



Central York Fire Services

Agenda

Joint Council Committee

Date: Wednesday, May 15, 2019
Time: 9:30 AM
Location: Council Chambers
Municipal Offices
395 Mulock Drive
Newmarket, ON L3Y 4X7

Pages

1. Additions & Corrections to the Agenda

2. Declarations of Pecuniary Interest

3. Presentations

4. Deputations

5. Approval of Minutes

5.1 Central York Fire Services – Joint Council Committee Meeting
Minutes of March 5, 2019

1

1. That the Central York Fire Services - Joint Council Committee Meeting Minutes of March 5, 2019 be approved.

6. Items

6.1 2018 Annual Report

7

1. That the 2018 Annual Report be received for information purposes.

6.2 Motor Vehicle Collision Cost Recovery Program

29

1. That Fire Services Report 2019-03 Motor Vehicle Collision (MVC) Cost Recovery Program dated 2019-04-11 be received; and,
2. That the Joint Council Committee (JCC) review the options provided in this report and give direction to staff on which option to proceed with; and,

3. Subject to the option selected by Council, that JCC approve the hiring of a regular part-time administrative assistant in October 2019 for a launch in January 2020.

6.3 Fire Learning Management System Software

37

1. That Fire Services Report 2019-04 Fire Learning Management System Software dated 2019-04-18 be received; and,
2. That Joint Council Committee (JCC) recommend seeking the required procurement related approvals for Central York Fire Service (CYFS) to enter into a long-term, non-competitive agreement with the current web based Fire Learning Management System (FLMS) service provider, being Stillwater Consulting Limited, at a cost of approximately \$153,000.00 over a ten (10) year time frame and renewable annually thereafter for support, maintenance and licence fees based on available approved budgets.

6.4 CYFS Budget Report - First Quarter 2019

43

1. That the report entitled CYFS Preliminary Budget Report - First Quarter dated May 7, 2019 be received for information purposes.

7. New Business

8. Closed Session

- *8.1 Labour relations or employee negotiations as per Section 239 (2) (d) of the Municipal Act, 2001.

9. Adjournment



Central York Fire Services

Minutes

Joint Council Committee

Date: Tuesday, March 5, 2019
 Time: 9:30 AM
 Location: Leksand Room - Town of Aurora
 Aurora Town Hall
 100 John West Way
 Aurora ON

Members Present: Mayor Mrakas, Town of Aurora, Chair
 Councillor Gallo, Town of Aurora
 Councillor Gilliland, Town of Aurora
 Councillor Bisanz, Town of Newmarket, Vice-Chair
 Deputy Mayor & Regional Councillor Vegh, Town of Newmarket
 Councillor Broome, Town of Newmarket

Staff Present: E. Armchuk, Acting Chief Administrative Officer, Town of Newmarket
 D. Nadorozny, Chief Administrative Officer, Town of Aurora
 I. Laing, Fire Chief, Central York Fire Services
 C. Duval, Assistant Deputy Chief, Central York Fire Services
 R. Schell, Chief Fire Prevention Officer, Central York Fire Services
 J. Gaertner, Acting Director of Finance – Treasurer, Town of Aurora
 M. Mayes, Director of Financial Services/Treasurer, Town of Newmarket
 D. Schellenberg, Manager of Finance & Accounting, Town of Newmarket
 L. Georgeff, Director of Human Resources, Town of Newmarket
 A. Walkom, Legislative Coordinator, Town of Newmarket

1. Additions & Corrections to the Agenda

Mayor Mrakas advised of the following correction to the agenda:

Item 3.2: Fire Station 4-4 (Aurora Update) was moved from Presentations to Items.

2. Declarations of Pecuniary Interest

None.

3. Presentations

3.1 Residential Sprinkler System

Chief Laing provided an introduction to the presentation. Ryan Schell, Chief Fire Prevention Officer provided a presentation regarding Residential Sprinkler Systems. The presentation included an overview of the advantages of residential sprinklers and their effect on fire suppression.

Moved by: Councillor Broome

Seconded by: Councillor Gilliland

1. That the presentation regarding Residential Sprinkler Systems be received.

Carried

4. Deputations

None.

5. Approval of Minutes

5.1 Central York Fire Services – Joint Council Committee Meeting Minutes of January 22, 2019

Moved by: Councillor Bisanz

Seconded by: Deputy Mayor & Regional
Councillor Vegh

1. That the Central York Fire Services - Joint Council Committee Meeting Minutes of January 22, 2019 be approved.

Carried

6. Items

6.1 CYFS Preliminary Budget Report - Fourth Quarter

D. Schellenberg provided an overview of the Fourth Quarter Preliminary Budget Report.

Moved by: Councillor Broome

Seconded by: Councillor Gilliland

1. That the report entitled CYFS Preliminary Budget Report - Fourth Quarter dated March 4, 2019 be received for information purposes.

Carried

6.2 Central York Fire Services - Vision, Mission and Values

Chief Laing presented the results of the Vision, Mission and Values exercise to the Joint Council Committee.

Moved by: Councillor Gallo

Seconded by: Councillor Bisanz

1. That Fire Services Report 2019-01, Central York Fire Services (CYFS) Vision, Mission and Values dated 2019-02-26, be received for information purposes; and,
2. That CYFS present to the JCC the results of the departmental input which created the Vision, Mission and Values poster; and,
3. That CYFS move forward with sharing the information with staff and undertake to develop buy-in and support throughout the organization to show our commitment to the citizens of Aurora and Newmarket, emergency services partners and all employees of the fire service.

Carried

6.3 Fire Station 4-5 Update

D. Nadorozny provided an update on the status of Fire Station 4-5.

Moved by: Councillor Gilliland

Seconded by: Deputy Mayor & Regional
Councillor Vegh

1. That the Fire Station 4-5 Update be received.

Carried

6.4 Fire Station 4-4 (Aurora Update)

Chief Laing provided an overview of the traffic safety concerns present on Wellington Street at Fire Station 4-4. The Committee discussed options for possible safety measures to mitigate the risk at the location.

Moved by: Councillor Bisanz

Seconded by: Councillor Broome

1. That the Fire Station 4-4 Update be received.

Carried

Moved by: Councillor Gallo

Seconded by: Councillor Bisanz

1. That staff provide the Joint Council Committee with the estimated capital and operating costs of a dedicated traffic signal to be installed at Fire Station 4-4.

Carried

7. New Business

7.1 Regional Review

Councillor Broome inquired if the Regional Review could affect Central York Fire Services. Chief Laing advised of the potential impacts of amalgamations on service levels.

7.2 CAO - Town of Newmarket

L. Georgeff advised that Jag Sharma has been hired as Chief Administrative Officer for the Town of Newmarket, beginning April 1, 2019.

8. Closed Session (if required)

None.

9. Adjournment

Moved by: Councillor Bisanz

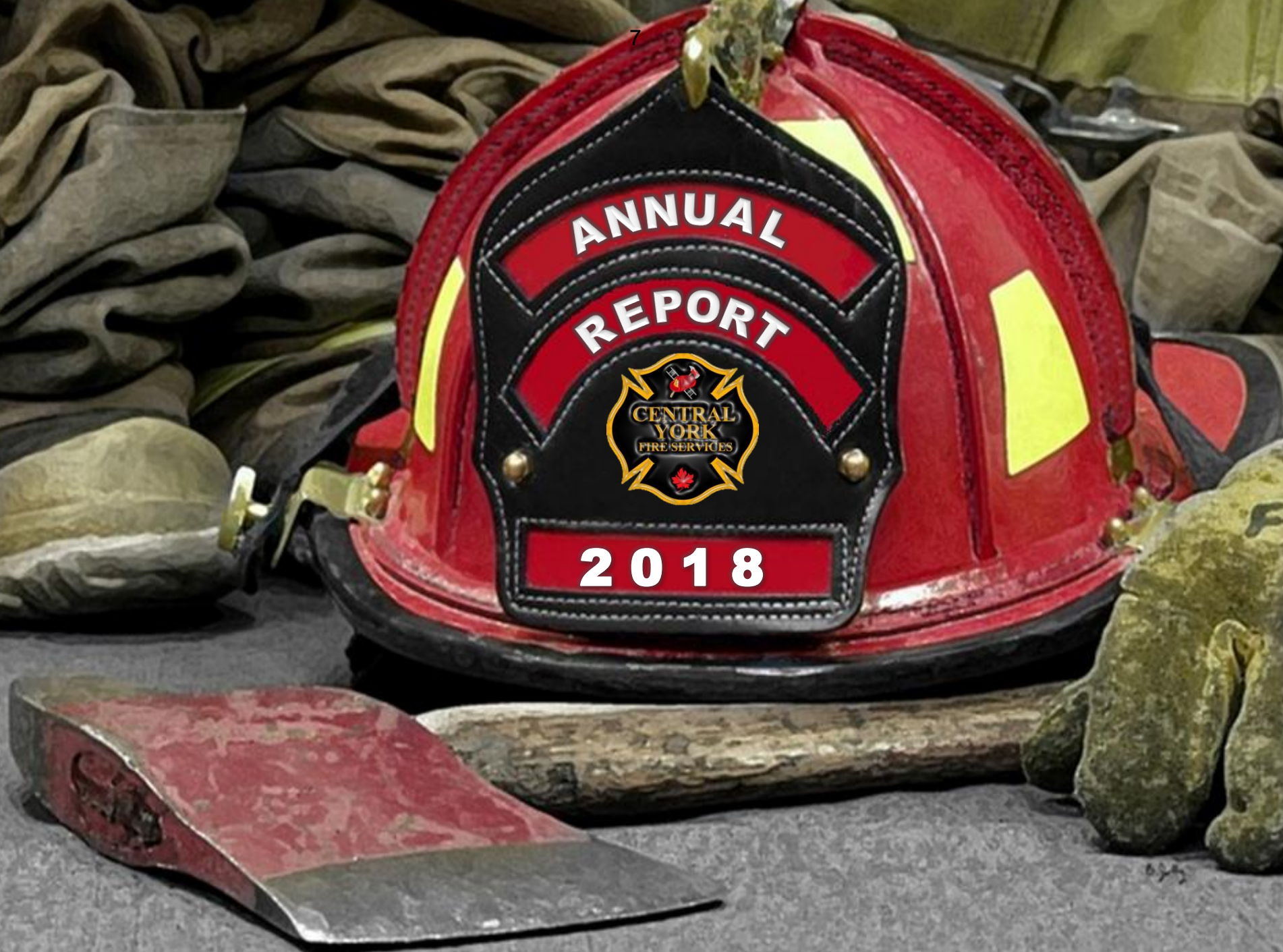
Seconded by: Councillor Gilliland

1. That the meeting be adjourned at 11:35 AM.

Carried

Mayor Mrakas, Chair

Date



Message from the Chief

Central York delivers fire based public education and fire prevention services to both Aurora and Newmarket residents. Being pro-active in these critical areas reduces fire-related injuries and property loss.

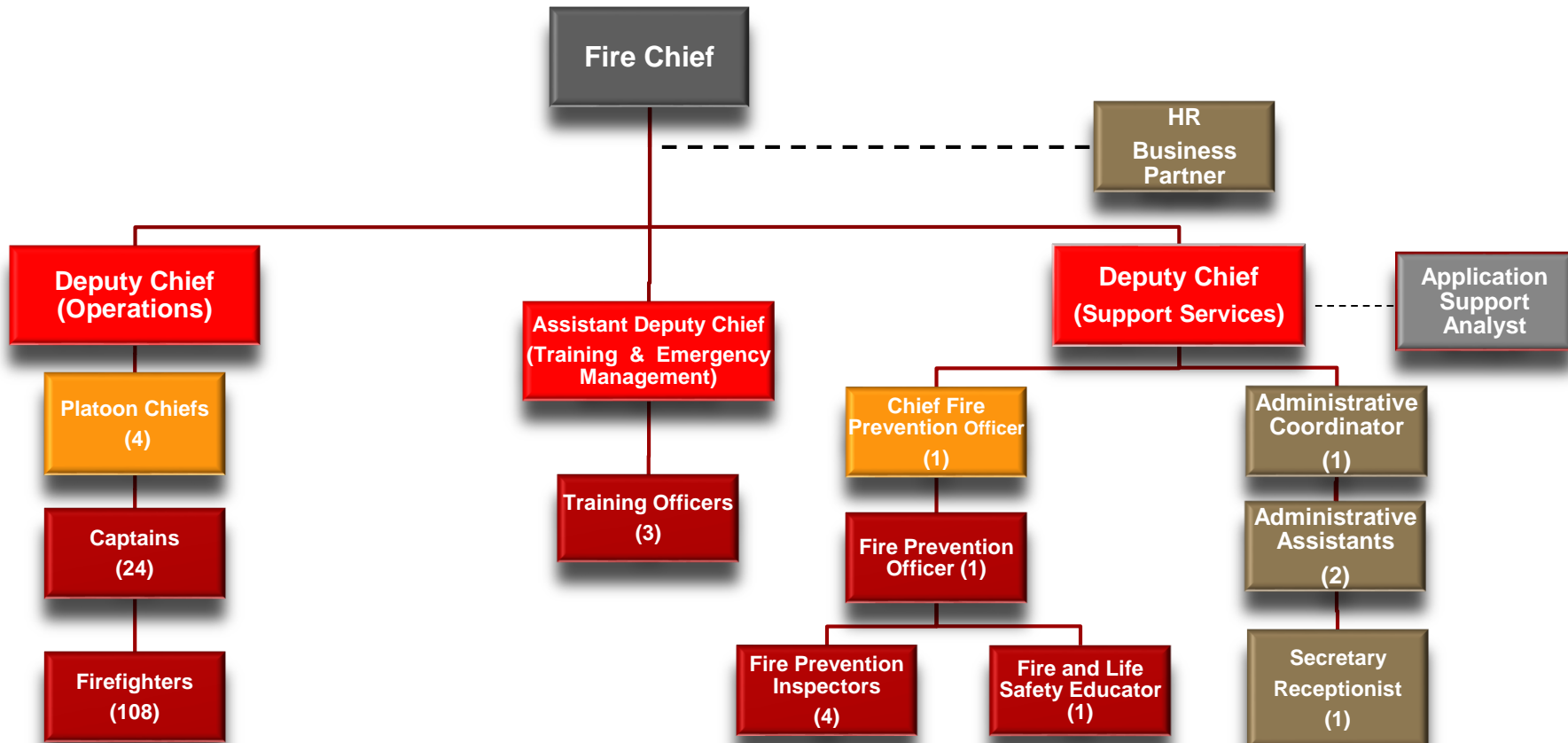
Our dedicated staff are well trained and equipped to undertake the challenges of modern firefighting. CYFS staff deliver an exceptional level of public education, fire prevention and protection services to meet current community needs and we continually prepare to adapt and overcome future challenges.

We appreciate the continued support of the Joint Council Committee and all Aurora and Newmarket Council members.

Ian Laing Fire Chief,
Regional Fire Coordinator
CEMC, CMM III, CFO, DPA



Department Organization



Fire Station Locations

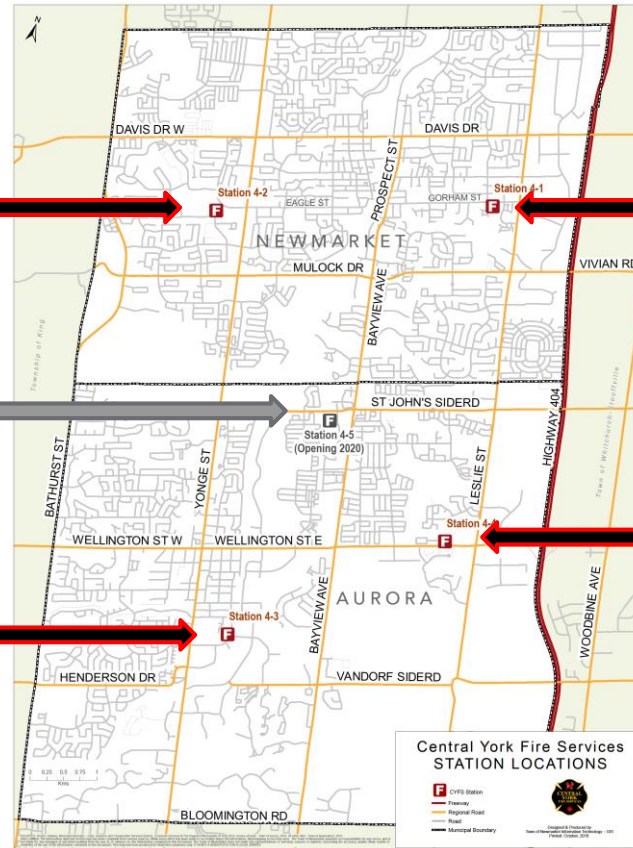
Station 4-2
125 McCaffrey Road

Station 4-5
300 Earl Stewart Drive
(Opening 2020)

Station 4-3
220 Edward St.

Station 4-1
984 Gorham St.

Station 4-4
1344 Wellington St. E.



Fire Station 4-5



Fire Station 4-5



Fire Protection Services

Fire Protection Services are provided in alignment with the Office of the Fire Marshal's *"Three Lines of Defense"*

- ✓ Public Education and Fire Prevention
- ✓ Fire Safety Standards and Code Enforcement
- ✓ Emergency Response



Public Education Programs

Annual “Stay Fire Smart” Campaign

- 9,220 homes were visited by fire crews in 2018
- 322 “in –home” inspections were completed by Smoke Alarm Specialists
- 53,313 homes have been visited over the past 6 years



Public Education Programs

- Stay Fire Smart Program
- School Tours / Inspections
- School Fire Drills
- Junior Fire Fighter Program
- TAPP- C
- Seniors Fire Safety Program
- Annual “Open House” in each Community
- Emergency Preparedness Program



Public Education Programs

Age Group	Visits	Participant Interaction
Preschool (ages 1.5 – 3 years)	7	478
Kindergarten – Grade 1 (ages 4 – 6 years)	4	396
Grade 2 – 6 (ages 7 – 12 years)	11	802
Grade 7- 8 (ages 12 – 13 years)	3	112
High School (14-18yrs old)	6	462
Adult groups	5	724
Local annual events	8	6433
Regional annual events	4	2241
ANNUAL TOTAL:		11,648



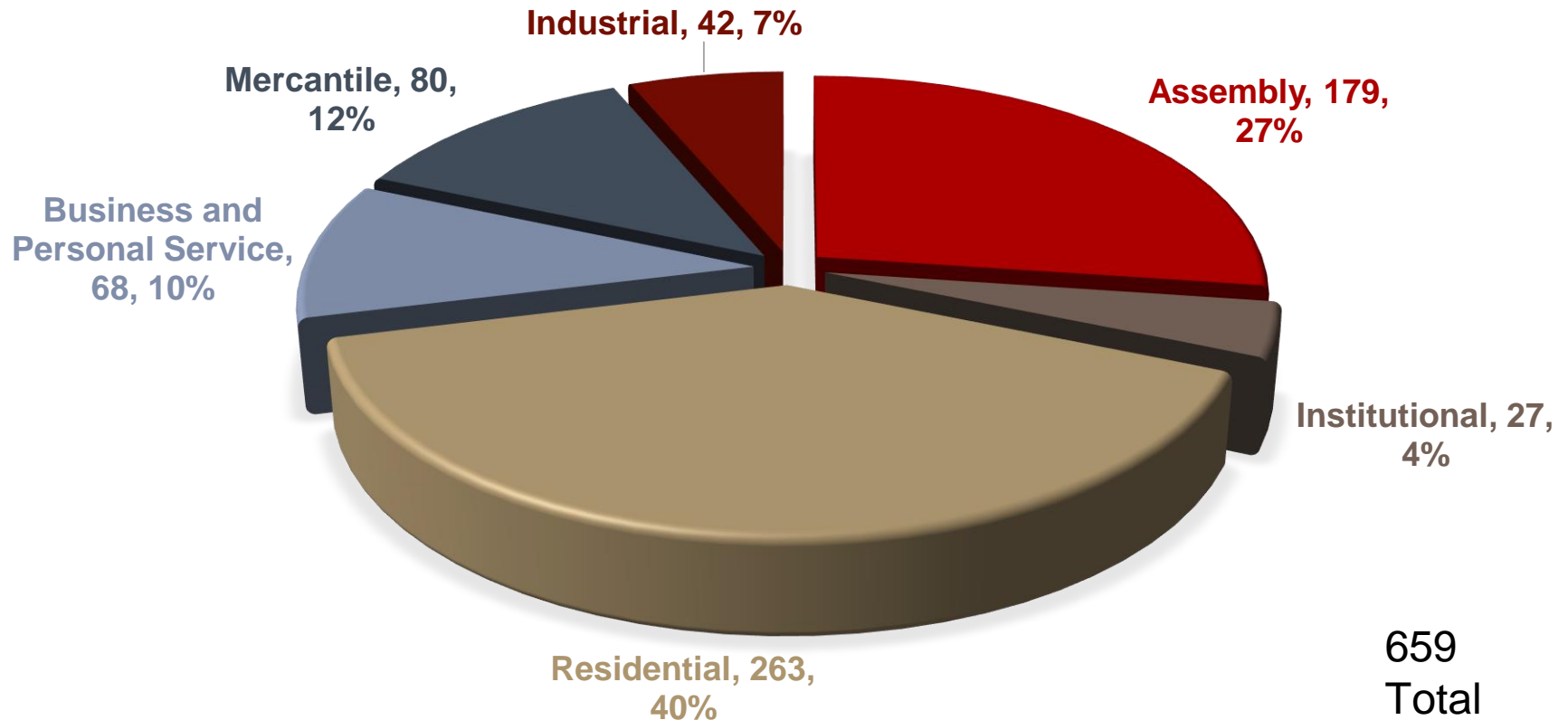
Vulnerable Occupancies

Nursing Homes and Retirement Home

- 32 facilities in primary response area (including Southlake Hospital)
- Fire Prevention staff conduct annual inspections
- Evacuation drills are part of the process
- Fire Code Changes – all care facilities will require sprinkler protection under new legislation
- 20 facilities currently have sprinkler protection
 - 10 facilities have been issued orders for compliance in 2019
 - 2 facilities have until January 2025 to comply

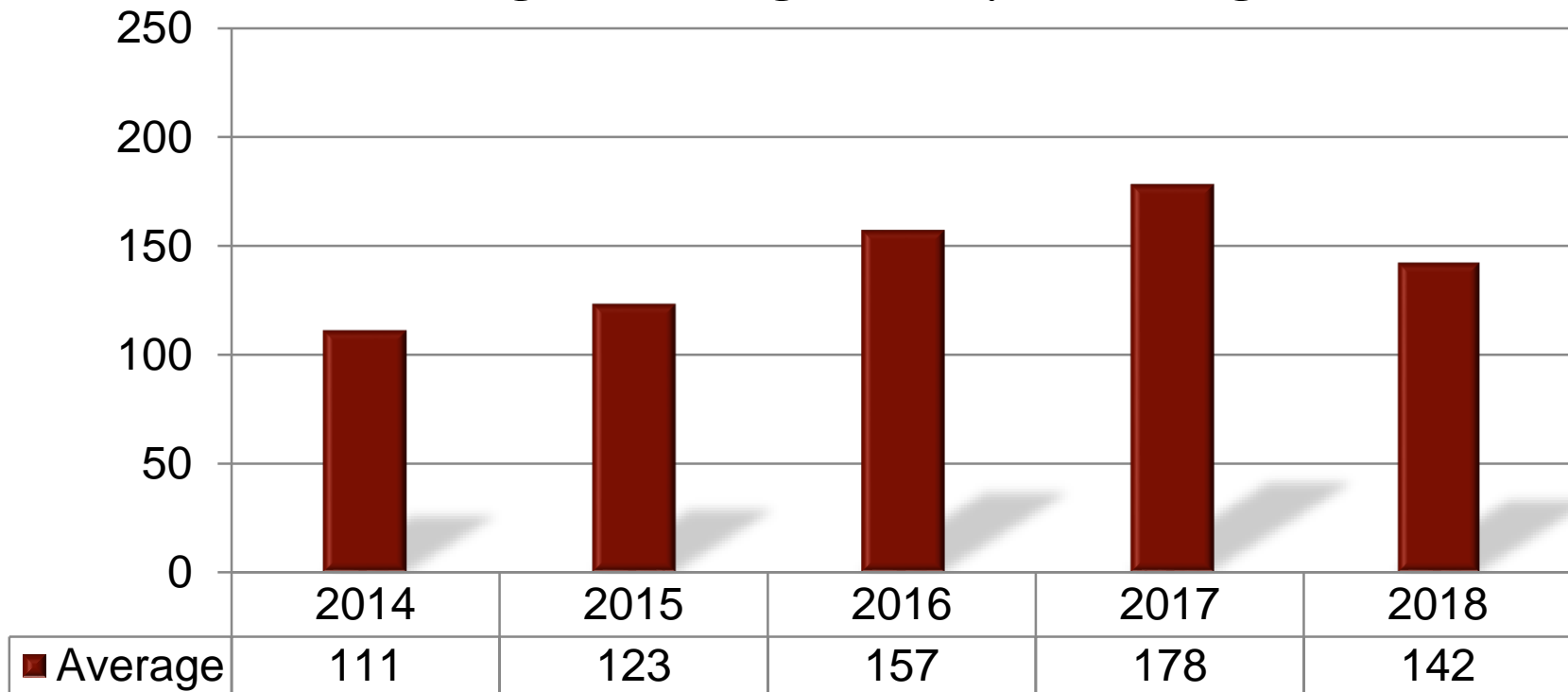


Fire Code and OBC Inspections

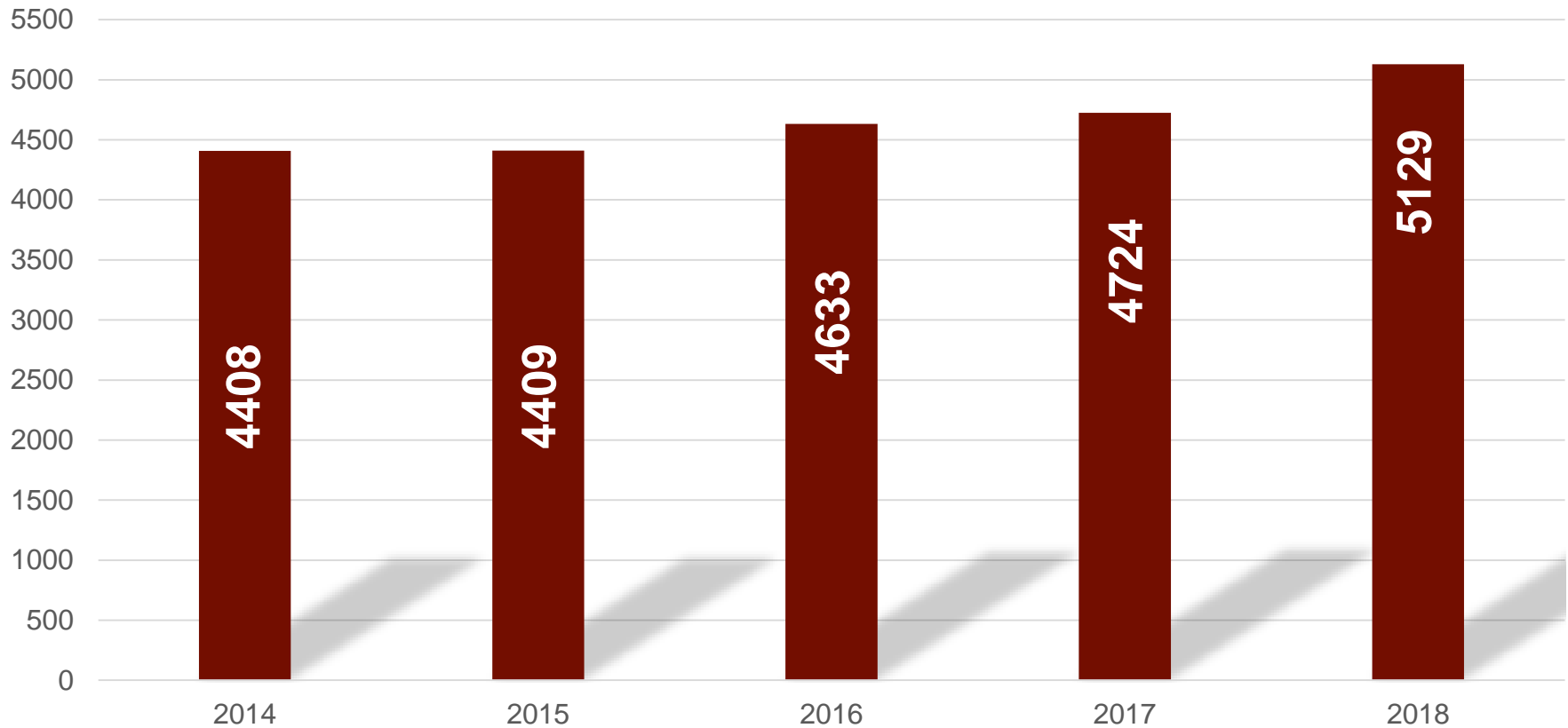


Staff Training Hours

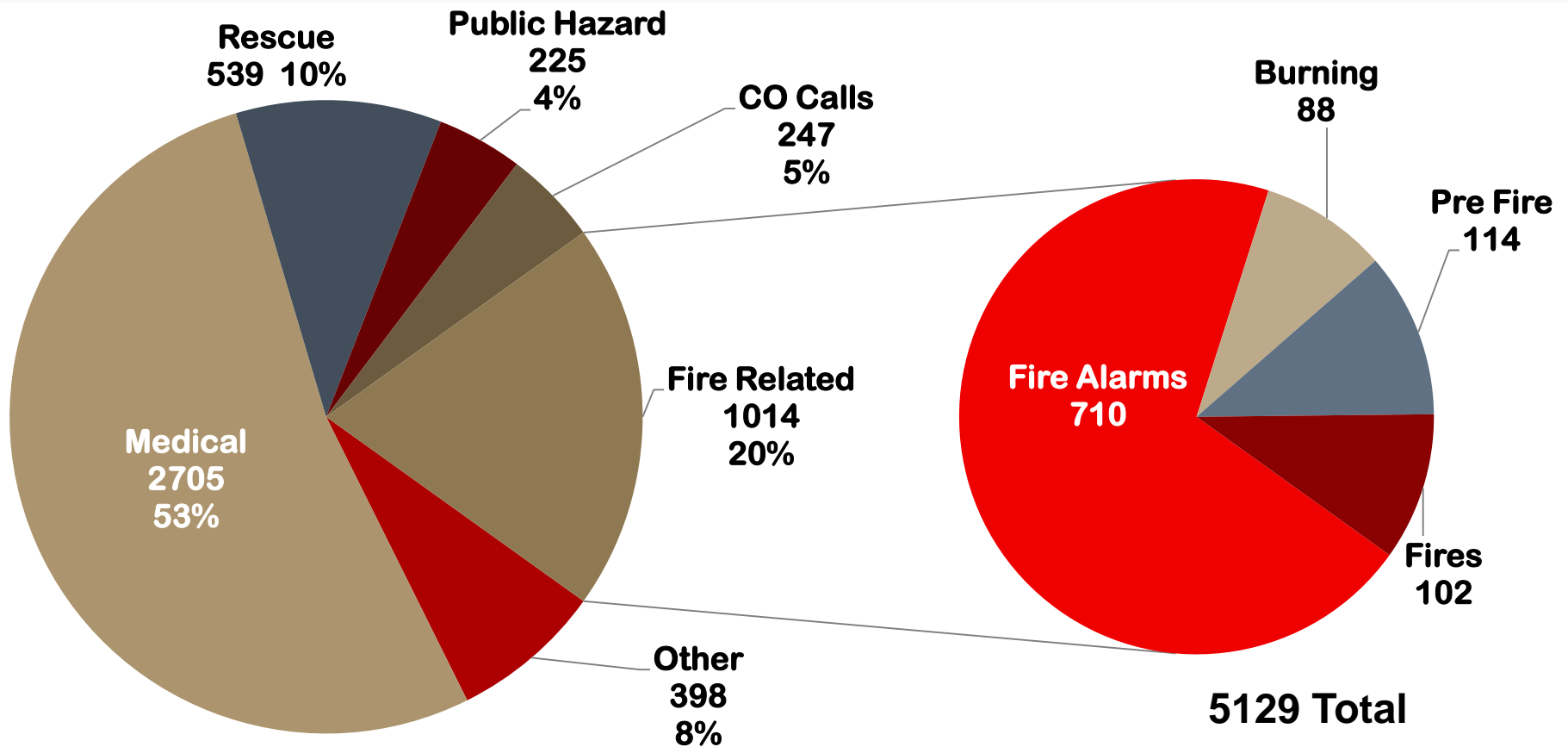
Average Training Hours per Firefighter



Emergency Response Data



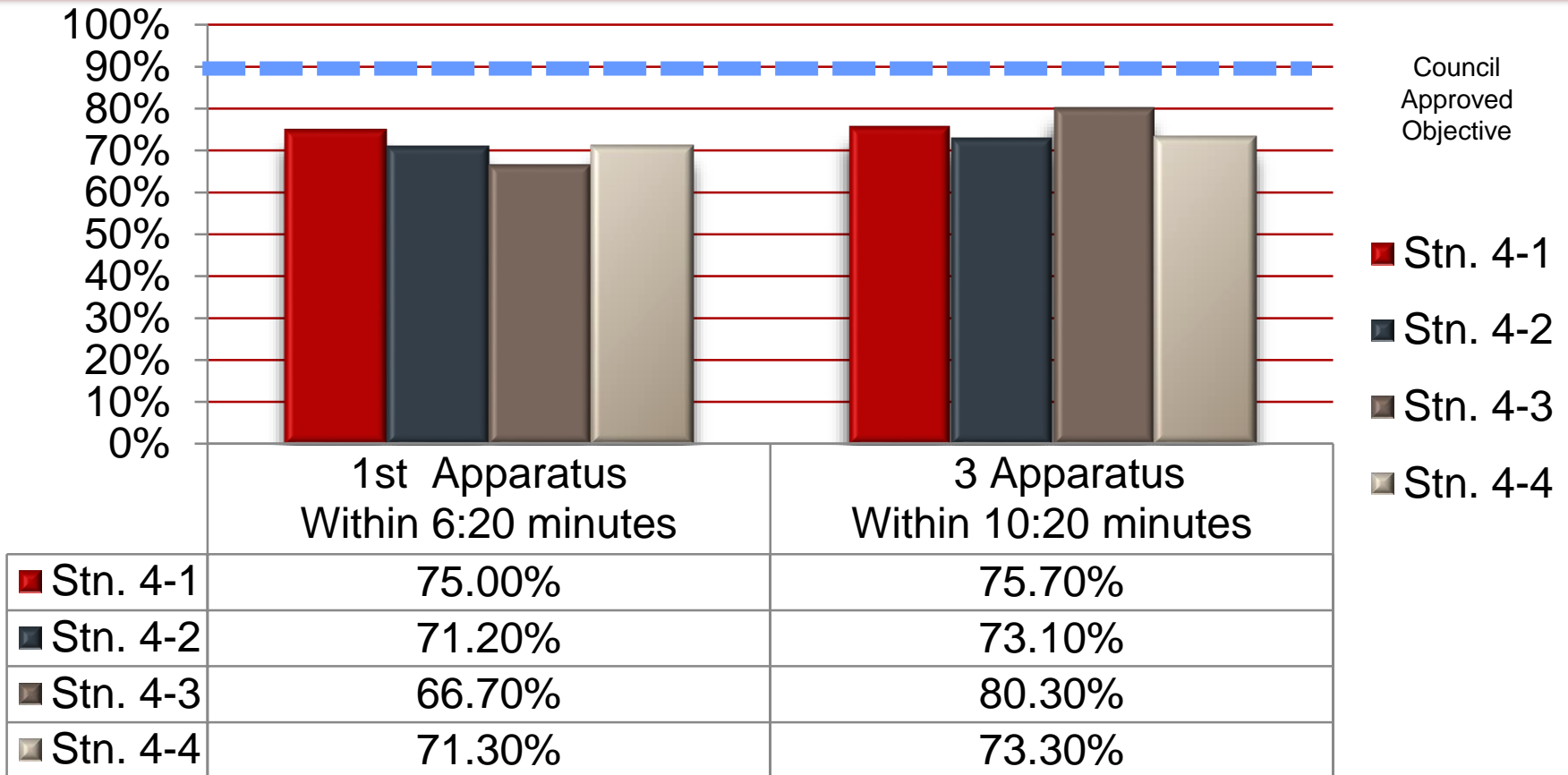
Emergency Response Type



Fire Incidents



Response Times



Public Reporting

- **Fire Protection and Prevention Act**
- **Ontario. Reg. 377/18:**
- **Comes into force January 1, 2020**
 - Every fire department that is authorized to provide fire protection services by a group of municipalities must give their public report to the municipal council of each municipality in the group of municipalities before giving the report to the Fire Marshal.
 - Alarm Times – (Transfer - Answering - Handling)
 - Turnout Time – 90% - 80 Seconds for Fires - 60 Seconds Medical
 - Travel Time – 90% - 240 Seconds for Fire & Medical
 - Total Response Time – no benchmark



Staffing Model

- Platoon Chief (PC) supervises on duty staff
- Four Platoons each with 6 “on duty” crews
 - Each Crew consists of Captain and 4 Firefighters
 - Platoon complement is 30 firefighters, plus one PC
- Up staff for creation of 7th crew
 - Program initiated in 2016 (4 FF per year)
 - Planned Completion for 7th crew is 2020
- Continue incremental hiring protocol to meet future staffing requirements
 - Master Fire Plan outlines future need for additional staff
 - Minimizes the impact to taxpayers
 - Stabilizes overtime expenditures / enhances ability to train staff



Budget Overview

2018	Operating Budget	Capital Budget	Operating Surplus/(Deficit)
Total	\$25,806,594	\$6,874,301	\$736,839
Aurora 40.65%	\$10,490,380		\$299,525 Reserve Fund
Newmarket 59.35%	\$15,316,214		\$437,314 Reserve Fund





VISION

Committed to excellence by being:
Well-Trained
Well-Equipped
Well-Prepared

MISSION

To serve with professionalism, honour and integrity

VALUES

Trust & Teamwork
Respect & Integrity
Pride & Professionalism



PROUDLY PROTECTING AURORA AND NEWMARKET



Ian Laing
Fire Chief
Regional Fire Coordinator
CEMC, DPA, ECFO, CMM III

905-895-9222
ilaing@cyfs.ca





CENTRAL YORK FIRE SERVICES

2019-04-11

FIRE SERVICES REPORT 2019-03

To: Joint Council Committee

Origin: Central York Fire Services - Deputy Chief Rocco Volpe

Subject: **Motor Vehicle Collision Cost Recovery Program**

RECOMMENDATIONS

THAT Fire Services Report 2019-03 Motor Vehicle Collision (MVC) Cost Recovery Program dated 2019-04-11 be received;

And that the Joint Council Committee (JCC) review the options provided in this report and give direction to staff on which option to proceed with;

And subject to the option selected by Council, that JCC approve the hiring of a regular part-time administrative assistant in October 2019 for a launch in January 2020.

COMMENTS

The purpose of this report is to provide JCC with information on a cost recovery program by charging for services rendered at the scene of motor vehicle collisions on municipal roadways.

BACKGROUND

The Municipal Act (S391 (1) a) provides that a municipality may impose fees or charges "for services or activities provided or done by or on behalf of it". The Municipal Act also provides that the "costs included in a fee or charge may include costs incurred by the municipality related to administration, enforcement, and the establishment, acquisition and replacement of capital assets".

CYFS provides a variety of services to the residents of Aurora and Newmarket, as well as providing emergency services for those who travel through these two municipalities. The costs to provide these fire services are funded from municipal taxes. The funding supplied to CYFS is offset marginally by fees collected from two adjoining municipalities that have entered into Fire Protection Agreements (Whitchurch-Stouffville and King City), in addition to other services provided by CYFS (i.e. fire extinguisher training, requests for inspection).

Whitchurch-Stouffville Fire and Emergency Services (WSFES) Fire Master Plan was approved by their Council in 2018. The plan identifies many recommendations, one of which is to increase the fire suppression compliment at the Ballantrae Fire Station. On January 1, 2019, WSFES went to 24/7 coverage in Ballantrae by staffing with two firefighters on the night shift. The Whitchurch-Stouffville (WS) Fire Master Plan recommends the hiring of additional firefighters over the next several years to bring the night shift complement to five firefighters.

An article dated August 14, 2018 references the desire of WSFES, to sever the agreement with CYFS (see Appendix A). The current Fire Protection Agreement is in effect until December 31, 2021. A written six month notice period for cancellation is required to terminate the agreement. Taking this information into account, CYFS has been proactively looking for alternate sources of revenue to offset any potential financial loss associated with the severing of this agreement. In an effort to maintain the revenue, there may also be an opportunity to renegotiate the Fire Protection Agreement with WSFES. If the Fire Protection Agreement is terminated, the MVC cost recovery program may reduce negative tax implications for residents of Aurora and Newmarket.

The CYFS Fire Protection Agreement with WSFES consists of two financial parts:

- An annual retainer based on a CYFS percent of approved budget
- A “fee per call” consists of the MTO rate plus the actual hourly rates of staff attending the incident based on the current Collective Agreement.

The table below shows the revenue that was received from this agreement in the past six years.

Year	Retainer Fee	Total revenue (Retainer + Fee per Call)	Number of Calls
2013	\$152,717	\$167,728	19
2014	\$164,782	\$188,002	25
2015	\$170,055	\$191,781	23
2016	\$174,817	\$200,066	23
2017	\$180,236	\$238,599	51
2018	\$188,527	\$226,174	36

Within York Region, CYFS is the only fire service that does not charge service fees for attending motor vehicle collisions on municipal roadways. An in depth review of surrounding municipalities identified that a potential revenue source could be instituted by CYFS. The following chart indicates the revenue generated by surrounding municipalities invoicing for emergency services provided at motor vehicle collisions. These charges are for incidents on municipal roadways based on the current Ministry of Transportation (MTO) standard (\$465.42 per hour per truck with the exception of Vaughan Fire that set their own rate).

Due to accounting practices, Vaughan, Markham and Richmond Hill, are not able to separate the annual revenue generated from municipal roads and highways. Therefore, the dollar amount presented in the chart is for both municipal roads and highways. Fire Departments that have provincial highways running through their jurisdictions have the ability to recover their costs for services by submitting their invoices to the MTO. Unfortunately, the towns of Aurora and Newmarket do not have a provincial highway in their jurisdiction (i.e. 404), therefore we cannot bill the MTO.

York Region Fire Service	MVC Program (municipal roads)	Invoice Resident or Non	Invoice at Fault Drivers	Admin Fee	Rate Charged	Annual Revenue (estimated)
Georgina	Yes	Non Res only	Yes	No	MTO Rate	\$65,000
East Gwillimbury	Yes	Both	No	No	MTO Rate	\$45,000
Whitchurch/Stouffville	Yes	Non Res only	No	No	MTO Rate	\$55,000
King	Yes	Non Res only	Yes	No	MTO Rate	\$88,000
Vaughan	Yes	Both	Yes	No	\$600 / hr	\$650,000
Markham	Yes	Both	Yes	Yes	MTO Rate	\$205,000
Richmond Hill	Yes	Both	Yes	No	MTO Rate	\$300,000

Simcoe County Fire Services	MVC Program (municipal roads)	Invoice Resident or Non	Invoice at Fault Drivers	Admin Fee	Rate Charged	Annual Revenue (estimated)
New Tecumseth	Yes	Both	Yes	Yes	MTO Rate	\$30,000
Orillia	Yes	Non Res only	Yes	No	MTO Rate	\$2,000
Springwater	Yes	Both	Yes	No	MTO Rate	\$133,000
Essa	Yes	Both	Yes	No	MTO Rate	\$90,000
Bradford	Yes	Non Res Only	No	No	MTO Rate	\$6,000
Barrie	Yes	Non-Res only	No	Yes	MTO Rate	\$55,000

Durham Region Fire Departments	MVC Program (municipal roads)	Invoice Resident or Non	Invoice at Fault Drivers	Admin Fee	Rate Charged	Revenue (approx.)
Brock	Yes	Non Res only	No	No	MTO Rate	\$10,000
Scugog	Yes	Non Res only	Yes	Yes	MTO Rate	Started program in 2019
Uxbridge	Yes	Both	Yes	Yes	MTO Rate	\$50,000
Whitby	No	n/a	n/a	n/a	n/a	n/a
Clarington	No	n/a	n/a	n/a	n/a	n/a
Ajax	No	n/a	n/a	n/a	n/a	n/a
Pickering	No	n/a	n/a	n/a	n/a	n/a
Oshawa	No	n/a	n/a	n/a	n/a	n/a

Over the last year, CYFS has collected data on 378 actual MVCs in Aurora and Newmarket. The analysis was undertaken in order to evaluate the number of incidents that could generate potential revenue.

Central York Fire Services	MVC Program (municipal roads)	Invoice Resident or Non	Invoice at Fault Drivers	Admin Fee	Rate Charged	Revenue (approx.)
Option #1 (Status quo)	No	n/a	n/a	n/a	n/a	\$0
Option #2	Yes	Non Res only	No	Yes	MTO Rate	\$89,000
Option #3	Yes	Both	Yes	Yes	MTO Rate	\$203,000

If option #2 or #3 are selected by JCC, further discussions will occur among JCC, Finance and CYFS staff to determine an invoicing model. The following options will need to be discussed to provide direction on how to proceed:

- Invoicing residents and / or non-residents
- Divided equally amongst all parties involved in the collision, regardless of who is at fault and residency
- At fault driver only regardless of residency
- Invoice to be sent to the insurance company or to their personal address
- MVCs requiring less than 20 minutes on scene time will not be invoiced (fender bender, no injuries)
- Updating of Town of Newmarket 2019 User Fees – schedule A to add invoicing for MVCs

FINANCIAL IMPACT

By implementing a fee for service for attending MVCs, CYFS will have the ability to generate some revenue and offset a small portion of current operational costs.

Currently, CYFS does not have sufficient administrative support complement to conduct a cost recovery program for MVCs. In order to implement and administer such a program, CYFS is requesting a regular part-time administrative assistant. In consultation with Human Resources, the estimated cost of this position would be:

- Permanent Part-Time (24 hours per week)
- \$39,962 + \$7,193 (benefits) = \$47,155

The estimated net revenue less administrative costs for the part-time employee are:

Option #1 \$ 0;
Option #2 - \$41,845;
Option #3 - \$155,845

CONCLUSION

The completion of this research showed comparable career fire departments within York Region (Vaughan, Richmond Hill and Markham) invoice at-fault drivers for both residents and non-residents. Research also showed that volunteer/composite fire departments (Georgina, King and Whitchurch-Stouffville) invoice non-residents only, with the exception of East Gwillimbury in which they invoice both parties.

CONSULTATION

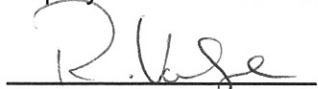
The Senior Fire Management Team consulted with the Town of Newmarket Finance, Human Resources, as well as, fire departments within the regions of York, Durham and Simcoe County.

IMPACT ON THE MASTER FIRE PLAN

This report has no impact on the Master Fire Plan.

CONTACT

Deputy Chief Rocco Volpe



Rocco Volpe, Deputy Chief
Central York Fire Services

Attachment: Appendix A

Fire master plan could bring changes to the Stouffville Fire department

Town considering severing its agreement with Central York

News Aug 14, 2018 by Simon Martin Stouffville Sun-Tribune



If council approve a new fire master plan some big changes to the Whitchurch-Stouffville
Emergency Services - Town of Whitchurch-Stouffville p

A new fire master plan in the town of Whitchurch-Stouffville could bring some major changes to the town's fire department. The town has deferred a decision on the plan until the Aug. 28 council meeting.

As part of the report, the town is considering ending its mutual aid agreement with Central York Fire Services. Fire Chief Richard Renaud told council he was of the belief residents would be better served from the Ballantrae Station.

Members of council, including Ward 1 Coun. Ken Ferdinands, had some concerns, including the fact home insurance could go up for some residents if they were farther away from a fire station.

Central York Fire Services currently services a portion of the western end of the town. The retainer is \$180,000, with an additional \$4,800 per call. The plan said that although Central York provides an added level of response, it would be appropriate to examine if the contract should be

cancelled or the terms could be renegotiated to something more reasonable financially. According to the report, the contract is up for renewal and there is a proposed increase to the contract to up it to \$215,000 for the retainer.

“The question to be answered here is, does this agreement meet the overall needs of that portion of the community being serviced by CYFD?” the report stated. “If not, does the cost of hiring additional full-time staff present a more efficient and effective long-term alternative for the community?”

The master plan recommends increasing the fire suppression complement at the Ballantrae station over the next five years to achieve 24/7 coverage.

According to the report, the town is experiencing some difficulties with its volunteer base in Ballantrae. Due to the large homes and more senior residents living in the Ballantrae station area, the availability of volunteers is greatly reduced. Backup for the area comes from the Stouffville station, which is a 10 to 15 minute from Stouffville.

The large turnover in the force and decreased availability of volunteers crates a staffing shortage at night in Ballantrae.

In 2016, there were 16 times where volunteers were paged but were unable to leave the Ballantrae station due to the lack of a driver or officer. Response was ultimately provided from Stouffville with a significant delay.

The town had 24 suppression officers in 2008 when the population was 32,000. In 2017, they still had a suppression staff of 24 with a population over 47,000.

The town is hiring two new fire staff this year. According to the report, the current challenge at the Ballantrae station is lack of drivers and officers. With the hiring of two new staff, they would be assigned to the Stouffville station night shift, bringing the normal complement up to five.

Once four additional staff are hired, a two-man night crew could be established at the Ballantrae station. According to the report, a two-person night crew at the station is not ideal, but would work temporarily. Ideally, the report recommends hiring six or more staff to provide a full night shift with four per night.



CENTRAL YORK FIRE SERVICES

2019-04-25

FIRE SERVICES REPORT 2019-04

To: Joint Council Committee

Origin: Central York Fire Services – Assistant Deputy Chief Claude Duval

Subject: **Fire Learning Management System Software**

RECOMMENDATIONS

THAT Fire Services Report 2019-04 Fire Learning Management System Software dated 2019-04-18 be received;

And that Joint Council Committee (JCC) recommend seeking the required procurement related approvals for Central York Fire Service (CYFS) to enter into a long-term, non-competitive agreement with the current web based Fire Learning Management System (FLMS) service provider, being Stillwater Consulting Limited, at a cost of approximately \$153,000.00 over a ten (10) year time frame and renewable annually thereafter for support, maintenance and licence fees based on available approved budgets.

COMMENTS

The purpose of this report is to request that JCC approve and proceed with obtaining the required procurement related approvals, where necessary and as required, to secure a long term legacy agreement, over a ten (10) year time frame with the current FLMS provider, being Stillwater Consulting Limited, at a cost of approximately \$153,000.00, and renewable annually thereafter for support, maintenance and licence fees based on available approved budgets.

BACKGROUND

The agreement with Stillwater Consulting was formed as a result of a competitive bid that was released in 2014 under reference number QBRFP2014-48 by the Town of Newmarket on behalf of CYFS. The successful proponent was Stillwater Consulting Limited. This contract has just expired.

The web based FLMS presently in place incorporates a training records management component and meets National Fire Protection Association (NFPA) standards. The software also addresses CYFS's training needs and the requirements under the Occupational Health and Safety Act.

Stillwater Consulting is the exclusive provider of the FLMS for Ontario Fire Departments. They are the only provider of a fire department blended e-learning management system whose content is customized to the Ontario Fire Service. In addition, much of the content of the CYFS system has been customized over several years at the direction of Central York Fire Services.

DISCUSSION

With the expiration of the FLMS contract, Stillwater Consulting has proposed to keep the licence fee at the existing rate of \$7.50 CAD per firefighter.

CFYS proposes to maintain the present learning management solution as it is advantageous to the department for the following reasons:

- (i) Solid industry backing, including organizations such as International Association of Fire Chiefs (IAFC), the National Fire Protection Association (NFPA), the curriculum used by CYFS and the Province of Ontario (Ontario Fire Marshal and Emergency Management).
- (ii) Peer Networking - Currently used by many fire services in Ontario allowing for a large peer network to share and exchange entire training programs/information electronically.
- (iii) Organizational Reliability – reliable (99.9% uptime) and accessible online help 24/7. Stillwater Consulting Limited utilizes a state-of-the-art hosting facility for the primary web-based service. This facility incorporates data security and redundancy.
- (iv) Customization - Over the last five years, CYFS has customized the software to fit the needs of our training requirements. Going out for a competitive bid and the possibility of moving to a new provider will cause CYFS a setback

with our training programs. Purchased software are generic platforms that requires many staff hours of customization to meet our needs. In addition, over the last five years all 140 suppression personnel have been trained by the Training Division on its use.

- (v) Continuity of data - Current training records in FLMS could be jeopardized with the implementation of a different operating system. There is a risk that the training records outside the platform would be difficult to access and sort in a meaningful way. Furthermore, training programs designed within FLMS would have to be obtained from FLMS but might prove to be useless without the platform to run them.
- (vi) Implementation – A new software comes with an implementation process. This process is costly, both from a financial and a time point of view. Implementation cost is normally upwards of \$5000. Hundreds of hours are required to learn to use and manage the software.
- (vii) No tie to publishing company – Contrary to most Learning Management Software, FLMS caters strictly to the Fire Service. It is not publisher based and therefore does not tie the department to a certain publisher when it comes to reference material. In addition, it is the only platform that has Ontario specific material.

Further to this, the Town of Newmarket's Procurement By-Law and the applicable trade treaties which are the Canadian Free Trade Agreement (CFTA) and the Canada-European Union Comprehensive and Economic Trade Agreement (CETA) permit the consideration of non-competitive acquisitions where appropriate.

In this specific case, the following non-competitive provisions are applicable to this acquisition:

- (viii) **The Town of Newmarket, Procurement By-Law 2014-27, Section 13.5, sub section (i) "*May be proprietary technology*".**

While other learning management solutions are available on the market, the solution presently in place with CYFS has been specifically customized to meet CYFS's needs. The solution itself is owned by Stillwater consulting only;

- (ix) **The Town of Newmarket, Procurement By-Law 2014-27, Section 13.6, sub-section (i) "*Where compatibility with an existing product equipment, facility or service is a paramount consideration*".**

Compatibility of FLMS with the existing CYFS "FireHouse" records management software is a critical consideration for this acquisition. The interaction between the two software programs was undertaken by Stillwater

at no cost to CYFS. Entering into a competitive process may result in losing the compatibility of the two existing programs;

- (x) **The Canada-European Union Comprehensive Economic and Trade Agreement (CETA), Article 19.12, Paragraph 1 and section (c) and the Canadian Free Trade Agreement (CFTA), Article 513, Paragraph 1, section (c) “for additional deliveries by the original supplier of goods or services that were not included in the initial procurement if a change of supplier for such additional goods or services: (i) cannot be made for economic or technical reason such as requirements of interchangeability or interoperability with existing equipment, software, services or installation procured under the initial procurement; and (ii) would cause significant inconvenience or substantial duplication of costs for the procuring entity”.**

Entering into a new competitive acquisition could result in the selection of a new solution and solution provider which would force the selection of one solution over the other as these solutions are not meant to work interchangeably. The cost to implement and new solution and to provide for the necessary customizations would supersede the cost to maintain the existing solution.

FINANCIAL IMPACT

The estimated cost for the solution over a ten (10) year time frame is as follows:

Description	Cost per Personnel per month	Cost Per Month	Annual Cost	10 Year Estimated
Fire Learning Management Services – Licenses and Support and Maintenance (based on current user levels –140)	\$7.50	\$1050.00	\$12,600.00	\$126,000.00
Contingency Additional employees and services based on potential future staff levels – estimated at 170. (30 staff contingency)	\$7.50	\$225.00	\$2700.00	\$27,000.00
Total Cost	-	-	-	\$153,000.00

It is financially advantageous to maintain the present learning management solution as the costs associated with implementing a new solution, resulting required customizations and retraining of staff would far supersede the costs to maintain the present day solution.

Furthermore, during the relationship with Stillwater Consulting Limited, any indication that pricing is no longer deemed "of fair value" will result in seeking for alternative solutions.

CONCLUSION

CYFS requests that the Joint Council Committee (JCC) recommend seeking the required procurement related approvals for Central York Fire Service (CYFS) to enter into a long-term, non-competitive legacy agreement with the current web based learning management system service provider, being Stillwater Consulting Limited, at a cost of approximately \$153,000.00 over a ten (10) year time frame, and renewable annually thereafter for support, maintenance and licence fees based on available approved budgets.

CONSULTATION

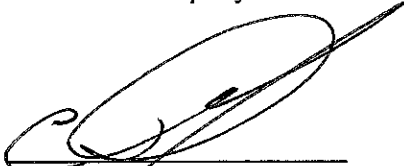
The CYFS Training Division consulted with the Town of Newmarket Procurement Services as well as the Senior Fire Management Team.

IMPACT ON THE MASTER FIRE PLAN

This report has no impact on the Master Fire Plan.

CONTACT

Assistant Deputy Chief Claude Duval

A handwritten signature in black ink, appearing to read 'Claude Duval', written over a horizontal line.

Claude Duval, Assistant Deputy Chief
Central York Fire Services



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Newmarket, Ontario, L3Y 4X7

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CYFS Budget Report – First Quarter 2019 Staff Report

Report Number: 2019-07

Department(s): Joint CYFS, Financial Services

Author(s): Dawn Schellenberg

Meeting Date: May 7, 2019

Recommendations

That the report entitled CYFS Preliminary Budget Report – First Quarter dated May 7, 2019 be received for information purposes.

Purpose

This report is to provide the JCC with the first quarter operating and capital results for Central York Fire Services for the period ending March 31, 2019.

Background

See Below

Discussion

Operating

Net expenditures are below budget by \$626,398 at the end of the first quarter of 2019. Revenues were \$23,385 compared to a budget of \$86,140, as a result of timing. The retainers to King and Whitchurch-Stouffville are invoiced in June and December.

Total expenses were \$689,153 below budget at the end of March. Wages and benefits are still below budget after accruing the budgeted amount for a new collective agreement. Overtime is below budget and there were Workplace Safety & Insurance Board reimbursements, as well as a number of unfilled positions due to retirements, leave of absence and other vacancies.

At this point in the year, vehicles repairs are below budget. This expense category has trended higher than budget in recent years and the 2019 budget has been increased as a result. The majority of the other variances are due to timing. The wellness program is on hold, pending the selection of a new provider.

The following chart summarizes the significant variances:

Line items	Actual	Budget	Variance
Salaries and Benefits	\$ 4,612,803	\$ 5,101,425	\$ 488,622
Uniforms, Clothing	12,130	35,445	23,315
Vehicle Repairs & Maintenance	90,926	120,876	29,950
Equipment Repairs & Maintenance	15,140	31,492	16,352
Consulting Services	0	15,300	15,300
Wellness Program	0	36,249	36,249
Training	10,626	25,500	14,874
Other	748,280	812,771	64,491
Total Expenses	\$ 5,489,905	\$ 6,179,058	\$ 689,153
Total Revenues	\$ 23,385	\$ 86,140	\$ - 62,755
Net Expenditure	\$ 5,466,520	\$ 6,092,918	\$ 626,398

Capital

In the first quarter of 2019, expenditures of \$62,722 were incurred for mobile data equipment, replacement personal protective equipment, and some consulting costs related to Station 4-5.

Conclusion

At this point, there is no indication the budget will not be met at the end of the year.

Business Plan and Strategic Plan Linkages

This report is consistent with the budget methodology set out in the Master Fire Plan.

Consultation

There has been consultation between the Finance staff of both Aurora and Newmarket, as well as Fire Services management.

Human Resource Considerations

Not applicable

Budget Impact

At this point, it is too early to project year-end results. Results are tracking within budgeted levels and there is no indication that the department will exceed its budget.

Attachments

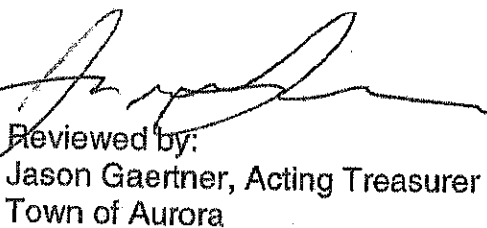
Operating Results for the Three Months ending March 31, 2019

Approval

Ian Laing, Fire Chief
Central York Fire Services



Mike Mayes, CPA, CGA, DPA
Director, Financial Services/Treasurer
Town of Newmarket



Reviewed by:
Jason Gaertner, Acting Treasurer
Town of Aurora

Contact

For more information on this report, contact Dawn Schellenberg at 905-953-5300, ext. 2104 or via e-mail at dschellenberg@newmarket.ca

CENTRAL YORK FIRE SERVICES
OPERATING RESULTS
For the Three Months Ending March 31, 2019

OBJECT ACCOUNTS	2018	2019 YTD (March 31, 2019)				2019 FULL YEAR BUDGET
	ACTUAL	ACTUAL	BUDGET	VARIANCE		
	\$	\$	\$	favourable/(unfavourable)	%	
				\$		\$
Expenses						
4011 Management Salaries	634,370	146,275	151,821	5,546	3.65%	657,887
4021 Regular Salaries & Wages	14,889,721	3,428,038	3,700,111	272,073	7.35%	15,991,105
4024 Standby/Callback	24,874	-	-	-	n/a	35,622
4025 Overtime	150,906	22,593	51,373	28,780	56.02%	205,493
4026 Lieu Time Paid	728,491	2,059	-	(2,059)	n/a	723,032
4028 WSIB Reimbursements	(59,301)	(33,242)	-	33,242	n/a	-
4031 Casual/Seasonal Wage	18,992	46	6,490	6,444	99.29%	28,125
4081 Payroll Allocations	27,785	-	-	-	n/a	-
4109 Direct Payroll Benefits	4,813,996	1,047,033	1,191,630	144,597	12.13%	5,163,733
Sub Total Salaries and Benefits	21,229,832	4,612,803	5,101,425	488,622	9.58%	22,804,997
4216 Stationery & Office Supplies	14,554	2,416	3,825	1,409	36.84%	15,300
4217 Photocopier Lease & Supplies	4,890	1,228	1,912	684	35.76%	7,650
4219 Emergency Mgmt. Materials	1,313	-	1,020	1,020	100.00%	4,080
4229 Janitorial Supplies	27,583	5,436	5,100	(336)	(6.59%)	20,400
4231 Machine Oil & Fuel	130,854	24,134	26,775	2,641	9.86%	107,100
4261 Uniforms, Clothing	120,896	12,130	35,445	23,315	65.78%	141,780
4269 Misc.	10,079	2,156	2,751	595	21.65%	11,000
4272 Vehicle Repairs & Maintenance	460,649	90,926	120,876	29,950	24.78%	483,500
4273 Building Repairs & Maintenance	157,142	26,847	30,600	3,753	12.27%	122,400
4278 Equipment Repairs & Maintenance	117,060	15,140	31,492	16,352	51.93%	125,970
4278 Radio Equipment Maintenance	35,536	735	8,925	8,190	91.76%	35,700
4299 Capital Acquisitions	42,498	10,265	17,484	7,219	41.29%	69,940
4303 Cell Phone	25,780	4,981	7,659	2,678	34.97%	30,633
4311 Hydro	73,982	24,429	32,178	7,749	24.08%	128,713
4321 Heat	35,534	12,379	11,475	(904)	(7.88%)	45,900
4331 Water	17,699	5,501	3,825	(1,676)	(43.81%)	15,300
4404 Consulting Services	3,000	-	15,300	15,300	100.00%	61,200
4425 Education/Corporate Tuition Assist.	3,089	-	2,167	2,167	100.00%	8,670
4462 Fire Prevention	35,319	723	7,140	6,417	89.88%	28,560
4462 Fire Prevention - Public education	10,070	5,353	2,550	(2,803)	(109.92%)	10,200
4463 Fire Investigation	1,914	91	637	546	85.70%	2,550
4464 Association Allowance	3,000	-	750	750	100.00%	3,000
4465 Dispatch Service	463,989	-	-	-	n/a	454,500
4466 Wellness Program	24,586	-	36,249	36,249	100.00%	145,000
4471 Mileage/Parking/Tolls	2,014	277	765	488	63.81%	3,060
4474 Medical oversight	16,989	924	5,001	4,077	81.53%	20,000
4474 Training	157,289	10,626	25,500	14,874	58.33%	102,000
4478 Conferences & Seminar Fees	16,723	5,827	7,012	1,185	16.90%	28,050
4511 Street Snowploughing Contract	4,202	707	7,140	6,433	90.09%	10,200
4662 Contingency Account	62,883	5,860	11,475	5,615	48.93%	45,900
4667 Property lease	30,000	7,650	7,650	-	0.00%	30,600
Support cost allocation	964,508	275,461	282,054	6,593	2.34%	1,128,224
4911 Transfer to Capital	-	-	-	-	n/a	-
4936 Asset Replacement Fund	1,099,600	324,900	324,901	1	0.00%	1,299,600
Total Expenses	25,405,056	5,489,905	6,179,058	689,153	11.15%	27,551,677
Revenues						
7419 - Other Grant	7,113	-	-	-	n/a	-
7431 Fire Dept. Recoveries	308,756	22,038	81,709	(59,671)	-73.03%	326,836
7471 Misc. Charges	19,432	1,347	4,431	(3,084)	(69.60%)	10,000
Total Revenues	335,301	23,385	86,140	(62,755)	-72.85%	336,836
Net Expenditure Before Transfers	25,069,755	5,466,520	6,092,918	626,398	10.28%	27,214,841
Transfers to/(from) Reserve Fund						
4922 Transfer to Reserve Fund	-	-	-	-	n/a	-
4923 Transfer to Reserve	437,314	-	-	-	n/a	-
7542 From Reserve Fund	-	-	-	-	n/a	-
Net Expenditure	25,507,069	5,466,520	6,092,918	626,398	10.28%	27,214,841
Newmarket's share (2019- 58.9%; 2018-59.35 %)	15,448,270	3,219,780	3,588,729	371,767	10.36%	16,152,008
Aurora's share (2019 - 41.1%; 2018 - 40.65 %)	10,058,799	2,246,740	2,504,189	254,631	10.17%	11,062,833
	25,507,069	5,466,520	6,092,918	626,398	10.28%	27,214,841