



INFORMATION REPORT

TO:	Chairs and Members Healthy and Safe Communities Committee
COMMITTEE DATE:	March 26, 2018
SUBJECT/REPORT NO:	Hamilton Fire Department 2017 Annual Report (HSC18006) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	John Verbeek (905) 546-2424 Ext. 7120
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SIGNATURE:	

Council Direction:

Not Applicable

Information:

The Hamilton Fire Department's 2017 Annual Report (attached as Appendix A to Report HSC18006) will provide an overview relative to the delivery of fire protection services in the City of Hamilton, along with statistical data outlining many performance outcomes.

Some notable statistics/performance measures included in the Annual Report are as follows:

- Hamilton firefighters responded to 31,615 incidents in 2017, an increase of 4.8% from 2016. Many incidents involve more than one piece of apparatus resulting in 39,758 apparatus responses.
- There were 272 structure fires in Hamilton in 2017, a decrease of 7.3% from 2016.
- There were 6 fire fatalities in 2017 a decrease of 45% from 2016.
- The number one cause of residential structure fires was unattended cooking followed by careless smoking.
- 54.4% of homes were found to have smoke alarms installed in compliance with the Ontario Fire Code. This is an increase of 6.4% from 2016.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

- The Hamilton Fire Department was the first City Department to share their performance and service information data on the City of Hamilton's Citizen Dashboard.
- In response to the tragedies that occurred in 2016, a new Home Fire Safety Education Program was initiated in May 2017. Hamilton firefighters have knocked on the doors of 11,713 homes and installed 1,351 smoke alarms while replacing 273 batteries. Contact was made with 8,526 citizens to discuss home fire safety.
- The Fire Prevention Division handled 2,874 inspection requests including complaints, licences and paid inspections. There has been a steady increase in inspection requests of 7.7% in the past four years.
- Hamilton Fire Department personnel interacted with approximately 62,338 citizens at many community events to discuss fire safety. This is an increase of 14% from 2016.
- Through the preparation and implementation of a comprehensive training syllabus for personnel, 143,438 hours of training was completed on a wide variety of subjects within the career and volunteer divisions of the Department. This is an increase in training hours of 31.7% from 2016.
- Emergency Management staff conducted 9 emergency exercises in 2017 with approximately 260 participants (a 30% increase from 2016) and 11 training sessions in 2017 involving approximately 500 persons (a 25% increase from 2016), all in an effort to ensure that the City of Hamilton is well prepared to respond to an emergency.

The Hamilton Fire Department recognizes the importance of reliable and valid data in the delivery of services in the City of Hamilton. Utilizing accurate data allows the Hamilton Fire Department to confidently make evidence based decisions regarding policies and delivery of services that directly affect the safety of our citizens.

Moving forward, the Hamilton Fire Department remains committed to finding ways to continually improve. The focus is to gain a better understanding of the level of risk and needs to the City so that we can optimize the utilization of our resources while delivering the required level of service.

APPENDICES AND SCHEDULES ATTACHED

Appendix A to Report HSC18006: 2017 Hamilton Fire Department Annual Report