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www.notl.org

The Corporation of the Town of Niagara-on-the-Lake

Information Report to Council

SUBJECT: Customer Experience Kiosks

Date: February 06, 2020

Prepared By: Lauren Kruitbosch

Department: Corporate Services

BACKGROUND INFORMATION

At the January 16, 2020, Customer Experience and Technology Committee meeting, general discussion took place regarding tracking customer experiences at Town facilities. Committee members discussed installing iPad kiosks at the exits of Town buildings to encourage the public to complete short surveys about their customer service experience.

Staff researched this idea and discovered it could be executed with minimal funding and resources. Using iPads the Town already had, leveraging a free online survey app and Join the Conversation Niagara-on-the-Lake, the only items that required purchasing were the iPad stands themselves.

Three stands were purchased, totaling approximately $300.00, and installed in the Town's Main Administration Building, Meridian Credit Union Arena, and Community Centre. Each stand has been weighted and secured to the ground and equipped with an iPad displaying the Town's "Help Us Help You" logo and customer experience survey. The short survey asks three multiple-choice and rating style questions to gauge customers' satisfaction and experience during their visit. Should users wish to provide more information, than what is asked on the iPad, a larger, more conclusive survey is available on www.jointheconversationnotl.org for public input. A note advising of such appears on the iPad upon completion of the survey.

The longer survey allows the public to write in detail about their experience at a

Town facility and encourages users to share ideas about how the Town can improve service delivery.

NEXT STEP / CONCLUSION

iPad kiosks are available for use at the Arena, Community Centre, and Town Administration Building.

In addition to the above methods of input, staff intends to link the more extensive survey to Online Service Requests. When Online Service Requests are resolved by Town staff, the public will receive an email with their reference number, as well as a link to the survey.

Results submitted during February will be provided to Deloitte as part of the Service Delivery Review. The kiosks and online survey will continue to be available and will be evaluated on a monthly basis.

ATTACHMENTS

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Information Report to Council

SUBJECT: Service Delivery Review Update

Date: February 06, 2020

Prepared By: Bobbie Jo Talarico

Department: Corporate Services

BACKGROUND INFORMATION
The week of January 20th Deloitte gained an in-depth understanding of the current state of the service areas provided by the Town and their impacts to the community.

Deloitte met with Town Staff on January 22, 2020; they reviewed the detailed phases set out in the proposal. Discussions regarding the upcoming interviews with key departments for the Service Delivery Review and an open discussion at the end of the engagement took place.

Internal stakeholder interviews and discussions took place the week of January 27th - January 30th.

A Council workshop was held on February 4, 2020. The workshop provided Council with an understanding of the Service Delivery Review project scope and approach, followed by a question period at the end of the presentation.

NEXT STEP / CONCLUSION
Deloitte has now developed a community engagement plan as per the original scope included in the RFP. There will be two open houses in mid - February; one for the business community and developer community during the day, and one for the public in the evening. Once a date and times are confirmed these open houses will be advertised through the Town's social media channels and Town website.

Deloitte and the Community Engagement Coordinator are finalizing a survey to be published on Join the Conversation. This survey will be shared on the Town's social media channels and on Join the Conversation. Print media will be considered based on the number of responses. Demographic gaps have been identified and staff will make an effort to fill these gaps when advertising the survey.

In addition, a Town employee will be equipped with an ipad and survey, and be in the lobby at the Community Centre and arenas on specific days, at peak times.

As a result of the discussion at the February 3 COTW meeting, multiple committees have requested Deloitte to attend their committee meetings in person. Due to time and funding constraints, Deloitte will be engaging with all Committees of Council through a survey.

On February 11, 2020 a prioritization workshop will take place, opportunities to address gaps identified as well as opportunities for process efficiencies and modernization improvements will be evaluated.

Updates will be provided to Council through the Information Package weekly.

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The Corporation of the Town of Niagara-on-the-Lake

Information Report to Council

SUBJECT: Fire Department 4th Quarter Statistics Report

Date: February 06, 2020

Prepared By: Nicholas Ruller

Department: Fire Department

BACKGROUND INFORMATION
In an effort to ensure Council is informed of Fire & Emergency Services activities on a regular basis the Fire Chief will prepare quarterly reports. These reports will include call volume statistics, fire prevention activities & initiatives, training activities & initiatives and any other relevant information.

Emergency Responses
In the 4th quarter of 2019 Niagara-on-the-Lake Fire & Emergency Services responded to a total of 150 incidents, broken down as follows:

- 43 Motor Vehicle Accidents
- 41 Fire Alarm Activations
- 34 Emergency Medical Assistance Calls
- 7 Carbon Monoxide Alarm Activations
- 4 Grass/Brush Fires
- 4 Arcing Hydro Wires
- 3 Vehicle Fires
- 3 Reported Structure Fires
- 3 Burning Complaints
- 3 Public Assistance Call
- 2 Hazardous Materials Emergency
- 2 Natural Gas Emergencies
- 1 Garbage/Rubbish Fire

In the 4th quarter of 2018, Niagara-on-the-Lake Fire & Emergency Services responded to 150 incidents, representing no change for the same period in 2019.

Incident occurrences by District (geographical response area) in the 4th quarter of 2019 are as follows:

- District 1 (Old Town) – 41
- District 2 (St.Davids) – 11
- District 3 (Virgil) – 39
- District 4 (Queenston) – 11
- District 5 (Glendale) & QEW/405 – 46

Incident responses by District (times firefighters are paged out) in the 4th quarter of 2019 are as follows:

- District 1 (Old Town) – 54
- District 2 (St.Davids) – 39
- District 3 (Virgil) – 54
- District 4 (Queenston) – 17
- District 5 (Glendale) & QEW/405 – 49

Notable Incidents

- On the evening of October 20th, firefighters from Virgil were dispatched to a report of a vehicle accident on Lakeshore Road near Firelane 8. Upon arrival, firefighters found a single vehicle that had left the roadway and collided with a boundary fence before coming to rest. All 5 occupants were treated on scene and the scene was left with NRP.
- On October 22nd, firefighters from Old Town were notified of a single vehicle collision on Lakeshore Road near Firelane 3. A single vehicle was found with significant damage, with 1 of the 5 occupants suffering serious injuries. Crews assisted Niagara EMS with patient care prior to leaving the scene in care of NRP.
- On October 27th, firefighters from Old Town responded to a 2-vehicle motor vehicle collision at the intersection of Johnson Street and King Street. Although extrication was not required, the T-bone collision resulted in two patients requiring transport by Niagara EMS.
- On the morning of November 8th, firefighters from Old Town, Virgil, and Glendale were dispatched to a report of a garage on fire on East and West Line near Four Mile Creek Road. First arriving resources were on scene within 5 minutes where they found a split-level home with an attached garage with smoke pushing from the soffits. Furthermore, the homeowner was suffering from smoke inhalation from attempting to extinguish the fire prior to fire department arrival. Crews stretched multiple hose lines for fire attack while other crews simultaneously searched the remainder of the property for any occupants. Crews located and extinguished a fire in the garage within 10 minutes from time of arrival. Damage was estimated at $40,000.
- On November 11th, inclement weather created significant hazards for those

travelling on area roadways. Firefighters responded to 7 incidents in the afternoon/evening including various vehicle accidents involving rollovers, transport truck collisions, and highway collisions.

- On November 16th at approximately 1600 hrs, firefighters from Virgil were dispatched to a single vehicle into a building near Niagara Stone Road and Line 1 Road. Upon arrival, a vehicle was located that had climbed a curb and collided with a retail storefront. This collision resulted in property damage only.
- On November 20th, Queenston firefighters responded to Highway 405 near the Queenston-Lewiston Bridge for a serious single vehicle collision that resulted in 2 fatalities.
- On the morning of December 17th, a significant snowfall resulted in unfavourable road conditions. Consequently, volunteer firefighters responded to multiple MVCs throughout the morning, including a serious collision between a school bus and SUV at the intersection of Line 4 Road and Niagara Stone Road. The school bus had just offloaded students prior to the collision. Both drivers were treated at the scene by Niagara EMS and firefighters before being transported to hospital.
- On the afternoon of December 18th, firefighters from Virgil were dispatched to a single vehicle MVC on Four Mile Creek Road near Line 4 Road. On arrival, firefighters found a vehicle that had struck and snapped a hydro pole. The lone occupant of the vehicle had minor injuries, however due to the extensive damage, and hazard resulting from the downed hydro wires, the road remained closed for several hours.
- On the evening of December 18th, firefighters from all 5 stations responded to a reported fire at a long-term care facility in Old Town. Staff on site confirmed that an electrical fire had occurred in a common area of the facility resulting in significant smoke. Volunteer firefighters were able to contain the smoke and develop a removal strategy in order to avoid the evacuation of the residents. Crews were on scene for several hours prior to turning the property back over to staff. One staff member was treated for smoke inhalation at the scene and subsequently transported to hospital.

Fire Prevention & Public Education

During the 4th quarter of 2019, Fire Prevention activities included the following:

- 62 Inspections – includes Short Term Rentals, Migrant Accommodations, Proactive Inspections and Building/Occupancy Inspections
- 19 Planning Reviews
- 15 Special Events Reviews
- 9 Fire Safety Plan reviews
- 7 Building Plan/Site Plan Reviews
- 7 Witnessed Fire Drills
- 5 Public Education Events

In November, Niagara-on-the-Lake Fire & Emergency Services was notified that they had been selected to receive 126 combination smoke and carbon monoxide alarms through Enbridge and the Fire Marshal's Public Safety Council at no cost to the

municipality. Application to this program is made annually by Fire Department staff. This donation is valued at an estimated $5,000, and distribution of the alarms is expected to be complete during the first quarter of 2020.

Training

During the 4th quarter of 2019, 1432 hours of skills maintenance training was completed. Skills maintenance topics that were covered during this period include:

- Standard First Aid Review & Testing
- Portable Fire Extinguishers
- Ground Ladders
- Operational Safety
- Apparatus Response
- Firefighter Survival: Disentanglement
- Firefighter Survival: Wall Breach
- Standard Operating Guideline Review
- Vehicle Fires
- Water Supply

Additionally, firefighters completed the following training courses:

- 231 hours of Fire Instructor training was completed in order to acquire NFPA 1041 Instructor Level 1 Certification for 20 volunteer firefighters.
- The new volunteer firefighter recruits completed a total of 1145 hours of training throughout October and November. Recruits took the month of December off from the Recruit Training Program after completion of the NFPA 1001 Firefighter Level 1 Testing and Certification process.
- Three volunteer firefighters that are members of our Peer Support Team attended a three-day Group Crisis Intervention and Peer Support training program.

NEXT STEP / CONCLUSION

Quarterly fire department statistical reports will continue to be produced for Council in an effort to improve information sharing. The Town social media platforms will be sharing monthly and quarterly statistics through infographics in order to increase public awareness of the various services being provided by the Fire Department.

ATTACHMENTS

Q4 Incidents.pdf

Niagara-on-the-Lake Fire and Emergency Services

Call Types

Monthly 2019

Call Type	October							November						
	District 1	District 2	District 3	District 4	District 5	Highway	Total	District 1	District 2	District 3	District 4	District 5	Highway	Total
Medical Assistance	7	2	3	1	0	0	**13**	4	1	3	0	2	0	**10**
Motor Vehicle Accidents	3	1	1	0	1	5	**11**	3	1	3	1	1	6	**15**
Fire Alarm Activations	2	0	6	0	4	0	**12**	4	1	5	0	1	0	**11**
Carbon Monoxide Investigations	2	1	0	1	0	0	**4**	2	0	0	0	1	0	**3**
Structure Fires	0	0	0	0	0	0	**0**	0	0	1	0	0	0	**1**
Hazardous Material Emergency	0	0	0	0	0	1	**1**	1	0	0	0	0	0	**1**
Nat. Gas Emerency	0	0	1	0	0	0	**1**	1	0	0	0	0	0	**1**
Grass/Brush Fires	0	0	0	2	0	0	**2**	0	1	0	0	1	0	**2**
Burning Compliants	0	0	0	2	0	0	**2**	0	0	0	0	0	0	**0**
Garbage Container / Rubish Fires	0	0	0	0	0	0	**0**	0	0	0	0	1	0	**1**
Vehicle Fires	0	0	1	0	0	0	**1**	0	0	0	0	0	1	**1**
Public Assistance	2	0	0	0	0	0	**2**	0	0	0	0	0	0	**0**
Elevator Rescues	0	0	0	0	0	0	**0**	0	0	0	0	0	0	**0**
Arching Hydro Lines	1	0	0	0	0	0	**1**	0	0	0	0	0	0	**0**
Rope / Confined Space Rescue	0	0	0	0	0	0	**0**	0	0	0	0	0	0	**0**
Water Ice rescue	0	0	0	0	0	0	**0**	0	0	0	0	0	0	**0**

Niagara-on-the-Lake Fire and Emergency Services

Call Types

Monthly 2019

Call Type	December							Q4						
	District 1	District 2	District 3	District 4	District 5	Highway	Total	District 1	District 2	District 3	District 4	District 5	Highway	Total
Medical Assistance	2	1	6	1	1	0	**11**	13	4	12	2	3	0	**34**
Motor Vehicle Accidents	2	1	2	1	2	9	**17**	8	3	6	2	4	20	**43**
Fire Alarm Activations	2	2	4	3	7	0	**18**	8	3	15	3	12	0	**41**
Carbon Monoxide Investigations	0	0	0	0	0	0	**0**	4	1	0	1	1	0	**7**
Structure Fires	2	0	0	0	0	0	**2**	2	0	1	0	0	0	**3**
Hazardous Material Emergency	0	0	0	0	0	0	**0**	1	0	0	0	0	1	**2**
Nat. Gas Emerency	0	0	0	0	0	0	**0**	1	0	1	0	0	0	**2**
Grass/Brush Fires	0	0	0	0	0	0	**0**	0	1	0	2	1	0	**4**
Burning Compliants	0	0	1	0	0	0	**1**	0	0	1	2	0	0	**3**
Garbage Container / Rubish Fires	0	0	0	0	0	0	**0**	0	0	0	0	1	0	**1**
Vehicle Fires	0	0	0	0	1	0	**1**	0	0	1	0	1	1	**3**
Public Assistance	1	0	0	0	0	0	**1**	3	0	0	0	0	0	**3**
Elevator Rescues	0	0	0	0	0	0	**0**	0	0	0	0	0	0	**0**
Arching Hydro Lines	0	1	2	0	0	0	**3**	1	1	2	0	0	0	**4**
Rope / Confined Space Rescue	0	0	0	0	0	0	**0**	0	0	0	0	0	0	**0**
Water Ice rescue	0	0	0	0	0	0	**0**	0	0	0	0	0	0	**0**