



Corporate Report

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BUDGET COMMITTEE
JUN 16 2009

DATE: June 10, 2009

TO: Chair and Members of Budget Committee
Meeting Date: June 16, 2009

FROM: Paul A. Mitcham, P.Eng., MBA
Commissioner of Community Services

SUBJECT: **Mississauga Fire & Emergency Services Response Times and Truck Staffing**

RECOMMENDATION: That the report dated June 10, 2009 from the Commissioner of Community Services regarding Mississauga Fire and Emergency Services Response Times and Truck Staffing be received for information.

BACKGROUND: As part of the June 9, 2009 Budget Committee meeting, it was requested that Fire and Emergency Services staff report back to the members of the Budget Committee on the matter of Emergency Response Times and Vehicle Staffing.

COMMENTS: **Emergency Response Times**

In order to respond effectively to increasing call volumes, MFES attempts to achieve the following Council targets.

"75- 90- 90" - The first truck to arrive within 4 minutes of travel time 75% of the time, the second truck to arrive within 6 minutes travel time 90% of the time and the third truck to arrive within 8 minutes 90% of the time.

As detailed in Appendix 1, the department is observing a gradual increase in the total number of incidents on an annual basis and a decline in the ability to meet both first and second truck travel time targets.

There are a number of reasons for this trend. As the City has seen significant growth in the last 10 years, MFES has experienced increased call volumes and subsequently increased traffic congestion as well as significant changes in building stock and density within specific areas in the City. As part of the ongoing operations of the department, a number of measures are currently being utilized to attempt to mitigate these issues as follows.

Traffic Light Pre-Emption

- At the present time MFES is using an emitter system.
- Over 600 traffic lights are now able to be controlled by emitters on the fire trucks.
- This allows vehicles to change the cycle of traffic lights so for responding apparatus
- Yearly, there are more traffic lights added to this program.

Automated Vehicle Locators

- Automatic Vehicle Locators (GPS) is actively being pursued by MFES in order to assist our CAD system to select the closet available fire apparatus to respond to an incident
- This may not be the vehicle that is in the first response area
- It is expected that this should decrease our vehicle response times by an estimated 4%
- This program should be operational within three to six months.

GIS Mapping

- This is being modified in order to assist in identifying hydrants and to better reflect numbering of townhouse complex units and municipal building stock.

While the monitoring of these statistics is ongoing, measures to address these factors will be identified as part of the Fire Master Plan review and update which is currently underway. Recommendations are scheduled for early Summer 2010.

Vehicle Staffing

The ability to adequately staff all of the front line vehicles is vital in achieving both timely and effective response. While it is impossible to meet the ultimate staffing levels on all trucks, MFES attempts to ensure that every station will have at least one vehicle staffed at four at the beginning of each shift.

In the event that the department cannot meet minimum staffing on a truck, it is removed from service. While this does not occur regularly, as a result of unplanned absences it does occur from time to time. See chart below for 2008 data.

| 2008 | Scheduled Truck Shifts | Truck Shifts Staffed at 3 | No of Truck Shifts Out Of Service |
|--------------|------------------------|---------------------------|-----------------------------------|
| Q1 | 2730 | 65 | 0 |
| Q2 | 2730 | 207 | 8 |
| Q3 | 2760 | 624 | 31 |
| Q4 | 2640 | 352 | 10 |
| Total | 10,860 | 1248 | 49 |
| % | | 11.49% | 0.45% |

FINANCIAL IMPACT: Not Applicable

CONCLUSION: It is important to note that although our travel times have increased we are still very successful in depth of response for major incidents. We have identified areas of concern and are actively working to improve these through technology as well as our Fire Master Plan which is currently underway.

ATTACHMENTS: Appendix 1: Mississauga Fire and Emergency Services 2008 Operations Summary



Paul A. Mitcham, P. Eng., MBA
Commissioner of Community Services

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