

Fire Inspection & Enforcement

Led by: Calgary Fire Department

Description:

This service provides fire inspections of commercial, industrial and assembly structures, fire code consultation and related technical services to enhance public safety, 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, code changes and product recalls for community risk reduction efforts.

Customers:

Our customers are commercial and industrial building owners and/or their managers, building occupants, citizens logging fire-related safety concerns, and the public.

What is delivered to customers:

Fire Inspections & Enforcement reviews and inspects buildings to ensure they meet the codes, standards and regulations in Alberta's Safety Codes Act for the Fire discipline. The service also addresses citizen concerns in existing buildings, investigates fire-related incidents and provides related technical services.

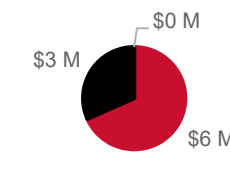
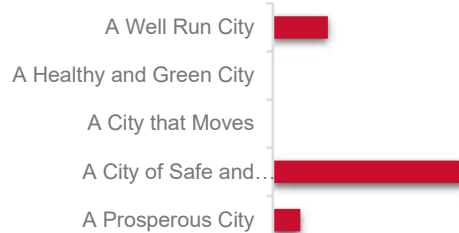
Partners:

Fire Inspections & Enforcement partners with other City services including: Building Services, Planning and Business Licensing, Calgary Police, 311, Fire & Emergency Response and Fire Safety Education. We also work with external partners including: Alberta Safety Codes Council, Office of the Fire Commissioner and related service providers on fire prevention and risk reduction initiatives.

Service need (value proposition):

Fire permit approvals, occupancy levels and compliance inspections ensure the Alberta Fire Code requirements are met and adhered to for the safety of people and protection of property. Property owners are required to adhere to fire safety legislation and regular fire inspections help owners ensure that buildings stay compliant. This applies to public venues including bars, nightclubs and special events through the Public Safety Task Force, as well as rental housing units through the Safe Housing Inspection Program. Identifying potential fire-related issues in newly constructed buildings ensures they are corrected and people can learn how to manage responsibly. Fire inspections also help in gathering building data for risk-reduction plans as well as aiding preplanning in the case of an emergency.

Current state service value

<p>17,380 2017 Customer service requests completed</p> <p>93% Requests completed within target</p>	<p>2.5 Average inspections before compliance</p> <p>21,500 High risk structures</p>	<p>2018 Budgeted Gross Operating Expenditures Funding Breakdown (\$ Millions)*</p> <p>\$510 Operating cost per initial 311 inspection request</p>  <p>* Gross operating budget and the service cost ratio may include internal recoveries that are also included in other services gross operating budget.</p>
<p>Connections to Citizen Priorities</p> 		<p>What the service includes This service has no sub-services.</p> <p>Key Capital Investments Capital requirements include software, IT equipment, and fleet.</p>



What we've heard and service outlook

What we heard: Research & Engagement Results

Calgarians want safe buildings and public spaces, and said risk-reduction and compliance to legislation are important. Citizen concerns about building fire safety are increasing. Understanding and applying the fire safety codes is challenging for many business owners or building operators. When asked about fire and life safety design challenges, six in 10 respondents in a 2016 study indicated they were challenged by subjective interpretation of regulations by different code authorities, designing for interoperability and integration of systems, codes and standards, and finding plain language information.

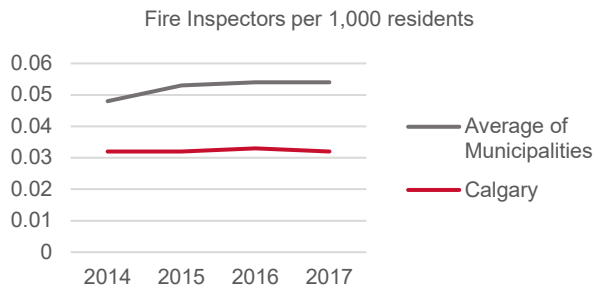
What Council has directed

Fire Inspections & Enforcement supports Council's priority of A City of Safe & Inspiring Neighbourhoods, A Prosperous City and A Well-Run City. Specific directives related to this service: reduce risk to improve the safety of Calgarians; build safe, accessible and inclusive neighbourhoods and public spaces; make it easier to build developments that meet our MDP and CTP; minimize the cost of growth while maximizing housing choice and affordability, and improve the protection and enhancement of heritage assets. We support Council's priority of a Well-Run City by shifting our understanding and focus from how services are delivered to why services are delivered. We contribute to A Prosperous City by striving to maintain the fire safety of the existing affordable (multi-family) housing stock. The service aligns to The City's Quality Management Plan and Fire's long-term Sustainability Plan.

What are we watching?

Fire Inspections & Enforcement is watching several trends and risks across Calgary. These include fire in buildings, code compliance and community risk levels. Risk is increasing due to several factors including reduced maintenance on building life safety systems following the economic downturn, the increased vacancy rate, aging infrastructure, fire-prone business activities (such as paint booths), and careless behaviours that increase the risk of fires (i.e. careless cooking and smoking). Of the 500,000 buildings in Calgary, about 20,000 are considered high risk. With changing legislation for cannabis and short-term rentals, we anticipate inspections required will increase proportionately.

Benchmarking



Source: Municipal Benchmarking Network Canada

The number of City fire safety code inspectors per 1,000 population is lower in comparison to other Canadian municipalities. However, inspection models differ by municipality. Under our current inspection model, outlined in The City's Quality Management Plan, Calgary fire inspectors provide new business inspections, ensure code compliance through permitting and address public complaints and requests through 311. The need for risk-based inspections is increasing as Calgary's buildings age and their life safety systems begin to fail, among other issues.

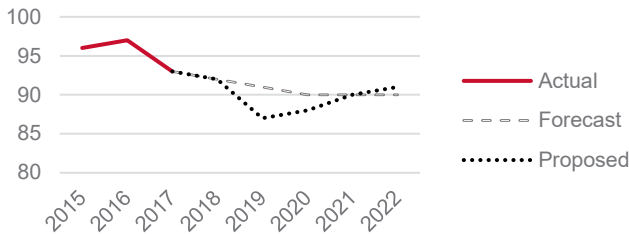
What matters to Calgarians

VALUE DIMENSION	DESCRIPTION
Prevention	We will help you reduce the chance of fires and other life safety incidents from happening both inside and beyond your home and your property.
Reduces risk	We will do everything we can to keep you and your family safe, and feel safe, both inside and beyond your home.
Informs	We will provide you with the information you need so that you are aware of fire and life safety risks that may affect you, your family and your property.
Legislative Compliance	We will help ensure that your occupancy complies with Fire Safety Codes and Standards.

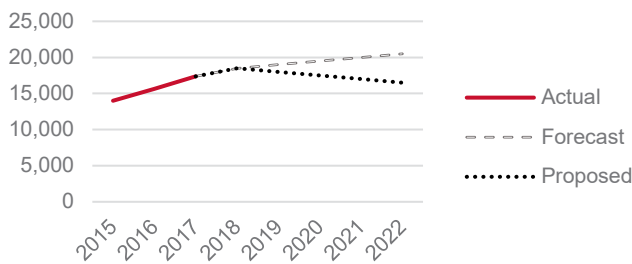


How is the Service performing? Where we are headed and where do we want to go?

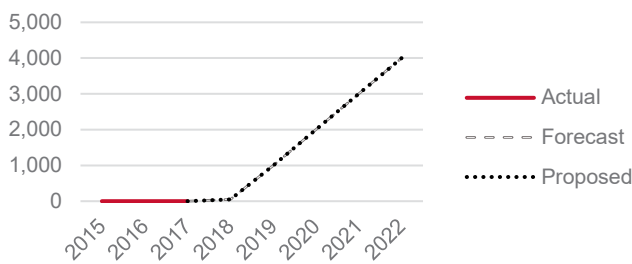
311 Customer service requests completed on time (Per cent)



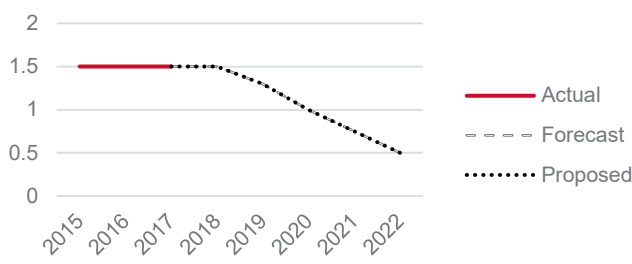
Inspection activities (reactive) (Number)



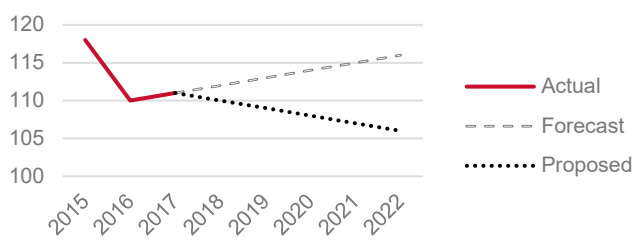
High risk buildings inspections required (Structures)



Re-inspection ratio (Per cent)



Number of Structure Fires in Commercial/Industrial/ Multi-family Occupancies (Number)



Story behind the curve

Fire Inspectors completed 17,380 customer service requests in 2017, not including re-inspections. These are for a range of services including inspections, investigations, plan reviews and permits. Generally each inspection requires one to two re-inspections before compliance is obtained. Once new buildings pass their fire inspection, most are not re-inspected for many years, relying on self-regulation to ensure the fire safety of buildings.

The two main reasons for non-compliance with fire safety code requirements are the building's responsible person is unaware of the violations, and the building's responsible person is aware of the violations, but unconcerned about correcting the situation. To change this we will adjust the re-inspection fee to encourage timely compliance without costly re-inspections. Where compliance is difficult or neglected, we plan to adhere to the administrative enforcement process within the Safety Codes Act.

In 2018, ninety-three per cent of our 311 service requests were completed within customer service standards. We anticipate this number will drop slightly over the years as demand for inspections increase due to changes in legislation. Effective 2019, we are implementing our new model with one new inspector added per year to conduct proactive risk-based inspections. As shown in the table, starting in 2019 the number of proactive risk-based inspections will increase exponentially as more employees focus in this area.



What do we propose to do?

What we propose to continue doing

STRATEGY
Provide inspections, permits and compliance monitoring services to meet legislated obligations in The City's Quality Management Plan.
Motivate employees to provide outstanding service resulting in safer communities.
Reflect and represent the diversity of the communities we serve.

Why?

The City has a legislated responsibility to provide the services outlined in the Provincial Quality Management Plan. As demand for services increase, we recognize new approaches are needed to address growing risk levels in the communities. Our strategies hinge on reflecting and representing the communities we serve. Training and motivating employees and supporting their health, safety and wellness is fundamental to our continued success.

What we propose to do less of

STRATEGY
The number of re-inspections on non-compliant occupancies.
The number of incoming 311 customer service cases.

Why?

Re-inspections of non-compliant occupancies are an inefficient use of time and cost us more money to deliver our service. Levying financial penalties to reduce non-compliant behaviours will decrease the number of re-inspections required, giving us more time to complete maximum and high-risk building inspections. As more high-risk buildings are inspected, fire-related code issues will decrease and we should see a decrease in citizen' complaints and requests.

What we propose to do more of or include as a new offering

STRATEGY
Be more innovative, flexible and proactive in the way we plan for and respond to community risk and emergencies.
Introduce a risk-based, data-driven framework for redesigning fire safety inspections.
Add four safety codes officers offset by revenue to conduct inspections on high-risk commercial and industrial properties.
Develop and distribute plain language code compliance information for customers and citizens.
Training for fire crews and inspectors to ensure delivery of consistent and accurate information to citizens and customers.

Why?

An effective risk-based inspection program, and appropriate prevention strategies, can have a significant impact on reducing the rate of fire loss and, increasing customer satisfaction and public safety.



What Operating Budget do we need to achieve these results and strategies?

For Council Approval

SERVICE PERFORMANCE RESULTS FOR 2019-2022	CURRENT	TREND
311 Customer service requests completed on time (Per cent)	93	↓
Inspection activities (Requests) (Number)	17,380	↔
Risk-based inspections (Proactive) (Number)	50	↑
Re-inspection ratio (Per cent)	1.5	↓
Number of Structure Fires in Commercial/Industrial/ Multi-family Occupancies (Number)	112	↓

Breakdown of net operating budget (\$000s)

	2019	2020	2021	2022
Previous Year's Budget	6,058	6,359	6,060	6,061
Less Previous Year one Time	-	(300)	-	-
Base	6,058	6,059	6,060	6,061
Revenue Changes	(160)	(160)	(160)	(160)
Internal Recovery Changes	-	-	-	-
Inflation	1	1	1	1
Operating Impact of Previously Approved Capital	-	-	-	-
Operating Impact of New Capital (Incremental)	-	-	-	-
Efficiencies	-	-	-	-
Service Reductions	-	-	-	-
Service Increases	160	160	160	160
One Time	300	-	-	-
Realignments	-	-	-	-
Total	6,359	6,060	6,061	6,062

Total Operating Budget (\$000s) for Approval

	2018 Budget	2019			2020			2021			2022		
	At Mar 31	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total
Expenditure	8,924	9,085	300	9,385	9,246	-	9,246	9,407	-	9,407	9,568	-	9,568
Recoveries	(63)	(63)	-	(63)	(63)	-	(63)	(63)	-	(63)	(63)	-	(63)
Revenue	(2,803)	(2,963)	-	(2,963)	(3,123)	-	(3,123)	(3,283)	-	(3,283)	(3,443)	-	(3,443)
Net	6,058	6,059	300	6,359	6,060	-	6,060	6,061	-	6,061	6,062	-	6,062



Recommended Capital Investment to Support Service Delivery

For Council Approval

Capital Budget for Council Approval

ACTIVITY	DESCRIPTION	2019 REQUEST (\$000s)	2020 REQUEST (\$000s)	2021 REQUEST (\$000s)	2022 REQUEST (\$000s)	2023+ REQUEST (\$000s)	Total REQUEST (\$000s)
Annual Investment Program(s)		-	-	-	-	-	-
Project(s)		-	-	-	-	-	-
Program(s)		-	-	-	-	-	-
Sub-Total (New Budget Requests)		-	-	-	-	-	-
Previously Approved Budget Remaining		-	-	-	-	-	-
Total Capital Investment		-	-	-	-	-	-

Explanation of Capital Budget Requests

No new Capital Budget for approval.