

EMERGENCY SERVICES OPERATIONAL PLAN November 2011

1. CORE SERVICES

	INITIATIVE / PROJECT	DESCRIPTION	RELATIONSHIP TO COUNCIL GOAL *	STATUS / OUTCOME/ MEASUREMENT
1.1	Core Services	(KPO) As per attached Key Services & Activities Chart, efficiently and effectively deliver core services.	QL – Core Services. 5.1	
1.2	Core Service Improvements:	(KPO's for Sharon & Laurence) <ul style="list-style-type: none"> i. Identify new revenue streams and sources for Council's consideration. ii. Evaluate the current deployment for both Fire and EMS services measuring responses to identify efficiencies; iii. Investigate new ways to reach out to the public with critical information; iv. Continue to relationship build with Allied Emergency Agencies, Municipal Leaders and colleagues in the District of Parry Sound v. Continued area planning and area program development to offset costs of regionally used assets. vi. Develop and deliver training modules for department staff. vii. Implement customer service surveys. viii. Working with department staff, identifying the 3 core services and focus on enhancing services, including the development of an improvement and measurement plan. 	RC, QO, QL	-awareness of opportunities for funding through public private sector and grants -review data from previous years and complete a needs assessment for call responses; mobile times and resources -investigate the use of social media during disasters; update plan accordingly -possible cost savings with training -continued review of area service development with FD Chiefs -Continued review and enhancement of existing program -develop/design survey -fire prevention to provide electronic and paper surveys after completing inspection or after call responses.
	Organizational Review	(KPO's – Sharon) <ul style="list-style-type: none"> i. -Liaise with Director of Community Development discussing staff needs and training; ii. Meet with current staff to work through transitional issues 	QO	

2. EMERGENCY MEDICAL SERVICES				
	Health Care & the changing Community Demographics	<ul style="list-style-type: none"> i. Work with WPSHC to evaluate call data on types, times, ages etc of patients looking for ways to improve services ii. Review budget to find cost efficiencies 	QL, QO, RC	-Strike data working committee with WPSHC to review areas for improvements -use MoHLTC data to ensure response targets met; review deployment to find response improvement opportunities.
	Human Resources	Utilize the WPSHC Operations Committee meeting to ensure that they are working per their contract and are efficient and effective with funding and response to the public	QO	Attend meetings Review monthly financial statements Review deployment human resource plans from WPSHC
3. EMERGENCY MANAGEMENT				
3.1	Emergency Plan and Response	<ul style="list-style-type: none"> i. Put into action the revised Emergency Plan with moving the Emergency Operation Centre to the new Council Chambers; 	QO, RQ	-TEST the Plan Evaluate annual exercise via survey with participants
3.2	Public Information	<ul style="list-style-type: none"> ii. Work with IT to gain better insight into social media technologies in reaching out to the public 		
4. FIRE SERVICES				
4.1	Organizational Review	(KPO's – Laurence) Develop a Succession Plan for the current Fire Chief and the Director of Emergency Services.	QO	Work with Fire Chief and Human Resources in the development of succession plans and the review of the current job descriptions
4.2	Regional Development	(KPO's – Laurence)	RC, QO	
4.3	Fiscal Recovery	(KPO's – Laurence)	QO	Assist area partners to find supportive solutions from regional partners
4.4	Fire Prevention			

- * ED = Economic Development
- QL = Quality of Life
- QO = Quality Organization
- BV = Branding
- RC = Regional Cooperation