

# MUNICIPAL EXCELLENCE NETWORK

## PRACTICE COLLECTION FORM

### General Information

Date	July 15, 2009
Name of Practice	Risk Assessment
Name of Municipality	City of Grande Prairie, County of Grande Prairie, Towns of Beaverlodge, Sexsmith, Wembley and Village of Hythe
Your Name and Title	Kinza Trimm, Protective Services Executive Assistant
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### INTRODUCTION

When completing this form, use your own words and share your practice in a story format. Please do not include any derogatory comments. Use paragraphs and bullet points to organize your practice. This is not a business case but instead is intended to be informative for your peers, showing them the processes and outcomes of your practice. Be sure to focus on what you learned so that it is helpful to the reader. Click on the grey boxes to type in your answers. The boxes will expand as you type.

### THE ISSUE

Question	Answer
<p><b>Abstract:</b>  <u>What</u> is the practice you developed or are developing (brief abstract)?</p> <p>Please briefly describe the final practice developed. (e.g. if you developed a new Council agenda, list the agenda items, or if a new communications plan was created, provide a summary of the plan's goals, objectives and highlights.)</p>	<p>The Grande Prairie Regional Emergency Partnership (GPREP) conducted a risk assessment to inform and drive emergency response planning. This resulted in identification of fire and fire related hazards and hazard identification in a broader sense.</p> <p>GPREP is compiled of 6 municipalities including: the City of Grande Prairie, the County of Grande Prairie, towns of Beaverlodge, Sexsmith, Wembley and the village of Hythe.</p>
<p><b>Need:</b>  Please describe (just a couple of sentences or bullet points) <u>why</u> you needed to create this practice (policy)</p>	<p>This practice was created to address two needs:</p> <ul style="list-style-type: none"> <li>• The fire service was being</li> </ul>

<p>or process).</p> <p>What issue made it necessary? (e.g. “We needed a comprehensive plan to deal with...”, or “We needed an annual forecasting tool because...”)</p>	<p>reviewed for a portion of the GPREP area and,</p> <ul style="list-style-type: none"> <li>• To enhance our understanding of the hazards within the entire region to develop emergency plans, mitigation strategies, etc.</li> </ul>
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**CREATING YOUR PRACTICE**

<p><b>Research:</b> How did you obtain information to help design your practice (including consultation with stakeholders, formal and informal research)?</p> <p>Please include any research documentation you can share, or give us a source reference (e.g. Web site, literature, “We reviewed the bylaws from other municipalities in the area...”).</p>	<ul style="list-style-type: none"> <li>• Hired a consultant to design the framework/process for completing the risk assessment.</li> <li>• Reviewed hazard assessments from other areas.</li> <li>• Developed in accordance with CSA Standards.</li> </ul>
<p><b>Process:</b> How did you go about designing your practice? For instance, did you create a team, hire a consultant, borrow something ready-made from another jurisdiction?</p> <p>Describe briefly who did the design work and what process they followed.</p>	<p>There were two parts to the risk assessment.</p> <p>Fire and Fire Related risks</p> <ul style="list-style-type: none"> <li>• Hired a consultant to guide the process.</li> <li>• Brought together a team of fire personnel.</li> <li>• Developed an assessment template, scoring criteria and scoring process. This was completed by the team and consultant.</li> <li>• Assessment was completed by fire personnel.</li> <li>• All team members scored hazards to identify top hazards.</li> </ul> <p>Broad Hazard assessment</p> <ul style="list-style-type: none"> <li>• Same consultant guided the process with staff carrying out the following steps: <ul style="list-style-type: none"> <li>• Researched various potential hazards.</li> <li>• Hazards were presented to the partnership and stakeholders for feedback.</li> <li>• Developed scoring criteria and scoring process.</li> <li>• Brought key stakeholders together to score hazards, this included a wide range of individuals from various organizations within the region (ie. Health, fire, RCMP,</li> </ul> </li> </ul>

	<p>utilities, ERCB, etc.). A list of top hazards for the GPREP area was determined by this group.</p>
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**GETTING APPROVAL FOR YOUR PRACTICE**

<p><b>Authority:</b> Whose/what approval did you need to create and implement the practice?</p>	<p>GPREP group, City of Grande Prairie and County of Grande Prairie approved the risk assessment.</p>
<p><b>Reporting:</b> How did you inform the decision-maker(s) about the practice and your need for their approval?</p> <p>Please note the name of any documents provided to the decision-makers that you would be willing to share.</p>	<p>Reported regularly to senior administration to ensure they were comfortable with the process and understood the results.</p>
<p><b>Consultation:</b> Did you consult with stakeholders as part of your approval process?</p> <p>If so, how? If possible, attach a copy of templates, surveys or other documents you used as part of your consultation.</p>	<p>Key stakeholders were involved in identifying the top hazards for the region. This step was critical, as each stakeholder brought specific knowledge (ie. Health, utilities, RCMP, etc.).</p>

**IMPLEMENTING YOUR PRACTICE**

<p><b>Plan:</b> Describe the process you went through to implement the practice. If you used an implementation plan, please note it here.</p>	<p>The risk assessment results will be used to guide the development of the emergency response plans and the regional fire services review.</p>
<p><b>Policy:</b> What changes to bylaws, regulations or procedures were needed to implement this practice and how did you deal with them?</p> <p>Please attach a copy of the change in bylaw, policy or procedure.</p>	
<p><b>When:</b> When did your municipality begin to use the practice? Was it implemented all at once or in stages?</p>	<p>The risk assessment was completed in 2009 and the information is being used to guide the emergency response plans and the regional fire services review.</p>

<p><b>Who:</b> Who was responsible for implementing the practice?</p> <p>If someone else is responsible for ongoing management, who is it?</p>	<p>The Regional Emergency Services Committee will be using the results of the fire and fire related risk assessment for planning and implementation of a regional fire services partnership.</p> <p>GPREP will use the broad risk assessment results for the development of the emergency response plans.</p>
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**RESOURCES REQUIRED**

<p><b>Budget:</b> How much did it cost you to design and implement your practice (i.e. We saved/spent \$XX per year)?</p> <p>What are your ongoing operational and capital costs, if any?</p>	<p>The consultant cost approximately \$7,000. All other aspects of the risk assessment were completed by municipal staff.</p>
<p><b>Staff:</b> What human resources did you need to design, implement and manage your practice? (e.g. “It took X staff member(s) X months on this” or “This is part of normal staff duties.”)</p>	<p>2 fire personnel from the City of Grande Prairie, 1 fire person from the County of Grande Prairie and 1 program coordinator conducted the risk assessment over a period of 8 months and took approximately 45 person days (8 hours/day) to complete. The information is being used by a number of committees for further planning and implementation.</p>
<p><b>Infrastructure:</b> What “capital costs” (such as information technology, other equipment or building assets) did you need to design, implement, manage, and/or evaluate your practice?</p>	

**EVALUATING YOUR PRACTICE**

<p><b>Formal:</b> If you did a formal evaluation (e.g. user satisfaction survey, analysis of annual expenditures or number of rate payers served) for your practice, please describe the evaluation tool and the process used.</p> <p>Tell us who was involved.</p>	
<p><b>Informal:</b> If you did an informal evaluation, describe what you did (such as discussing the practice with people in the office or on the street, or letters/comments received).</p>	<p>Various discussions with fire personnel, council, committees and the GPREP group.</p>

<p><b>Performance measures:</b> Please list the performance measures for this practice (i.e. reduced number of complaints, money saved, or change in equipment life expectancy.)</p> <p>Please list the process you used for measuring performance, (i.e. We do annual surveys on...) examples include:</p> <ul style="list-style-type: none"> <li>▪ collecting data</li> <li>▪ establishing a baseline</li> <li>▪ applying the measures</li> <li>▪ results</li> <li>▪ follow up</li> </ul>	<p>Use of risk assessment results in future decision making.</p>
<p><b>Changes:</b> (a) Based on the evaluation (formal or informal), describe any changes you have made, or would like to make, to your practice as a result. (e.g. “After implementing this practice, we decided that it would be better if...”)</p> <p>-or-</p> <p>(b) Has your practice met your expectations and if so, how?</p>	<p>The practice has met our expectations and will be useful in emergency response planning.</p>

**LESSONS LEARNED / BENEFITS RECEIVED**

<p><b>Benefits:</b> What are the benefits of this practice to your municipality? (eg. Preparation of Council agenda packages now requires less time, etc.)</p>	<ul style="list-style-type: none"> <li>• Increased understanding of hazards</li> <li>• Broader view of hazards</li> <li>• Clearer direction for development of sub-plans.</li> <li>• Created the ability to discuss regional fire services with a clear understanding of the risks to all municipalities.</li> </ul>
<p><b>Key Lessons:</b> What key lessons have you/your municipality learned through the process of:</p> <ul style="list-style-type: none"> <li>▪ designing;</li> <li>▪ obtaining approval;</li> <li>▪ implementing; and</li> <li>▪ evaluating your practice?</li> </ul> <p>Include any problems, surprises, and unanticipated benefits. (e.g. “We realized that we needed to spend more time...”)</p>	<ul style="list-style-type: none"> <li>• Cost for a risk assessment does not have to be high. Much of the work can be done through regular staff.</li> <li>• Ongoing discussions with stakeholders proved beneficial, as it ensured everyone had a clear understanding of the terminology associated with a risk assessment (ie. Hazard vs. risk).</li> <li>• Your top risks aren’t always what you would predetermine them to be.</li> <li>• Results gave support to the planning department providing a clearer understanding of risks and</li> </ul>

	their potential impacts.
<p><b>Advice to Municipal Peers:</b>          What advice would you give to another municipality that is considering adopting your practice? Is there anything you might have done differently?</p>	<p>Although risk assessments can vary in their complexity an identification of your key hazards is a very useful tool for emergency planning. The expertise required to determine your top hazards may exist within your municipality (ie. RCMP, health, fire, utilities, etc.).</p>

**PRACTICE UPDATES**

<p><b>New Information:</b>          There may be some new information to add since this practice was first posted. This is especially true if:</p> <ul style="list-style-type: none"> <li>▪ a new process has been implemented in your municipality;</li> <li>▪ there are new practice evaluation results; or</li> <li>▪ there has been a change affecting organizational direction. For example, explain how new economic conditions or a new vision/strategy affect the practice.</li> </ul> <p>Please indicate those changes here. Don't forget to list any new documents that may be useful to your peers. Then go to "Other Information" to attach the new documents.</p>	
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**OTHER INFORMATION**

<p><b>Suggestions:</b>          Please list relevant information sources that others might use or you would be willing to share (courses, Web sites, literature, experts).</p>	
<p><b>Documents &amp; Attachments:</b>          Please list any documents you would be willing to share with others interested in your practice (e.g. a bylaw, a policy, approval documents, templates).</p> <p>* Note: Most documents can be electronically attached to your practice in the MEnet database. If only a paper version of your document is available, please send it with your completed Practice Collection Form. We will scan it and attach it.</p>	<ul style="list-style-type: none"> <li>• Fire and fire related assessment and scoring framework.</li> <li>• Broad hazard assessment process.</li> <li>• Regional Fire Services Model Priority Activities.</li> </ul>

**Nominations:**

Do you have any suggestions of other individuals or municipalities with municipal practices that we should add to the Municipal Excellence network? Please list their practice, municipality, and contact information.

Or, e-mail [menet@gov.ab.ca](mailto:menet@gov.ab.ca) and let us know about a municipal colleague that has a really good way of doing things.

**COMMENTS**

Have we missed something; anything you'd like to add to the areas we have touched on, or an area we have not mentioned?

*Thank you for your contribution to the Municipal Excellence network.*

Please e-mail your completed submission by noon on **July 15, 2009** to [menet@gov.ab.ca](mailto:menet@gov.ab.ca) in order to be eligible for the 2009 Minister's Award for Municipal Excellence.

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