

Strathcona County Emergency Services 2023-2035 Master Plan and 2023 Standards of Cover**Report Purpose**

To present to Council the Strathcona County Emergency Services 2023-2035 Master Plan and 2023 Standards of Cover final reports.

Recommendation

THAT the five Strathcona County Emergency Services Master Plan goals of Ready and Able Workforce; Healthy Culture; Service Excellence; Collaborative Partnerships; and Safe Community, as set out on pages 29 and 30 of enclosure 2 of the June 20, 2023 Emergency Services report, be approved.

Our Strategic Goals

Goal 2 - Healthy and Safe Community

Goal 3 - Responsible Development

Goal 4 - Municipal Excellence

Goal 2 Priority - Social supports that enhance community well-being and safety, and build community connection

Goal 3 Priority - Growth and development that prioritizes community well-being and economic benefits

Goal 4 Priority - Optimal use of resources that meets the community's needs

Report

Strathcona County Emergency Services' previous Master Plan and Standards of Cover were completed in 2012 and 2013. The 2012 Master Plan and 2012 Standards of Cover identified strategic initiatives and service levels for 2013-2022.

Since this time the community has grown and the department has evolved significantly, including but not limited to:

- the transition of ambulance dispatch to Alberta Health Services in May 2013
- addition of Station 6 in 2013
- steady growth in community population (92,403 in 2012 and 100,362 in 2022 (8%))
- introduction of new multi-story building types beginning in 2019
- significant growth in fire and EMS call volumes

The current Master Plan and Standards of Cover project was approved as part of the 2020 budget. In early 2021 Consultants Darkhorse Analytics and iStrategic Advisors undertook work on a Community Risk Assessment, Standards of Cover, and Master Plan with the following objectives:

- support evidence-based decision making for Emergency Services;
- support community risk reduction and public safety;
- anticipate increased and changing service needs; and
- determine appropriate service levels and identify industry standard performance metrics.

The 2022 Community Risk Assessment was completed last year and presented to Council on April 12, 2022. This foundational document informed the Standards of Cover and served as an overall evaluation of community risk.

The key findings and direction of the Master Plan and Standards of Cover were presented to Executive Team on December 8, 2021, and March 2, 2022. Work progressed to a draft stage before the project was paused with the retirement of the former Fire Chief resuming in late 2022, shortly after the new Fire Chief was oriented.

Five goals have been identified to guide the 2023-2035 Master Plan: Ready and Able Workforce; Healthy Culture; Service Excellence; Collaborative Partnerships; Safe Community. These five goals will be the focus of the Master Plan through 2034 and will inform the priorities and initiatives within future department business plans.

The final report provides strategies for each of the five goals. Any funding required for these strategies will be brought forward to Council as part of the annual business planning and budget process.

The Master Plan and Standards of Cover provide a framework for the department to prepare for future growth and changing risk. This includes striving to meet industry performance standards and service levels. It will be a strategic fundamental approach to how the department will make decisions well planned manner to ensure the services provided are prepared to react to changes in services and service levels. It will be a living document that guides key milestones and that helps influence and shape decisions into the future.

These documents will ensure Strathcona County Emergency Services service delivery meets both community and departmental expectations on an annual and multi-year basis to support the County's vision of becoming Canada's most liveable community.

Council and Committee History

May 9, 2023	The Priorities Committee was provided with the final update on the 2023-2035 Master Plan and 2023 Standards of Cover
April 12, 2022	The Priorities Committee was provided with an update on the Community Risk Assessment, Standards of Cover and Master Plan project.

Other Impacts

Policy: N/A

Legislative/Legal: N/A

Financial/Budget: To be presented through the annual business planning and budget process

Interdepartmental: N/A

Master Plan/Framework: Completion of a new Master Plan, Standards of Cover and Community Risk Assessment will replace the versions completed in 2012.

Communication Plan

Thorough communication of the plan to both internal, external, and identified stakeholders will be required to ensure the plan is visible to the community and actioned and updated on a regular basis.

Enclosures

- 1 SCES Master Plan and Standards of Cover presentation
- 2 2023-2035 SCES Master Plan Final
- 3 2023 SCES Standards of Cover Final
- 4 2022 SCES Community Risk Assessment Final