

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

Key service results

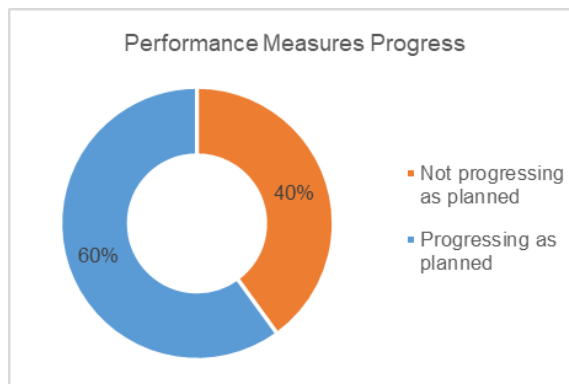
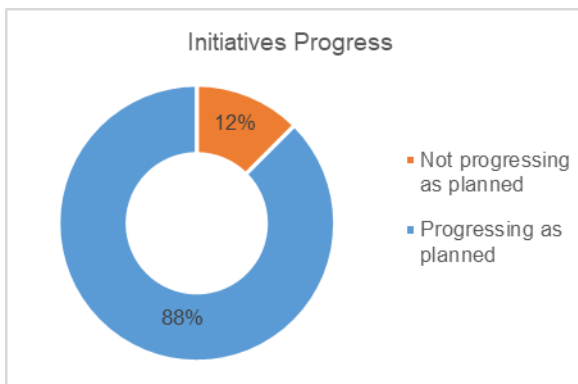
The collaboration between Fire Inspection & Enforcement, Bylaw Education & Compliance, Calgary Police Service, Building Safety, and Alberta Health Services on the Coordinated Safety Response Team identified and addressed over 61 vacant and problem properties as part of a strategy to reduce community risk levels. (Initiative 2)

The service assigned a member to the Fire Commissioners Office for the Provincial Data Collection Program to receive and review consistent reporting of fire response data to inform strategies to incidents such as motor vehicle collisions, critical medical interventions, alarms and others. (Initiative 5)

An updated Quality Management Plan specifying administration and service delivery standards was adopted in Q2 2024, incorporating a proactive risk-based approach to prioritizing high-risk occupancies. (Initiative 7)

Increasing demand for inspections requires the service to prioritize high risk occupancies, presenting challenges due to the volume of inspections required to ensure compliance. Currently, the service relies on National Fire Protection Agency data that is limited to data gathering in the United States. Access to comparative data across Canada will help inform the service on overall trends.

Progress summary



Risk(s) impacting the progress

Aligning resource levels with service needs
Sustainability of the current revenue funded model
Fire Inspection and Building Safety Service Delivery Gap



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

➡ Progressing as planned

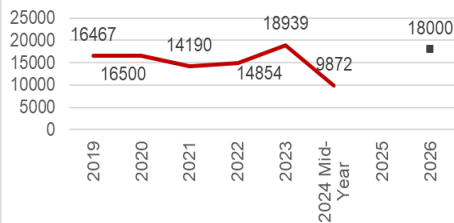
⬅ Not progressing as planned

Performance Measures

Story behind the numbers

Status

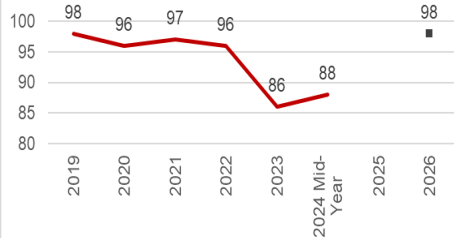
PM 1: Number of fire safety inspections performed by Inspectors



From January to May, the service experienced a 25 per cent increase in demand for inspections due to the increasing volume of high-risk occupancies, citizen complaints and requests and inquiries compared to the same period last year. The service continues to observe an increased demand for inspections and it is projected to conduct more than the targeted 18,000 inspections by the year end.



PM 2: 3-1-1 Customer Service Requests completed on time (per cent)



From January to May, the service completed 88 per cent of inspections on time but performance is 10 per cent lower than in the same period last year. The service continues to observe complex issues in residential high-risk occupancy groups (i.e., secondary suites) that are resulting in more violations and these are taking longer to complete resulting in an open 311 service request until such time that all the violations are resolved by the customer. The service is exploring optimizing this measure to accurately report on service response as compared to the number of re-inspections.



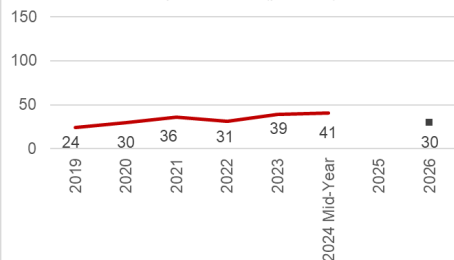
PM 3: Reduction in fire risk level for inspectable properties citywide (per cent)



The service reduced the fire risk level for inspectable properties (January to May). A new parameter capturing the risk for residential occupancies was included in 2023, resulting in an increase in the fire risk level for inspectable properties. The 2023 year-end measure changed from -1.6 to -3.6 due to increased risk across these inspectable properties and resulted in certain properties being prioritized for inspection. As a result, the service is working through a large volume of high-risk inspections.



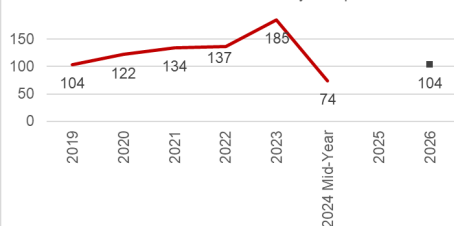
PM 4: Re-inspection ratio (per cent)



The service experienced an increase compared to the same period last year (January to May), which is attributed to increasing complexity of violations in high-risk occupancies. This is due to the length of time that certain properties have not completed an inspection and results in a higher volume of code violations. The service plans to engage and educate all customers and determine strategies to reduce re-inspections.

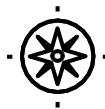


PM 5: Number of structure fires in commercial/industrial/multi-family occupancies



The number of fires in inspectable properties, including commercial, industrial and multi-family occupancies, increased compared to 69 fires in the same period last year (January to May). Approximately 68 per cent of structure fires happen in multi-family occupancies whereas structure fires in commercial and industrial occupancies make up a smaller proportion and are trending downwards. The service is exploring delivery models that will enable expansion and enhancement of its prevention inspection program offerings to further reduce community risks, especially with a focus on multi-family occupancies.





Progress on Service Delivery

PROGRESS STATUS



Completed



Progressing as planned



Not progressing as planned



Not started












FUNDING TYPE








Capital



Operating

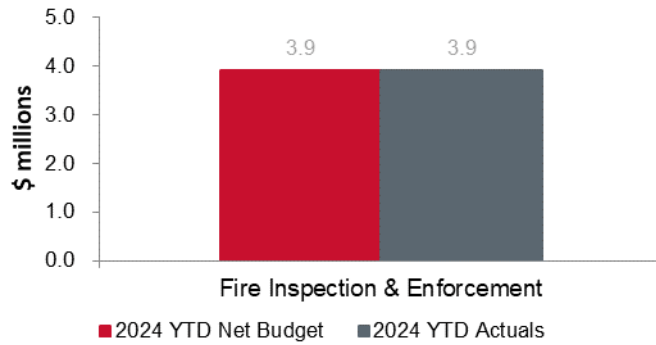
Initiative 1		Impact Area: City-wide	Funding Type: 
Support safe public spaces and events through ongoing fire inspections, education and compliance monitoring while implementing a proactive risk-based inspections model to deliver targeted inspections for higher risk occupancies.			
UPDATE 	The service has completed about 10,000 inspections with a large increase in residential inspections. Inspections focus on the safety of the occupants in these new and rapidly growing developments to support affordable housing options for Calgarians. Continuing targeted inspections for higher risk occupancies and doubled staffing to tackle increasing workload. For individuals experiencing vulnerabilities, the service implemented effective processes to safely resolve issues in areas of rough sleeping, unhoused populations, vacant or derelict properties and social disorder.		
Initiative 2		Impact Area: City-wide	Funding Type: 
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.			
UPDATE 	The service increased its capacity to deliver technical services to meet increasing workloads and enabled the service to provide continued support for community growth. Monitoring advancements in technologies, such as hydrogen fuel and energy storage systems, to ensure inspection and enforcement activities are current. Participated in the revision of the Municipal Development Plan and Calgary Transportation Plan and ensured policy reflected needs of the fire and emergency response services.		
Initiative 3		Impact Area: City-wide	Funding Type: 
Strengthen the sustainability of the service by investigating and recommending a funding model that supports the full breadth of services provided.			
UPDATE 	The service collaborated with internal partners to determine alternate funding sources for the increased workload due to new or revised bylaws that support the development of alternate housing options for Calgarians. The service is exploring opportunities to complement its workforce to ensure it can deliver the full breath of services that helps ensures communities are safe.		
Initiative 4		Impact Area: City-wide	Funding Type: 
Improve service levels for Calgarians by optimizing workforce capacity to align with service demand and workloads.			
UPDATE 	The service observes increasing demand for inspections services due to high failure rates for secondary suite rentals requiring more reinspection activities. Continuing to leverage the flexible resourcing model, with speciality teams realigned to focus on high-risk occupancies, aligned to corporate priorities. The re-prioritization of workloads exposes other occupancies to more risk as teams work to capacity. Investigated the high-level of alarms triggered due to monitoring and installation errors and working with alarm vendors to improve customer education.		
Initiative 5		Impact Area: City-wide	Funding Type: 
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.			
UPDATE 	The service continues to participate in a committee providing National Fire Code change recommendations to the National Research Council. The investigations provide value beyond Calgary and the work supports innovation and recall of consumer goods, such as lithium-ion battery powered devices. The service faces pressure to keep pace with the increased need for investigations while meeting the growing needs to ensure safe public spaces and events, and to provide inspections services to high-risk occupancies.		
Initiative 6		Impact Area: City-wide	Funding Type: 

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.		
UPDATE 	The service continues to evaluate the pilot program for three investigators per platoon during each 24-hour shift period and is gathering evidence that cost savings are realized compared to overtime use and will use these findings to determine whether the model will be implemented permanently.	
Initiative 7	Impact Area: City-wide	Funding Type: 
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.		
UPDATE 	A revised Quality Management Plan was reviewed by Administration and approved by the Chief Administrative Officer and the Mayor in May. The plan reflects the current needs of customer and communities through application of the proactive risk-based inspection approach.	
Initiative 8	Impact Area: City-wide	Funding Type: 
Support emergency response enhancements, safety education and fire prevention initiatives by improving the collection, quality, and analysis of incident data.		
UPDATE 	The service assigned a member to the Fire Commissioners Office for the Provincial Data Collection Program. The service plans to receive and review consistent reporting of fire response data to inform strategies to incidents such as motor vehicle collisions, critical medical interventions, alarms and others. Access to comparative data across Canada helps inform about overall trends and provides relevant insight to support improvements to the Fire and Emergency Response and Fire Safety Education services.	



Service Updates on Financial Performance

Net Operating Budget and Actuals as of June 30, 2024



Operating Budget Updates - 2024 YTD net operating budget vs actuals:

Fire Inspection and Enforcement has no operating budget variance for the reporting period.

Three new council approved Safety Codes Officers were hired in the first half of 2024 to address increasing demands due to growth of inspectable properties as well as addressing the Vacant and Derelict Properties Program associated with the Coordinated Safety Response Team (CSRT).

Capital Budget Updates - 2024 total capital budget vs 2024 YTD spend:

Fire Inspection and Enforcement has no capital budget.