



Fire Paramedic Service • Service d'incendie et de soins médicaux d'urgence

November 29, 2013

Colin Craig
1881 Portage Avenue
P.O. Box 42123
Winnipeg, MB R3J 3X7

**Your Request for Access to Information under Part 2 of
The Freedom of Information and Protection of Privacy Act
Our File No.: 13 09 634**

Dear Mr. Craig:

Further to my letter dated October 29, 2013 where we requested a 30 day extension on this application for access, we have now had an opportunity to search and prepare the records you have requested.

I am pleased to inform you that your request for access to these records has been granted in full. Enclosed is a copy of the file document you have requested.

Subsection 59(1) of *The Freedom of Information and Protection of Privacy Act* provides that you may make a complaint to the Manitoba Ombudsman about the City's response to your request. You have 60 days from the receipt of this letter to make a complaint on the prescribed form to:

Manitoba Ombudsman
750 – 500 Portage Avenue
Winnipeg, MB R3C 3X1
(204) 982-9130

If you have any questions, please do not hesitate to contact me at 204-986-4081.

Yours truly,

Bill Clark
Acting Fire & Paramedic Chief

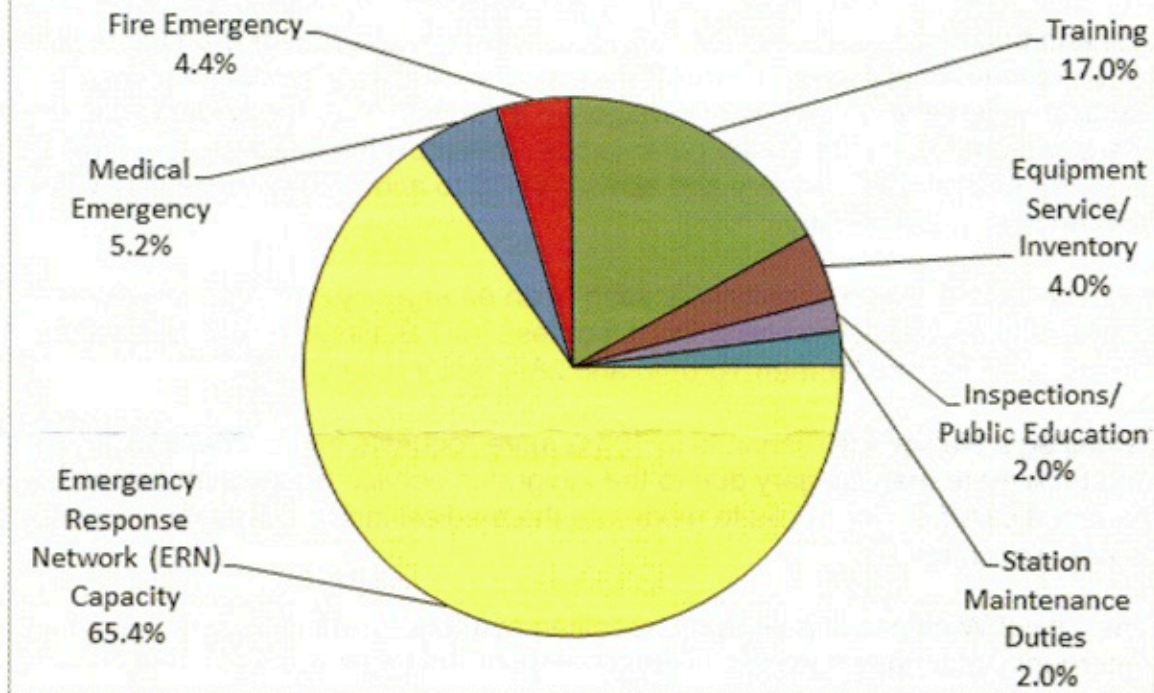
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cc R. Kachur, City Clerk, City Clerk's Department
Don Kroeker, City Archives & Records Control

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Firefighter - Average Shift Depiction (2012)

Based on 2012 overall fire unit utilization rate of 9.6%



The above chart depicts a typical day in an average Fire Paramedic station based on an entire year of response data and includes other daily scheduled activities. Some shifts will be much busier than what is depicted and some less busy, as what is shown is the average. The key metric in creating the above chart is the demand placed on the Service by the public and the Service's ability to respond through its Emergency Response Network (ERN).

It is important to note that the strategic placement of stations, the numbers of personnel and apparatus assigned are all a component of an ERN, which is an insurance policy to the taxpayer to provide consistently reliable protection and safety. Like an insurance policy, the ERN is used when it is needed. A single station cannot possibly be deployed 100% of the time, otherwise there would be no capacity in the emergency response system as a whole to ensure coverage to the entire City at all times. Each station is not a single provider, but moreover is a component of our entire ERN which ensures appropriate capacity and reliability. Our insurance policy is the deployment strategy that provides for what is termed "Speed and Weight" of response; in other words there will be a consistent, reliable, timely response coupled with the needed personnel and equipment to resolve all anticipated emergency incidents at any given time. It is also important to note that the cost to taxpayers for their insurance policy is based upon the ability of the City to respond as per standards set out by

insurance companies and the National Fire Protection Association(NFPA); in particular NFPA Standard 1710.

The Winnipeg Fire Paramedic Service (WFPS) is the only large department in Canada that responds to medical calls with fire based paramedics on the majority of fire rescue response units. Fire based EMS assists in mitigating periods of excessive demand on ambulance response as certain medical incidents can be managed entirely by fire based paramedics. This provides effective economy of scale for overall EMS delivery and allows WFPS to achieve response times that are the best in the country.

In 2012, from the time of unit notification of an emergency call, a paramedic-staffed unit arrived at the scene in 7:54 or less (or 7.9 minutes) 90% of the time. Winnipeg is 34% faster than Toronto and 28% faster than Ottawa.

Winnipeg's fire service responds to 103% more requests for service than Toronto and 86% more than Calgary due to the integrated service model that dispatches paramedic-staffed fire trucks to moderate the medical incident volume assigned to ambulance units.

The City of Winnipeg is a large metropolitan community with a constant need for emergency response services. This constant demand for service cannot be compared to the demand of a small rural municipality with volunteers who respond only when needed. In Winnipeg the system is needed 100% of the time and WFPS responds to over 100,000 requests for emergency services annually.