 Delta or Echo calls, provided assistance with moving patients on 38 Delta or Echo calls, and had 38 requests for support with Delta or Echo calls and were cancelled enroute 46 times.



The chart above shows the number of times Fire arrived at a medical response prior to EMS as well as the average length of time fire was on scene first.