



Corporate Report

NO.: R112

COUNCIL DATE: May 10, 2004

REGULAR

TO: **Mayor & Council**

DATE: May 5, 2004

FROM: **Fire Chief**

FILE: 0290-01

SUBJECT: **Union of British Columbia 2004 Awards for Best Practices**

RECOMMENDATION

That Council approve two (2) applications to the 2004 UBCM Community Excellence Awards in the Best Practices Category.

BACKGROUND

The 2004 UBCM Community Excellence Awards program is accepting submissions from local governments concerning innovative new programs or substantial improvements to existing programs. Surrey Fire Service requests Council approval to submit two initiatives in the Best Practices Category. Applications must be supported by resolution of Municipal Council to be eligible.

The Intersection Traffic Preemption System Expansion Proposal uses mathematical modeling to show that investing in pre-emption technology reduces current response times by an average of 14 seconds. This significant improvement in public safety comes at a one-time installation cost, producing the same effect as traditional methods of increasing response times by staffing and equipping new fire stations on a long-term basis. In addition, the value of pre-emption technology increases with time as our City continues to grow rapidly and traffic congestion becomes more prevalent. This initiative was approved by Council and is nearing completion.

The Attendance Management Program was developed by Fire and Human Resources staff in close

collaboration with IIAF Local 1271. The program clearly delineates expectations for employees regarding their attendance at work and seeks to above all communicate to employees the impact attendance can have on the department's ability to protect and serve Surrey's citizens. Good attendance is recognized and rewarded, and an escalating process to address attendance problems through awareness letters and counseling has been presented to all Fire Employees. The program has been in effect since August 2003 and has already had a noticeable impact on employee morale and staffing levels through recognition of 2003 Perfect Attendance and reduction of sick leave frequency. Several other Lower Mainland Fire Departments have already requested a copy of the program as it is a great example of a successful union-management initiative.

CONCLUSION

We believe that the techniques outlined in the attached reports are truly best practices and respectfully respect that Council approve submission to the 2004 UBCM Community Excellence Awards. The Best Practices Category is sponsored by the Ministry of Community, Aboriginal & Women's Services. Awards will be presented at the 2004 UBCM Convention in Kelowna this fall.

Len Garis
Fire Chief

Attachments 1. UBCM Community Excellence Awards Application Booklet
 2. Surrey Fire Service Intersection Traffic Preemption System Expansion Proposal
 3. Surrey Fire Service Attendance Management Program