

Committee of the Whole Report

DATE: Tuesday, June 04, 2019

WARD(S): ALL

TITLE: 2018 VAUGHAN FIRE AND RESCUE ANNUAL REPORT

FROM:

Mary Reali, Deputy City Manager, Community Services

ACTION: FOR INFORMATION

Purpose

The 2018 Vaughan Fire & Rescue Service (VFRS) Annual Report highlights the ongoing efforts to increase fire safety and fire prevention through education and prevention mechanisms, in addition to our performance as it relates to providing a high quality, efficient and effective emergency response service such that life safety outcomes are improved. The report outlines our critical initiatives which were vital in achieving strategic objectives, overcoming challenges, capitalizing on opportunities and ensuring our service is continuously evolving and enhancing our ability to serve and protect our citizens.

Report Highlights

- Provides a summary of the key activities and initiatives within the fire prevention/public education, operations, mechanical, training, and communications divisions.
- Outlines the service priorities which ensures efficient and effective fire service for those who work, live, play and learn in the City of Vaughan.
- Presents benchmarking information and performance metrics to ensure the delivery of service is aligned with customer service excellence.
- Communicates and demonstrates that VFRS is a pro-active leader in the value-added delivery of fire prevention, protection and emergency services; meeting the current and evolving diverse needs of our City.

Recommendations

1. That this report regarding the Vaughan Fire & Rescue Service 2018 Annual Report be received for information.

Background

An annual report ensures transparency in operational performance, builds public awareness and ensures continuous improvement. The annual report highlights the programs, initiatives, challenges and achievements for the past year. It recognizes all the members of the VFRS team; firefighters, fire prevention inspectors/investigators, communications officers, training officers, mechanics and clerks; for the vital role they play in keeping our community safe.

This annual report demonstrates we are continuously evolving and improving as a fire service, and we utilize data which is gathered and analyzed to help inform future decision-making in terms of programs, initiatives and service delivery.

Previous Reports/Authority

All previous annual reports can be found on the City of Vaughan website at:

https://www.vaughan.ca/services/residentialfire/fire_and_rescue/annualreports/pages/default.aspx

Analysis and Options

This report supports the 2018-2022 Term of Council Service Excellence Strategic Plan; as we move forward on our journey of Service Excellence, and deliver on Council approved city-building initiatives including:

Safe, Active and Diverse Communities

- Enhance community well being
- Maintain safety in our community

Good Governance

- Ensure transparency and accountability

Citizen Experience

- Commitment to Citizen Services

Operational Performance

- Leverage data driven decision making processes
- Promote innovative and continuous improvement

Staff Engagement

- Empower staff

Financial Impact

The content of the 2018 annual report was drafted by various members of VFRS, and the design/layout was completed with thanks to the Corporate Communications team. With a commitment to environmental stewardship, VFRS will be printing only a limited number of copies of the annual report, and will encourage staff, stakeholders and members of the public to view the report online.

Broader Regional Impacts/Considerations

The VFRS Annual Report has no regional implications.

Conclusion

The Annual Report compliments our other communications strategies, such as social media (Facebook, Instagram, and Twitter), Quarterly Newsletters (staff), departmental website, public information brochures/postcards, public education events and information sessions, and overall department branding strategy.

Attachments

1. Vaughan Fire & Rescue Service 2018 Annual Report (For Mayor and Members of Council/CMT)

Prepared by

Deryn Rizzi, Fire Chief