

SASKATOON FIRE DEPARTMENT

2021 YEAR IN REVIEW



SUMMARY



**Responded to
calls for service**

19,932

**Collected
Discarded
Needles**



11,216



SFD's Fleet

15 Fire Engines

3 Aerial Platforms

2 Rescue Trucks

3 Wildland Trucks

2 Tankers

1 Hazardous Goods Unit

1 Decontamination Unit

1 Mobile Command Unit

1 Fire Investigation Unit

45 Cars, SUVs, Vans and Trucks

**Fire
Inspections**

5,820

**Saskatoon Fire Department
Serves an Estimated**



279K

residents



114K

residences



236

km²



Hours of Training

6,234

Online

15,434

In-Person



**The Communications
Centre achieved the
National Fire Protection
Association (NFPA)
Call Processing Time
standard of 60 seconds
89.36% of the time.**



**Fire
Investigations**

186



Approximately

92,000+

calls per year

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Message from the **FIRE CHIEF**

I am pleased to present this review highlighting an incredible 2021. The Saskatoon Fire Department (SFD) has accomplished great success as over 340 staff continued to deliver all-hazard responses with exceptional service. Twenty-four hours a day, seven days a week, our Service remained focused on public safety, risk reduction, and emergency management as we continued to adapt to another challenging year.

SFD is viewed as a lead agency in the community and 2021 was no exception in our level of leadership. To meet the needs of residents and bridge the gap in our community, SFD not only responded to emergencies, but also proactively supported the most vulnerable, continued response to the pandemic through an Emergency Management Organization (EMO) and an active Tactical Operation Centre, all while adjusting to rapidly changing Exposure Control Plans and workplace safety procedures. The actions of our Service have demonstrated our commitment to our community and our resilience as a team as we faced these challenges head on to the best of our abilities.

In 2021, SFD's challenges weren't limited to the pandemic. A rising concern of homelessness emerged as the community identified a desperate need to provide better supports to unhoused individuals. Through Community Risk Reduction staff on the front line and EMO's coordination of critical partners, SFD implemented a whole-community response which saw positive results in the community.

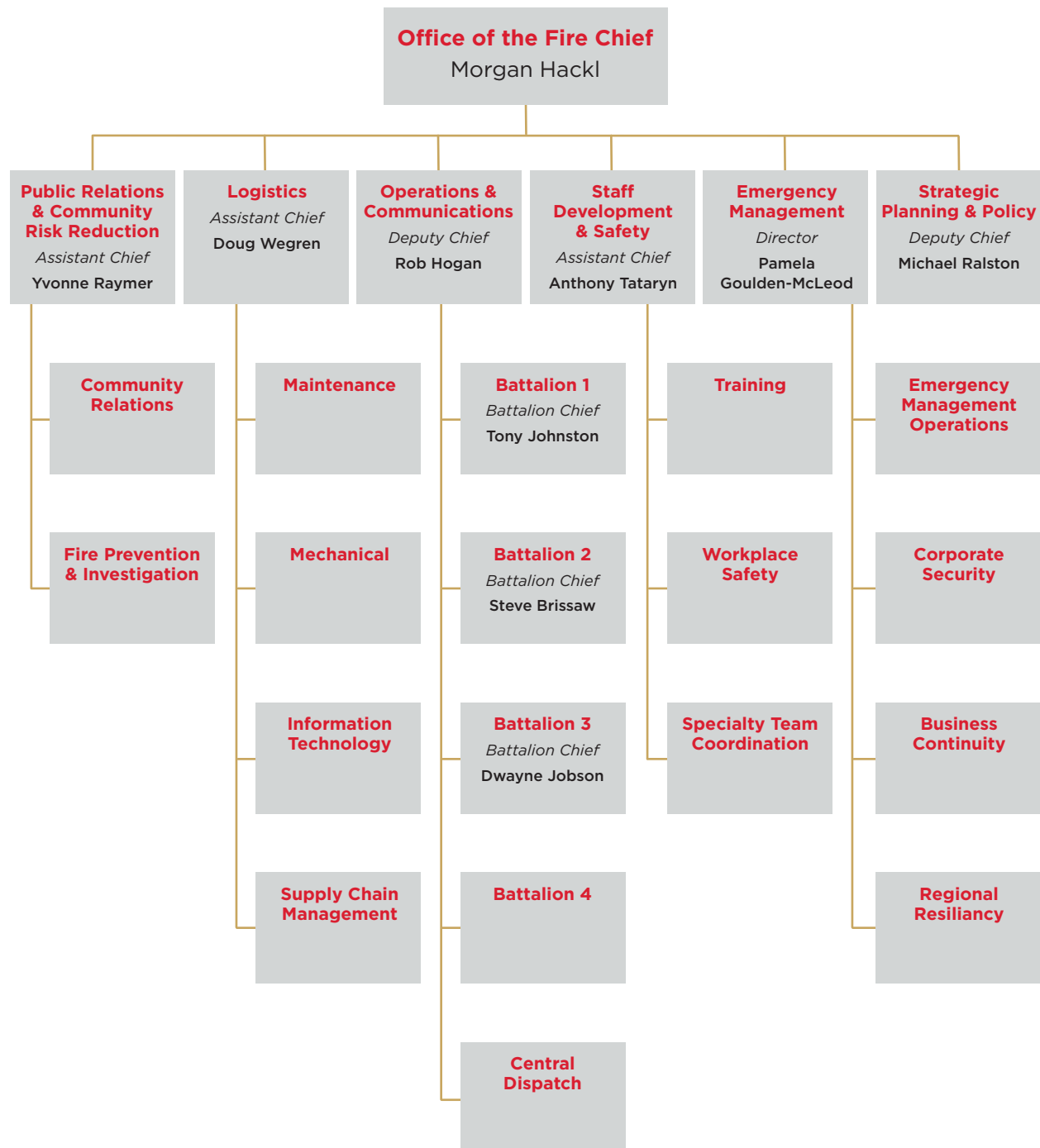
The need for life and fire safety services in Saskatoon continues to rise as we approached 20,000 incidents in 2021. We saw increases in all areas of our business, but especially those connected to mental wellness and addictions. Professionalism is a constant whether it be a medical emergency, an overdose, or a lift assist; all emergencies require special attributes to serve residents with dignity and respect. Compassion is seen daily from every member of SFD where we are one of many making a difference.

I am honoured to serve as Fire Chief in Saskatoon and I am proud to work with a dedicated team who is committed to serving the community in a professional and compassionate manner.

Stay safe,

Morgan Hackl
Fire Chief

ORGANIZATIONAL STRUCTURE



THE SASKATOON FIRE DEPARTMENT

THE DEPARTMENT

The SFD is an all-hazards emergency response provider ensuring the safety of the public. Emergency response services and fire dispatch agreements are also provided to surrounding communities. The SFD protects the City's tax base and supports economic development through extensive inspection, education, prevention, and enforcement programs.

MISSION

To protect and enhance Saskatoon citizens' quality of life.

VISION

The Saskatoon Fire Department is a professional service focused on public safety and risk reduction.

FOCUS

To create a caring and committed community.

OUR PEOPLE

340 staff supporting six areas:

- › Public Relations & Community Risk Reduction
- › Logistics
- › Operations & Communications
- › Staff Development & Safety
- › Emergency Management
- › Strategic Planning and Policy

VALUES

- › People
- › Respect
- › Integrity
- › Safety
- › Trust
- › Courage

Working behind the scenes, but front and centre in the station, SFD's Administrative Support professionals are dedicated to providing support to each area of SFD.

CELEBRATING SUCCESS

SFD HOSTS FIRST VIRTUAL SAFC CONFERENCE

SFD was the host of the 2021 Saskatchewan Association of Fire Chiefs (SAFC) Conference and Trade Show on April 30th & May 1st. Due to limitations brought about by the global pandemic, SFD was unable to host an in-person event. Instead, SAFC introduced an online platform that allowed SFD to host the province's very first virtual conference and trade show with the theme of "Honouring Tradition While Embracing Change". Approximately 150 chiefs and deputy chiefs from across the province attended the show to meet online and discuss issues most important to Saskatchewan's Fire Services.



Many issues facing Fire Services are not unique to just one municipality but can be identified in departments across Canada. The SAFC's conference is a valuable opportunity for leaders to collaborate on shared challenges. Main topics of discussion included HazMat Awareness, Mental Health, Fire Codes, Redefining Fire Service, Cancer Prevention, Incident Safety and Solar/Electric Vehicles.

A virtual trade show ran concurrently over the course of two days. Attendees were granted access to a virtual tradeshow lobby where they could chat with the vendor's representatives and inquire about products and services.

COVER FEATURE OF FIREFIGHTING IN CANADA

SFD was proudly featured in the September 2021 edition of FIREfighting in Canada and was recognized for work with the Remembering When program.

Providing the community with lift-assist services since 2007, each year SFD performs over 1,000 lift assists. The Remembering When program in Saskatoon has quickly become recognized in both Canada and the United States thanks to the commitment and efforts of the entire SFD workforce. From dispatch answering the call, to an apparatus responding to a lift assist incident, to Fire Inspectors identifying safety concerns, and Community Relations completing presentations and client follow-ups; SFD's dedication to safety exemplifies what Fire Services need to be to the community.





PAMELA GOULDEN-MCLEOD PRESENTED WITH WOMEN OF DISTINCTION AWARD

Since 1982, the Women of Distinction Awards have honoured hundreds of women for their inspirational leadership & extraordinary contributions to the community. On May 14th, Pamela Goulden-McLeod, Director of Emergency Management, was awarded a Women of Distinction Award in the category of Education. The Education Award recognizes exceptional educators in schools, institutions or community programs who are role models in their profession and community involvement, leading and inspiring positive change.

Pamela has spent 25 years working to build partnerships and organizational relationships to make Saskatoon a safer community for all. First, with Saskatoon Public Schools as a School Social Worker, Counsellor and Consultant for Safe, Caring and Accepting Schools and currently as the Director of Emergency Management with the City of Saskatoon. In 2020, Pamela played a direct leadership role in the extraordinary

emergency management response to COVID-19. She worked to ensure all sectors of our community are represented in the Emergency Operations Centre and that a coordinated, collaborative whole community response informed all decisions. She believes in partnerships and bringing the expertise of others together to help create safety for all. Pamela inspires, leads, team builds, supports, and elevates through her shining example of leadership.

COMMUNITY RELATIONS

The Community Relations Section maintains positive working relationships with the educational, business, and institutional sectors of the City of Saskatoon through the presentation of fire and life safety information, media relations, and ongoing community involvement.

KEY HIGHLIGHTS

Remembering When

Community Relations delivers NFPA's Remembering When program that focuses on fire and fall prevention for older adults. As the Community Relations team continued to navigate the pandemic, Remembering When work continued primarily through telephone calls and mailouts.



In 2021, SFD responded to 1339 lift assist requests. 424 individuals were referred to Client Patient Access Services (CPAS), 415 were contacted by the Remembering When team (staff, volunteers and nursing students) and the remaining individuals were delivered a Remembering When information package. After the initial contact, Remembering When Home Safety Checklists were mailed out and reviewed over the phone 43 times and 26 in-person home visits were completed. Of these follow-ups, 47 three-month reviews were completed and found that 67% of the recommendations left during the interactions were implemented.

SFD's Remembering When program was selected to be part of the 4th year nursing community practicum program. Community Relations worked with five nursing students from the University of Saskatchewan from September to December. The students contacted older adults who SFD had lifted, discussed their fall(s) with them and made home visits and group presentations.

During Fall Prevention Month, 'Event in a Bag' packages with fire and fall related activities were made up and distributed to seniors' residences where Community Relations were already doing home visits.

Fire Safety Presentations

In 2021, in-person presentations and tours were paused. To continue providing education amid the pandemic, fire safety messaging was distributed to SFD's target audiences in a virtual format via video conferencing and social media. Community Relations hosted a total of six virtual presentations from the fire station that reached approximately 200 students in their classrooms.

CTASP/Firestop

As a vital member of the Community Threat Assessment and Support Protocol (CTASP), SFD works with school divisions and 22 other community partners to address the needs of children under the age of 17 who start fires. Firestop is a comprehensive program that addresses a child's fire setting behaviour and provides the child and their family with fire safety education and community resources. In 2021, SFD assisted CTASP with nine referrals and met with 14 youth.

Transport Canada Boater Safety Program

In the summer of 2021, SFD ran a Transport Canada Boater Safety Program. From July to October, SFD hired four Safety Ambassadors to patrol boating access areas along the South Saskatchewan River and educate the public about boating safety. The ambassadors engaged with river users, discussed the rules and regulations around the use of the river and collected feedback from residents about the river and its use. Additionally, the ambassadors delivered boat safety presentations to organizations, clubs and other user groups.



Crocus Co-op

With the F.I.R.E. Cadet program put on hold due to the pandemic, SFD continued its partnership with Crocus Co-op that was initiated in 2020. SFD utilized the services of Crocus Co-op for cleaning public spaces. The financial support to Crocus provided work for 19 of their program participants. Crocus Co-op cleaned 34 neighbourhood back alleys and made 183 trips to the landfill, contributing to a cleaner community for residents.

Youth Works

In 2021, SFD partnered with Youth Works to perform graffiti removal and cover-ups. Youth who participate gain training and skills that can help shape their future while undertaking community work.

Wellness Checks

In collaboration with SFD's Operations and the Saskatoon Extreme Weather Strategy, Community Relations initiated ongoing Wellness Checks in the community. In the summer, SFD handed out water to residents who were affected by the extreme heat. As the weather cooled, SFD stocked their fleet with toques and mitts and handed them out to individuals who needed extra clothing in the freezing temperatures.

In the fall of 2021, SFD received a donation of handmade teddy bears. The bears were distributed amongst SFD's fleet and were handed out by firefighters to children who were impacted by fires or other life safety incidents.



Urban Camp

The Urban Camp program offers individuals an opportunity to give back to the community through meaningful service work. SFD has partnered with this community-based program since 2011. In 2021, SFD partnered with the Urban Camp program for smaller alley clean-ups.

FIRE PREVENTION & INVESTIGATION

Fire Prevention and Investigation provides a proactive service to protect life and property. Inspectors are assigned districts to provide education, technical support and enforcement when necessary. Members of the Fire Prevention & Investigation team perform:

- › Fire Bylaw Inspections
- › Fire Investigations
- › Enforcement
- › Fire Inspections & Plan Reviews
- › Demolitions and Property Remediation Process
- › Permits, Reports and Other Inspections
- › Unhoused and unsafe outdoor living response

KEY HIGHLIGHTS

19,036 deficiencies were identified while conducting fire and bylaw inspections.

5,820 inspections were conducted.

Fire Bylaw Inspections

There are municipal bylaws that the SFD enforces which are: Property Maintenance & Nuisance Abatement Bylaw 8175,

Saskatoon Fire & Protective Services Bylaw 7990, Swimming Pool Bylaw 7981 and The Transportation of Dangerous Goods Bylaw 8153. All concerns and self-identified issues are prioritized in three categories with Priority 1 being a risk to life, Priority 2 being a potential for a risk to life and a Priority 3 being a nuisance in the community.



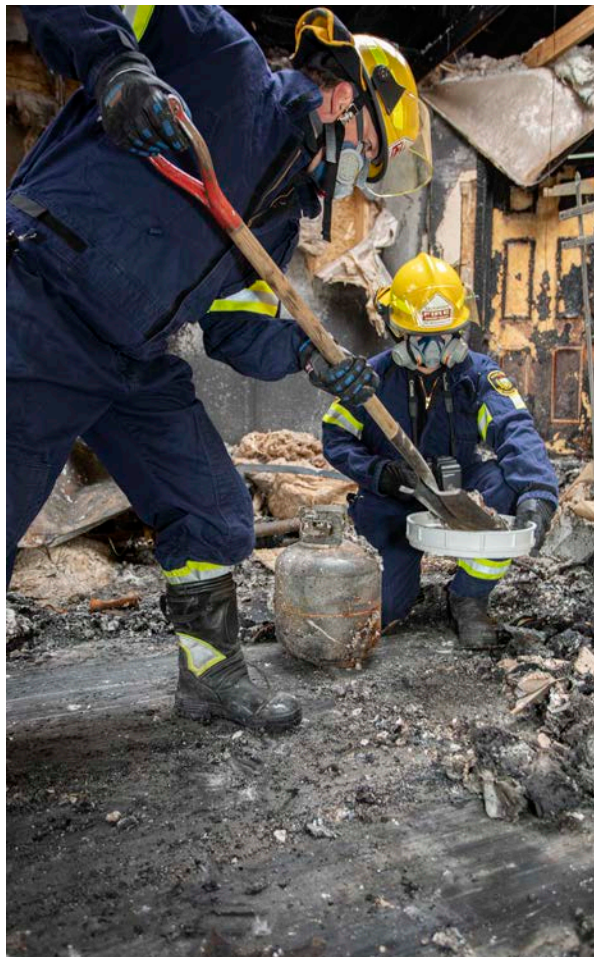
Fire Investigations

Fire investigation involves determining the origin, cause and circumstances of a fire. Complete and accurate data is utilized to enable the development and delivery of impactful public education, inspection and enforcement strategies. In 2021, SFD conducted 186 fire investigations totalling 630 hours of time.

Information recorded during the investigation process revealed the top three causes of accidental residential fires to be:

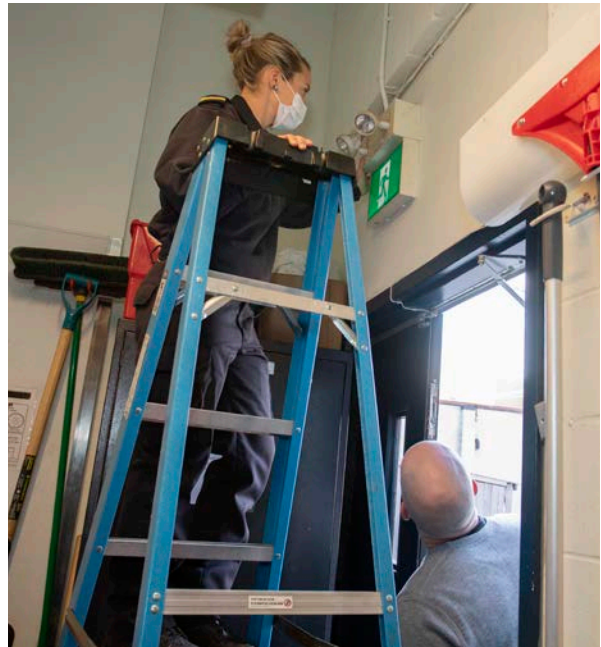
1. Unattended Cooking
2. Improper disposal of smoking material
3. Improper/unsafe electrical

84.5 million dollars was saved to structures and 23.26 million dollars in contents was saved.



Fire Inspections & Plan Reviews

Fire Inspections and Plan Reviews are conducted on all commercial and multi-residential buildings. The intent is to ensure the maintenance and installation of code-specific fire protection systems, collection of building construction data and ensure emergency procedures are implemented, posted and reviewed for each property.



Enforcement

When non-compliance or repeat offences occur, enforcement actions are undertaken through an enforcement process that includes Orders to Remedy, Warning and/or Violation Tickets, Direct Charges, Prosecution or Notice to Remedy. Any time SFD carries out the necessary work to comply a deficiency, the cost for the work and the inspector's time are placed onto the property tax roll in a process called Cost Recovery.

In 2021:

- 559 Orders were issued related to Property Maintenance and Fire Code deficiencies.
- 175 Tickets were issued enforcing Bylaws 8175 and 7990.

Demolitions and Property Remediation Process

The Demolition and Property Remediation (DPR) process was implemented in July of 2020. The new process allows SFD's Administrative Support Staff to work alongside the Fire Prevention & Investigation team to procure contractors, obtain demolition permits and efficiently remediate conditions at properties that pose a concern in the community. By having direct access to a structure's history, SFD can more efficiently prioritize a demolition. Using the DPR process, SFD completed 13 demolitions and 38 Property Remediations in 2021.

The cost of the contractors and the labour time in lieu of wages for Inspectors are placed onto the property tax roll for any property involved in the DPR.




Unsafe Outdoor Living Response

SFD recognizes homelessness is a complex issue which requires a whole-community response. With the support of Emergency Management, Fire Prevention & Investigation and partnering agencies in the community, SFD organized a proactive response to manage life safety and health issues related to those who are unhoused. Together, the group worked to provide emergency wrap-around resources to unhoused individuals including:


- Food
- Transportation
- Mental health and/or addiction support
- Access to Elders
- Trauma Support Services
- COVID-19 testing and access to vaccination
- Access to safe & healthy emergency shelter
- Support in accessing Ministry of Social Services programs

In 2021, Fire Prevention & Investigation reported:

 **121** interactions with unhoused individuals with 41 accepting supports such as transportation, meals, connection to family/friends or connection to the Ministry of Social Services.

6 fires occurred due to unsafe heating sources and 1 person was rescued by fire crews. 

 **48** site clean-ups occurred.

11 animals were saved by fire crews and rehomed by Animal Control Services. 

LOGISTICS

Logistics supports operations through the acquisition and maintenance of apparatus and fleet vehicles, equipment and facilities, as well as the procurement and distribution of supplies and materials necessary for day-to-day functions and emergency response.

KEY HIGHLIGHTS



Service over **102**
hazard detection monitors
& medical analysis devices

Maintenance and repair of **134**
SCBA (Self-Contained Breathing
Apparatus)



Manage and supply **397**
compressed air bottles

2,000+
pieces of PPE ordered,
inspected, and fitted for staff



Maintenance and repair of **76**
apparatus and fleet vehicles

Maintenance

The Maintenance team plays a major role in the preventative maintenance and repair of equipment, tools, and gear. Annual, bi-annual and monthly services occur to verify technical equipment is certified and operational. All breathing apparatus, PPE and turnout gear is tracked and inspected annually to ensure proper fit and protection for staff.

Mechanical

The Mechanical team keeps all 76 apparatus and fleet vehicles in good working condition. Regular scheduled preventative maintenance is performed on all vehicles to identify any potential problems, confirm components are well-functioning, and ensures fire apparatus is in safe operating condition and ready for response at all times.



Information Technology (IT)

SFD relies on its Fire Data Management (FDM) Records Management System to record incident information, analyze data, discover trends and produce reliable reporting. IT meticulously maintains this system, leading to an enhanced user experience, improved system performance and increased efficiency.

Supply Chain Management

Supply Chain Management ensures all areas of SFD are equipped with the necessary tools, medical supplies, and equipment required to perform emergency response and day-to-day tasks. Approximately 19,000 supply items are managed at each stage of procurement from quotes through to delivery. Inventory is obtained, stocked and distributed across SFD's nine stations and includes items such as:

- Medications from SHA and other vendors
- EMS supplies
- Tools
- Personal Protective Equipment (PPE)
- Cleaning supplies
- Office supplies

In the summer of 2021, Supply Chain Management procured a new handheld sonar system for SFD's water rescue team. The new sonar offers a last scene point application and supplements SFD's current sonar system. Together, the SFD sonar approach to incidents has increased versatility and saves firefighters' time on the river.

In the winter of 2021, Logistics procured a new emergency rescue pumper. Engine No. 21 was officially commissioned in January 2022 and is located at Station 2.

OPERATIONS & COMMUNICATIONS

Answering the call for service, the Operations & Communications Division mitigates a wide scope of emergencies and is responsible for the front-line response to the citizens of Saskatoon.

Services provided by the Operations & Communications team include:

Fire suppression

Front-line firefighter response to fire events such as structure fires, non-structure fires, industrial fires, vehicle fires, and wildland interface fires.

Hazardous materials

Response to emergencies involving high hazard rail, industrial and commercial events, as well as response to chemical, biological, radiological, nuclear and explosives events.

Confined space rescue

Technical rescue operation that involves the rescue and recovery of individuals trapped in a confined space that is not easily accessible by rescuers.

Vehicle Extrication

Technical rescue operation that involves rescue and recovery of individuals trapped in a vehicle when conventional means of exit are impossible or inadvisable.

EMS

Emergency response to life-threatening medical events in a Medical First Responder role.

High/low angle rescue

Technical rescue operation that involves the use of ropes, cables and other equipment to retrieve individuals from hard to reach areas such as steep gradients where only rope access is possible.

Public hazards

Response to emergencies involving hazards that affect the larger community such as weather, disease, infrastructure failure, security, or interruptions to critical services.

Water response

Response to emergencies involving bodies of water such as surface rescues, dives and ice/cold water rescue.

Public assists

Response to individuals at risk and/or in distress.

Heavy urban search and rescue

Technical rescue operation that involves search and rescue skills used in the event of a disaster such as building collapses, mudslides, flooding and forest fires.

Fire and Emergency Response Agreement

Supporting emergency events within the jurisdictions of surrounding municipalities as requested, according to Fire and Emergency Response Agreements.

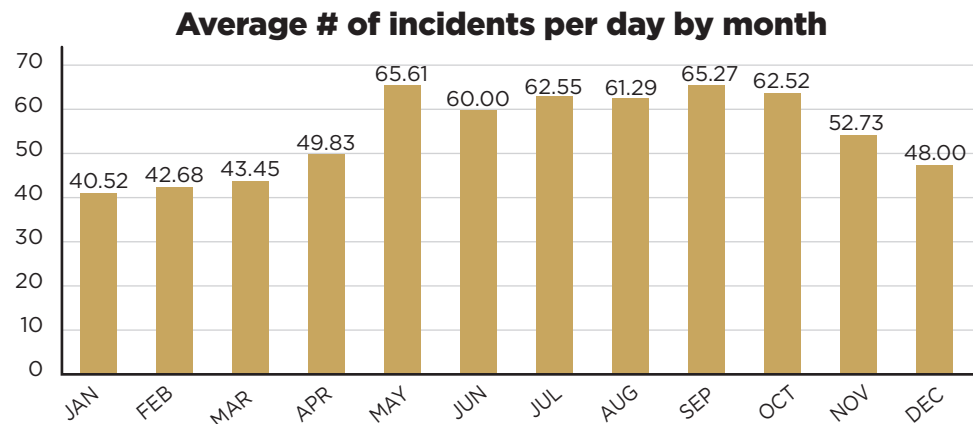
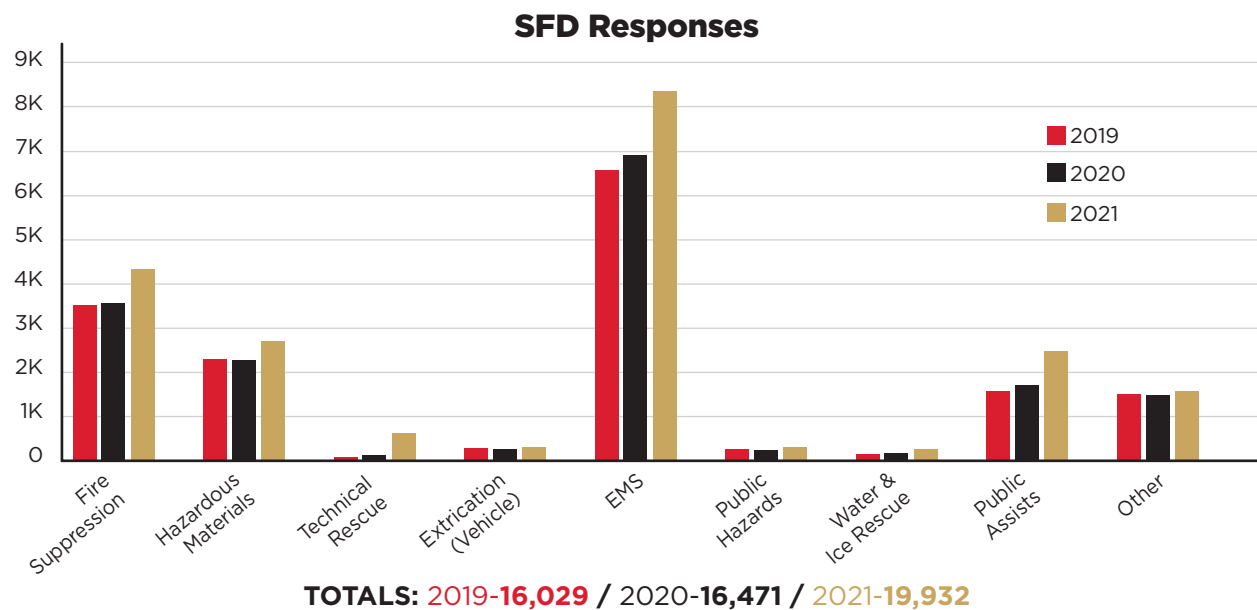
Dispatch communications

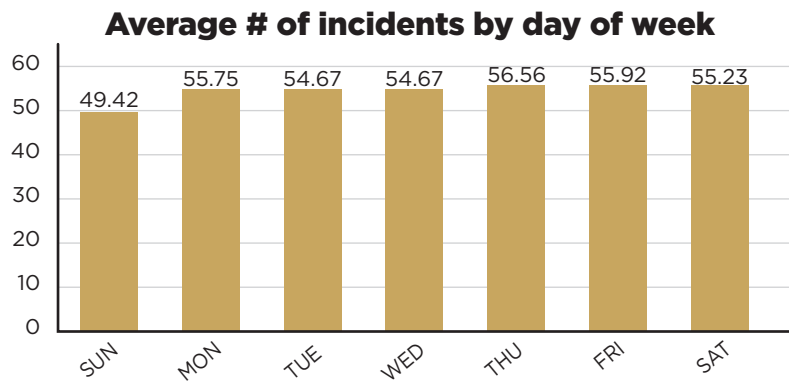
A designated centre of highly trained professionals that gather essential information and send the appropriate emergency service.

KEY HIGHLIGHTS

Types of Incidents

In 2021, fire crews responded to 19,932 incidents.



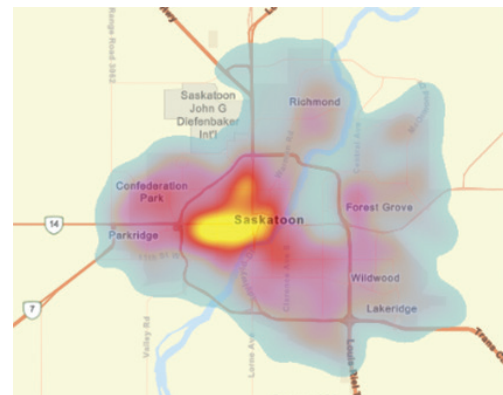


In 2021:

- \$103M worth of property and infrastructure caught fire
- 93% was protected and saved by the Saskatoon Fire Department
- \$7M was lost as a result of fire

2021 Operational Performance

- SFD Call Processing Time: 62 seconds; NFPA 1710 standard: 64 sec.
- SFD Turnout Time: 90 seconds; NFPA 1710 standard: 80 sec. for fire calls; 60 sec. for medical calls.
- SFD Travel Time (First Engine Arrives on Scene): 330 seconds; NFPA 1710 standard: 240 seconds
- SFD Response Time (elapsed time between call and arrival of first engine): 435 seconds; NFPA 1710 standard: 384 sec. for fire calls; 364 seconds for medical calls, 90%



In an emergency, seconds can drastically change outcomes. SFD is constantly working to improve its operational performance to be more efficient and thus, more effective at fighting fires and responding to emergencies.

STAFF DEVELOPMENT & SAFETY

The role of Staff Development & Safety is to ensure all staff have the knowledge, skills, and abilities to fulfil their job responsibilities with safety in mind. The Staff Development and Safety team is responsible for new certifications, re-certifications, ongoing skills reviews, and the research and development of the curriculum to deliver service in the above areas. The emphasis on safety protects the well-being of staff and ensures professional standards are followed in our services to citizens.

Staff Development & Safety members are viewed as credible subject matter experts for departmental standard operating procedures which makes these members valuable Incident Safety Officers at major events in their respective fields. Staff Development & Safety members also provide support at long-duration incidents by responding with the departmental rehab unit and providing support to responders who may be jeopardized by the nature or duration of the incident.



Specialty Programs

Specialty Team Coordination is responsible for the coordination and training of Saskatoon Fire Department's special operations programs including EMS, Hazardous Materials Response (HazMat), Technical Rescue and the Surface Rescue and Dive Programs.

KEY HIGHLIGHTS

- Each firefighter completes an average of 120 hours of continual education each year.

Emergency Medical Services

The SD&S certifies 137 specialized Firefighter/ Paramedics and 60 Medical First Responders. Cross-trained in other specialty programs, these staff are able to provide specialized patient care in the most challenging of environments.



325 hrs of EMS
Training delivered

Hazardous Materials Response (HAZMAT)

All firefighters have basic training in HazMat response. The department certifies 40 firefighters to the Technician Level of certification to ensure that the city has the best possible outcomes when a HazMat release occurs.



72 hrs HazMat
Training and
Review delivered

Surface Water Rescue Program

To ensure the safety of citizens on the river or local water bodies, the SFD has a trained team of 28 Surface Water Rescue Technicians. These specialists train for the rescue of persons in distress in water and on ice. Additionally they operate an underwater Sonar Search device that can be used to locate items as small as a handgun.

270 course hrs of
Surface Water & Sonar
Training conducted



Technical Rescue

36 firefighters are trained as Rescue Technicians. A Rescue Technician must become proficient in five main areas of discipline as they advance through the program:

1. Vehicle Extrication
2. Rope Rescue
3. Confined Space Rescue
4. Trench Collapse Rescue
5. Structural Collapse Rescue



160 hrs Rescue
Training delivered

Dive Program

Firefighters that have completed the requirements of the Surface Rescue program can apply to enter the Dive Program. These staff log many additional hours to become certified as Public Safety Divers. In 2021, SFD maintained credentials for 30 divers.



326 hrs of instructed
Dive Training



EMERGENCY MANAGEMENT

Emergency Management works with emergency response agencies, critical infrastructure partners and residents to ensure Saskatoon is a resilient community. When an emergency situation arises in our city – be it an extreme weather event, a dangerous goods incident, a pandemic, or a large community service disruption to a critical service – Emergency Management collaborates with partner agencies to provide a coordinated response.

Areas of responsibility include:

- Emergency Management Operations
- Business Continuity
- Corporate Security
- Regional Resiliency

KEY HIGHLIGHTS

Pandemic Response

During 2021, the Emergency Management Organization (EMO) continued the activation of the Emergency Operations Centre (EOC) to support both the City of Saskatoon as an organization and the residents of Saskatoon. Taking a whole community approach, the EMO worked with dozens of critical infrastructure partners in Saskatoon to ensure a coordinated community response to assist all residents in having increased safety and awareness.

notifynow Alerts

The notifynow alert system provides timely, trusted, and targeted public safety messages in real-time in the event of a public safety situation. The EMO and trusted agency partners work together to provide a coordinated response that may include sending notifynow emergency messages to the residents of Saskatoon. When an emergency notifynow message is issued, subscribers receive a voice, email, or text message – depending on their preferred method of communication indicated when signing up. During 2021, 4 notifynow messages were sent to Saskatoon residents.

Mobile Command Unit

The Mobile Command Unit (MCU) is a partnership between the City of Saskatoon, Saskatoon Fire Department, Saskatoon Police Service and the EMO. The MCU is a retrofitted recreational vehicle that has been in operation as an Incident Command Post since the fall of 2017. The MCU and the use of Incident Command System support efficient and coordinated responses to emergency incidents for the citizens of Saskatoon; this coordination often results in a timelier resolution while minimizing the impact or effects on citizens.



The MCU can be activated by either the Saskatoon Fire Department, the Saskatoon Police Service, or other City Departments. In addition to emergency activations, it is also activated as a Command Post for major organized public events such as fireworks festivals, parades, among others. In 2021, the MCU assisted the Saskatchewan Health Authority with mobile vaccination clinics. Over the course of the year, the MCU was activated 22 times.

Emergency Operations Centre

As part of the City of Saskatoon Emergency Management Plan, the EMO coordinates the Emergency Operation Centre (EOC) process for both the City of Saskatoon and with Critical Infrastructure partners. During 2021, there were 52 EOC activations. These activations included: extreme weather, infrastructure service disruptions, support of evacuations to Saskatoon, unsafe outdoor living and COVID-19 responses.

Corporate Security

In 2020, Corporate Security moved within the organization to report to Emergency Management. Over 18 Security Risk Assessments were completed in collaboration with departments across the organization. A new tool was created providing the organizations first holistic security risk rating for over 230 structures. This will help prioritize future security capital planning by starting with sites of greatest risk. Corporate Security continued to support major project capital planning and site-based project execution for internal clients. The City's first consolidated Security Guard Services contract was awarded introducing new tools and standardization to improve service delivery across the corporation.

In March 2021, the City's first Physical Security Standard was approved and provides a corporate-wide approach to ensuring standardization of minimum requirements for specific measures.

Business Continuity

Saskatoon EMO oversees the business continuity management program for the City of Saskatoon. Work is beginning on developing an overall program governance and structure.

Regional Resiliency

In 2020, a Regional Resiliency partnership was signed between 11 select municipalities north and west of Saskatoon. These include: RM of Great Bend, Borden, Langham, Hepburn, Waldheim, Duck Lake, Rosthern, RM of Rosthern, Hague, Osler, and Warman. The main focus is to establish and maintain an emergency planning program as a regional group geared towards mitigation, preparedness, response, and recovery. Community education and readiness will also be an important piece towards resiliency.

In 2021, communities were supported in updating their emergency management plans, developing emergency management committees and meetings and conducting a tabletop exercise for activating an evacuation centre.

STRATEGIC PLANNING & POLICY

In 2021, SFD began an inclusive process to re-examine all aspects of its Fire Services. This process will continue in 2022 and will begin to engage both internal and external stakeholders as part of the overall strategic planning. The goal is to deliver a four-year strategic plan for 2022-2025.

This planning will be used to:

- › Set priorities
- › Focus energy and resources
- › Strengthen operations
- › Ensure staff and stakeholders are working toward common goals
- › Measure intended outcomes and results
- › Assess and adjust SFD's direction in response to an evolving industry and municipality

OUR PEOPLE

Retirements

In 2021, SFD honoured 17 retirements. SFD extends sincere thanks and gratitude to those who have retired from a career of service to Saskatoon and the surrounding area.

New Hires

- 17 Firefighter Paramedics
- 1 Fire Inspector
- 1 Fire Bylaw Enforcement
- 1 Maintenance Service & Inventory Coordinator

Promotions

- 11 Captains
- 12 Lieutenants
- 3 Fire Service Instructors
- 1 Battalion Chief
- 1 Deputy Chief
- 1 Assistant Chief

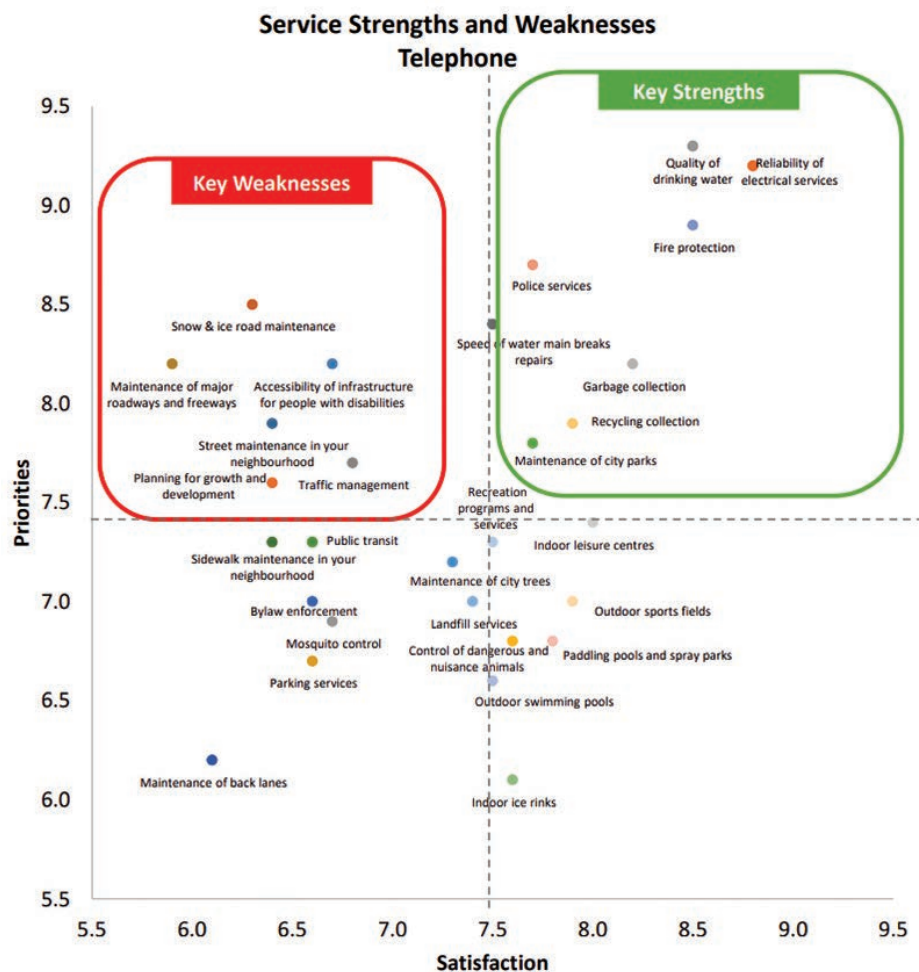


ENGAGING STAKEHOLDERS

- Social media impressions: 1,658,186
- Posts: 638
- Media releases: 176

2021 Civic Services Performance Priorities and Preferences Survey Results

- Saskatoon residents were asked to rate services provided by the City on a 10-point scale. SDF was given a satisfaction rating of 8.1/10.
- The majority of residents indicated they would like SFD's level of service to stay the same with 1 out of 5 indicating SFD should provide more services.
 - o More Service: 20%
 - o Less Service: 3.5%
 - o Same Level of Service: 76.5%
- A quadrant analysis was used to determine service strengths and weaknesses. The analysis resulted in SFD being identified as a 'Key Strength', indicating residents score SFD's services high in priority and satisfaction.



Testimonials

Thank you so much for the educational video! Thank you to all first responders for keeping us safe!

Big thanks to the fire department for rushing to the ParkYXE last night, after one of the kids decided to make a birthday party hotter by pulling the fire alarm!

Well Done SFD. No loss of life is always a great outcome!

@SaskatoonFire helping keep river safety top priority for these hot hot days, thanks for the chat and gifts. Keep an eye out for them on bikes!

@FireChiefYXE @SFDRaymer and @SaskatoonFire have constantly advocated for our homeless and this Wellness Centre. They have also been instrumental supporters of the Saskatoon Tribal Council, ensuring this proposal became a reality.

A smile and wave, even a flash of the lights from this crew this morning. It was all we could talk about on our ride home. Thanks @SaskatoonFire for being who we can call for help and for taking the time to make a little one's day! #yxex

Gratitude to @SaskatoonFire for taking care of our beautiful river valley yesterday. Several fires were started along the riverbank. I saw them put them out so quickly as I walked along Spadina.

Our Partners @SaskatoonFire were in a heck of a fight with a wildland fire on the North edge of Stoon today. We provided mutual aid and helped get it under control after many hours. Great job to all the Firefighters today, tough conditions but stronger teamwork!

LOOKING AHEAD

Relocation of Station 5

The SFD strives to provide a four-minute travel time to all areas of the city for at least 90% of responses. This goal is based on the National Fire Protection Association 1710 Standard. Geographic modeling shows this level of service and safety will be improved with the relocation of Station No. 5 from Central Avenue to Preston Avenue, north of 108th Street. Response will be improved to the University and surrounding neighbourhoods, while maintaining service levels for the Sutherland neighbourhood.

The relocation of Station No. 5 is part of a two-station move that will see operational savings of approximately \$3 million a year. The first relocation was Station No. 3 to Clarence Avenue South, which was completed in 2018. Construction and completion of relocating Station No. 5 will take place in 2022 and 2023. The new station will have a shared cultural space for use by SFD, University of Saskatchewan, civic departments and community groups.



New Fire Stations to Serve Saskatoon's West End

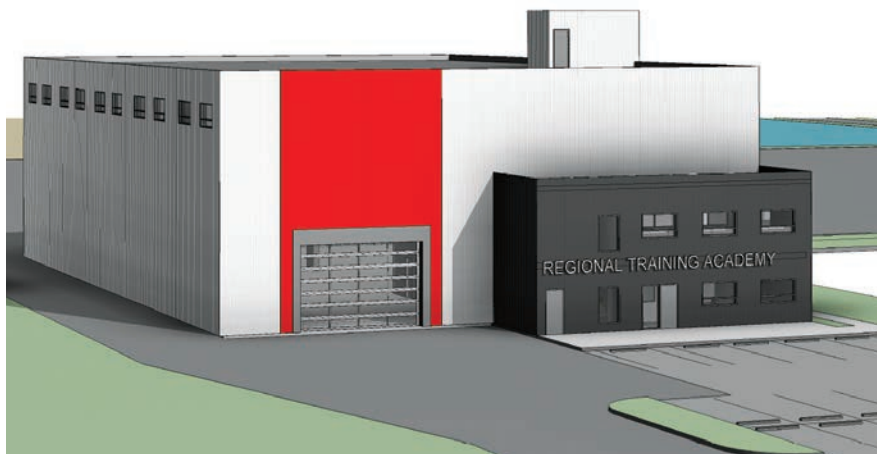
With nearly 20,000 emergency responses reported in 2021, Station 1 on Idylwyld Drive and Station 2 on Diefenbaker Drive accounted for 52% of those incidents. SFD is looking to build two new smaller stations on the west side of the city to alleviate the extra pressures put on Stations 1 and 2. The new stations are planned to be located in the northwest and southwest areas of Saskatoon. SFD's goal is to have the two stations operational by 2027.

New Local Training Facility

Currently, Saskatoon firefighters practise their skillsets at varying locations in and out of the city. The need for a local training facility has become more urgent due to the increased complexity of required firefighter skills, regulatory frameworks, and Saskatoon's growing population.

Consolidating training activities in a local setting would allow the Saskatoon Fire Department to provide training in a more controlled and safer learning environment.

The realization of the new training facility will unfold in alignment with SFD's Strategic Facilities Plan.



Equity Diversity & Inclusion

The SFD recognizes that a number of equity, diversity, and inclusion (EDI) issues are being identified within fire services and about fire services across the country. Together, representatives from SFD Executive Officers, IAFF Local 80, and Human Resources have formed an EDI Committee to discuss equity, diversity and inclusion issues and find ways to work proactively together on them.

In 2021, the committee engaged a third-party consultant to conduct an EDI survey. The survey was used as a temperature check to gain a general understanding of the current state of SFD's workforce and identify where the EDI Committee should focus its efforts over the coming years.

259 employees chose to participate in the EDI survey and a final report was provided to the EDI Committee, along with recommended next steps. With these recommendations in mind, the EDI Committee is committed to developing a comprehensive EDI plan that will commence in 2022.

Next-generation 9-1-1 (NG9-1-1)

SFD is in the process of planning for critical technological changes that will alter how Dispatch receives, processes and transfers 911 calls. The Canadian Radio-television and Telecommunications Commission (CRTC) has mandated that existing 911 systems completely transition to NG9-1-1 by March 31, 2024. NG9-1-1 will allow the public to share voice, data, video and text messages to dispatch centres and will provide emergency personnel with a geo location of the caller, allowing for more effective and efficient emergency responses.

The transition is expected to begin in fall of 2022 with full implementation expected to be in place by the fall of 2023.

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