



The City continues to ensure the safety and well-being of citizens by providing a variety of municipal services that includes fire and emergency services, by-law and compliance services and building inspections, as well as a range of public awareness and education programs. The more than 250 men and women of the Vaughan Fire and Rescue Service ensure a swift and effective response to emergencies, and contribute to a safe and enjoyable community. The City continues to undertake work to make its facilities accessible to all residents and visitors through upgrades to existing buildings.

Continue to Ensure the Safety and Well-being of Citizens

LEGEND: ✓ Completed ● On Track ▲ Issue Identified ● On Hold/Not Started

STATUS	ACTIVITIES
●	Accessibility Upgrades to Facilities
●	Development of Erosion Mitigation Plans
●	Fire Master Plan Update
●	Fire Station 7-11
●	Fire Station 7-3
●	Fire Station 7-4
▲	Review and Modernization of Regulatory By-laws
●	Specialized Training for Toronto-York Spadina Subway Extension

KEY ACCOMPLISHMENTS

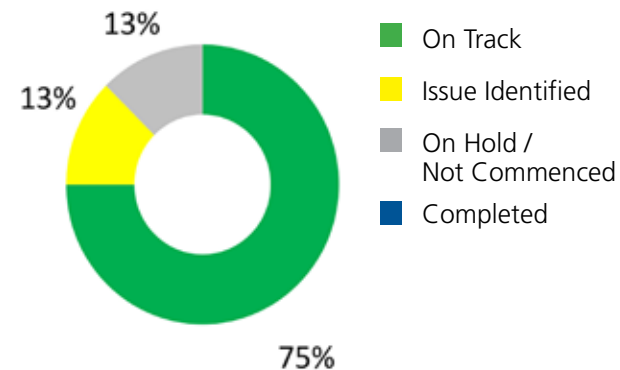
- Fire Station 7-3 exterior work completed with substantial interior work on track for completion in Q1 2017
- Award for design of Fire Station 7-4 completed to begin in Q1 2017
- Vaughan Fire personnel completing practical training in preparation for the Toronto-York Spadina Subway Extension

ISSUES

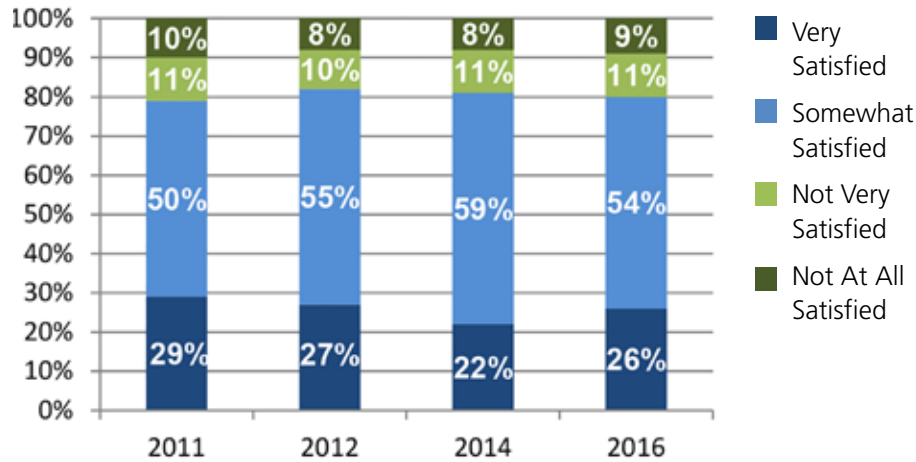
- Emerging issues have divided existing resources and impacted the timing for the review of regulatory by-laws

Key Performance Measures

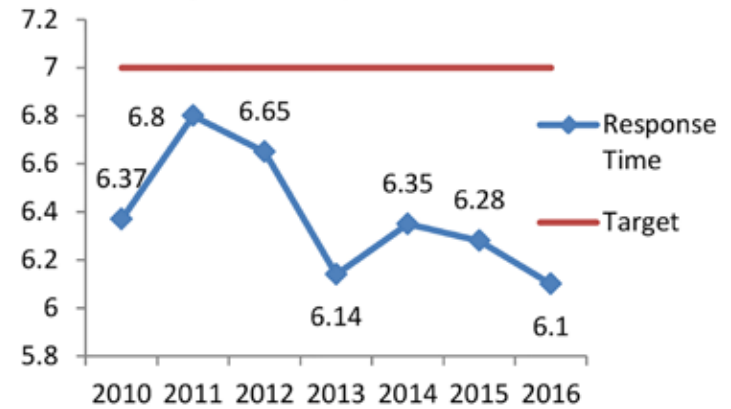
Activity Status:



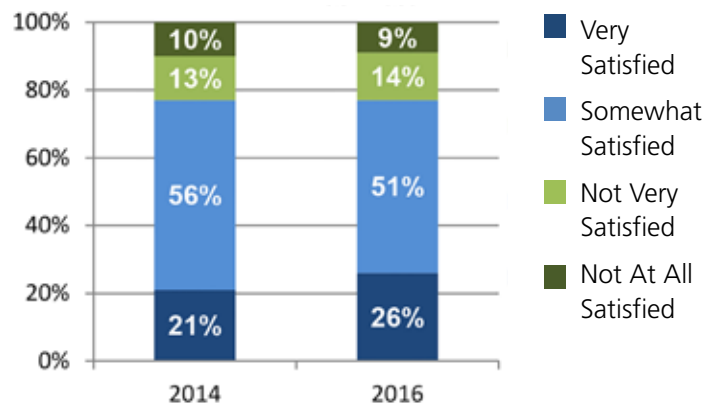
Satisfaction with By-law and Compliance Services



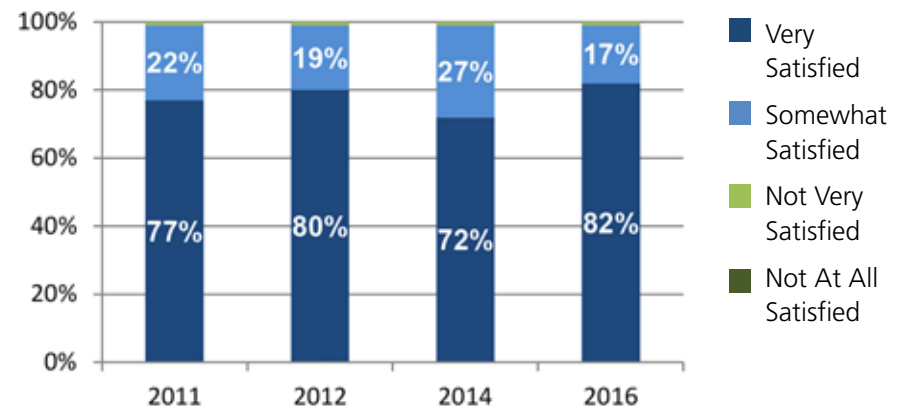
Average Fire Response Time - All Calls



Satisfaction with Building Permit and Inspection Services



Satisfaction with Fire Services



HOW IS THE CITY DOING?

The majority (75 per cent) of the activities are on track. The construction of Fire Station 7-11 has not yet started. One activity has been delayed due to emerging issues which have impacted the delivery of the review of regulatory by-laws according to the original schedule.

Vaughan Fire and Rescue Service is committed to enhancing the quality of life of the citizens of Vaughan. The “protection of lives and property” is a generalized statement that encompasses several specialized services provided by the Vaughan Fire and Rescue Service. Vaughan’s city-wide objective is to respond to all emergency calls in seven minutes or less. The 2016 data shows an average city-wide response time of 6.10 minutes. This is below the seven-minute response time target with a slight decrease from 2014 and 2015 demonstrating a quicker response.

The survey demonstrated that residents are most satisfied with fire services (99 per cent), which is higher than the national norm of 95 per cent. In addition residents continue to be satisfied with the by-law and compliance services (80 per cent) also above the national norm of 74 per cent.

The By-law and Compliance Department provides enforcement and animal services for the City of Vaughan and also assists other City departments with their enforcement-related needs. Staff provide proactive and reactive service levels to the general public. Officers patrol the City to ensure that City by-laws are being complied with as well as investigating complaints by responding to the concerns of individuals who have contacted the City regarding specific issues/complaints in their immediate area.

The municipal building permit process is a public service to ensure construction and use of buildings and land meet the standards established by both municipal and provincial levels of government to ensure public safety and well-being. Building permits are issued where submissions conform with building code, municipal zoning by-laws and agreements such as site plans and subdivisions. The Building Standards Department provides inspection services for all new construction and responds to complaints regarding illegal construction.

In the 2016 Citizen Satisfaction Survey, 77 per cent of respondents indicated that they were very or somewhat satisfied with building permit and inspection services.

