

2014

**SAULT STE. MARIE
FIRE SERVICES**



ANNUAL REPORT



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SAULT STE. MARIE FIRE SERVICES 2014

SAULT STE. MARIE
FIRE SERVICES

*“Committed to the protection of Life, Property and the environment
within our community in a responsible and caring manner.”*



FIRE CHIEF'S MESSAGE



The 2014 year saw the Fire Chief, Marcel Provenzano and the Deputy Fire Chief, Frank Brescacin announce that they would be retiring in 2015. Together, they represent over 60 years of service to the City of Sault Ste. Marie and the Fire Service. A transition plan culminated in November with the naming of Mike Figliola as the new Fire Chief and Peter Johnson named as the new Deputy Fire Chief-Operations.

The Fire Service continues to evolve and the trend continues with an increase in emergency medical calls and a decrease in actual fire calls. The passage of legislation requiring carbon monoxide (CO) detectors in homes has now become establish practice and the resulting increase in false alarms due to the new technology has begun to stabilize and should begin to decline in subsequent years.

The Emergency Medical Services calls for service continues to grow by 4% per annum and represents approximately 80% of all the customer service delivered by Fire Services.

Fire Prevention and Public Education programs continue to be the most effective and efficient way of preventing and reducing fires and ensuring people are safe in their homes. The presence of smoke alarms and an escape plan are, and continue to be, by far the best method to ensure your personal safety and survivability in the event of a fire in a home.

Emergency Preparedness continues to focus on the environmental related events that are becoming increasingly prevalent due to the shifting changes to weather patterns. Maintaining a 72 hour preparedness of basic supplies and needs is the proactive approach all households are being educated to adopt year round.

The following pages will summarize the Fire Services Team, Our Services and Divisions, Key Result Areas and Statistical Data for the 2014 year.

A handwritten signature in black ink, appearing to read 'M. Figliola'.

M.R.(Mike) Figliola
Fire Chief

THE SAULT STE. MARIE FIRE SERVICES TEAM



Marcel Provenzano
Fire Chief
 (Retired)

Frank Brescacin
 Deputy Fire Chief,
 Suppression
 (Retired)

Robert Rushworth
 Manager,
 Emergency Medical
 Services

Paul Milosevich
 Assistant Chief,
 Prevention and Public
 Education

Jim St. Jules
 Assistant Chief,
 Support Services

Lauren Perry
 Coordinator, Community
 Emergency Management

Dodie Mills (retired)
Lisa McMillan (Nov 2014)
 Assistant to the Fire Chief

Jeff Bowen
 Manager, EMS Quality
 Assurance

Sault Ste. Marie Fire Services Division

Number of Personnel

| | |
|--------------------------------|----|
| Office of the Fire Chief | 4 |
| Suppression | 88 |
| Emergency Medical Services | 33 |
| Fire Prevention & Education | 6 |
| Support Services | 3 |
| Community Emergency Management | 1 |

SUPPRESSION



The Fire Suppression/Operations Division is focused on the delivery of emergency fire protection, emergency medical care and related emergencies to the residents of Sault Ste. Marie. Our goal is to deliver quick and efficient emergency service in a caring and compassionate manner. To accomplish this goal we offer the community highly trained professional firefighters and well equipped fire vehicles that respond from 4 locations within our city. In 2014 the Fire Suppression Division responded to over 2600 alarms. The types of alarms our fire service responded to are but not limited to:

MOTOR VEHICLE COLLISIONS

MOTOR VEHICLE FIRES

CARBON MONOXIDE

MEDICAL CALLS

RESIDENTIAL FIRES

COMMERCIAL FIRES

FIRES- (ARSON)

GASOLINE/OIL SPILLS

HAZARDOUS MATERIALS

NATURAL GAS LEAKS

WATER RESCUE

There were 4 significant fires in 2014. Significant fires meaning fire loss of more than \$100,000. Our primary response objectives are- preservation of **Life Safety, Fire/Incident Control and Property/Environmental conservation.**

These primary objectives coincide with our Mission Statement- “Committed to the protection of Life, Property and the Environment within our community in a responsible and caring manner” The quick actions of our emergency crews limited the damage and property loss to these incidents.

Over the course of 2014 we had “zero” fire deaths. Unfortunately, we had seven (7) Firefighters injured and ten (10) Civilian injuries. We strive to reduce the injuries to both Firefighters and Civilians. Moving forward to 2015, our goals will be “zero” injuries.

A direct result to having zero fire deaths in Sault Ste. Marie is our commitment to our In-Service Smoke Alarm Program and Fire Prevention and Education Programs in conjunction with our Fire Prevention Division. Annually in the community, the fire suppression crew’s conduct regularly scheduled visits to various residential areas. In 2014, our personnel conducted over 3700 residential visits. The program runs from May to September. Fire Suppression personnel provide the public with literature and general knowledge that applies to Home Safety. A smoke alarm check is conducted to ensure that residents are protected by working smoke alarms.

In conjunction with the Office of the Fire Marshal and Emergency Management (OFMEM) our service is in the process of adopting the National Fire Protection Association Professional Qualifications Standards. All members have filed with OFMEM for “grandfathering equivalence”. The purpose of “grandfathering” is to provide equivalence to members of the Ontario Fire Service based on the Ontario Fire Service Standards Curriculum and experience in order to establish a reasonable baseline that will allow fire personnel to continue their career path with minimal disruption to their professional development. Our personnel are seeking equivalency for NFPA Firefighter I & II,



NFPA Fire Officer I & II and NFPA Fire Instructor I & II. The deadline for the application is December 2015. Adapting to the NFPA Standards will allow our fire service to train to National Standards. This will develop continuity in training and provide access to our personnel to on line and hands on based programs.

Fire Suppression crews are required to maintain their competencies under the direction of the Deputy Fire Chief. The Deputy Fire Chief sets the parameters for the yearly training schedule. Officers and Acting Officers are accountable to deliver the subject matter. For 2014 topics that were trained on include:

HAZARDOUS MATERIALS REVIEW
ICE WATER RESCUE
PORTABLE PUMPS
FLASHOVER TRAINING
WILD LAND FIREFIGHTING
AIRPORT PROCEDURES
SWIFT WATER RESCUE
FIRST AID & CPR HCP
FIREFIGHTER- SELF SURVIVAL
DRIVER TRAINING

Over the course of 2014 suppression personnel recorded a total of 28 255 training hours. The total training hour's statistics reflects an annual average of 321 training hours per individual. The hours are accumulated by crews in formal format, group training and individual training.

During the winter of 2014 suppression personnel reviewed the theory components and performed practical ice water rescue techniques. Our twelve ice water rescue technicians provided training on shore based rescue procedures and vessel based rescue procedure. All suppression personnel are required to partake in the training.

In the spring and summer of 2014 an online training initiative took place. Crews began the IFSTA RESOURCE ONE ONLINE TRAINING. This is NFPA (National Fire Protection Association) based training. The online training provides a platform for all crews to receive training in the same format. This allows for continuity in our training. Members have an account and the progress is monitored for completion.





During September of 2014, SSMFS acquired CESTA a third party rescue provider to train twelve suppression personnel in Swift Water Rescue competencies at the Technician Level. This will assure that SSMFS will have an adequate source of associate instructors to provide staff with the necessary training to enhance our community service.

The Sault Ste. Marie Fire Service will continue to provide efficient and effective fire protection and emergency services to the community.

I want to thank the members of the Sault Ste. Marie Fire Service for their commitment to the Fire Service. Each member is dedicated to protect and make our community safe.

Respectfully

Peter Johnson
Deputy Fire Chief



FIRE EDUCATION AND PREVENTION



In keeping with legislated Provincial requirements"every municipality shall ensure ongoing compliance with clause 2.(1)(a) of the Fire Protection and Prevention Act, 1997", the Fire Prevention Division, met and greatly exceeded the established requisites through education programs and enforcement of the Ontario Fire Code.

Through routine duties, Fire Prevention Officers managed to balance, Public Education with Inspection and Code enforcement. In 2014, this balanced effort resulted in measurable decreases in fire incident rates.

Declining numbers in categories such as property loss, injuries and fatalities are continuing to show a steady decline. In parallel with enforcement, the Prevention Division remains proactive in utilizing proven education programs. Specific programs which directly address problematic areas revealed in our Risk Assessment are performed throughout the year to various demographics. Along with education opportunities, the Division remains diligent, in routinely inspecting all building stock within the city, ensuring owners are compliant with the Ontario Fire Code. Although incident rates have dropped dramatically over the last 10 years, our risk assessment continually indicates Class C - "Residential occupancies" require the most attention. Within this sector the most effective life safety device is the, "working smoke alarm". Although considered a reactive device, the importance of working smoke alarms in all residential sectors, along with home escape planning, remains at the forefront of education and enforcement opportunities. Through various programs, mainly Fire Services annual smoke alarm campaign, we have increased the number of code compliant homes, concerning working smoke alarms. Once again, compliance above the 90th percentile was achieved. The division will remain diligent in this area as new legislative changes for smoke alarms are on the horizon. Several amendments to the Ontario Building Code will affect our efforts and policies in the upcoming years.

Public Education Programs

In 2014, the Prevention Division continued to provide public education, using various programs. The Seniors Home inspection, group tours held at the main fire hall and burn permit application have all proven to be a good venue for engaging the public to discuss fire safety and test alarms. As in the past, the division provided numerous lectures to several age groups throughout the community.

At various times of the year, seasonal messages are promoted over the air waves. In 2014, we again partnered with the Community Emergency Management Coordinator which provided Fire Services additional resources addressing similar concerns in both areas. We also continued to provide educational messages in news print, pamphlets and our marquee boards located at the fire halls.

Public Relations

| | |
|-----------------------------|------------|
| <u>Films</u> | 146 |
| <u>Lectures</u> | 196 |
| <u>Demonstrations</u> | 15 |
| <u>Fire Drills</u> | 124 |
| <u>School Presentations</u> | 152 |



2014 School Program

Fire Services recognizes our most effective public education initiative is the annual elementary school program. Educating children from JK through to Grade 4 allows the Prevention Division to teach young impressionable children the basics of remaining safe from fire. Over the past several years we have also taken the opportunity to make contact with the Grade 8 class and discuss their role as young adults in fire safety.

In 2014, the Fire Prevention Division presented a program to primary aged students titled “Where there’s Smoke....There’s Science”. This program presents fire safety principles from a scientific perspective. The concept of the “Fire Triangle” is explained at an age appropriate level to grades JK, 1,2 &3

Along with the primary grades Fire Services takes the opportunity to educate grade 8 classes through a program entitled “The Juvenile Fire Setters Program” Targeting this age group with information is our last formal opportunity to educate prior to secondary school. The program is presented in a very factual and adult manner. The theme of the lecture is that Fire Services does not take “fire play” lightly. Fire Services discusses potential consequences, both personally and legally for acts such as lighting dumpsters, aerosol containers and various other dangerous fire related acts. We ensure the students understand that playing with fire is not “cool” and has serious ramifications.

Over many years these types of program have begun to create a fire safe generation. Continuing these programs well into the future will surely decrease fire related injuries, fatalities and property loss, in our community.

Over the months of January to May the 2014 School program managed to educate over 3000 students.

The Arson Prevention Program for Children

The TAPP-C program is a cooperative effort between the Canadian Association of Mental Health, Algoma Family Services and Fire Services. The intent of the program is to ensure young fire setters between the ages of 2-17 receive education pertaining to the dangers of fire play and setting of fires. Participant in the program are also assessed by mental health professionals. The 2014 TAPP-C program continued to receive referrals specifically concerning the fire safety component. Criminal court offices and the Parole Board of Ontario, utilizing the program as a rehabilitation tool can be attributed to this increase.



Inspections / Enforcement

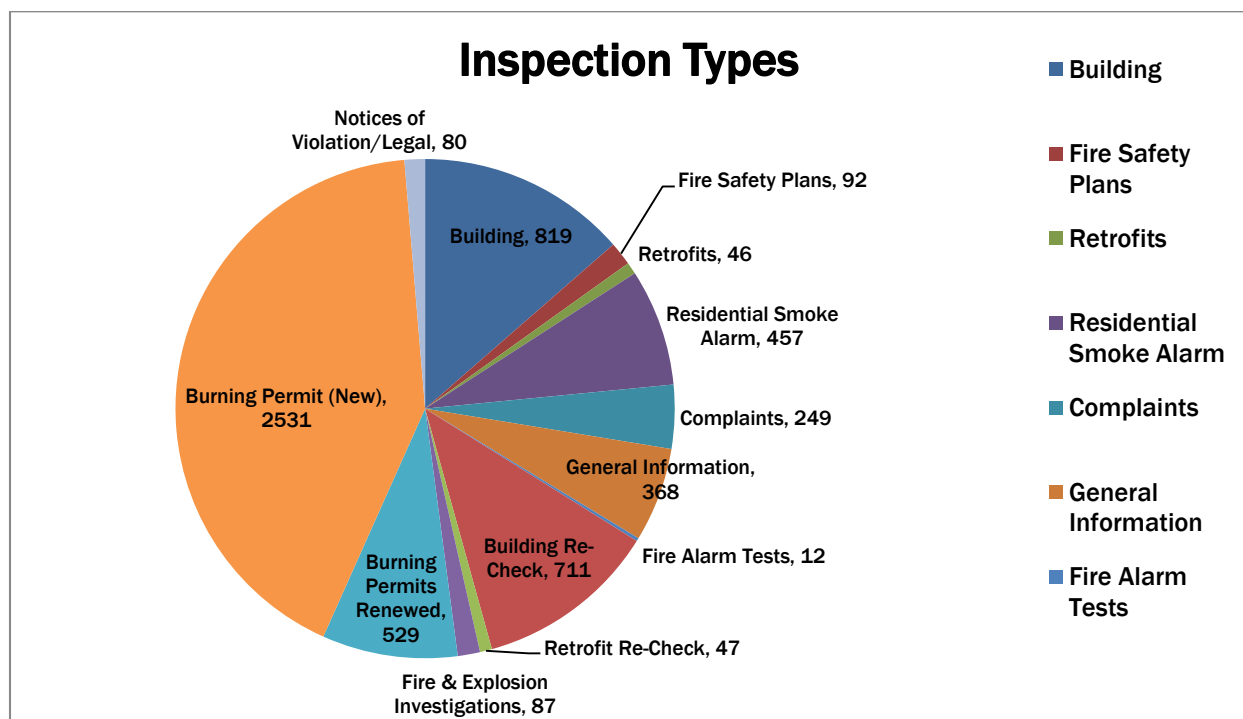
Under the Fire Protection and Prevention Act, the Fire Prevention Division is mandated to follow up on all complaint and request inspections. Remaining proactive, the division regularly performs routine inspections in all occupancies. This ensures owners remain compliant with the Ontario Fire Code (OFC) regulations. Generally speaking, the mandate of the division is compliance through education. Often times, compliance cannot be met by this means resulting in files proceeding to Provincial Offences court.

In 2014, the OFC was amended with additional regulations concerning “Care” type occupancies. Buildings such as: hospitals, retirement residences, and treatment centers being the focus of these amendments.

As a result, Fire Service inspectors received training on these amendments and spent considerable time in these buildings. With the focus on Fire Safety Plan development and fire drills at the forefront, inspectors critiqued fire drills and policies with staff, within these occupancies. The Fire Prevention division has now added these occupancies to a list of buildings that will receive annual routine general.

Fire Investigation

In 2014 Fire Prevention officers investigated 87 fires. Being trained to perform this work and certified under NFPA 921, proved to be paramount in a joint investigation with Police Services. In 2014, the testimony of three Fire Prevention Officers helped convict a serial arsonist in 2014. Fire Prevention officers will continue to be certified as Fire and Explosion investigators moving forward.





In-Service Fire Safety Awareness Campaign

The 2014 In-Service campaign again utilized Suppression crews visiting homeowners in a door to door format. The program is performed throughout the spring and summer months in the evenings, four days per week. Fire Suppression crews engage homeowners in discussions regarding home fire safety and offer to test their alarms. In 2014 crews managed to test 2551 smoke alarms with 2374 of them passing. An impressive 93% compliance rate in this regard. Including 2014, Sault Ste. Marie has been over the 90th percentile in smoke alarm compliance over the last 7 years. In discussions with the Ontario Fire Marshals office, these results are one of the highest compliance rates in the Province.

Testing and maintaining smoke alarms, fire escape plans, and ensuring homeowners are aware of upcoming new C.O. legislation in early 2015, were a few of the items discussed, during home visits. Pamphlet information was provided to the homeowner with a "Self Checklist" designed to assist the owner in recognizing and mitigating common household fire hazards. The pamphlet also contained information regarding Fire Services zero tolerance policy on smoke alarms.



Fire Prevention Week

"Working Smoke Alarms Save Lives – Test Yours Every Month" was the theme for the 2014 Fire Prevention Week. Over the week of Oct 5th through to the 11th, Fire Services partnered with two local Hardware / Lumber stores, Home Depot and Soo Mill, and set up manned displays in each. With displays consisting of various prevention messages regarding the importance of working smoke and C.O. Alarms, patrons of the store were engaged by Fire Prevention Officers to discuss fire related issues, such as knowing two ways out of all buildings, and identifying household hazards related to fire. Public education in this regard is an opportune time to remind home owners the importance of maintaining and testing alarms. A display of smoke alarms, batteries, carbon monoxide alarms was conveniently placed adjacent to the display. Over the course of this week, 100's of positive contacts were made. Home depot and Soo Mill reported banner sales of smoke alarms, 9 volt batteries and carbon monoxide detectors during this week.

A handwritten signature in black ink, appearing to read "Paul Milosevich".

Paul Milosevich,
Assistant Fire Chief – Fire Prevention & Education

EMERGENCY MEDICAL SERVICES



The delivery of land ambulance service is the responsibility of the Sault Ste. Marie District Social Services Administration Board and through an agreement this is provided by the Emergency Medical Services Division of the Sault Ste. Marie Fire Services. The ambulance service is licensed and monitored by the Ministry of Health Long Term Care (MOHLTC). These groups all require various reports and information throughout the year to ensure proper patient care, operational documentation and fiscally responsible delivery of the land ambulance service. The ambulance response and patient care delivery is accomplished with the current deployment plan of four paramedic crews during the day and three at night every day of the year. Three 24/7 crews cover the district from our central base #4 Hall on Old Garden River Road and one 12 hour day crew works from #5 Hall at the Garden River First Nation base on Shingwauk Street. All ambulances in Ontario are controlled by MOHLTC dispatch centers and respond wherever sent with no restriction on municipal or geographic boundaries.

MOHLTC Inspection Review

In April of 2014 the service was audited by Ministry of Health inspectors as part of our license maintenance and renewal process. The provincial inspectors review all aspects of the operation, focusing on patient care, paramedic adherence to provincial standards and safety of both the public and paramedics. Through the day to day efforts of all our staff we had one of the most successful reports to date, renewing our operator's license for another three years.

Response Time Performance Plan and Results

Everyone who has waited for someone in an emergency situation knows the feeling of seconds seeming like hours. Ambulance response time is measured in minutes and seconds from the time the dispatcher notifies the paramedic of a call (T2) until the paramedic arrives at that location (T4) . This response time is measured on all calls and is monitored and reported in our Response Time Performance Plan (RTPP). These reports are published by the MOHLTC for all ambulance services in the province on their web site.

The response time plan is based on 6 levels of the Canadian Trauma and Acuity Scale (CTAS) reflecting patient's need as assessed by the paramedics on arrival. The MOHLTC established the standards for response times for the two most critical medical responses. Their first target time is within 6 minutes of notification to have a defibrillator on scene for sudden cardiac arrest (SCA) patients. Public access defibrillators can be used to reduce this time as any responder; paramedic, fire fighter, citizen, etc. is included in these statistics. The second category is that within 8 minutes a paramedic receiving a call will arrive on the scene of a patient assessed as CTAS 1. The service sets the remaining target times for CTAS levels 2 through 5 (highest to lowest urgency of care) and the frequency (as a %) that we expect to meet those target times.

This 2014 table shows targets and achievements

| Type of Call by CTAS level | Target Time in minutes T2 - T4 | RTPP Goal for 2013 | Target Time was met |
|----------------------------|--------------------------------|--------------------|---------------------|
| SCA | 6 | 40 % | 79 % |
| CTAS 1 | 8 | 70 % | 70 % |
| CTAS 2 | 10 | 75 % | 85 % |
| CTAS 3 | 15 | 80 % | 95 % |
| CTAS 4 | 30 | 75 % | 99 % |
| CTAS 5 | 60 | 75 % | 99 % |

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Patient Care

2014 saw many additions and improvements in the medications that paramedics are certified to administer. The focus was on medications that provide the best benefit with the least risk to the patient. Paramedics collectively use their college, continuing education programs, and biannual education sessions to maintain certification to assess, treat and transport patients appropriately. Statistics show that paramedics responded to a location with lights and siren over 7500 times but through assessment, management and stabilization found only 2,500 patients needing transport by lights and sirens to the Hospital. Through certification by our Base Hospital program paramedics start IVs, perform 12 lead ECGs, administer appropriate medications that previously were only found in a hospital setting. By using those skills and working as a team with hospital staff and other community partners, the paramedics provide the first link in the emergency health care system.

Taking care of others and ourselves

Injury prevention is a very important and ongoing part of operating a paramedic service. In 2014 the service introduced two pieces of equipment focused on patient care, comfort and dignity while addressing injury prevention for our paramedics. The power lift stretchers removed dozens of heavy lifting situations every day for the paramedics as they raise and lower by powered hydraulics to provide a smooth and safe lifts up to 700 pounds. The paramedics' day is still one of heavy physical demands but the reduction in repetitive lifting will reduce expensive lost time injuries. The second addition to the equipment was a relatively simple device that is used on patients requiring manual lifting from the floor. The Binder Lift looks like a heavy duty girdle; it is placed on the patient giving the paramedic proper hand holds and better ergonomics while avoiding strain on the patient as they are assisted to a stretcher or chair.

Public education and volunteer activities

Dinosaur sightings continued throughout the city as our mascot Terry the Traumasaurus made appearances at kid friendly events such as Elim Pentecostal Tabernacle Protectors Night, TAPS baseball game, the Paramedics Helping the Hungry food drive and other events attended by volunteering paramedics. Terry has also become a regular at the summer Kidz Safety Festival and Bush Plane Days each year. Paramedics support many different organizations across the community participating in fund raising or awareness campaigns such as Emergency Preparedness Showcase and Red Cross Disaster Dining and others. When staffing allows we are also able to send paramedics to presentations in school classrooms, summer camps and day care centers. These efforts help to make the ambulance a little less scary and even show a possible career path to older youth.

If there is one message that the Division and Paramedics would like to share with everyone is that anyone in our community can make the difference in an emergency situation. The simplest things like teaching a child when and how to call 911 or an adult taking a First Aid and CPR training can make the difference. Injury prevention awareness is part of a healthy community; we also recognize healthy life style choices, a balance diet, and physical activity share in keeping our community healthy.

Sincerely,

Robert Rushworth
Manager, EMS

COMMUNITY EMERGENCY MANAGEMENT



All communities are challenged from time to time by unforeseeable disasters that are a result of natural events, technological accidents, and, in some unfortunate cases, deliberately planned events. The ability to respond to such events quickly and effectively is a central part of community safety.

Emergency Management is charged with enhancing a community's resilience, both before events occur and during their occurrence. Outcomes from 2014 saw a marked improvement to preparedness with development in preplanning, public education, training and exercises.

Preplanning

Hazard Identification and Risk Assessment, HIRA

In 2014 a group of subject matter experts carried out a review of the Hazard Identification and Risk Assessment which identifies the hazards that have the greatest likelihood of occurring in our community and the greatest potential impact. This review will impact the planning, training and exercise schedule in years to come as we focus on those hazards highlighted such as; flooding, human health and critical infrastructure emergencies.

Public Education

Emergency Preparedness Week

Our largest event of the year, the Emergency Preparedness Showcase was a great success even in the face low temperatures and wet weather. Luckily we had some new partners attending including the Salvation Army which supplied hot chocolate to our volunteers. Also new to the Showcase were Office of the Fire Marshall and Emergency Management, Electrical Safety Authority, Amateur Radio Emergency Services and Emergency Medical Services.

High School Culinary Program

In 2014 we implemented a program with local high school culinary/ foods and nutrition classes. Each semester we go into classes to provide an enlightening overview of emergency preparedness and what students can do with their families to prepare. We bring along guest chefs who then demonstrate how to prepare a delicious meal using non-perishable items you might find in your 72-hr emergency kit.





Training and Exercises



Airport Full-Scale Exercise

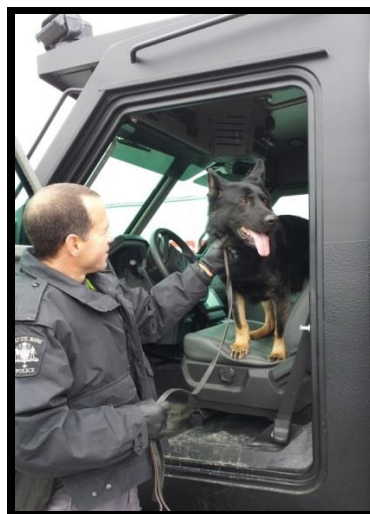
Following a series of workshops and a tabletop exercise the Sault Ste. Marie Airport held a full-scale exercise in the spring of 2014. With the help of a third party contractor and the Emergency Management division, an airplane crash was simulated requiring the coordinated response from six local emergency agencies. This exercise provided a great setting for different agencies to work together and identify gaps that will be addressed in our next full-scale exercise scheduled for 2016.

Shelter Exercise

After bringing our emergency shelter program up-to-date through more indepth surveys on designated sites throughout the city, we moved into the next stage by setting up a temporary shelter at Superior Heights. Red Cross showed up in force with their Disaster Management Team to provide basic emergency social services. They will continue to develop their skills in a series of exercises focusing on different elements until each identified shelter has had a live test.

Scribe Course

Recent emergencies throughout the region have highlighted the importance of providing an accurate recounting of events. The Emergency Management division brought in the first of many scribe courses to prepare various departments who may be involved in an emergency. The course content continues to be updated and delivered for incoming staff.





As Assistant Fire Chief - Support Services Division, it is my pleasure to report on the major activities during 2014.

Communication

New recruits begin their careers as cadets and work as Communications Operators with Fire Services. They require initial training to understand and handle all facets of the Communications Room, including operating the CriSys Dispatch System, the municipal fire alarm monitoring system, the Hazmat computer as well as radio and telephone procedures, all of which are monitored by Support Services. There were three (3) new hires in 2014.

Municipal Fire Alarm Monitoring System

Support Services staff oversee operation and administration of the Municipal Fire Alarm Monitoring System, including installation and maintenance of alarm modules for subscribers, 24-hour monitoring, pre-fire planning and data entry for the computer-aided dispatch system. There are presently 160 subscribers connected to the Municipal Fire Alarm Monitoring System. This system is nearing the end of its serviceable life and technologies are quickly making it necessary to investigate upgrading to new technologies or consider discontinuation of the monitoring system.

CriSys Dispatch System

The CriSys computer-aided dispatch and records management system is being used by all divisions within the department. There are ongoing software upgrades that are rolled out by the CriSys developers. As the software versions evolve, users are trained on the new changes.

MECHANICAL

Fire Halls

Maintenance of the four (4) fire stations is part of the Support Services Division's responsibility. There were some major renovations to the fire stations including the replacement of six (6) electric garage bay door openers. There will be three (3) additional openers budgeted for in 2015. This will complete the automation of all doors at the RESC.

Vehicles and Equipment

Support Services staff is responsible for all repairs to Fire Services vehicles and all Fire Suppression tools and equipment. Regular maintenance, as well as annual M.T.O. Mechanical Safety Inspections required on all units over ¾ ton, were completed in 2014. In an effort to extend service life of our vehicles, rust proofing was applied to all pumpers, aerials, rescue units and support units including the Fire Prevention vehicles. Cost recovery servicing and repairs are also performed on the ambulance fleet and some of the Police patrol vehicles. Delivery of the new 75' aerial for #4 Hall arrived in 2014. This included pre-delivery and equipment fitting as well as operator training before placing unit in service. The new truck allowed us to remove two surplus units from the fleet thus lowering operational costs that would be required to maintain as active standby units. There is a process started also to replace another pumper in 2015.

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Training

The Support Services Division continues to insure all personnel maintain “Z” endorsement licenses. Other aspects of training on pumpers and aerial operations as well as tools and equipment, are done in conjunction with the Platoon Chiefs.

Personnel attended the Mechanical Officers Seminar, which was held this year at the Fire College in Gravenhurst, as well as the Spartan Factory Fire truck seminar in Charlotte Michigan. These seminars always prove to be beneficial as new products and technology are discussed along with upgrades of maintenance procedures for various fire services equipment. There are also quarterly Diagnostic training seminars held at the shop in partnership with Auto Aide and other city department mechanics insuring that the latest technological diagnosing is made available to help in the ongoing changes evolving with in the industry.

Occupational Health & Safety

The Support Services Division tests Fire vehicles, SCBA and cylinders, cascade systems, fire extinguishers, ground ladders and aerials that are required by NFPA guidelines and ULC regulations annually. Some of these tests include air quality of the Cascades, hydrostatic testing of all SCBA cylinders and fire extinguishers as required. Other testing involves non-destructive testing of aerial and ground ladders as well pump capacity ratings on all units with a fire pump. We also arrange for annual load testing of four station back-up generators and the inspections of the two hoists in our repair shop.

I would like to acknowledge the efforts of my staff Dan Crozier and Bill Wallace and the clerical staff that have helped to provide the services to our department throughout the past year.

Sincerely,

Jim St. Jules

Assistant Fire Chief –Support Services



FIRE SERVICES STATISTICS 2014



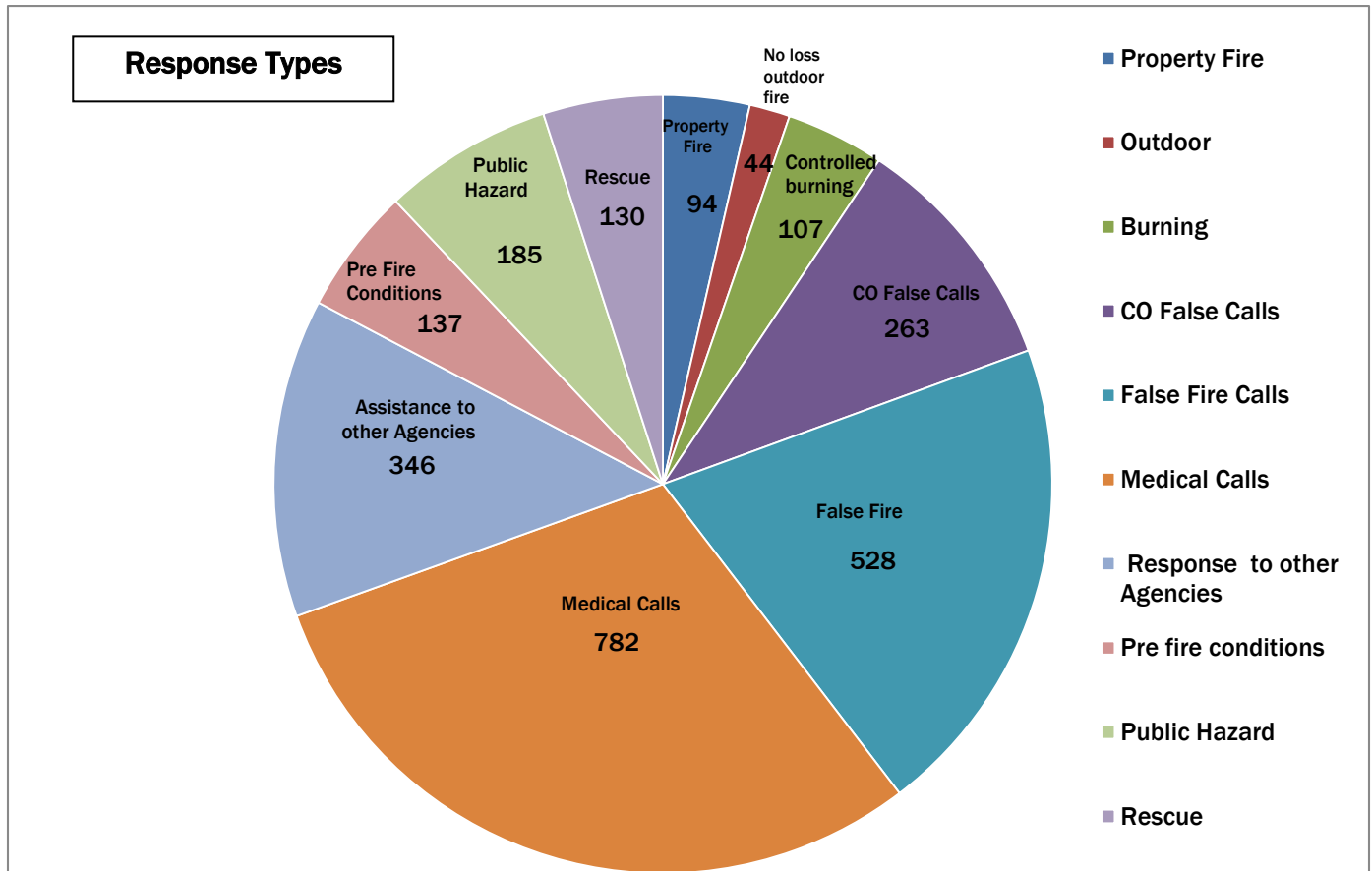
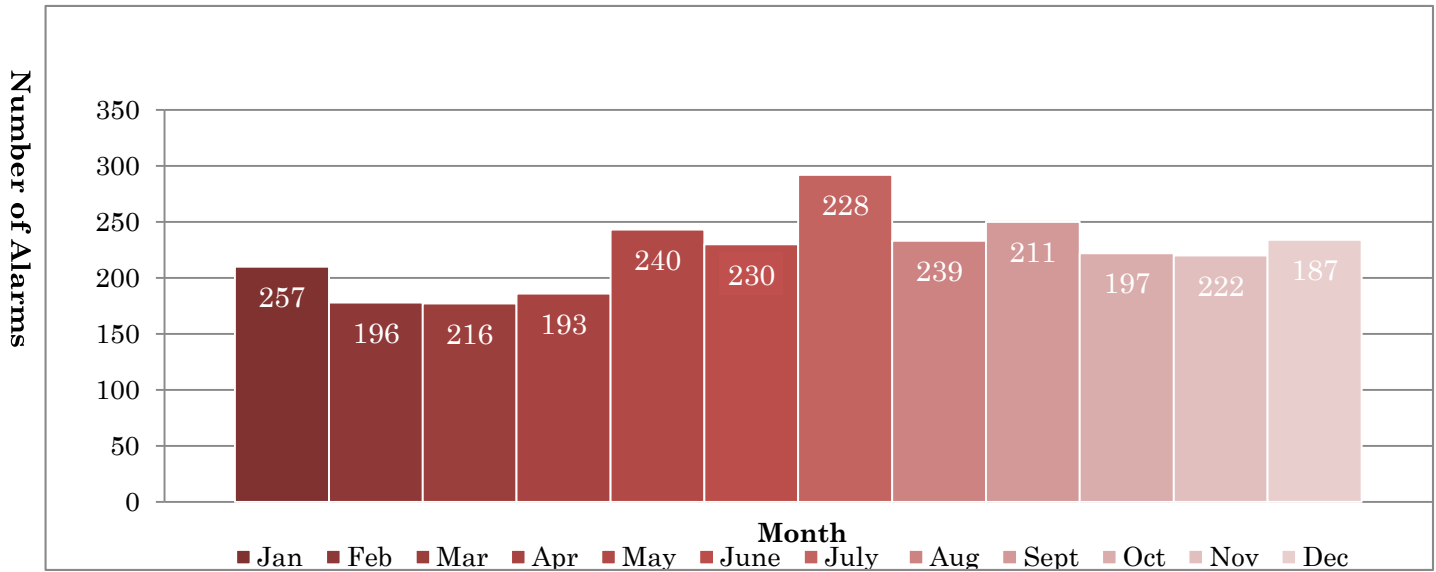
| 2014 Revenue | Budget | Actual | Variance |
|--------------------|---------------|---------------|-------------|
| Fire | (\$216,250) | (\$220,672) | \$4,422 |
| EMS - RESC | (\$3,891,235) | (\$3,711,393) | (\$179,842) |
| EMS – Garden River | (725,135) | (644,175) | (80,960) |
| Total | (\$4,832,620) | (\$4,576,240) | (\$256,380) |
| | | | |

| 2014 Approved Budget | Fire | EMS RESC | EMS Garden River | CEMC | Total | % |
|-----------------------|--------------|-------------|------------------|-----------|--------------|--------|
| Salaries and Benefits | \$12,337,880 | \$3,447,285 | \$570,000 | \$87,435 | \$16,442,600 | 91.4% |
| Total Expenses | \$924,300 | \$443,950 | \$155,135 | \$15,335 | \$1,538,720 | 8.6% |
| Total | \$13,262,180 | \$3,891,235 | \$725,135 | \$102,970 | \$17,981,320 | 100.0% |

FIRE STATISTICS 2014



2014 Call Volume: 2,616

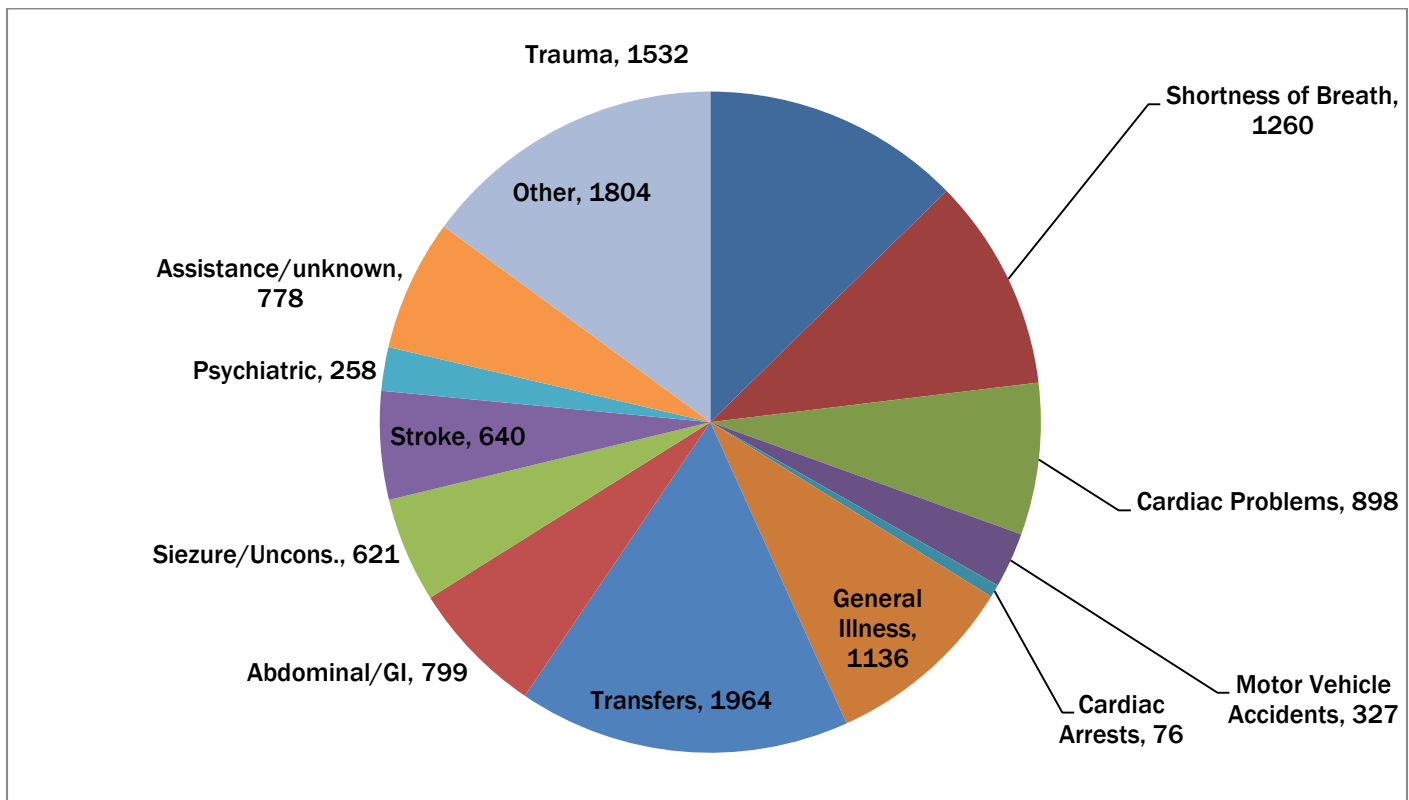


EMERGENCY MEDICAL SERVICES STATISTICS 2014




| | Priority 1 | Priority 2 | Priority 3 | Priority 4 | Priority 8 | 2014 Total |
|--------------------------|--|----------------------------|---|--|---|--------------|
| Dispatched response type | Deferrable call potential for up to 24 hours | Scheduled patient transfer | Prompt response, may be delayed for up to 10 minutes or in the event of a Priority 4 call | Urgent, immediate response required; lights and siren used | Stand by as requested at Police or Fire scene | |
| Total | 1023 | 620 | 2806 | 7615 | 29 | 12093 |
| Percentage | 8% | 5% | 23% | 63% | 1% | 100% |


Call Volume and Call Type 2014





KEY RESULT AREAS 2014





-  **Promote Corporate and Departmental Wellness Programs to attain “Target Zero” for workplace accidents and injuries**

-  **Develop and implement feasible operational efficiencies to ensure service model sustainability, and the delivery of cost effective emergency services to the public**

-  **Reduce our carbon footprint through Corporate Environmental Stewardship Programs**

-  **Enhanced Public Education and Prevention Programs designed to reduce fire related and emergency medical losses**

-  **Promote a healthy workplace to achieve and maintain a unified team Environment**

-  **Enhance Fire Services public image and visibility**



Emergency Response Centres



Station 1 **Main Hall**

72 Tancred Street



Station 2

363 Second Line
W.



Station 3

100 Bennett Blvd.



Station 4 - RESC

65 Old Garden River Road



EMS-Garden River

15 Shingwauk St.



IN APPRECIATION FOR YEARS OF DEDICATED SERVICE WITH SAULT STE. MARIE FIRE SERVICES



2014 RETIREMENTS

Captain Randy Richards (January 2014)

Platoon Chief Glen Coulter (April 2014)

Captain David Bailey (April 2014)

Administrative Assistant to the Fire Chief Elizabeth(Dodie) Mills (November 2014)



SERVICE AWARDS

FIRE

Provincial Fire Services' Long Service Medals – 25 Years Service

Captain Joseph Cheeseman

Firefighter Anthony Niro

Fire Services Exemplary Service Medals – 20 Year Service

Firefighter David Boucher

Firefighter Maurice Durocher

Firefighter Marty Kenopic

Firefighter David Halle

Firefighter Ken Cameron

Fire Prevention Officer Rocco Celetti

Fire Prevention Officer Carlo Provenzano

EMS

EMS Exemplary Service Bars – 30 Years Service

Paul Hendrie

EMS Exemplary Service Medals – 20 Year Service

Jeffrey Orr

Bruce Martin

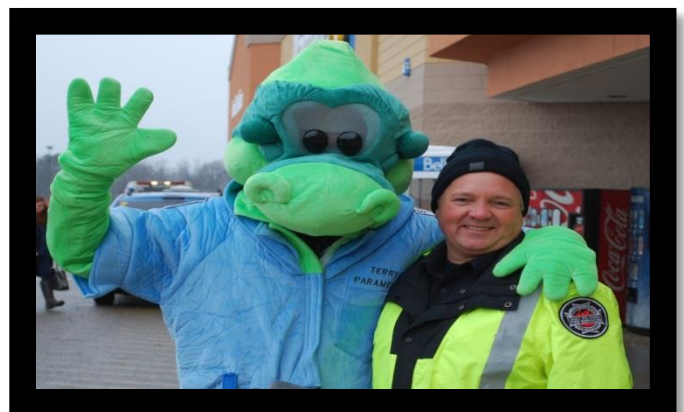
CITY OF SAULT STE. MARIE

25 Year Service Award

Captain Joseph Cheeseman

Elizabeth(Dodie)Mills

IN THE COMMUNITY



**SAULT STE. MARIE
FIRE SERVICES
ANNUAL REPORT
2014**