



Sustainability Initiatives

12.1 Continuous Improvement

Common Council
January 13, 2020



SAINT JOHN

Sustainability and Continuous Improvement

- Number of sustainability initiatives have little to no impact on service delivery or other evaluation criteria
- Presented collectively as part of Standing Council Item 12.1 on Continuous Improvement
- Some items may be completed others may still need analysis

Translating Communications in French

New supply agreements and a robust standard operating procedure will enable:

- Savings of up to 49% (based on a three-year demand) on non-legal translation;
- Updated translation requirements; and
- A more efficient translation process for service areas that provides consistent customer service across the organization

Cost Reduction: \$23,000



Medical Call Response Criteria

- Change of Fire Department medical response scope to omit possible stroke and seizure/convulsion calls
- Response to citizens under these call criteria would be deferred solely to EMS providers (Ambulance New Brunswick) based on no improved patient outcome from Medical First Responder intervention
- Forecasted reduction of approximately 500 calls per year
- Increased availability for calls where staff can be more impactful

Cost Reduction: \$10,000

Fire Training Academy- Phase 2

- Continued expansion of Fire Department Training Division course offering (Off-Road Rescue, Confined Space Rescue & Emergency Response Planning Exercise Design/E2 Compliance)
- Exploration of course offerings in Fire Dynamics, Shipboard Firefighting & Ladder Operator (NFPA 1002- Standard for Driver/Operator Professional Qualifications)
- Course delivery to internal and external customers
- Leveraging existing subject matter expertise by Saint John Fire Service staff
- New Revenue \$77,000

Recommendation

It is recommended that Common Council endorses the continuous improvement initiatives presented as contributions towards addressing the entirety of the deficit in 2021 and 2022 as the projects are fully implemented.

- Translating Communications in French
- Medical Call Response Criteria
- Fire Training Academy- Phase 2

