

**Minutes of the Operational Review Committee  
Meeting Held  
Monday, February 29, 2016**

**Present:**

Councillor Maroosis, Committee Chair  
Councillor Bain, Committee Member  
Councillor Serran, Committee Member  
Councillor King, Committee Member  
Councillor Anthony, Committee Member  
Mayor McDonald, Committee Member  
Councillor Mayne  
Jerry Knox, Chief Administrative Officer  
David Euler, Managing Director of Engineering, Environmental Services and Works  
Lea Janisse, Managing Director of Corporate Services  
Margaret Karpenko, Chief Financial Officer  
Grant Love, Fire Chief  
Karen McIsaac, City Clerk  
G. Mulcahey, Executive Member North Bay Professional Firefighters' Association

**Regrets:**

John Severino, Managing Director of Community Services  
B. Phillips, President Local 122 CUPE

Special Review Committee Chair, George Maroosis, called the meeting to order at 5:15 p.m.

1. Adoption of Minutes:  
The February 16<sup>th</sup> and 22<sup>nd</sup>, 2016 Minutes were approved by the Committee and will be presented to Council on March 7<sup>th</sup>.
2. Operational Review of North Bay Fire & Emergency Services:
  - Chief Love presented the North Bay Fire & Emergency Services' review and provided a copy of the presentation to the Committee.
  - Staffing:
    - The left hand side of the organizational chart represents the staffing levels in Public Education and Prevention.
    - The right hand side of the organizational chart represents the staffing levels in fire suppression.
    - Mechanical Divisions comes from public works – this position does the day-to-day repairs, warranty work and yearly mechanicals.
    - The mechanic does not do the pump testing and the aerial testing this is done by a third party.
    - The mechanic reports to Public Works but their time is charged back to the Fire Department.
    - North Bay Fire and Emergency Services
    - North Bay Fire and Emergency Services currently have contracts with Nipissing First Nations, Union of Ontario Indians, Commonwealth Plywood
    - Community Emergency Management with Temagami and Temiscaming, Quebec.
    - When Transport Canada transferred the Airport to the City the North Bay Fire Department is now responsible for fire fighting at the Airport.
    - Mutual Aid Program – with Fire outlying Fire Departments. This is enacted when a Fire Department might have an incident in their municipality that is more than they can handle.
  - Public Education and Prevention:
    - More emphasis on educating the public you may need less suppression (i.e. smoke alarms/carbon monoxide detectors).

- Currently the staff is participating in programs with the business sector/schools/vulnerable occupancy groups.
- With the business sector the staff advised of what new legislative requirements the Province would be enacted and helped the business sector and the vulnerable occupancy groups integrate these changes in a cost efficient manner.
- Believe in working together – last resort is to charge.
- All complaints must be investigated.
- The department is being pro-active by doing inspections on a regular basis, i.e. hood systems in restaurants.
- Currently when the City has movies filming in the City if the request a fire truck to come and sit at the location and they truck is able to leave if there is an emergency they must respond to the Fire Department does not charge for this service.
- Department recovers costs of inspections through User Fees.
- Emergency Response:
  - First Response/Tiered Response – all three agencies respond - what triggers this:
    - (i) Suspected injuries
    - (ii) Suspected fire or someone trapped
      - The EMS/Police/Fire meet at least twice a year to see what needs to be adjusted in relation to tiered response.
      - Which 911 Facility responds to the calls. 911 operators for police and fire are located in one building – ambulance dispatch is located in West Ferris.
      - Ambulance is not a call centre – the call is received at the Police City and if it needs to be transferred to ambulance they will do so.
      - When someone is using a cell phone where does the call go – it would depend on the tower location as to who would get the call.
  - Trench Rescue – Awareness Level – the North Bay Fire Department only has the basic training for trench rescue – they can advise how to do the rescue in the correct way but they would actually go into the trench to complete the rescue.
  - Airside Crash – the Municipality is responsible for all costs – the Federal Government does not have any responsibility.
- Call Volumes:
  - Calls are fairly consistent.
  - These do not include complaint calls – these calls indicate when the fire apparatus went out.
  - Trying to reduce the number of false calls through public education.
- Operational Efficiencies:
  - Platoons have been reduced to 17 from 20.
  - Minimum staffing down to 13.
  - When the City has special events, i.e. Armed Forces Day, there is a requirement to bring in additional staff.
  - Gapping retirements – not replacing retiree right away.
  - Modified duties – employees are being brought back on modified duty doing front line staff work.
  - 24 Hours have been in place for approximately 2 months.
    - It has been a fairly positive implementation.
    - The firefighters have the ability for increased training hours.
    - Because the 24 hour shifts are fairly new vacation has not been issue.
    - Will be reviewing the 24 hour shifts on a quarterly basis
    - The firefighters stay at the station for 24 hours.
    - The firefighters have a rest break during the 24 hour

- shift.
- The Positive Pressure Attack has received positive comments from the insurance community.
- Working with the community instead of the approach of laying charges.
- Opportunities:
  - Automatic Aid – what can we provide to other municipalities and what can other municipalities provide us, i.e. ice/water rescue.
  - Station 4 – given to us by the Military – looking at the possibility of making this building surplus.
  - Deep River and Sudbury currently have a hybrid fire department.
    - Deep River won this right in arbitration.
    - Sudbury was due to amalgamation.
    - There are many variables to look at with this type of system – volunteers who work during the day and not necessarily in the City is one variable.
    - The current collective agreement does not allow this.
    - Significant start-up costs.
    - This made sense for Sudbury due to the sheer size of the outlying areas.

### 3. ACTION ITEMS:

- (i) Provide electronic copy of presentation to the Committee.
- (ii) Amend the presentation as the number of Firefighters at Station 1 from 6 to 8.
- (iii) Committee to review the Regulatory Requirements regarding Tiered Response.
- (iv) Review of 911 and dispatch services in relation to Police and EMS.
- (v) Chief to provide copy of new 24 Shift Schedule.
- (vi) Look at Hybrid Style Fire Department.
- (vii) Committee to discuss Automatic Aide and Mutual Aide.
- (viii) Committee to discuss amalgamation of Emergency Services.

- 4. Next meeting – March 14, 2016 – 5:15 p.m.  
Agenda Items: Community Services Operations – John Severino

Meeting adjourned at 6:50 p.m.

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Councillor George Marosis  
Chair Operational Review Committee

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City Clerk Karen McIsaac