

## Committee of the Whole (2) Report

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**DATE:** Tuesday, June 16, 2020

**WARD(S):** ALL

**TITLE: 2019 VAUGHAN FIRE AND RESCUE SERVICE ANNUAL REPORT**

**FROM:**

Mary Reali, Deputy City Manager, Community Services

**ACTION:** FOR INFORMATION

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**Purpose**

The 2019 Vaughan Fire and Rescue Service (VFRS) Annual Report [[Attachment 1](#)] highlights the ongoing efforts to maintain fire safety and fire prevention through education and prevention mechanisms, in addition to our performance as it relates to providing a 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, mitigating 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, 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 offers the delivery of fire prevention, protection and emergency services; meeting the current and evolving diverse needs of our City.

## **Recommendation**

1. That the 2019 Vaughan Fire and Rescue Service 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/residential/fire\\_and\\_rescue/annual\\_reports/Pages/default.aspx](https://www.vaughan.ca/services/residential/fire_and_rescue/annual_reports/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 innovation and continuous improvement

### **Staff Engagement**

- Empower staff

## **Financial Impact**

The content of the 2019 annual report was drafted by members of VFRS, and the

design/layout was completed with thanks to the Corporate and Strategic 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 complements our other communication 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.

### **Attachment**

1. 2019 Vaughan Fire and Rescue Service Annual Report (Mayor and Members of Council and Senior Leadership Team - Executive only)

### **Prepared by**

Deryn Rizzi, Fire Chief, Vaughan Fire and Rescue Service