

# Fire Inspection & Enforcement

Led by: Chief of Calgary Fire Department

## Service Description

Fire Inspection & Enforcement provides fire inspections of commercial, industrial, and multi-family residential occupancies, fire code consultations, and technical services to enhance public safety, ensure compliance with legislation, minimize fire-related risks, and protect lives, property and the environment. All fires are investigated in accordance with the Safety Codes Act to identify trends and advocate for code changes and product recalls to support community risk reduction efforts.

## Service Updates

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### Highlights

The risk-based inspection program has been effective in identifying high-risk occupancies in Calgary and has completed over 400 risk-based inspections to date in 2023. The service is directing resources to maximize impact on community risk levels in Calgary, improving the efficiency and effectiveness of Fire Inspection & Enforcement services. Many of these properties would likely not have been inspected under the previous request and complaint model and over the last year, the city-wide risk occupancy risk level has begun trending downward. This year, the service is collaborating with partners including Water Services, Alberta Environment and Waste & Recycling to inspect high risk industrial properties in Calgary.

### Challenges

There are occupancy types in Calgary that currently would not be included in the service's inspections database since the service does not currently participate in occupancy inspections and certain business types that are governed by other authorities, like medical clinics and dental clinics, do not require a fire inspection after occupancy. This presents a potentially significant risk to the community in the event of an emergency, like the evacuation of sedated patients, or the storage and use of compressed gases or other potentially hazardous materials. The service is currently working on solutions that would improve its awareness of these types of businesses and developing plans to address the risks.



# Measuring Our Performance

## Legend

— Actuals

■ Expected Future Performance

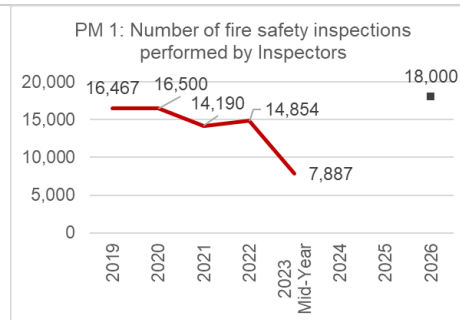
➡ Progressing as planned

⬅ Not progressing as planned

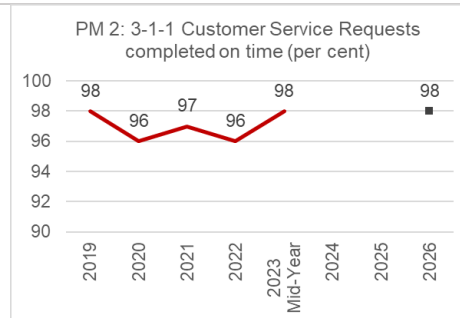
## Performance Measures

## Story behind the numbers

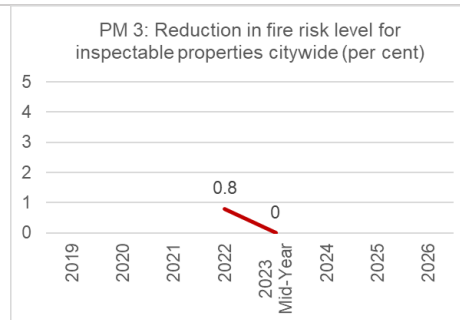
## Status



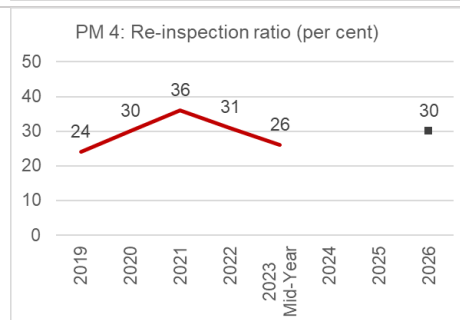
As the service shifts to delivering more targeted, risk-based inspections to optimize resource utilization and value, demand for inspections is expected to remain consistent. Risk-based inspections tend to be more complex and resource intensive, and although the number of inspections may be fewer, the reduction in risk levels is expected to be significant.



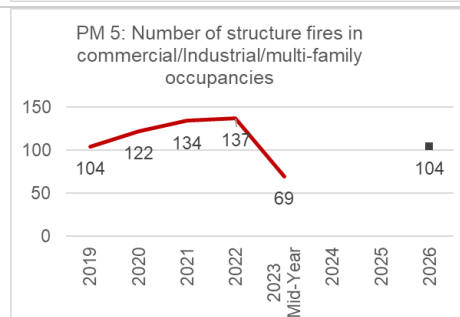
On-time completion rates for 3-1-1 request and complaint inspections improved to 98 per cent. The number of 3-1-1 service requests continues to trend downward as the service moves towards alternative intake processes. The service is also moving to more proactive services, including risk-based inspections and offering more streamlined direct service requests through Calgary.ca.



The service completed over 400 risk-based inspections to date in 2023. The nature of risk-based inspections and the method for assigning risk levels for occupancies means that the overall fire risk level in the city is expected to fluctuate in the early phases of the program. As the number of inspectors increases, the service will be better positioned to keep pace with the number of high-risk occupancies identified through the program each year for inspection and the overall risk level is expected to trend downward in the long-term.



In 2023 the service is partnering with Water Services, Alberta Environment, and Waste & Recycling to inspect high risk industrial properties. The service has increased education and communication with the business community to preempt issues and reduce the need for reinspections stemming from violations that could be easily corrected or avoided.



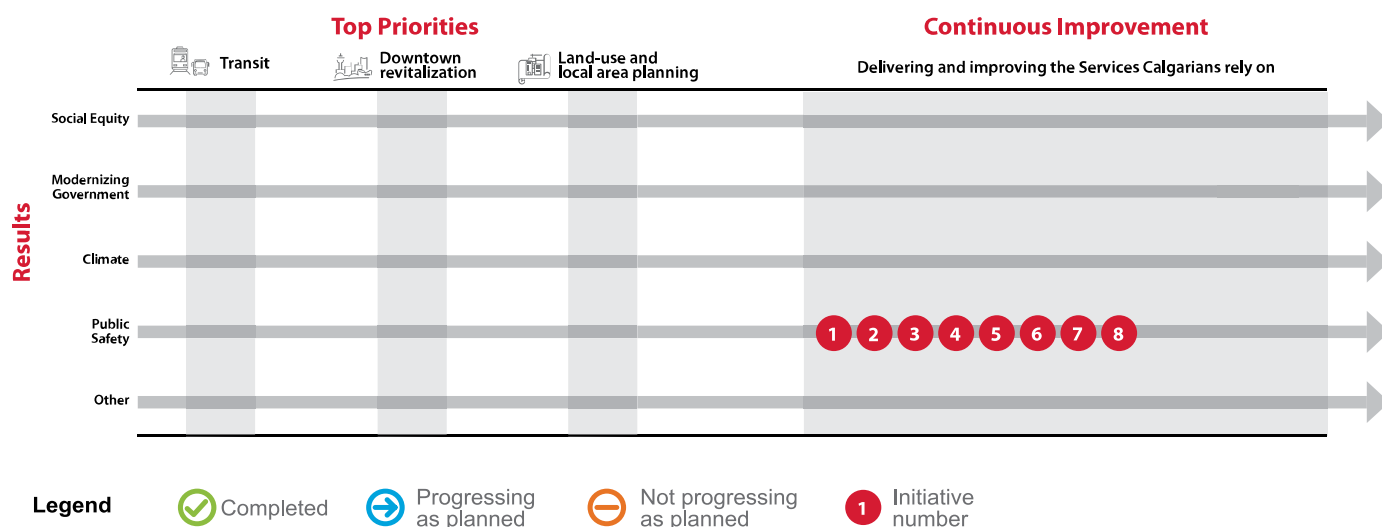
The number of fires in inspectable properties, including commercial, industrial, and multi-family occupancies continues to trend lower compared to the general increase in fire incidents citywide. There is increasing evidence to support the hypothesis that proactive risk reduction efforts delivered by the service are working to decrease the frequency and severity of fire incidents in inspectable properties. The service is exploring delivery models that will enable expansion and enhancement of its program offerings to further reduce community risks.







## Progress on Service Delivery

### Alignment with Council Refined Priorities and Result Areas



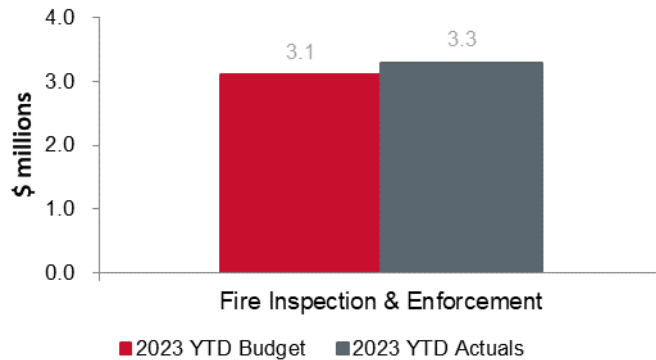
Initiative	Initiative Update	Status
1 Support safe public spaces and events through ongoing fire inspections, education and compliance monitoring while implementing a proactive risk-based inspections model to deliver targeted inspections for higher risk occupancies.	The service has completed over 7000 inspections to date in 2023 to ensure the safety of Calgarians as they live, work and play in public spaces. The Risk-Based Inspections team is collaborating with Water Services, Alberta Environment, and Waste & Recycling to inspect high risk industrial properties in Calgary this year. Finally, Film and TV industry activity is increasing in Calgary, and this is leading to increased demand for service and compliance monitoring.	Progressing as planned
2 Ensure that the city continues to grow and develop safely by providing plans review, technical services support and planning for new communities, occupancies and commercial operations.	Demand for technical services, including development and building permits, is trending upward. Some major projects are nearing completion or have been completed recently, including Calgary Cancer Centre and the Amazon Warehouses.	Progressing as planned
3 Strengthen the sustainability of the service by investigating and recommending a funding model that supports the full breadth of services provided.	The service has begun work to document the current state service model to identify gaps. This includes a review of the Community Risk Reduction Strategy for updates, alignments with other services, and begin exploring potential solutions.	Progressing as planned
4 Improve service levels for Calgarians by optimizing workforce capacity to align with service demand and workloads.	The service is delivering education as part of a strategy to reduce false alarms in Calgary which are becoming a strain on the emergency response system. Each false alarm represents unnecessary deployment of emergency response resources and increased risk to the community when these resources are unavailable to respond to emergencies. Although the rate of false alarms in 2023 is 24 per cent higher than the same period in 2022, the service is monitoring the trend and continuing to educate Calgarians.	Progressing as planned
5 Reduce community risks and enhance public safety and socioeconomic resilience by providing investigation services to identify fire trends and drive code changes, education efforts and product recalls.	There has been a continued increase in demand for fire investigations. The number of fires requiring investigation has increased by about 30 per cent each year for the past three years. Changes to the model have improved capacity and Fire Investigators have been able to investigate fires as required. The service is also participating in a committee providing National Fire Code change recommendations to the National Research Council.	Progressing as planned
6 Enhance fire prevention, loss reduction and safety codes compliance by maintaining staffing levels to support attendance of fire investigators at all fires according to the Safety Codes Act.	The service implemented a pilot program of three investigators per platoon during each 24-hour shift period. So far, benefits include improved report compliance, mental health and wellbeing of staff, and incident attendance. There is evidence that cost savings have been realized compared to OT use.	Progressing as planned

Initiative	Initiative Update	Status
7 Fulfill The City's commitment to the Province under the Quality Management Plan (QMP) to ensure compliance of buildings and businesses with the Safety Codes Act for the safety of Calgarians.	The service submitted a draft of the revised QMP to the Safety Codes Council, documenting the shift in the community risk reduction approach to include more proactive, risk-based inspection efforts. Based on feedback, edits are being made and a final draft is on track to be submitted in Q3 2023.	
8 Support emergency response enhancements, safety education and fire prevention initiatives by improving the collection, quality, and analysis of incident data.	The service has moved to an electronic submission model for Fire Safety Reports. This will help reduce community risks by enabling real-time data collection and timely responses to serious safety codes issues at inspectable properties.	



## Service Updates on Financial Performance

### Net Operating Budget and Actuals as of June 30, 2023



### Operating Budget Updates - 2023 YTD net operating budget vs actuals:

Fire Inspection and Enforcement had an unfavourable variance of \$0.2M due to additional staffing costs for Investigators and Safety Code Officers to help with the increased workload offset partially by higher revenue from business license inspections.

To help the business community due to the impact of COVID-19 pandemic, City Council approved a relief package which waived the business license collection along with fire inspection fees until March 2023. Fire Inspections and Enforcement was able to draw on the Fiscal Stability Reserve to address the revenue shortfall in the first few months but has now begun to collect revenue for business license.

### Capital Budget Updates - 2023 total capital budget vs 2023 YTD spend:

There is no capital budget or expenditures associated with this service line.