

INTRODUCTION

Clearwater Regional Fire Rescue Services (CRFRS) is a regional philosophy of partnership and mutual resources management and sharing for the three respective municipalities of Clearwater County, the Town of Rocky Mountain House, and the Village of Caroline. The Clearwater Regional Fire Rescue Services is a cooperative of five fire stations within the region operating in a similar manner with varying degrees of operational responsiveness. The Regional Fire Rescue Services Committee; who is a board of directors consisting of appointed Council members from each municipality, provides regional direction based on the needs of the three municipalities for fire rescue and emergency services through the Regional Fire Chief. This committee enables the regional staff to conduct business in a unified and standardized manner, which maximizes resources and minimizes redundancies, that enhances the operational and administrative efficiencies and effectiveness within the region. As a result cost shared full time regional staff manage the administration and operational readiness of the five fire stations, with about 140 – 150 paid on call (volunteer) fire fighters.

CLIENT BASED DEMOGRAPHIC

- a. Currently, the Fire Rescue Services serving the three municipalities of Clearwater County, Town of Rocky Mountain House, and Village of Caroline ensures Emergency Services are provided for a combined growing population of approximately 23,000. With the population density being the greatest on the eastern 1/3rd of the County and near the urban centers and hamlets. The population composition is diverse and reflects the areas integral role of the Eastern Slope region for the transition between rural, agricultural, forestry, industrial, recreational, and metropolitan life styles.
- b. Clearwater County's geographical foot print currently has an area of approximately 51,000 square miles or 4.5 million acres with other incorporated jurisdictions, and the village of Caroline, as well as several hamlets all located within the Municipal boundaries.
- c. A demographic forecast estimates the three respective municipalities will have an estimated population of 25,000 in the next five (5) years and will continue to expand at a rate of about 5%.

HISTORY

Clearwater Regional Fire Rescue Services is able to boast a rich heritage were we celebrate both our unified strength and individuality. We value the history of the service and the growth of the organization which is built upon the strength of the past leadership; without those who pioneered our service we would not have the bright future we currently enjoy.

Since inception the various respective fire departments from Leslieville, Condor, Caroline, Rocky Mountain House, and Nordegg have evolved. In the past the provision

of emergency fire service for Clearwater County, the Town of Rocky Mountain House, and the Village of Caroline was delivered in a fractured and uncoordinated fashion. The service was provided through the dedication of the volunteer departments scattered throughout the three municipalities. Service levels varied and 9-1-1 call answering and central dispatch were not utilized.

In 1998 the respective municipal councils of the day recognized a need to coordinate services and it was determined to take a proactive approach by the introduction of a unified regional concept for fire rescue services delivery. This initiative enabled the Fire Rescue Services to meet the challenges presented by a dynamic and growing rural and urban municipality(s) that flank the eastern slope and a major national park-way, with all the resulting activity associated. The fire rescue service continues to evolve, grow, and develop to meet the ever-increasing challenges of the respective municipalities.

The regional fire rescue services full-time staff is responsible for managing the ever growing demand placed on the five stations and membership who maintain the operations of the stations and service delivery. The Volunteer Fire Rescue contingent fluctuates between 130 – 150 personnel in five (5) stations. Regional staff continues to maintain, orient, and train personnel in a coordinated and uniform manner which is the most effective way of ensuring we provide effective, efficient, and financially sound risk management and safety assurances to our stake holders.

Our fire rescue services, as a part of the emergency services industry, is being challenged by increased demands for services by our community. Increasing population and the shifting demographics increasing sophistication and complexity of the community which we proudly serve compounds these demands. The need to provide a strong vision with clear objectives and obtainable goals necessitated the need for an effective strategic business plan to ensure a bright and successful future which embraces our fire rescue services sustainability and resiliency.

Safety and risk management control measures have been increased within the stations, which provide service to our community. As the regional system has developed our regionalized service provision philosophy and accountability for quality control measures has increased along with related emergency services provision. The intent is to continue to provide enhanced direction and guidance required to assist our business unit in managing our risks and safety issues as well as maintaining our sustainability through effective recruitment strategies, personnel retention, and succession planning to ensure we continue to meet our responsibility to community protection.

2009 marked the 10th anniversary of the Clearwater Regional Fire Rescue Services and the regional cooperative philosophy which governs our decision making paradigm. The future is very bright for the regional fire rescue services embracing new opportunities and providing leadership and direction for the residents of our community and those who wish to travel through and visit the area.

SERVICES

The emergency services relating to fire rescue needs and requirements of Clearwater County, Town of Rocky Mountain House, and the Village of Caroline are being challenged. All emergency service providers continue to experience increased demands for service. Clearwater Regional Fire Rescue Services today continues to provide services which are fully functional, integrated, dynamic, and holistic; providing a wide variety of services to the public. Some of the expectations placed on the Fire Rescue Services are as follows:

- Fire Suppression
- Rescue or Recovery from Dangerous Situations
- First Responder Level - Emergency Medical Services
- Hazardous Incident Response and Recovery
- Pro-active Life-Safety Injury Prevention Programs
- Public Life-Safety Education, Inspections, and Codes Enforcement
- Disaster Preparedness
- Responsive Fire and Incident Investigation

The growing demand placed upon the respective municipalities to provide these services necessitate the exploration of alternative options outside of the historic paradigms of the service. Our aspiration is pursuing mutually beneficial partnerships to achieve our goals of collectively maximizing our limited resources while sustaining emergency services in the region for our community. This must be achieved while maintaining an attainable standard level of service in a fiscally responsive manner which the residents of the community have come to trust and rely upon.

Continual improvement of services to the community

The Fire Rescue Service values building an environment for support of our community and members through such ongoing initiatives as maintaining and promoting personnel safety, education, health and wellness, embracing teamwork, and promoting positive communications. We also embrace the opportunity to enhance our focus on our clients both internal and external. Our success can be measured in our continued ability to meet or exceed our goals, while maintaining recognized industry standards and benchmarking ourselves against these standards.

Operations Plan Setting

Operations plan setting provides the bases for planning through identification of: strengths, weaknesses, opportunities, and threats. Such as continued pressure on the Fire Rescue Service to provide enhanced services to an increasing population in the community, while maintaining accepted and recognized industry standards.

SUMMARY

Emergency Services is a multi-faceted, diverse, and fluid system which requires a consistent and flexible approach to be successful. The Regional Fire Rescue Service has accomplished great results in the past. With the ever-increasing dynamics of the area, the service will continue to strive to meet the challenges. With the synergistic and cooperative approach with other organizations and agencies, our emergency services will continue to achieve goals and objectives in a safe, effective, efficient, and economical manner.

Fire rescue services leadership is challenged with developing strategies for the ever evolving dynamics related to community needs and expectations, apparatus, equipment, and facilities necessities, changes in technology, and personnel requirements. The levels of service, quality of services, and adequacy of resources require continual monitoring, evaluation, and adjustment to meet the needs of the community through effective community risk and defense analysis. Such analysis utilizes data to compare and determine quality of services and operational effectiveness. Benchmarking through data collection is a valuable tool for measuring and maintains standard levels of performance and developing fluid and flexible business strategies.

Through the dedication, commitment, and hard work of the entire team, we were able to clarify our direction and focus on a positive and bright future. We are confident that our clients will continue to benefit from the best of our valued Fire Rescue Services members.

**Our ability to adapt to changes in our communities as we grow
Will be a mechanism for our success**
