Alberta Municipal Benchmarking Initiative
WHAT IS AMBI?

- 9 Alberta municipalities
- Grant from Alberta Municipal Affairs
- Collaboration to build a framework, develop benchmark definitions and allow comparison
- Develop an ongoing benchmarking process of 10 service areas
- *A benchmark is an defined point of reference against which things can be measured and compared between municipalities*
WHY BENCHMARKING

• Helps to tell the municipal “performance story”
• Sound business practice
• Share knowledge and best practices
• Identifies opportunities for change
• Encourages continuous improvement
• Demonstrates transparency and value for money
• Supports results based accountability
Efficiency
• a measure of productivity: quantity
• often expressed in cost per unit

Effectiveness
• a measure of value or benefit of service: quality
• often expressed as percentage or rate
FACTORS INFLUENCING FIRE SERVICES

• paid on call versus full-time career
• services offered and service levels
• service model – integrated fire and EMS services
• geography and population
Efficiency: Total costs $/capita
FIRE SERVICES COSTS

- Overall cost per capita
- 2014 costs range from $72 to $308 per capita
- Average per capita cost is $198 in 2014
- Lethbridge at $193 per capita in 2014
- Highlights efficiencies of full Fire/EMS integration
Effectiveness: Fire Stations (area/fire station)

Developed Area (km²) per Station

Response Time (mins) (does not include dispatch processing time segment)
Effectiveness: Incident Responses (#/1000 pop. served)

- Medical Emergency Incidents
- Other Emergency Incidents

Bar chart showing the number of incident responses per 1000 population served from 2007 to 2013 for various municipalities.
Effectiveness: Chute and Travel Response (min:sec)*
*response time excludes 911 call processing time
Thank you,

Questions