

Community Risk Reduction Division

Annual Report CY2022



STRENGTHS

- Teamwork/collaboration
- Knowledge/technical
- Flexible
- Customer service
- Diverse background
- Innovative
- Support from Team – Top to bottom (excellent communication)
- Ability to do all inspections – well rounded
- Hand on training/ applying education
- Online digital process
- Constant program evaluations
- Public Education/Community Outreach
- Ruben – “We got one!”
- Ideas for change
- Trust
- Leadership intent

WEAKNESSES

- Refer to Bureau – too many programs/information
- Spread thin with inspections – need more help
- Quality vs Quantity – feeling that we are too focused on quantity
- Completing projects - too many projects at same time
- Reactive vs Proactive – feeling that we put out fires vs have
 - Improve online scheduling process
 - Improve permit issue process
 - Phone transfers – frontline should be able to answer many routine questions
 - State mandated earlier in year
 - GFLS re-inspections

OPPORTUNITIES

- CRR – Develop a CRA (data driven analysis)
- First due – Fire trends
- Battery safety – Fires in HB
- Code Changes
- Integrated systems
- Site safety plans
- Part time inspectors
- Change of WUI designation
- Possible annexation of wetland
- Fire Pre Incident Plans – help them get the information listed on the maps
- Utilize data to show the value of our department – leads to more funding directed to Fire Prevention

THREATS

- Financial – budget
- New council priorities that might take away from CRR
- Oil well abandonments
- Floor staff inspections
- High Hazard Occupancies – occupancies that have been out of compliance for years
- Efficiency
- Good Data input
- Customer service at initial call – need to train our
- Staff short-term departures impacts on workload (e.g., Jake's paternity leave)
- Reliable transportation – old vehicles

START

- Investigation data
- Self Annual Fire Evaluation aka Self Inspection Program for Businesses
- Pull time entry level - possible R2 inspectors
- Laptops
- Health and Wellness – Physical
- School Outreach – focus on fire drills
- Identify community stakeholders
- Fireworks magazine
- Large home safety visit program at mobile home park
- Improved referral inspection program
- Select beneficial public education – be targeted with messaging
- Automated self-correct reminder

STOP

- 3rd inspection- no access – Company is bypassing 2nd inspection to get auto-referral
- CUPA funds allocation – protect the enterprise funds
- Senior outreach – need to re-imagine the outreach
- Low risk inspections (B, offices)
- Inspector CUPA submittal reviews – dependent upon additional staff
- Weekly OKR meetings – shift to bi-weekly, monthly
- Annual oil well inspections – evaluate the mandate

CONTINUE

- Part timers – they are great
- Public engagement
- Home safety visits
- CUPA
- Open House – Jr Obstacle course
- Fun, educational CRR videos
- Team Building
- Fireworks turn-in
- Electronic plan reviews

ACCOMPLISHMENTS

- New Fire Inspector II; successful transition from Dave to Chris
- 3 successful recruitments
- Expanded part time program
- Open House
- Sparky's back!
- Fireworks turn in 60# medium load
- Team building
- Engagement teams
- Code adoption
- Open house – obstacle course
- Spark of Love
- PT staff getting full time job
- Part timers – great addition to team
- Cambro – TCO and Education
- Public Education
- Firework collection
- Recruitment events
- School fire triangle demos
- Oil well – shut in

2022 CRR PERFORMANCE METRICS

- **Plan Review Services**
 - 3,178 Plans Reviews Completed
 - AVG Total Turnaround - 8 or less days
 - 1st Plan Check – 12 or less Days
 - 2nd Plan Check – 7 or less Days
 - 3rd+ Plan Check – 5 or less Days
- **Development Inspections**
 - Building final – 315
 - Rough-in - 213
 - Hydrostatic (pipe/underground) – 71
 - Methane barrier – 60
 - Standpipe – 3
 - Underground – 46
 - Pipe - 10
- **Inspections – CRR Division**
 - CUPA (routine + other) - 151
 - School – 46
 - Life Safety – 480
 - 43 required re-inspections
 - 115 were self-correct (minor violations)
 - High Rise – 9
 - Institutional – 2
 - R1 (hotel/motel) – 2
 - R2 (apartment/3+unit) – 20 plus 12 re-inspections
 - Oil well sites - 35
 - Unscheduled – 20
 - Events - 57
- **Inspections – Company**
 - Life Safety – 2003
 - R1 (hotel/motel) – 23
 - R2 (apartment/3+units) – 2468
 - Events - 57

OBJECTIVES

- **Objective 1** – Implement Oil Wind Down Strategy
- **Objective 2** – Accela Improvements
- **Objective 3** – Risk Based Inspection & Fee Schedule
- **Objective 4** – Advance Public Education Program
- **Objective 5** – Support Pre-Incident Plan Program

KEY RESULTS

- **Great – We Delivered**

- Key Result 1.2 Execute Plan for MKTF Tank OOS
- Key Result 2.1 Update converted record for correct inspection frequency
- Key Result 3.1 Prepare analysis to justify fee schedule change on facility risk assessment score
- Key Result 5.1 Present GIS based pre-incident plan to Ops staff

- **Made Progress – Fell Short of Goal**

- Key Result 1.1 Public RFP for Oil Well Abandonment
- Key Result 4.1 Senior Community Outreach – prepare content for 2 senior communities

- Key Result 5.2 Update Fire Watch Program to an online based format

- **Failed to Make Progress - none**

- **Change in Scope - deferred**

- Key Result 2.2 Implement CERS Adaptor
- Key Result 2.3 Implement Public Hydrant Workflow
- Key Result 4.3 Create 4 pilot lesson plans and present to OCSV school district
- Key Result 4.2 After incident education – create education content after fire events

GOALS FOR 2023

- Mobile home park home safety visit – QI
- Finish fire watch QI
- Prevention response for Hazmat – develop procedures
- Reduce # of self corrects
- Create a ‘referral to prevention’ policy
- Abandon oil wells/resume production depending on council direction
- Implement S.A.F.E. program
- Witness fire drill at all HB elementary schools
- Create a health and wellness program for prevention bureau
- Reduce amount of open violations and refer to bureau inspections
- Finalize Community Risk Assessment in greater detail