



# FIRE AND RESCUE ANNUAL REPORT 2018



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# A WELCOME FROM CHIEF BRIAN HUTCHINSON



*DNVFRS Fire Chief, Brian Hutchinson MA, CEM®*

On behalf of the men and women who comprise the District of North Vancouver Fire & Rescue Services (DNVFRS), I am proud to present our 2018 Annual Report.

The DNVFRS is committed to providing emergency response and community risk reduction services to the residents of and visitors to the District of North Vancouver. As Fire Chief, I am proud of the 'can do' attitude every member of our department embodies, regardless of rank, position, or assignment.

The life saving work we do on a daily basis could not be achieved without the support of our community, District Council, our public safety partners, and the various operational divisions within the District organization.

## OUR MOST IMPORTANT PRIORITIES

Our employees are our most important resource, and the mental and physical training required to ensure operational readiness in the form of rapid response, compassionate care, and professional service to the community is foremost on our list of priorities.

Subsequently, our recruitment and retention program is focussed on hiring qualified candidates who reflect our diverse community, and who possess the attributes and qualities contained within our mission statement and core values.

Other important focus areas include engaging with the community, enhancing our capacity and capability to respond to major events, and embracing the use of industry best practices, innovation, and technology in our everyday operations.

## LOOKING TO THE FUTURE

As the District of North Vancouver has evolved and transformed, so too has its Fire & Rescue Service.

We are always striving to improve the effectiveness and the efficiency of our services, through innovation and ongoing analysis of our operational results.

We are consciously creating our future, by developing a comprehensive plan of action that leverages valuable data and metrics to inform how we evolve and change.

## IT IS MY HONOUR TO SERVE THE DISTRICT

Almost every day, my office receives a letter, an email or phone call, complimenting the fine work of our personnel in the field and in the office.

I am honored to serve with such a diligent and compassionate staff team who provide superior service and exemplary care throughout our community, and I'm thankful for the ongoing support we receive from District Council, without which this department would be significantly challenged to meet public expectations.

Council and residents alike can be proud that their Fire & Rescue Services team is one of the most highly trained, innovative, resilient, and compassionate emergency service agencies in North America.

Respectfully,

Brian Hutchinson, MA, CEM®

*District of North Vancouver Fire and Rescue Services (DNVFRS) provides essential emergency, public education, and support services to our community.*

*We are committed to reducing life and property loss due to fire, and to promoting public safety through fire education and awareness.*

*This report is a concise summary of our work and achievements in 2018.*



# 1. ABOUT DNVFRS



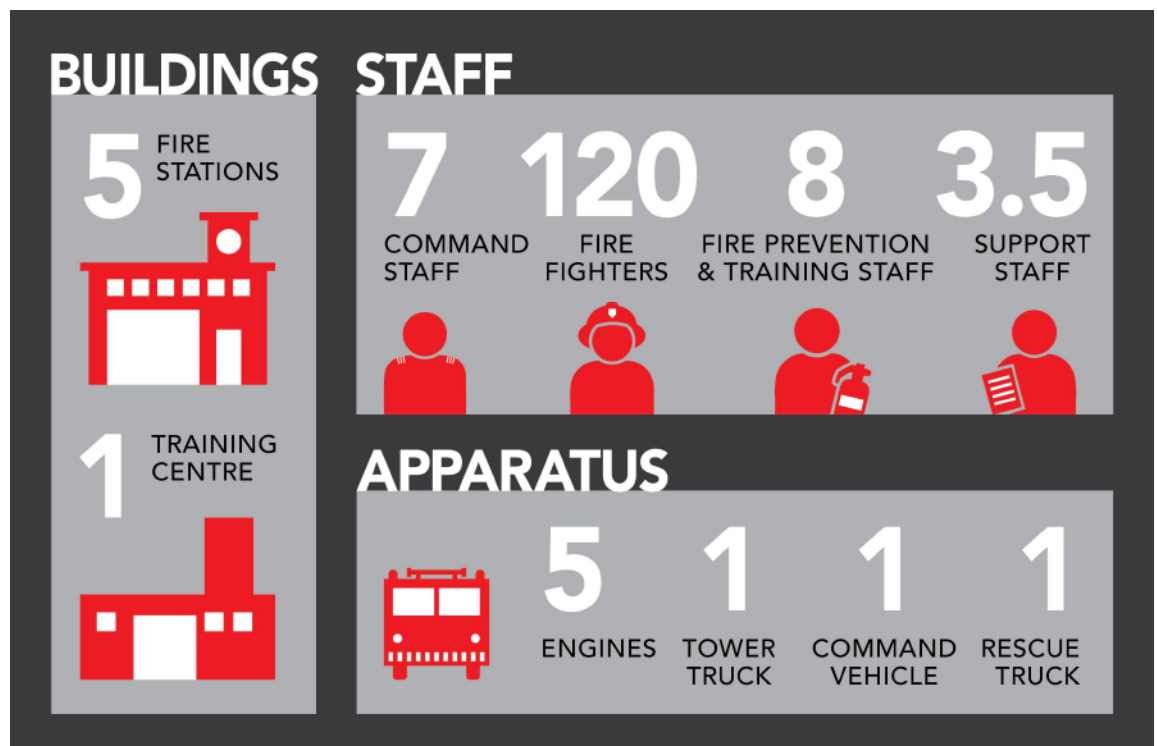
The District of North Vancouver Fire & Rescue Services (DNVFRS) is a mission-oriented emergency services agency focused on the safety and well-being of our community.

Our members provide caring and compassionate emergency, fire, and rescue services to citizens and visitors.

We deliver our services through an integrated approach that encompasses emergency response for fire, rescue, and life safety, as well as fire prevention and investigation.

## YOUR DNVFRS AT A GLANCE

With over 130 firefighters, command, training, and support staff at five strategically located fire stations, we serve the District's 160 square kilometers of urban and wilderness land, and our 82,500 residents.



# WHAT WE BELIEVE

## OUR MISSION

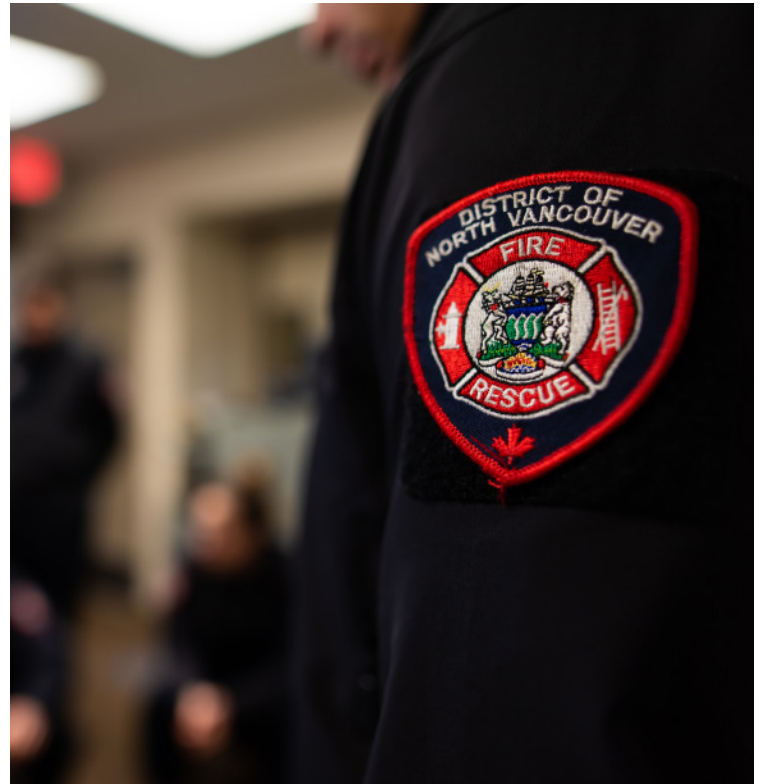
We provide all-hazards emergency response and serve our community through prevention, education, fire, rescue, and medical services.

## OUR VISION

To be a progressive and inclusive leader in the fire and rescue service, always providing the community the excellence they deserve.

## OUR VALUES

- **Community** — Treat people with kindness and respect
- **Integrity** — Do the right thing
- **Wellbeing** — Foster physical, mental, and emotional wellbeing
- **Innovative** — Drive change for the good



## PART OF A REGIONAL FIRE AND EMERGENCY SYSTEM

We are part of a regional fire and emergency services system, working alongside West Vancouver Fire Rescue and North Vancouver City Fire departments under a shared services agreement.

As a participating agency, the DNVFRS has agreed, along with our two North Shore partners, to eliminate jurisdictional borders for fire and rescue responses.

This system is a model within British Columbia and across Canada and provides a much higher level of service for citizens in the three participating municipalities.

## 2. REDUCING RISK



Mitigating the impacts of fire — and reducing the number of fires that start in the first place — is a primary goal of DNVFRS.

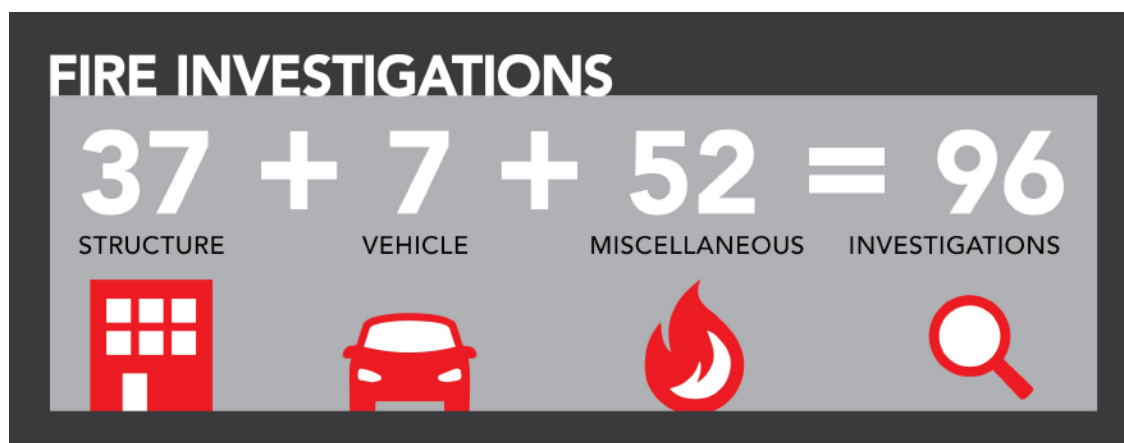
We pursue this goal by investigating fires to understand where they started and what caused them, by working with builders and developers to ensure that measures are in place to limit fire risk, and by regularly inspecting commercial, industrial, and multi-family buildings to ensure they comply with all fire codes and standards.

Here are highlights of our work in 2018 that helped minimize the risk of fire in the District.

### FIRE INVESTIGATIONS

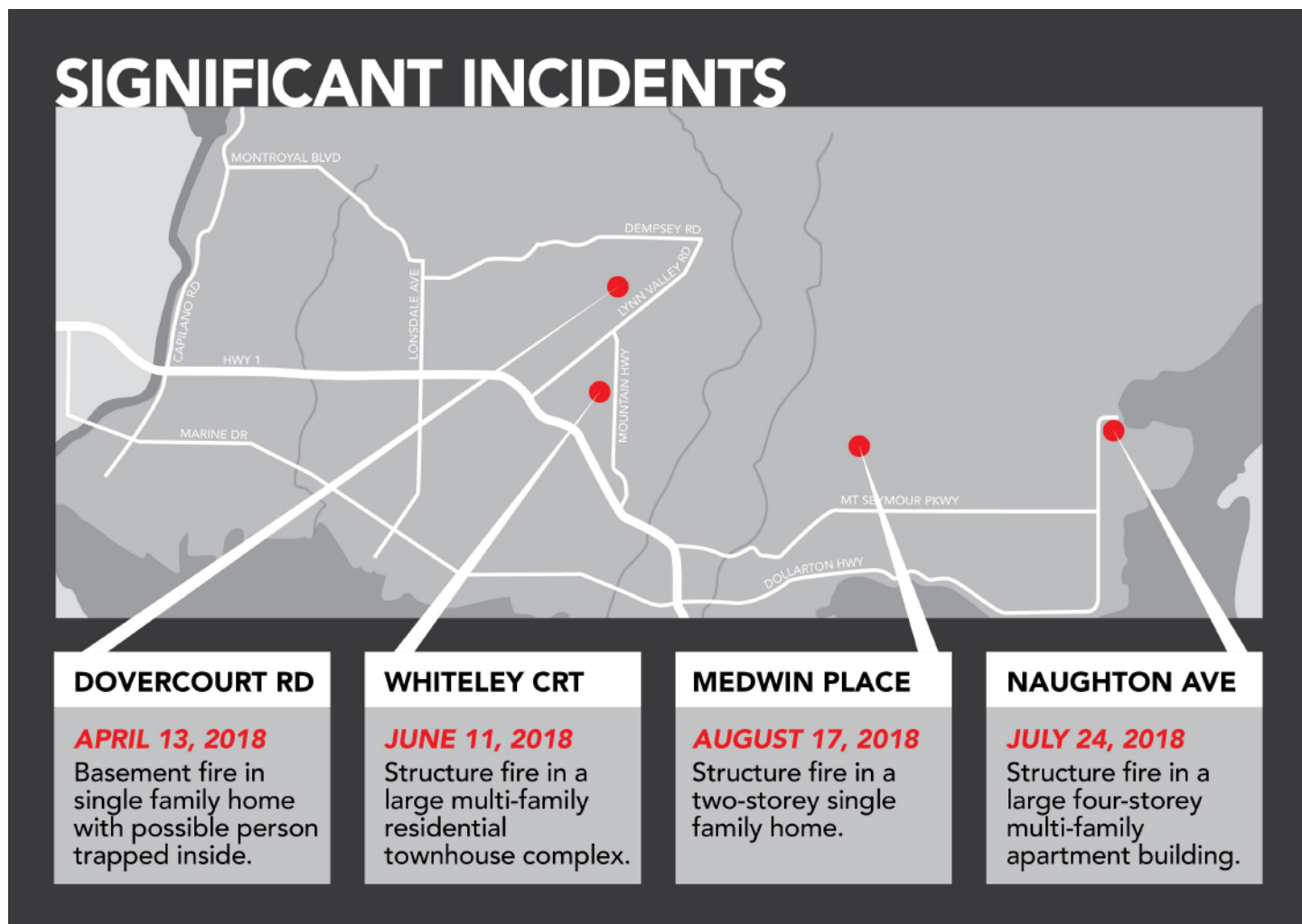
As Local Assistants to the BC Fire Commissioner, we are responsible for investigating fires in our municipality, to determine whether the fire was due to accident, negligence, or design flaw.

In 2018, we investigated 96 structure, vehicle, and other fires.



# SIGNIFICANT INCIDENTS

Of the 37 structure fires we responded to in 2018, four of them were considered significant, which means they involved major damage, or loss of life.



# FIRE INSPECTIONS

Our Fire Inspections Officers routinely inspect public buildings, apartment buildings, multi-unit strata (condo) properties, and lodging houses.

In 2018, we conducted 3,525 inspections, for these reasons:

- In response to public complaints about potential safety concerns
- The owner or tenant applied for a business license
- There was a proposed change in use for the building
- A new system, such as new sprinklers, was installed
- To review fire safety plans
- To re-inspect
- Non-compliance



# FIRE SAFETY PLANS

As part of fire inspection work we also process fire safety plans. We processed 70 fire safety plans in 2018, which are required in a number of circumstances:



- If the building is required by the BC Building Code to have a fire alarm
- On demolition and construction sites
- In storage areas
- Where flammable liquids are stored or handled
- Where hazardous processes or operations occur
- In buildings that have assembly, care, treatment, or detection uses

# CONSTRUCTION PLAN REVIEWS

Staff in our Public Safety Division work with developers during the design phase of their buildings through to the building permit stage.

- This ensures that new buildings comply with the BC Building Code and the BC Fire Code, and that they meet fire department operational requirements while under construction, during an occupancy inspection, and over the life of the building
- We collect 0.075% of the value of the work to offset the cost of staffing, which in 2018, amounted to \$110,000
- During this time, we reviewed over 166 submissions for alterations, additions, demolitions, and new construction, including review and recommendation for potential new projects



# 3. RESPONDING TO INCIDENTS

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Our firefighters are highly trained, experienced, and industry certified to fight fires of all types, from those in structures to fires in vehicles and boats.

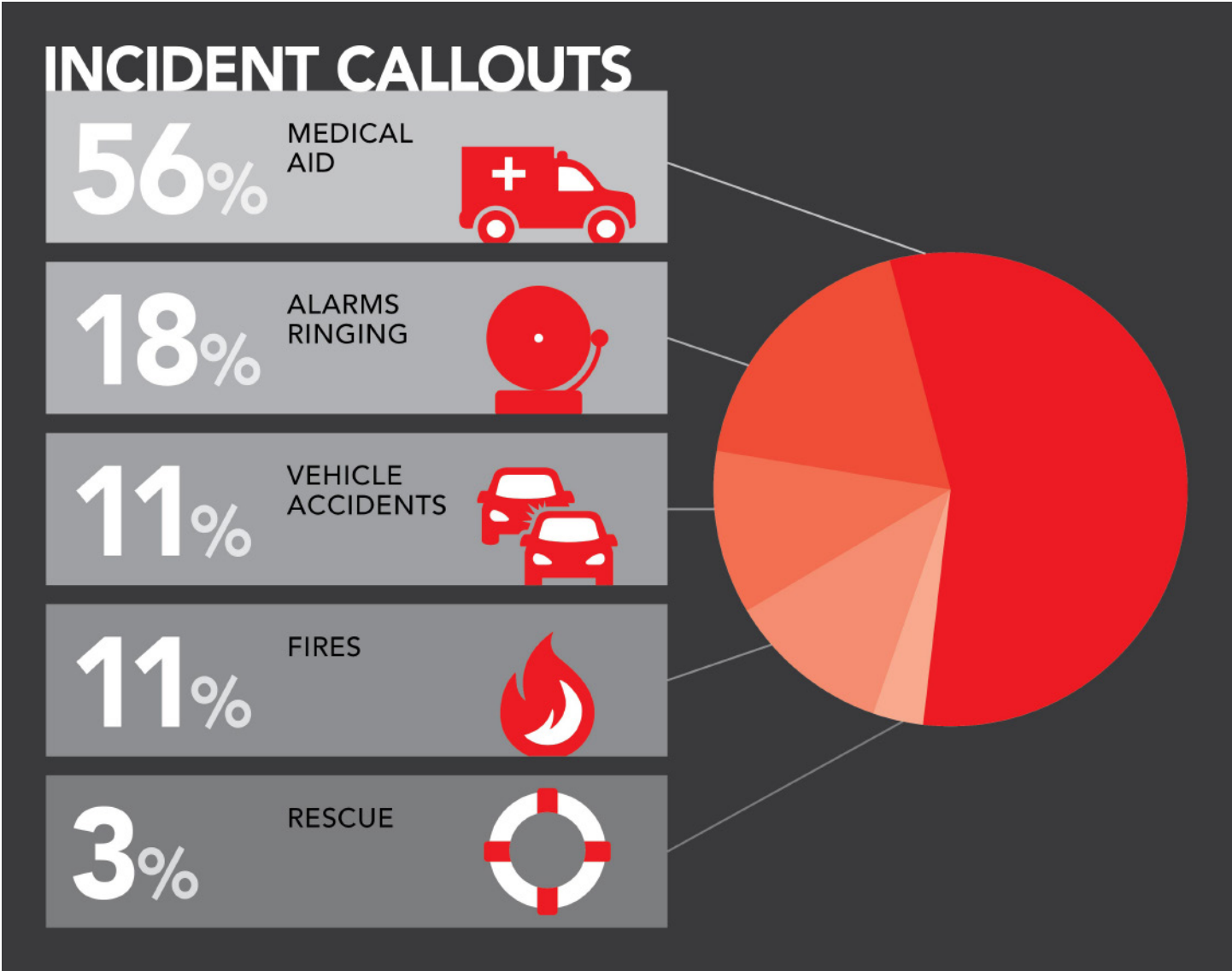
In addition to fighting fires, our crews routinely respond to calls for medical assistance, rescues of all kinds, hazardous material concerns, requests for public assistance, and more.

In all, we responded to 4,447 incidents in 2018, either on our own, or as part of a tri-municipal effort. Our average turnout time was 1 minute and 35 seconds, and our average response time was 5 minutes and 42 seconds.



# TOP 5 INCIDENT CALL OUTS FOR 2018

Our crews respond to a wide range of calls, including fires, accidents, rescues, and medical emergencies.

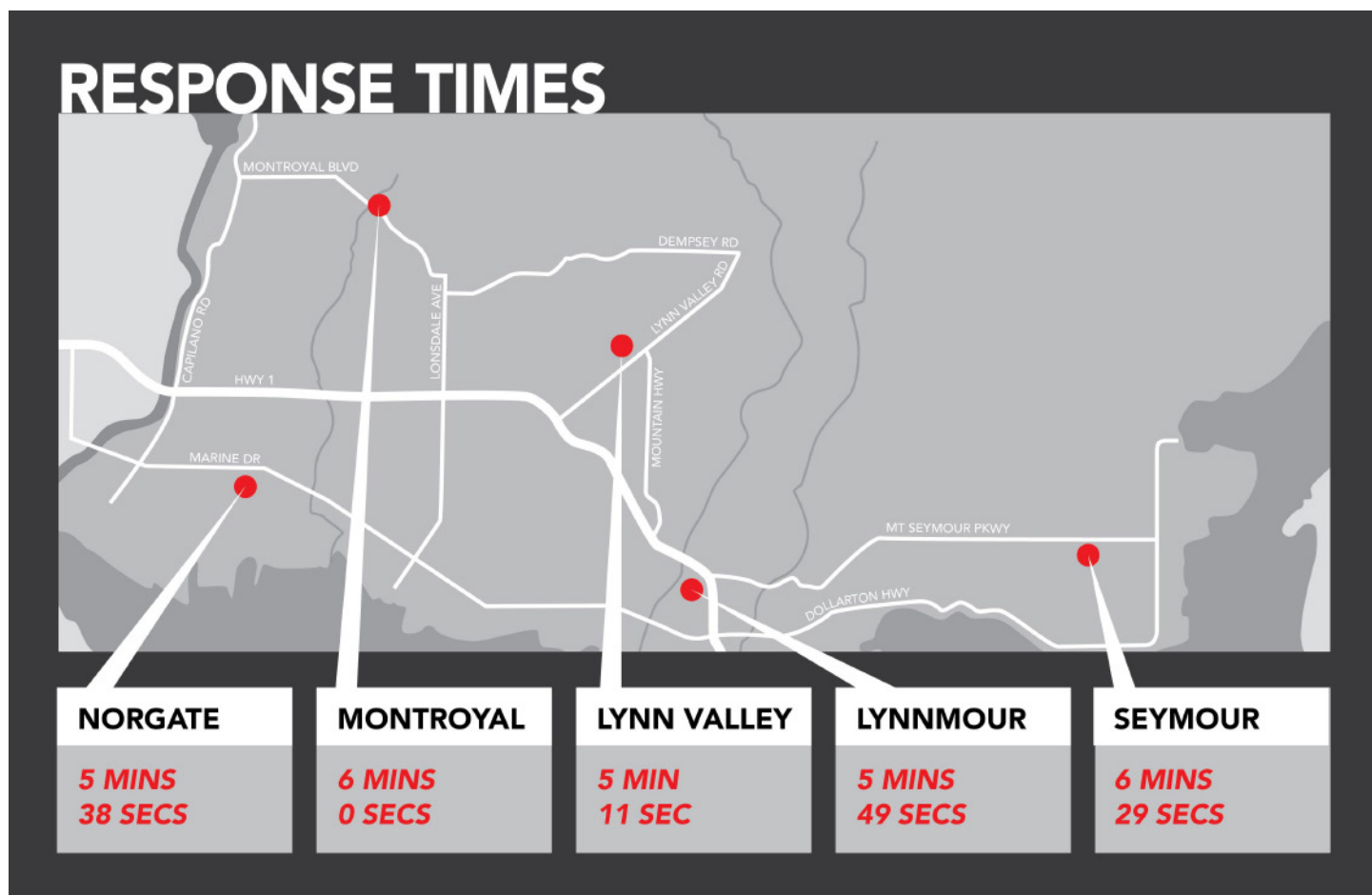


*View all incident callout data in Appendix A.*

# RESPONSE TIME BY FIRE HALL

Crews respond to calls from one (or more) of five different fire halls, depending on the location and size of the emergency. The average response time in 2018 was 5 minutes and 42 seconds.

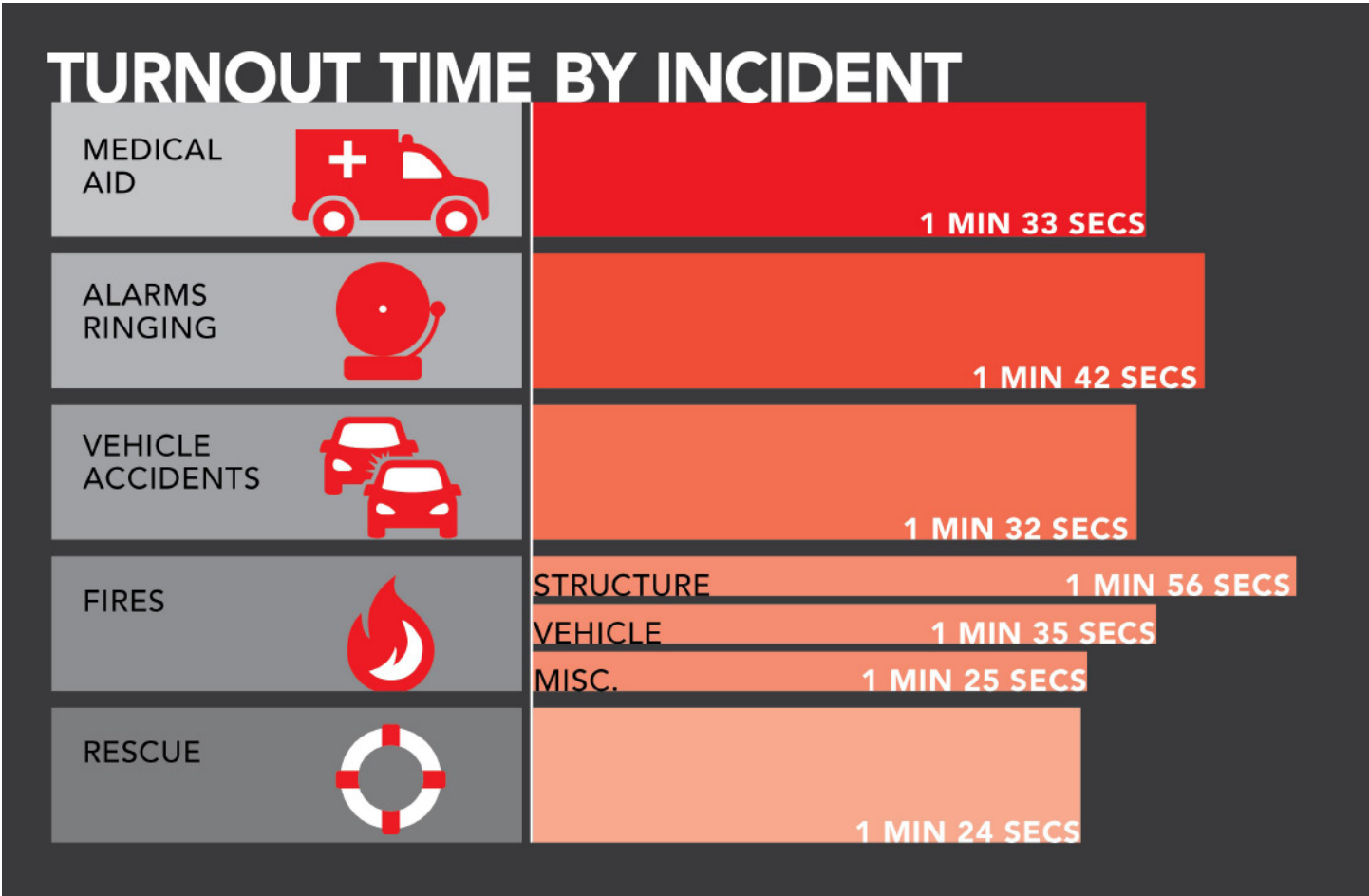
Response time is how much time elapses between when the fire hall receives a call, and the first arrival of staff on the scene.



# TURNOUT TIME BY INCIDENT

The average turnout time in 2018 across all incident types was 1 minutes, 38 seconds.

Turnout time measures the firefighters’ ability to stop what they’re doing, get to the appropriate fire truck, put on their personal protective equipment, board the fire truck, and safely secure themselves for travel to the emergency.



View all turnout time data in Appendix B.

## A CLOSER LOOK AT TECHNICAL RESCUES

In addition to its urban core, the District also includes hundreds of square kilometers of rugged mountain wilderness with dozens of hiking and mountain biking trails intersected by rivers and ravines.

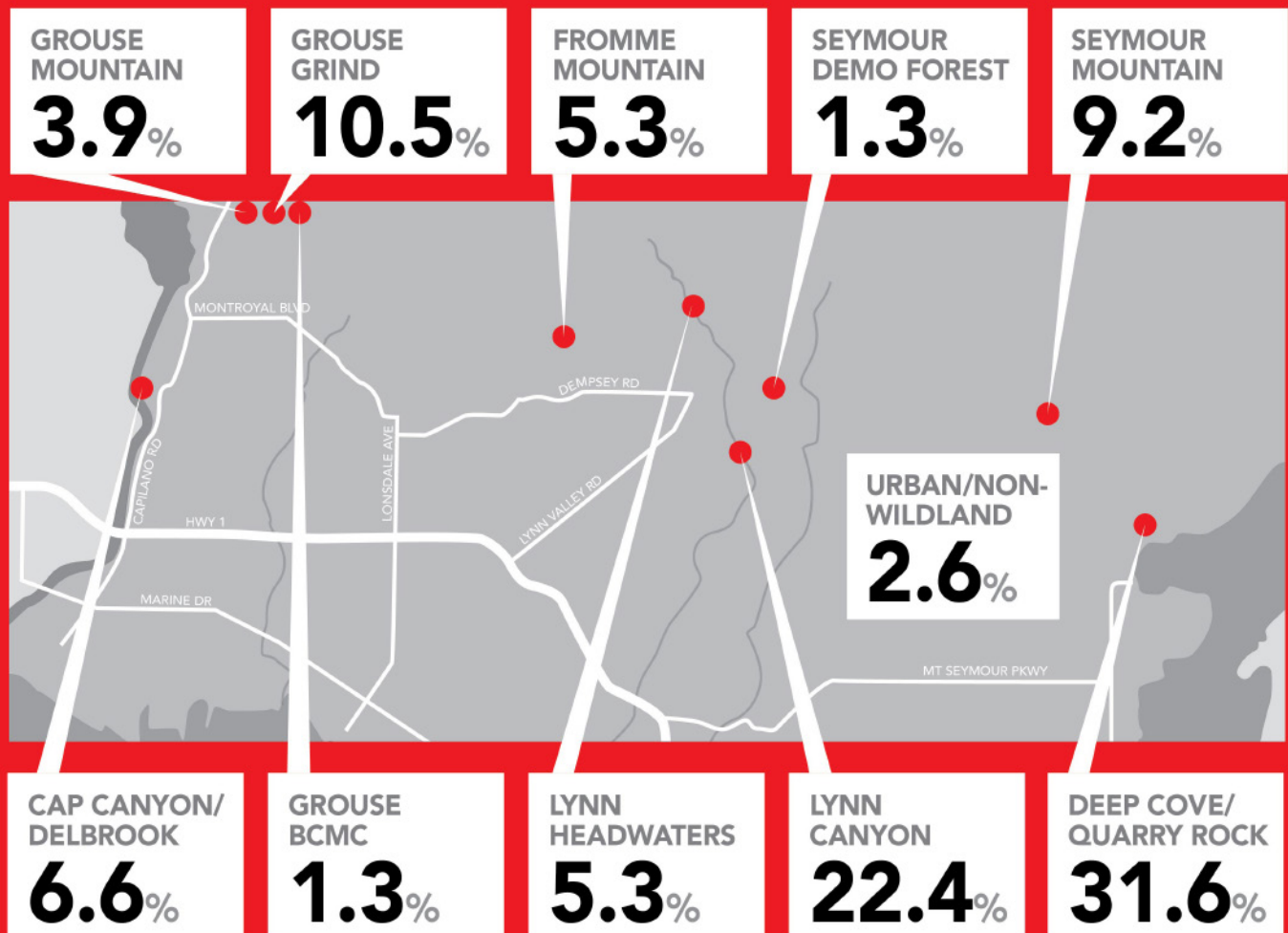
We’re also home to Grouse Mountain and Seymour Mountain ski operations, as well as the Grouse Grind trail.

Our team is unique in Metro Vancouver for the number of highly technical rescues we execute each year, and the close mutual support relationship we have with the all-volunteer North Shore Search and Rescue (NSSR) team.

In 2018, we received a total of 76 calls for rescue, with 54% of those calls coming from either Deep Cove/Quarry Rock or Lynn Canyon.



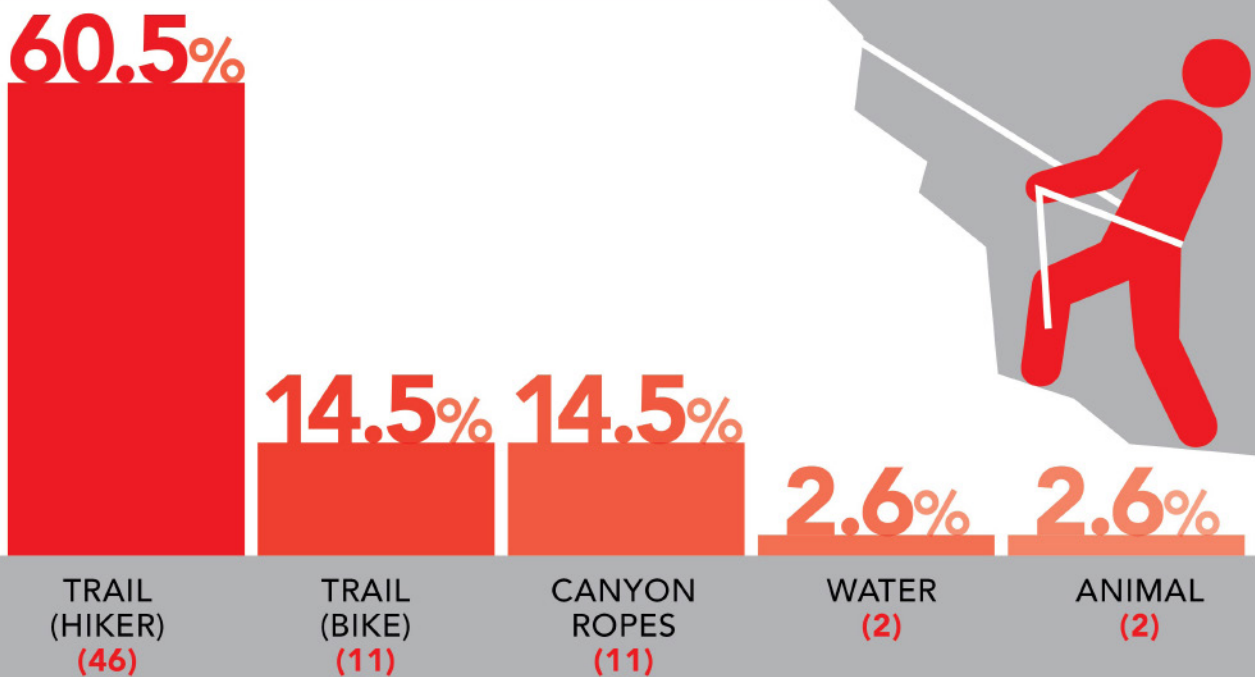
## RESCUE REGIONS



# TYPICAL NORTH SHORE RESCUES

Of the 76 rescue calls we responded to in 2018, over 75% were trail related (hikers or mountain bikers) followed by rope rescues in canyons, at 14.5%.

## TOP 5 RESCUES BY TYPE



## TRAINING FOR COMPLEX TECHNICAL RESCUES

Our firefighters are trained to industry standards in high angle rope rescues and swift water rescue techniques which are used every summer in Lynn Canyon, Capilano Canyon, and at Quarry Rock in Deep Cove.



## 4. PLANNING FOR EMERGENCIES

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Helping prepare for, respond to, and recover from major North Shore wide emergencies is a significant focus of our command staff.

From developing a team to help us strengthen our response to local natural hazards/emergencies and facilitate speedy community recovery, to participating in rigorous emergency preparedness exercises designed to recreate real-life emergencies, we significantly increased our capacity in 2018 to deal with major emergencies.



# NEW 35-MEMBER EXTENDED OPERATIONS UNIT



*The first 35 members of our new Extended Operations Unit, suited up and ready to go*

As part of our efforts to strengthen response to local naturally occurring emergencies, to increase community resiliency and facilitate speedy recovery from a natural disaster, we created a new Extended Operations Unit (EOU) in 2018.

Consisting of District of North Vancouver employees — many of whom already have relevant skills and experience from their 'day' jobs (arborists, heavy equipment operators, and so on) — the 35-member team will be activated to help support the Fire and Rescue team during earthquakes, landslides, floods, wildfires, and other natural disasters.

During large or significant naturally occurring emergency this group of trained staff will augment the capacity of Fire and Rescue, allowing us to focus primarily on incident mitigation.

Ongoing training opportunities and exercises will be provided to enhance the EOU's ability.

## MAJOR EMERGENCY OPERATIONS PLAN (MEOP)

We are part of a tri-municipal initiative to better respond to emergencies on the North Shore.

As part of this initiative, we have created the Tri-Municipal Major Emergency Operations Plan (MEOP), which is reviewed and tested annually in field exercises that replicate real emergency scenarios.

In 2018, 40 staff and 14 pieces of apparatus were involved in the test, which involved crews going to in the field during a simulated earthquake to review the structural integrity of District bridges, roadways, and other infrastructure, and report back on their findings.

# URBAN SEARCH AND RESCUE

Urban Search and Rescue provides critical resources and a specially trained task force of personnel with medical, fire suppression, emergency response, search and rescue, and engineering backgrounds.

These multidisciplinary teams deploy with trained dogs, electronic search equipment, and heavy construction equipment, to remove debris and help extract people trapped in major structural collapses during naturally occurring emergencies such as earthquakes.

We have built a strong working relationship with Canada Task Force-1 (CANTF-1), the only internationally deployable Heavy Urban Search and Rescue Team on Canada's west coast.

Our DNVFRS personnel regularly attend monthly training sessions alongside CANTF-1 members, which enhances their level of expertise and builds upon our interoperability efforts.

Working with our two North Shore fire service partners, we continue long-term planning that will see an integrated Medium Urban Search and Rescue Team active on the North Shore.



*A member of DNVFRS training to extract people from a collapsed structure*

# MARINE FIREFIGHTING

We, alongside our District of West Vancouver and City of North Vancouver partners, have entered into an operational agreement with Vancouver Fire & Rescue Services for fire boat response.

This agreement between the four municipalities enables robust marine firefighting capacities with two state-of-the-art fire boats based out of Coal Harbour and False Creek.

This relationship also results in ongoing training sessions among personnel of all four agencies, which supports a high level of operational readiness to emergencies that could occur along the waterfront.

In 2019, all four Fire Departments will begin participating in a two-year initiative to increase the level of training in marine firefighting for land-based fire fighters.



*We support robust marine firefighting with our municipal partners*

## 5. IN THE COMMUNITY

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Serving in and caring for our community is our number one priority, and we take pride in the work we do for our residents and businesses.

Whether it's teaching fire safety to children, helping our seniors plan and practice evacuation in an emergency, or demonstrating the tools and techniques we use daily to help keep everyone safe, we are always looking for opportunities to connect with people.

Throughout 2018 we offered a number of events aimed at increasing public awareness and safety.



# COMMUNITY EVENTS

We are always looking for opportunities to bring members of the public together to learn about fire safety, get to know our firefighters, and just have some fun.

In 2018, we held 70 events, engaging with 4,585 people. Here are some of our key events.



*During Hot Summer Nights, 120 residents came out to meet their local firefighters, tour the fire trucks, and learn more about fire safety*



*During Fire Prevention Week, we welcomed over 180 people to our fire hall open houses, where we gave tours and demonstrations, and practiced fire drills with seniors*



*At our inaugural Training Centre Open House, attendees were treated to firefighting and rescue skill demonstrations and learned more about fire safety*



*Throughout the summer, our Chiefs supported the NVDPL's "Summer Reading Club." Over 500 reading medals were handed out at the final ceremony*

# COMMUNITY OUTREACH

A fatal fire at the Whitely Court apartment complex in Lynn Valley on June 11, 2018 had a strong impact on the neighbourhood, our staff, and indeed our entire community.

Our team attended Lynn Valley Days, which took place just after the fire, to connect with people, and to talk to children and parents about the importance of having a family fire evacuation plan.

At the same time, our Public Safety staff identified 18 buildings that have a similar configuration to the Whitely Court apartment building, and reached out to the building owners to discuss how they can increase fire safety in their buildings.

An additional 28 pre-1992 residential buildings that could potentially benefit from a fire alarm upgrade were also identified.



*Crews attended Lynn Valley Days in 2018 to talk to children and parents about the importance of home fires escape planning*

# GIVING BACK

Our firefighters contribute hundreds of volunteer hours annually through the DNV Firefighters Charitable Society and in 2018 raised \$142,112.00. These funds benefit important causes such as youth mental health, Muscular Dystrophy Canada, and the BCPFF Burn Fund.

Key fundraising events included:

Event	Charity	Amount raised
Barn Burner	Youth mental health	\$42,500
Fishing Derby	Athletics for Kids Financial Assistance, and the BC Salmonid Society	\$30,000
MD Boot Drive	Muscular Dystrophy Canada	\$17,000
Park & Tilford Lights	BCPFF Burn Fund and the Lionsgate Hospital Foundation	\$33,112
Halloween Haunted House	BCPFF Burn Fund	\$9,000
4-on-4 Hockey Tournament	BCPFF Burn Fund	\$9,000



Members of the DNV Fire Fighters Charitable Society presenting a cheque for \$42,5000 to help support youth mental health

# 6. WORK BEYOND THE DISTRICT



We have built our reputation as leaders in the Fire Service, and are known for providing first class service, not just to our own community, but to the wider province during times of emergency.

## PROVINCIAL DEPLOYMENTS

During 2018, we had nine deployments to four different emergencies outside the District.

Not only do these deployments help the host communities, they provide an opportunity for our own staff to develop their skills and abilities.

### WILDFIRE: SMITHERS LANDING, BC (TORKELSEN LAKE)

The Torkelsen Lake fire burned about 1,300 hectares, approximately 5 km north of Smithers Landing. In all, 97 firefighters, 5 helicopters, and 7 pieces of heavy equipment were needed.

**Deployment dates:** August 6 to September 10, 2018

**Number of DNVFRS deployed:** 25 members

**Resources supplied:** Sprinkler protection unit and crew, two 4x4 vehicles, a captain and four firefighters (known as a 5-pack)

**Actions taken:** Protected over 70 structures, helped fight fire on the front lines



## BOG FIRE: RICHMOND, BC

An 8 hectare bog fire on National Defense Lands in Richmond, BC, started on July 27, 2018. Bog fires are difficult to fight because they start in the organic material deep underground and can surface in multiple spots.

**Deployment dates:** July 29, 30, and 31, 2018

**Number of DNVFRS deployed:** 15

**Resources supplied:** Sprinkler Protection Unit (SPU), 4x4 vehicle, a captain and four firefighters (known as a '5-pack')

**Actions taken:** Established command of a crew and assisted other crews with wildfire strategy, acted as subject matter experts, reconfigured water supplies.



## WILDFIRE: BURNS LAKE, BC

The Shovel Lake fire burned 6km north of the Fraser Lake community. A base camp was set up in Burns Lake. The fire covered 92,255 hectares.

**Deployment dates:** August 13-24, 2018

**Number of DNVFRS deployed:** 8

**Resource supplied:** Spare engine and four firefighters (known as a 4-pack')

**Actions taken:** Conducted fire watch and extinguished spot fires throughout the area.



## WILDFIRE AND EVACUATION: DEASE LAKE, BC (TAHLTAN NATION)



The Stikine Complex Wildfire in northern BC covered nearly 199,000 hectares, impacting homes in the remote communities of Telegraph Creek and Glenora. A number of homes were lost to fire including numerous homes of the Tahltan Nation.

**Deployment dates:** August 21-29

**Number of DNVFRS deployed:** 1

**Resource supplied:** Planning Officer

**Actions taken:** DNVFRS deployed an Assistant Chief to assist in the Tahltan Strong Emergency Operations Centre in Dease Lake for seven days with Advance Planning for Recovery efforts.

## LANDSLIDE: OLD FORT, BC

The entire community of Old Fort in the Peace River Regional District was evacuated due to a nearby landslide. The Dawson Creek Emergency Operations Centre (EOC) was activated.

**Deployment dates:** October 26 - November 7

**Number of DNVFRS deployed:** 2

**Resources supplied:** Liason Officer, Operations Chief

**Actions taken:** Helped organize the reintegration of the residents back into their community. Organized Emergency Social Services and the reconnection of utilities to Old Fort.



# 7. TEAM BUILDING

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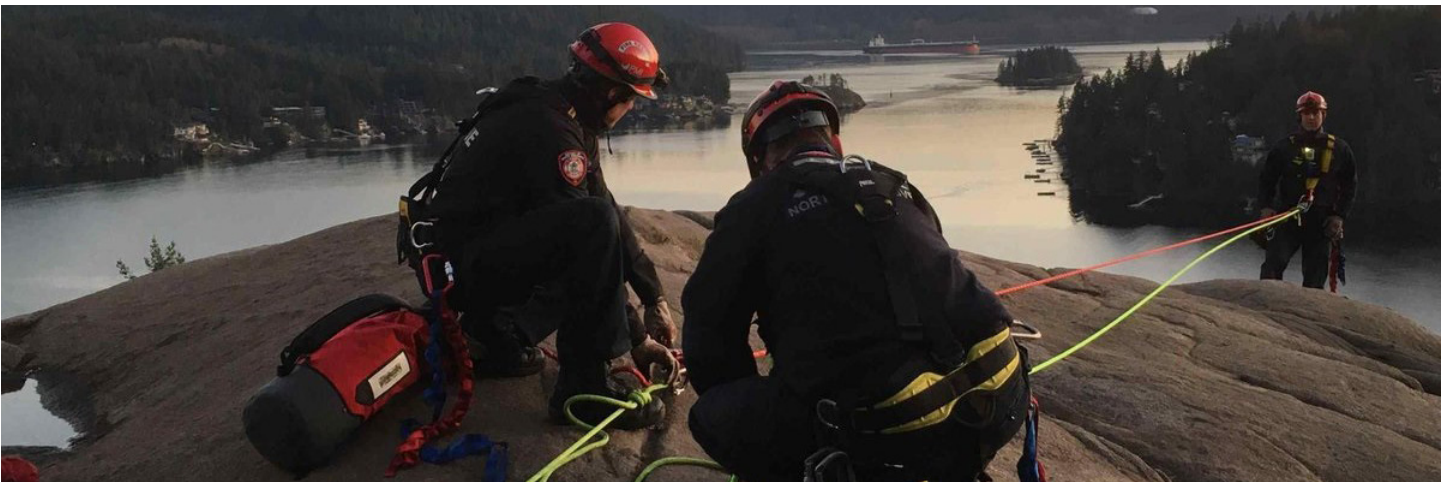


The women and men of DNVFRS are our greatest asset, and we're proud of the work they do every day to keep everyone safe.

Building a diverse and inclusive team of dedicated professionals, helping them develop in their roles, and caring for their well-being, is our ultimate concern. Through our tri-municipal recruiting program, training and certification opportunities, and wellness programs, we are building a model workforce.

## TRAINING

To give the community the excellence they deserve, we provide comprehensive ongoing training to our crews. In 2018, we had a training budget of \$389,415, which allowed us to provide 2,190 hours of specialized training to 126 men and women.



*High angle rope rescue training from the top of Quarry Rock*

# SPECIALIZED TRAINING (OVERVIEW)

Each year, we provide specialized training in a number of fire and rescue disciplines: fire behavior, swiftwater rescue, high angle rope rescue, vehicle extrication, fire ground operations, wildland firefighting, and first medical responder.

These training sessions are delivered by our professionally certified instructors, and typically take place either at our dedicated training centre or at various locations in our response area.

Here is an overview of the specialized training we provided in 2018.



*Probationary firefighters working on 'large volume attack line' and 'master stream' firefighting techniques*

## TRAINING HOURS BY DISCIPLINE

2,190

HOURS  
TOTAL



17.4

HOURS PER  
PERSON



## BUDGET

\$389,415

TRAINING BUDGET



## RESULTS

395

TRAINING  
SESSIONS

126

STAFF  
TRAINED





Probationary firefighters learning basic live fire behavior by observing a fire in a small scale simulated wood frame structure

## SPECIALIZED TRAINING BY DISCIPLINE (TOP 5 DISCIPLINES)



View all specialized training data in Appendix C.

# FOUNDATIONAL SKILLS TRAINING (OVERVIEW)

In addition to the specialized firefighter training, firefighters also receive a significant amount of regular, on-the-job training. This training teaches foundation skills, such as ladder operations, traffic safety, radio communications, hose deployment, gas and electrical safety, and building construction.

Here is an overview of the foundational skills training we provided in 2018.

## TRAINING HOURS BY FOUNDATIONAL SKILL

**25,797**

HOURS  
TOTAL



**204.8**

HOURS PER  
PERSON

## RESULTS

**16,382**

TRAINING  
SESSIONS



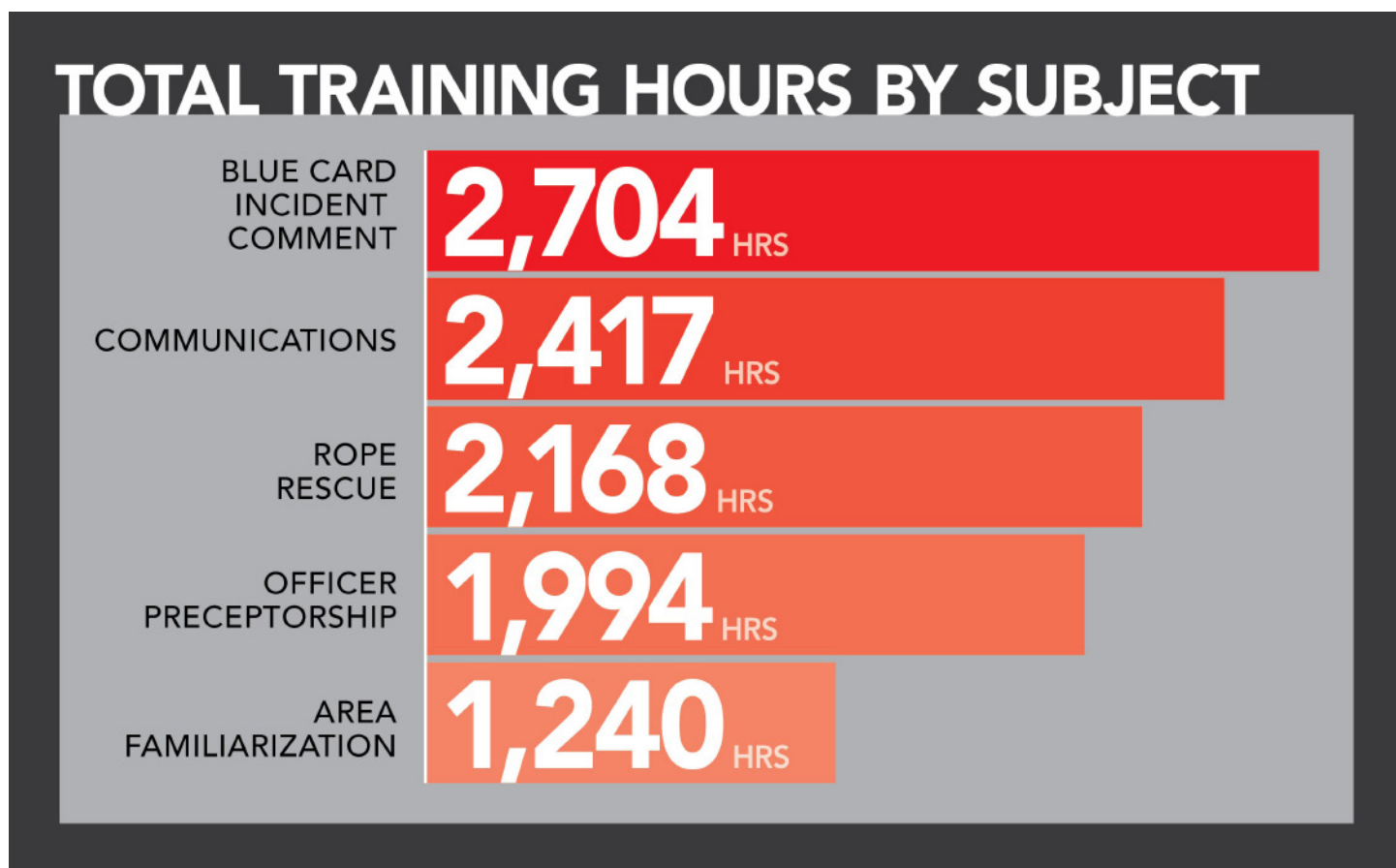
**126**

STAFF  
TRAINED



*Swift water rescue training in Lynn Canyon*

# FOUNDATIONAL SKILLS TRAINING BY SUBJECT (TOP 5 SUBJECTS)



*View all foundational skill training data in Appendix D.*

## NEW TRAINING FACILITY

In early 2018, we began planning for a new Fire and Rescue Centre in Maplewood to replace the old Firehall #2 in Lynn Creek and the Fire Training Centre on St. Denis Avenue, as well as to centrally locate management and administrative staff from Firehall #1 in Lynn Valley.

Combining the fire station, training centre, and administrative functions into one new facility will improve fire response times, create operational efficiencies, and optimize the capital investment required to accommodate these functions over the long term.

We expect construction to begin in fall 2019, and last for about 18 to 24 months. The new centre should open in fall 2021.



*Rendering of new Maplewood Fire and Rescue Training Centre, opening in the fall of 2021*

## MENTAL HEALTH

Stress management and mental health care are at the forefront of our efforts to ensure staff are happy and healthy in their service to our community.

Our firefighters are trained to build psychological strength by taking part in the Resilience Minds program developed by the Canadian Mental Health Association. This program teaches our members how to mitigate the negative impact of occupational stress injuries through early recognition and intervention. They receive the tools they need to assist them in improving their psychological health and enhancing their quality of life.

In addition, the development of a Critical Incident Stress Management team provides our members with peer support when they have been exposed to distressing situations such as violence, trauma, or death.

Through post incident defusing and debriefing, the team reassures the members by providing understanding and resources to assist them through the post management.



*Members of all three municipalities came together to show their support for Mental Health Week*

# DIVERSITY AND INCLUSION

Women and visible minorities represent a small percentage of the total DNVFRS staff. We continue to reach out to the community, and encourage everyone to consider the benefits that a career in the fire service offers.

Here are select events we held or attended in 2018.

- **Camp Ignite** — An annual 4 day camp for up to 20 girls between 16-18, who want to learn firefighting skills and techniques
- **JIBC Workshop** — At the Justice Institute of BC's firefighting workshop, staff spoke with 34 women about a career in firefighting in the District



*Camp Ignite is an annual camp for girls 16-18 who want to learn firefighting skills and techniques*

# WORK EXPERIENCE

We enjoy giving local young people an inside look at the challenges and rewards of a career in firefighting.

In 2018, we offered 'behind the scenes' looks at a day in the life of DNVFRS:

- **Bring Our Kids to Work Day** — 18 children spent a day participating in firefighting demonstrations and activities
- **Work experience** — Several local high school students had the opportunity to experience a day in the life of a fire service member



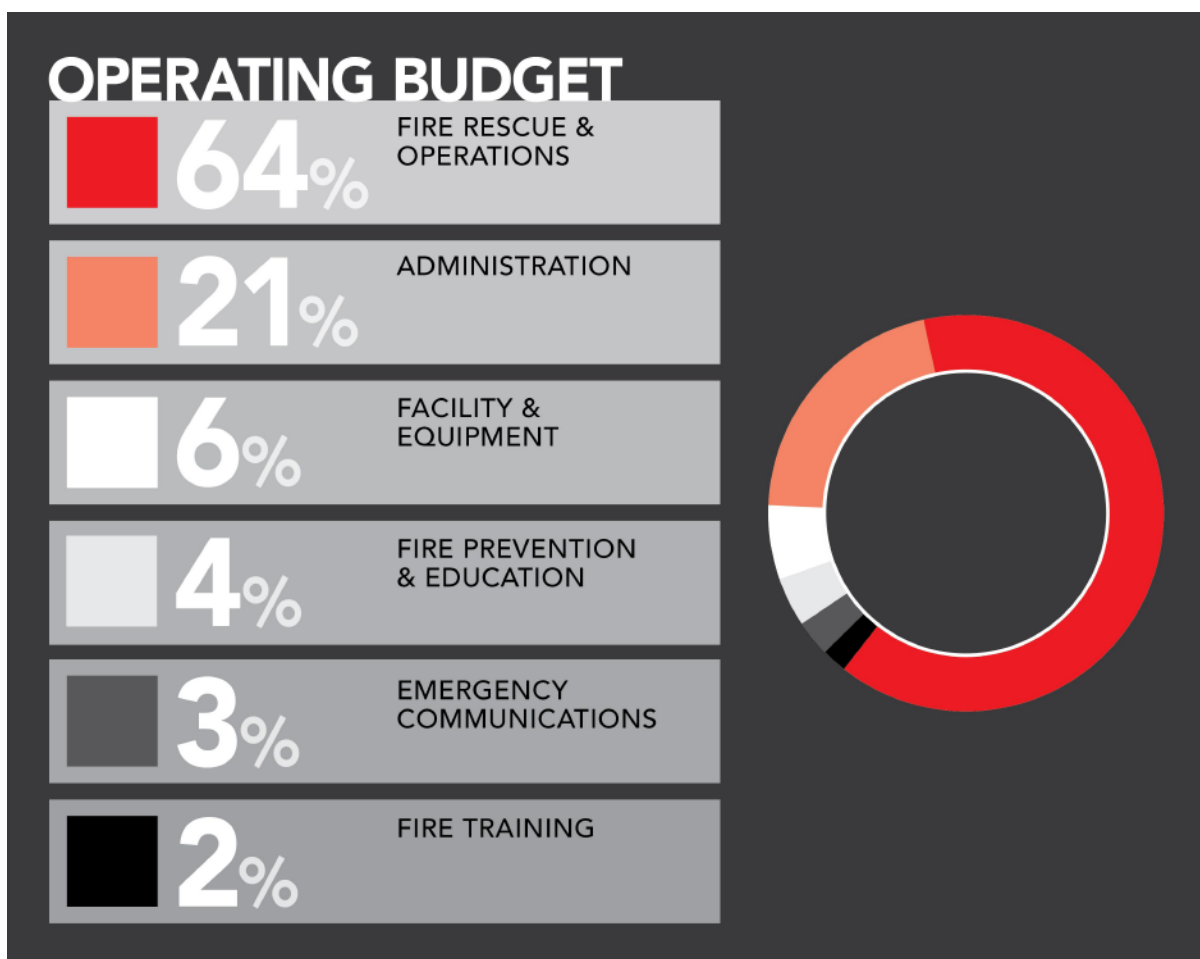
*18 North Vancouver high school students spent two days learning what it takes to be a firefighter, as part of our High School Cadet Program*

## 8. FINANCIAL HIGHLIGHTS



### 2018 OPERATING BUDGET

Our operating budget for 2018 was \$20,673,695. Fire rescue and operations accounted for the largest piece, at 64% of the total budget.



# WHAT THE NUMBERS INCLUDE

## FIRE RESCUE & OPERATIONS (64%)

- Fire suppression and rescue operations (includes marine firefighting and rescue)
- Prompt emergency and non-emergency response to all incidents
- Other rescue functions such as Hazmat response, motor vehicle incidents, and technical rescues (high angle, swift water)

## ADMINISTRATION (21%)

## FACILITY & EQUIPMENT (6%)

- Maintenance (painting, plumbing, electrical, renovations, seismic upgrades, repairs, lawns and gardens, heating and lighting) of all fire facilities (stations, and training/maintenance centres)
- Maintenance, inspection, and repair of fire fighting equipment such as turnout gear, forestry equipment, and fire response vehicles
- Equipment procurement process

## FIRE PREVENTION & EDUCATION (4%)

- Fire prevention activities such as prevention planning, fire incident and arson investigations, and fire code and bylaw enforcement
- Public education for purposes of fire prevention, which includes programs such as Alarmed for Life, building owner and tenant fire safety, and industrial fire extinguisher training

## EMERGENCY COMMUNICATIONS (3%)

- All aspects of fire and emergency response communications, including dispatch services and wide-area radio equipment
- Includes the maintenance of all other communications equipment (pagers, cell phones)

## FIRE TRAINING (2%)

- Fire training facility operations and training programs, which range from internal recruit and special operations training, to training for external customers such as the ProBoard Certification program

## 9. LOOKING TO 2019

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While we had many successes and made much progress during 2018, we continue to look for more opportunities to improve the tools and strategies we use to care for our community.

In 2019, our focus will be on developing a strategic plan for the organization that will guide our decisions — from budget considerations to recruitment to public engagement — for the coming years.

## CHALLENGE AND OPPORTUNITIES

As the DNVFRS looks to the future, we will maintain a heightened awareness around the changes facing our community.

Our population is aging, which means we need to ensure pre-hospital care continues to meet the needs of this important demographic.

At the same time, as the number of wildfires rises due to climate change, we will continue to increase the work we do around wildfire mitigation, preparedness, and response.



# STRATEGIC PLANNING



In 2018, we began an inclusive process to re-examine our organizational mission, vision, and core values.

As this process wraps up in 2019, we will begin to engage both internal and external stakeholders as part of our overall strategic planning process.

This activity will be used to set priorities, focus energy and resources, strengthen operations, ensure that our personnel and other stakeholders are working toward common goals, establish agreement around intended outcomes/results, and assess and adjust the organization's direction in response to an ever-changing environment.

## FIRE INVESTIGATIONS

We are working to ensure that our fire investigators have the tools and safety gear necessary to perform this mandated service, by commissioning a state-of-the-art fire investigation unit.

We further plan to make fire inspection and fire incident preplanning mobile, and add real-time data updates.

Finally, we'll be looking at replacing an aging fleet of gas-fueled inspection vehicles with alternate fuel vehicles.



# PUBLIC EDUCATION

We are exploring funding and community sponsorship to develop a new demonstration fire safety house, which would be shared with the City of North Vancouver and the District of West Vancouver.

We will also be pursuing additional opportunities to open the doors to our fire halls, and welcome the community.

We're updating our Grade 3 school fire safety outreach program.

Finally, in 2019 and into 2020, we will continue developing a 'FireSmart' community, through a public outreach program.

A FireSmart community puts valuable fire protection knowledge in homeowners' hands, empowering them to improve safety for themselves, their families, and the community.



# APPENDIX A: INCIDENT TYPE BREAKDOWN

<b>Structure Fire</b>	<b>3.6%</b>
Single Family	31
High-rise	8
Townhouse/Low-rise Apartment	13
Commercial/Industrial	15
Assembly	1
Nothing Found / Cancelled	80
FCO Fire - Commercial/Multi Residential	3
<b>TOTAL</b>	<b>151</b>

<b>Alarms Ringing</b>	<b>15.1%</b>
Single Family	168
High-rise	62
Townhouse/Low-rise Apartmen	143
Commercial/Industrial	159
Hotel/Motel	1
School/College	58
Hospital/Resthome	16
Assembly	11
Nothing Found / Cancelled	11
AMC Alarm - MultiRes / Commercial	3
ARE Alarm - Residential (Single Family)	2
<b>TOTAL</b>	<b>634</b>

<b>Train/Rail Fire</b>	<b>0.02%</b>
Fire - Boat/Ship/Marina	1
<b>TOTAL</b>	<b>1</b>

<b>Vehicle Fire</b>	<b>0.60%</b>
Fire - Bus	1
Fire - Car/Truck	22
Fire - Nothing Found	2
<b>TOTAL</b>	<b>25</b>

<b>Fire Miscellaneous</b>	<b>4.91 %</b>
Fire - Boat/Ship/Marina	1
Fire - Bush/Grass	53
Fire - Chimney	3
Fire - Dumpster/Container	7
Fire - Illegal Burning	110
Fire - Pole/Transformer	6
Fire - Rubbish	2
Fire - Other	23
Standby	1
<b>TOTAL</b>	<b>206</b>

<b>MVA - Unknown Injuries</b>	<b>5%</b>
MVAs	1
MVA - Cyclist Struck	12
MVA - Multi Vehicle	136
MVA - Pedestrian Struck	13
MVA - Single Vehicle	38
MVA - Nothing Found	10
<b>TOTAL</b>	<b>210</b>

<b>MVA - Fire/Injury/Rescue</b>	<b>4.26%</b>
MVA - Fire	5
MVA - Injury - Cyclist/Scooter	5
MVA - Injury - Pedestrian	19
MVA - Injury - in Vehicle	51
MVA - Rescue	70
MVA - Nothing Found	24
RMV Rescue - MVA	5
<b>TOTAL</b>	<b>179</b>

<b>Rescue</b>	<b>0.48%</b>
MVA - Multi Vehicle	1
Rescue - Body Recovery	1
Rescue - Elevator	10
Rescue - Jumper	1
Rescue - Trail (Hiker)	3
Rescue - Water	3
RWA Rescue - Water	1
<b>TOTAL</b>	<b>20</b>

<b>Rescue - Other</b>	<b>2.41%</b>
Rescue - Animal	3
Rescue - Body Recovery	1
Rescue - Canyon Ropes	11
Rescue - Confined Space	1
Rescue - Elevator	10
Rescue - Industrial	1
Rescue - Person Trapped	1
Rescue - Trail (Bike)	18
Rescue - Trail (Hiker)	53
Rescue - Water	1
ROT Rescue (Other)	1
<b>TOTAL</b>	<b>101</b>

<b>Medical Aid from BCAS</b>	<b>46.39%</b>
Breathing Problems	2
Cardiac / Respiratory	1
Chest Pains	3
Diabetic	1
Falls / Back Injuries (Trauma) - A	1
Falls / Back Injuries (Trauma) - B	3
Falls / Back Injuries (Trauma) - D	1
Hemorrhage - D	1
Sick Person - C	1
Stroke / CVA - C	1
MVA - Single Vehicle	1

Traumatic Injuries Specific	1
Unconscious/Fainting (non-trauma)	2
Unknown Problem	1
Allergic Reaction	33
Anxiety	34
Bleed (Other)	47
Bleeding Nose	7
Burn	4
Cardiac Arrest	40
Childbirth	3
Choking	21
Confused/Psychiatric	42
Drowning/Diving Incident	2
Electrocution	2
Faint/Dizzy/Collapse	262
Fever	10
Headache	6
Hyperthermic/Heat Stroke	3
Intoxication/Overdose	75
Muscle Spasms	8
No Pulse	4
Pain	308
Patient Refusal	30
Poisoning/Haz Mat/Exposure	2
Seizures	50
Shivering	2
Shortness of Breath	198
Smoke Inhalation	1
Stroke	45
Sudden death	2
Trauma	83
Trauma (Stabbing/Gunshot)	2
Unconscious/Unresponsive	35
Vomiting	21
Weak	91
No Action Taken	406

No Medical Condition Found	25
No Patient Found	22
Medical Assist	1
Medical Assist - BCAS	1
<b>TOTAL</b>	<b>1,948</b>

<b>Medical Aid not BCAS</b>	<b>0.02%</b>
Bleed (Other)	1
<b>TOTAL</b>	<b>1</b>

<b>Investigation</b>	<b>5.26%</b>
Fire - Other	2
Fireworks	1
Gas Smell Investigation	7
Lines Down	77
Smoke Investigation	63
Investigation - Other	1
Investigate-Appliance/Electrical	3
Investigate - Vehicle/Property	3
Post Fire Investigation	8
Smoke Alarm/CO Detector	39
Tree - Down/Pruning/Hazard	3
Water - Pipe Break/Culvert/Drain	1
Nothing Found	13
<b>TOTAL</b>	<b>221</b>

<b>Hazardous Materials</b>	<b>1.91%</b>
Haz Mat - Explosives/Device	1
Haz Mat - Flammable Liquids	11
Haz Mat - Gases	56
Haz Mat - Misc. Classification	5
Haz Mat - Nothing Found	7
<b>TOTAL</b>	<b>80</b>

<b>Public Assistance</b>	<b>2.98%</b>
Access to Building/Room	8

Animal - Recovery	2
Animal - Rescue from Obstruction	7
Investigate-Appliance/Electrical	4
Investigate - Vehicle/Property	2
Lift Assist	10
Person - Child in Vehicle	3
Person - Disoriented Person	1
Person - Rescue from Obstruction	3
Person - Ring Removal	1
Post Fire Investigation	4
RCMP Assist	8
Smoke Alarm/CO Detector	28
Tree - Down/Pruning/Hazard	2
Water - Flooding/Leaking	35
Water - Road/Yard Flush Required	1
No Assistance Required	5
Nothing Found	1
<b>TOTAL</b>	<b>125</b>

<b>Non Emerg Medical Assist</b>	<b>7.03%</b>
Lift Assist	209
Medical Assist	24
Medical Assist - BCAS	22
No Assistance Required	22
Nothing Found	13
SLA Service - Lift Assist	2
SPA Service - Public Assis	2
SRC Service - RCMP Assist	1
<b>TOTAL</b>	<b>295</b>

<b>RESCUE - HIGH ANGLE TECHNICAL</b>	<b>0.02%</b>
Rescue - High/Low Angle	1
<b>TOTAL</b>	<b>1</b>

<b>TRANSFERRED INCIDENT</b>	<b>0.02%</b>
Standby	1
<b>TOTAL</b>	<b>1</b>

# APPENDIX B: AVERAGE TURNOUT TIME

Incident Type Description	Count	Percent	Average Turnout Time
Alarms Ringing	634	15.1%	1 Mins 42 Secs
Fire Miscellaneous	206	4.9%	1 Mins 25 Secs
Hazardous Materials	80	1.9%	1 Mins 29 Secs
Investigation	221	5.3%	1 Mins 34 Secs
Medical Aid from BCAS	1948	46.4%	1 Mins 33 Secs
Medical Aid not BCAS	1	0.0%	0 Mins 2 Secs
MVA - Fire/Injury/Rescue	179	4.3%	1 Mins 33 Secs
MVA - Unknown Injuries	210	5.0%	1 Mins 32 Secs
Non Emerg Medical Assist	295	7.0%	1 Mins 33 Secs
Public Assistance	125	3.0%	1 Mins 21 Secs
Rescue	20	0.5%	1 Mins 24 Secs
Rescue - High Angle Technical	1	0.0%	2 Mins 3 Secs
Rescue - Other	101	2.4%	1 Mins 42 Secs
Structure Fire	151	3.6%	1 Mins 56 Secs
Train/Rail Fire	1	0.0%	1 Mins 47 Secs
Transferred Incident	1	0.0%	0 Mins 1 Secs
Vehicle Fire	25	0.6%	1 Mins 35 Secs
<b>Total</b>	<b>4199</b>	<b>100.0%</b>	<b>1 Mins 35 Secs</b>

# APPENDIX C: TRAINING HOURS BY DISCIPLINE

Subject Name	Sessions	Percent of Sessions	Duration
Aerial Operator	3	0.8%	23 Hrs 0 Mins 0 Secs
Blue Card Command	17	4.3%	137 Hrs 0 Mins 0 Secs
Emergency Traffic Control	2	0.5%	6 Hrs 0 Mins 0 Secs
Emergency Vehicle Operation (New Unit)	3	0.8%	21 Hrs 0 Mins 0 Secs
Emergency Vehicle Operation (Orientation)	3	0.8%	15 Hrs 0 Mins 0 Secs
Emergency Vehicle Operation (PB Aerial)	4	1.0%	28 Hrs 0 Mins 0 Secs
Emergency Vehicle Operation (PB Pumper)	1	0.3%	9 Hrs 0 Mins 0 Secs
Fire Behaviour / T.I.C.	33	8.4%	280 Hrs 30 Mins 0 Secs
Fire Ground Operations	48	12.2%	191 Hrs 0 Mins 0 Secs
Fire Instructor (Level 1)	3	0.8%	20 Hrs 0 Mins 0 Secs
First Responder	46	11.6%	407 Hrs 0 Mins 0 Secs
First Responder (Naloxone)	1	0.3%	9 Hrs 0 Mins 0 Secs
Hazardous Materials (Level 1)	2	0.5%	12 Hrs 0 Mins 0 Secs
High Rise	2	0.5%	18 Hrs 0 Mins 0 Secs
Incident Safety Officer	2	0.5%	13 Hrs 30 Mins 0 Secs
Instructor Workshop	2	0.5%	9 Hrs 30 Mins 0 Secs
Officer Development Course	15	3.8%	64 Hrs 0 Mins 0 Secs
Probationary Training (General)	2	0.5%	15 Hrs 0 Mins 0 Secs
Rapid Intervention Team (Level 1)	3	0.8%	27 Hrs 0 Mins 0 Secs
Rapid Intervention Team (Level 2)	1	0.3%	9 Hrs 0 Mins 0 Secs

Rapid Intervention Team (Level 3)	24	6.1%	90 Hrs 0 Mins 0 Secs
Recruit Training: Fire Behaviour	1	0.3%	9 Hrs 0 Mins 0 Secs
Resilient Minds	2	0.5%	14 Hrs 0 Mins 0 Secs
Rope Rescue (Level 1)	1	0.3%	9 Hrs 0 Mins 0 Secs
Rope Rescue (Level 2)	1	0.3%	9 Hrs 0 Mins 0 Secs
Rope Rescue (Level 4) - Scenarios	3	0.8%	25 Hrs 0 Mins 0 Secs
Swiftwater Rescue (Level 1)	2	0.5%	18 Hrs 0 Mins 0 Secs
Swiftwater Rescue (Level 2)	2	0.5%	16 Hrs 0 Mins 0 Secs
Technical Rescue	70	17.7%	249 Hrs 0 Mins 0 Secs
Utilities Safety	3	0.8%	9 Hrs 0 Mins 0 Secs
Vehicle Extrication (Level 1)	18	4.6%	74 Hrs 30 Mins 0 Secs
Vehicle Extrication (Level 2)	2	0.5%	18 Hrs 0 Mins 0 Secs
Vehicle Extrication (Level 3)	2	0.5%	18 Hrs 0 Mins 0 Secs
Wildland (Chainsaw Safety)	2	0.5%	18 Hrs 0 Mins 0 Secs
Wildland (Level 1)	29	7.3%	129 Hrs 30 Mins 0 Secs
Wildland (Level 2)	40	10.1%	169 Hrs 30 Mins 0 Secs
<b>TOTAL</b>	<b>395</b>	<b>100.0%</b>	<b>2190 Hrs 0 Mins 0 Secs</b>

# APPENDIX D: TRAINING HOURS BY SKILL

Subject Name	Sessions	Percent of Sessions	Duration
All portable equipment, use, procedures	215	1.3%	303 Hrs 30 Mins 0 Secs
Area Familiarization	924	5.6%	1240 Hrs 15 Mins 0 Secs
Autism Awareness	24	0.1%	28 Hrs 0 Mins 0 Secs
Auto Extrication, equipment, procedures	361	2.2%	575 Hrs 0 Mins 0 Secs
Blue Card Incident Command	1605	9.8%	2704 Hrs 15 Mins 0 Secs
Building Utilities	158	1.0%	187 Hrs 30 Mins 0 Secs
Clandestine Lab response	33	0.2%	41 Hrs 0 Mins 0 Secs
Communications- computers, policy, radios	2252	13.7%	2417 Hrs 45 Mins 0 Secs
Critical Incident Stress Management	208	1.3%	262 Hrs 0 Mins 0 Secs
Electrical Safety Procedures	159	1.0%	217 Hrs 0 Mins 0 Secs
Elevator Rescue / Response	99	0.6%	129 Hrs 30 Mins 0 Secs
Emergency Preparedness	151	0.9%	238 Hrs 30 Mins 0 Secs
Employee Assistance Program, procedures	97	0.6%	118 Hrs 30 Mins 0 Secs
EMS Skills Refresher	259	1.6%	329 Hrs 0 Mins 0 Secs
EVO	158	1.0%	236 Hrs 45 Mins 0 Secs
EVO Driver Orientation	110	0.7%	160 Hrs 45 Mins 0 Secs
Fire Apparatus & Fire Station Equipment	977	6.0%	1710 Hrs 30 Mins 0 Secs
Fire Behaviour	479	2.9%	965 Hrs 50 Mins 0 Secs
Fire Extinguishers, types and use	99	0.6%	161 Hrs 0 Mins 0 Secs
Fire Ground Operations	1078	6.6%	2077 Hrs 0 Mins 0 Secs

Fire Prevent., Pub Ed, Pre-Plan, Evidence	164	1.0%	231 Hrs 0 Mins 0 Secs
FMR Naloxone Review	96	0.6%	116 Hrs 0 Mins 0 Secs
FMR, AED, spinal procedures and equip.	440	2.7%	576 Hrs 20 Mins 0 Secs
Foam application, Flammable gas hazards	20	0.1%	26 Hrs 0 Mins 0 Secs
Forcible Entry	51	0.3%	59 Hrs 12 Mins 0 Secs
Gas Safety Procedures	97	0.6%	108 Hrs 0 Mins 0 Secs
Global Positioning System (GPS)	50	0.3%	58 Hrs 10 Mins 0 Secs
Ground ladders, lift, carry, raise, lower	161	1.0%	220 Hrs 0 Mins 0 Secs
Hazardous Materials	127	0.8%	208 Hrs 0 Mins 0 Secs
Helipad set up, Helicopter safety	27	0.2%	29 Hrs 0 Mins 0 Secs
High Rise equipment and procedures	166	1.0%	246 Hrs 45 Mins 0 Secs
Hose Line, advancing, operation, testing	471	2.9%	707 Hrs 45 Mins 0 Secs
ICS	32	0.2%	39 Hrs 50 Mins 0 Secs
Officer Preceptorship	1035	6.3%	1994 Hrs 30 Mins 0 Secs
Personal Protective Equipment	134	0.8%	156 Hrs 45 Mins 0 Secs
Positive Pressure Ventilation procedures	74	0.5%	268 Hrs 30 Mins 0 Secs
Quint Training	278	1.7%	467 Hrs 0 Mins 0 Secs
Recruit Training - 3 mo Evaluation	76	0.5%	219 Hrs 12 Mins 0 Secs
Recruit Training - 4 wk Orientation	100	0.6%	301 Hrs 15 Mins 0 Secs
Recruit Training - 8 mo Evaluation	65	0.4%	156 Hrs 0 Mins 0 Secs
Roadside Safety Procedures	73	0.4%	63 Hrs 0 Mins 0 Secs
Rope Rescue, equipment, procedures, knots	1177	7.2%	2168 Hrs 15 Mins 0 Secs
SCBA/PASS operation, procedures, cleaning	97	0.6%	125 Hrs 0 Mins 0 Secs

Seatbelt usage and policies	49	0.3%	46 Hrs 45 Mins 0 Secs
Sprinkler Training	93	0.6%	146 Hrs 30 Mins 0 Secs
Survival Skills, R.I.T, equip, procedures	416	2.5%	653 Hrs 40 Mins 0 Secs
Swift Water Review	201	1.2%	314 Hrs 45 Mins 0 Secs
Thermal Imaging Camera use & procedures	105	0.6%	135 Hrs 0 Mins 0 Secs
Tower Training	343	2.1%	570 Hrs 0 Mins 0 Secs
Vehicle Fires, response and procedures	44	0.3%	63 Hrs 0 Mins 0 Secs
Vent Enter Isolate Search (VEIS)	54	0.3%	72 Hrs 40 Mins 0 Secs
Water Supply, hydrants, fire attach use	90	0.5%	136 Hrs 0 Mins 0 Secs
WHMIS Training	133	0.8%	212 Hrs 10 Mins 0 Secs
Wildland (Practical) Review	178	1.1%	419 Hrs 0 Mins 0 Secs
Wildland (Theory) Review	219	1.3%	379 Hrs 0 Mins 0 Secs
<b>TOTAL</b>	<b>16382</b>	<b>100.0%</b>	<b>25797 Hrs 34 Mins 0 Secs</b>



*[DNV.org/FireAnnualReport](http://DNV.org/FireAnnualReport)*