

# **Emergency and Protective Services - Ottawa Fire Service**

## **2017 Budget Briefing Note**

### **Description**

The goal of Ottawa Fire Services is to reduce or eliminate loss of life and property. In order to meet this goal, Ottawa Fire Services encourages a culture of public fire safety and strives to empower members of the community with the knowledge and tools required to prevent fires. Ottawa Fire Services enhances emergency response through continual training of staff, identifying change opportunities and managing service priorities.

### **Programs/Services Offered**

- Public fire safety education through various avenues, including social media, outreach campaigns, community events, and community partnerships;
- Conducted 6,632 prevention activities in 2015, including inspections, public education outreach and investigations. Additionally, OFS visited 14,254 homes in 2015 as part of the Wake Up! Get a Working Smoke Alarm Campaign. Having a strong presence in the community is vital to building trust and strengthening the services voice. Education, inspections and investigations is a collaborative effort between all divisions within OFS with the ultimate goal of preventing fires.
- Application of fire safety standards and enforcement, including thorough fire cause, origin and circumstance evaluations, Fire Code compliance, investigations, fire inspections and risk assessments;
- Effective emergency response which includes fire, and medical emergency calls, fire suppression and rescue operations (e.g. water rescue and automobile extrication) and special operations such as responding to hazardous material calls; Further ensures compliance with OFS response standards adopted as part of the Commission of Fire Accreditation International program;

- In 2015, Ottawa Fire Services recorded 65,396 apparatus responses to 22,842 incidents including fire, hazardous material, rescue, medical and aid agreement incidents.
- Recruitment outreach and community engagement campaigns such as Camp FFIT (Female Firefighters in Training);
- Dispatch services - The Communications Division directly impacts the ability of OFS to provide effective fire protection and emergency response to the City. As the first point of contact in an emergency or life threatening situation, this division is equipped with the technology and systems to receive calls from the public and other emergencies and creates a safer working environment for emergency responders. In 2015, OFS Communications Center received 90,774 calls.