



2024 First Quarter Report North Cowichan Fire Department

May 15, 2024

Regular Council Meeting

Administration: Structure and Leadership

- A new leadership structure has been implemented. The Chief Officer Group includes the Fire Chief, Deputy Fire Chief of Inspections/Investigations, Deputy Fire Chief of Operations/Training Officer, the four Station Chiefs and four Station Deputy Chiefs.
- Standard Operational Guidelines (SOGs) are now in place to bring firefighters up to current standards. Further updating review will be taking place as implementation of the guidelines takes place.
 - *Senior firefighters from each station will be part of the SOG committee to assist with the development and review of any new guidelines being considered.*
- Tim Pley & Associates is working on the five-year strategic plan. The plan will examine staffing, current station locations, levels of service, response times, budget implications, and other issues. This project includes senior municipal staff. The plan is expected to be completed in Quarter 2 for Council consideration.



Staffing and Firefighter Recruitment

- Chris Jancowski has been selected as the new Deputy Fire Chief in charge of training and operations. He brings over 30 years of experience to the position working with a variety of organizations with the past 18 years in senior leadership roles within the fire service. We are very pleased to have Chris as part of our team.
- North Cowichan Fire Department (NCFD) and CUPE 358 have formed a Labour Relations Committee identifying shop stewards in each fire station.
- The NCFD Labour Relations Committee, which includes North Cowichan Human Resources and CUPE 358 representatives, meets bi-monthly to discuss items as they arise and develop working relationships between operations and associations.



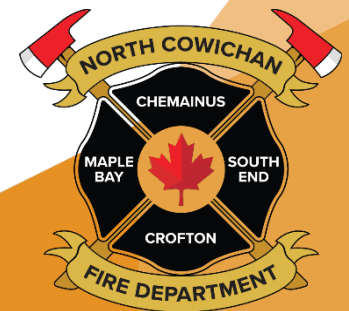
Administration: Communications

- The Fire Chief is currently working with North Cowichan Communications Department to develop an information distribution plan and communication strategy for North Cowichan residents and business owners.
- One of the outstanding recommendations coming from the Tim Pley & Associates report was to develop a plan to be able to share all information with all North Cowichan Paid On-Call firefighters.
- Work has started between the North Cowichan IT Department and the Fire Department on creating an internal SharePoint that firefighters and officers can access. This communication strategy will enhance the capability of accessing information remotely, such as reviewing SOGs.

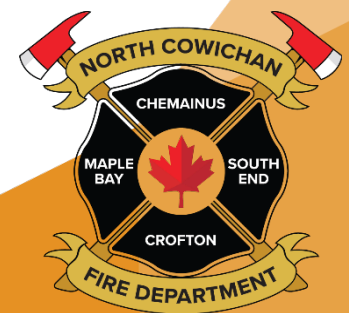
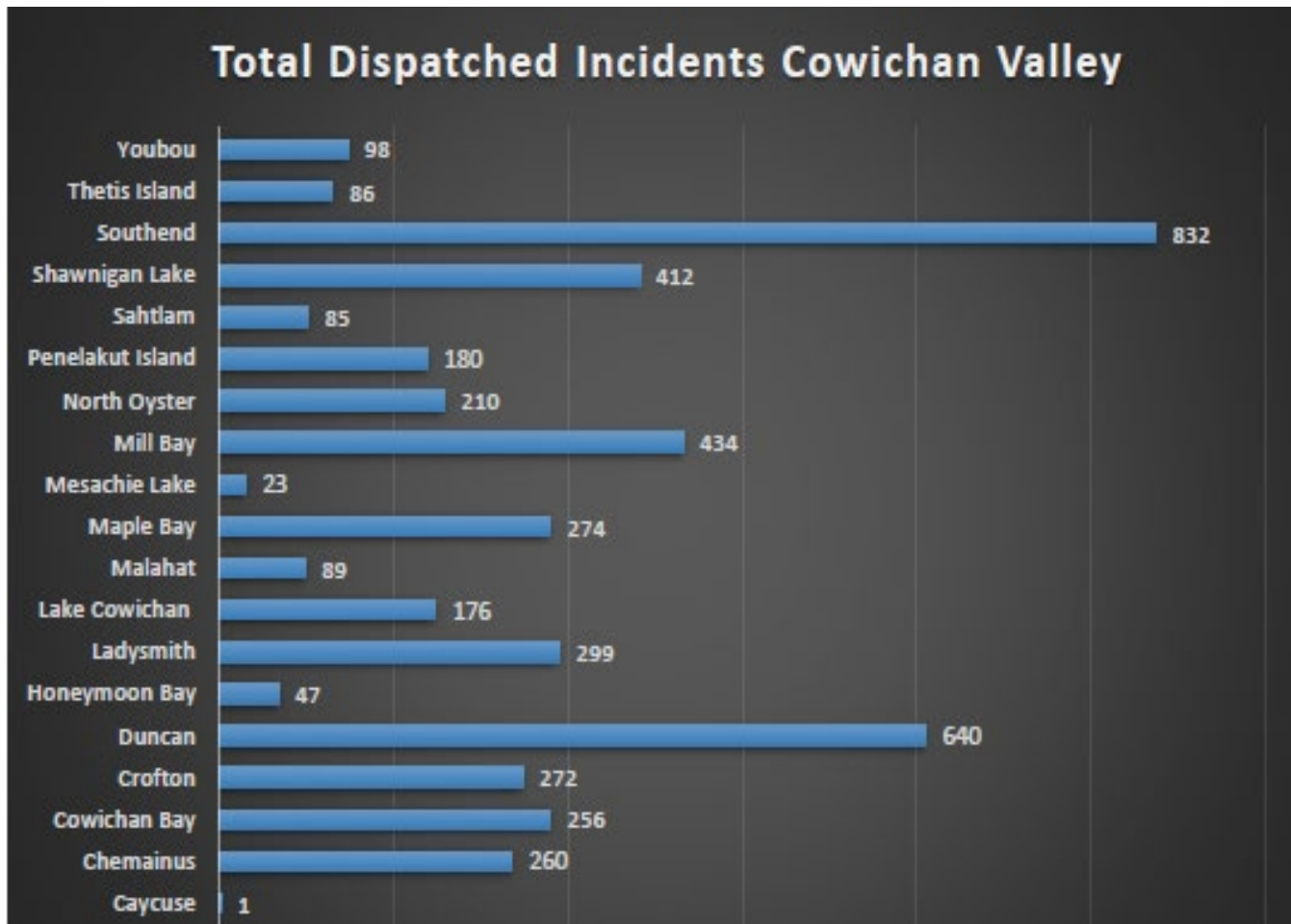


North Cowichan Council Fire Services Appreciation Banquet November 2, 2024

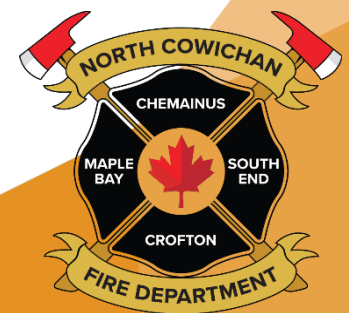
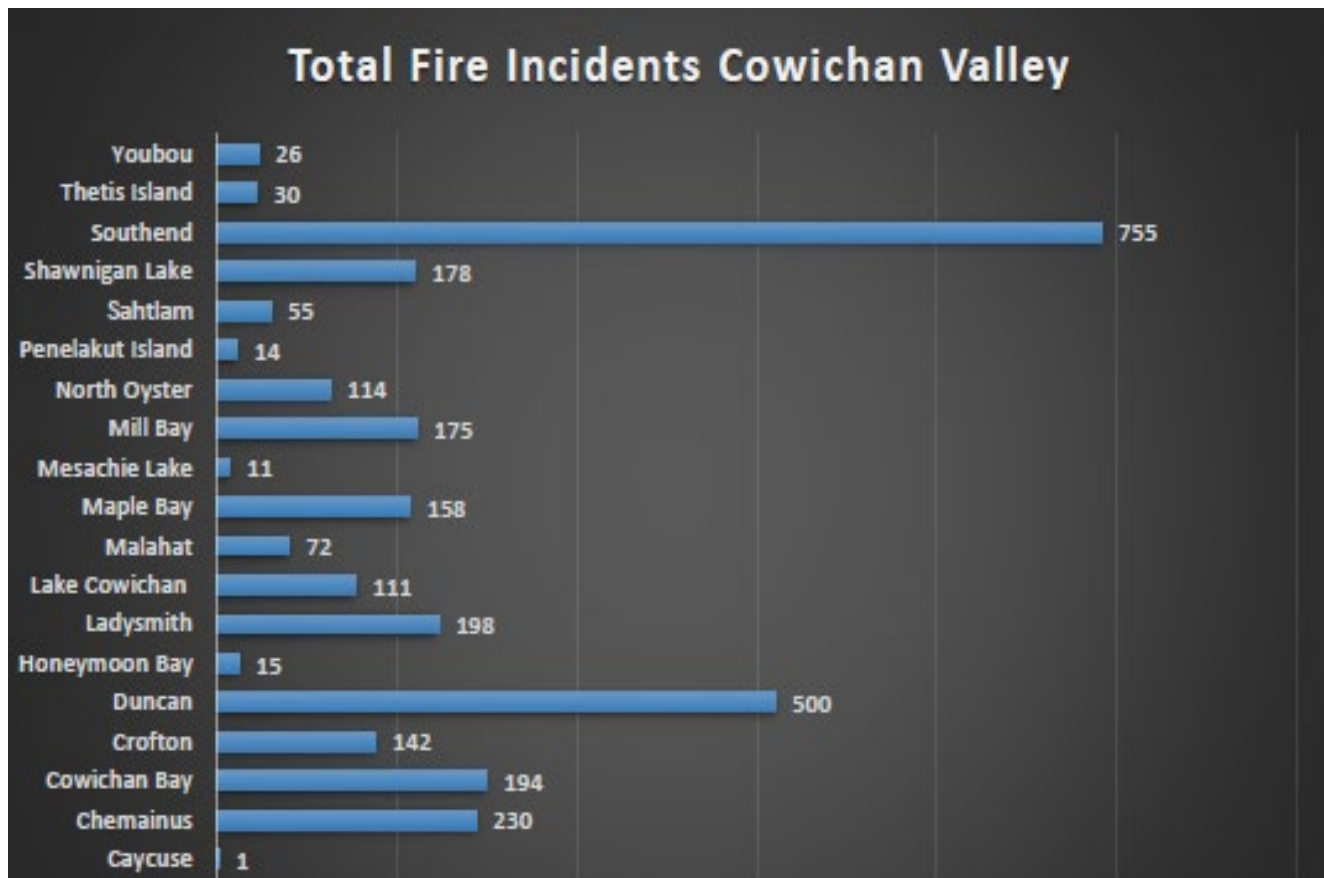
- Fire administration staff are currently organizing a service award and appreciation dinner to recognize this year's training achievements.



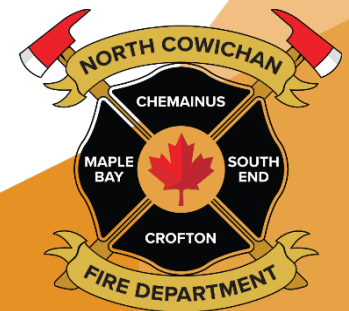
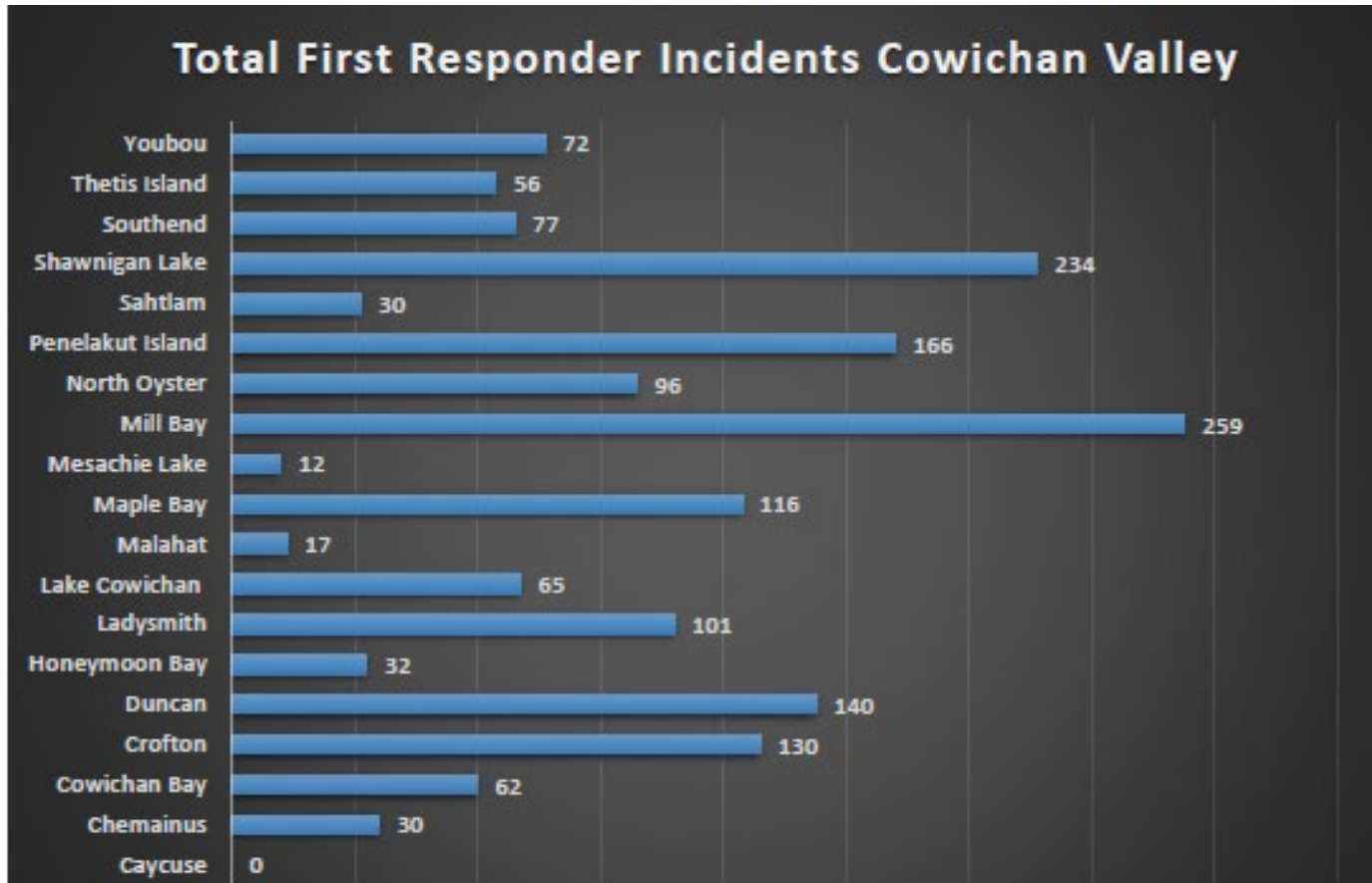
2023 Total Dispatched from North Island Dispatch



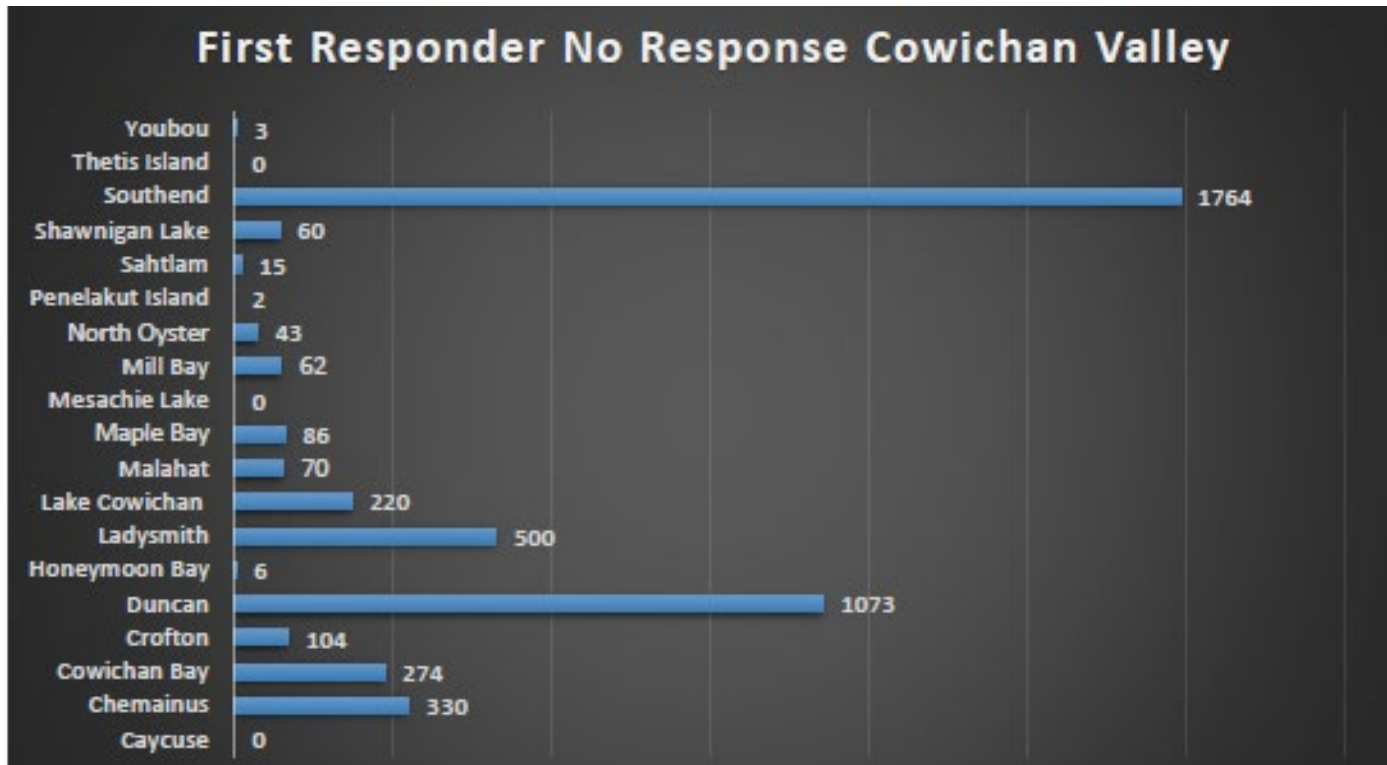
2023 Fire Incident Calls from North Island Dispatch



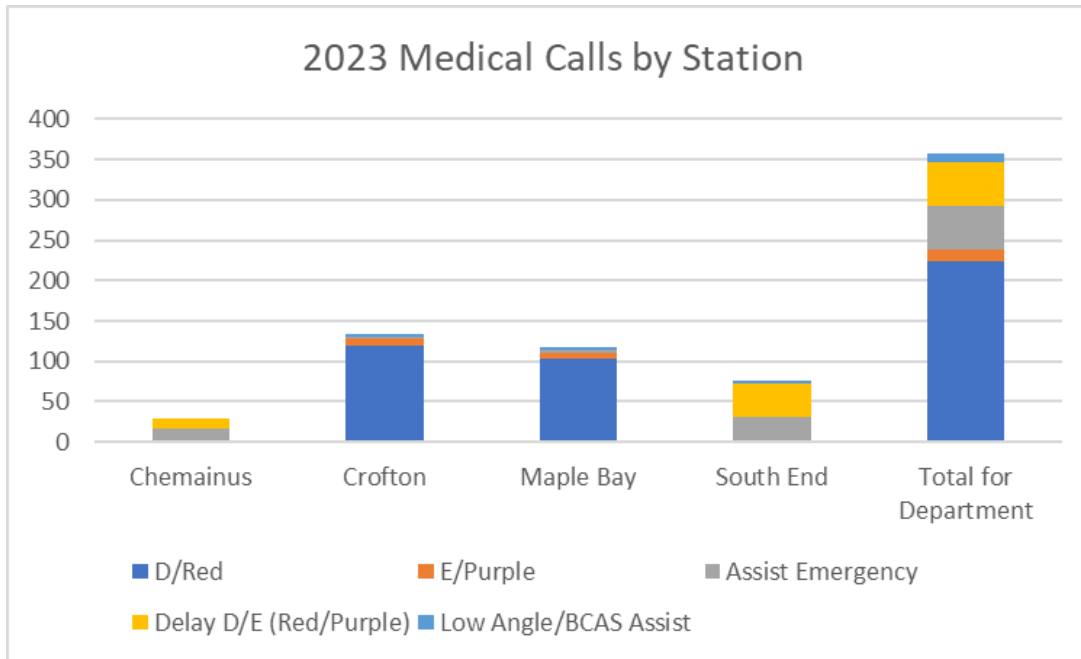
2023 First Responder Calls from North Island Dispatch



2023 No Response for First Responder Calls from North Island Dispatch



2023 Medical Calls for North Cowichan



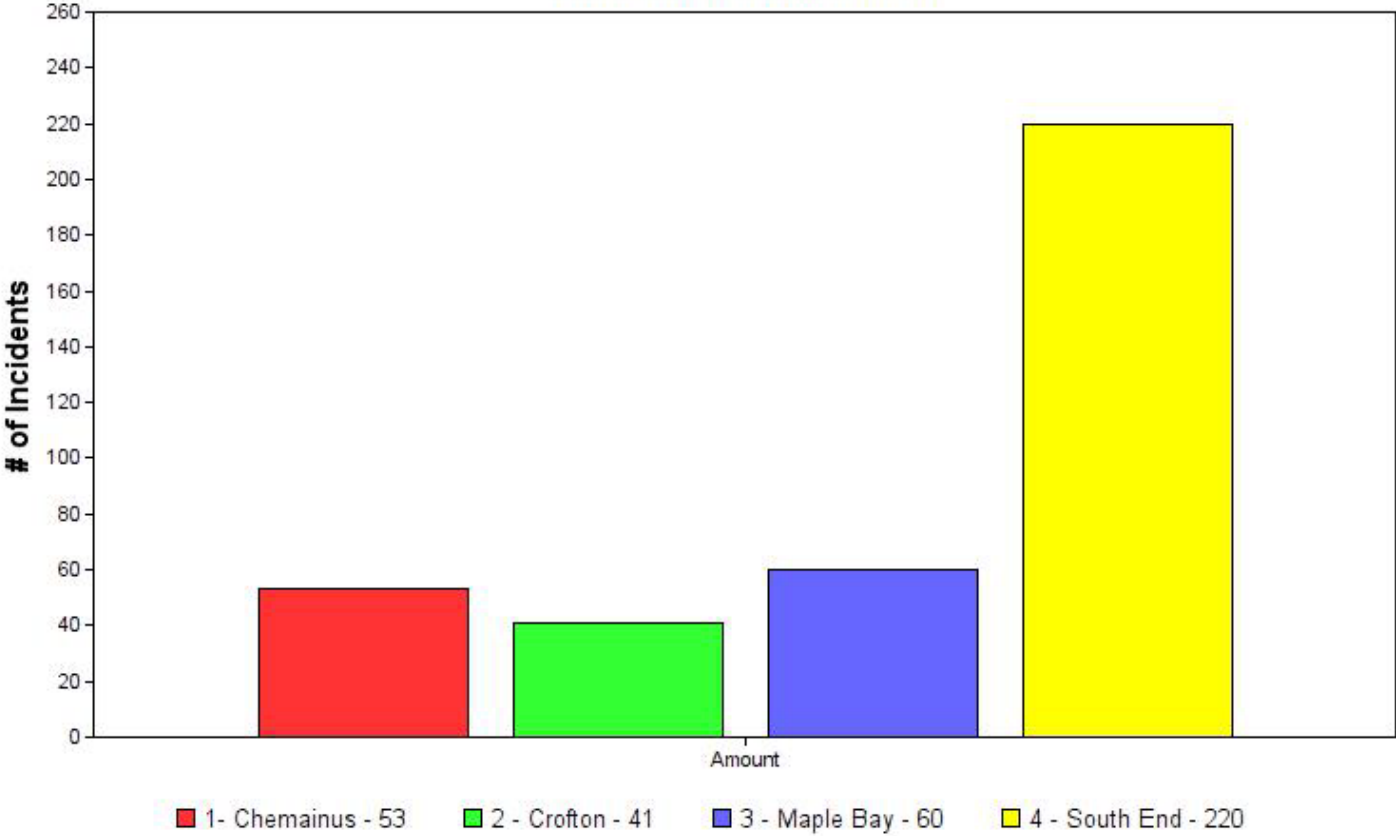
2023 Medical Calls by Station

	Chemainus	Crofton	Maple Bay	South End	Total for Department
D/Red	0	120	104	0	224
E/Purple	0	9	6	0	15
Assist Emergency	17	1	4	31	53
Delay D/E (Red/Purple)	13	1	0	41	55
Low Angle/BCAS Assist	0	2	4	5	11
Totals	30	133	118	72	353

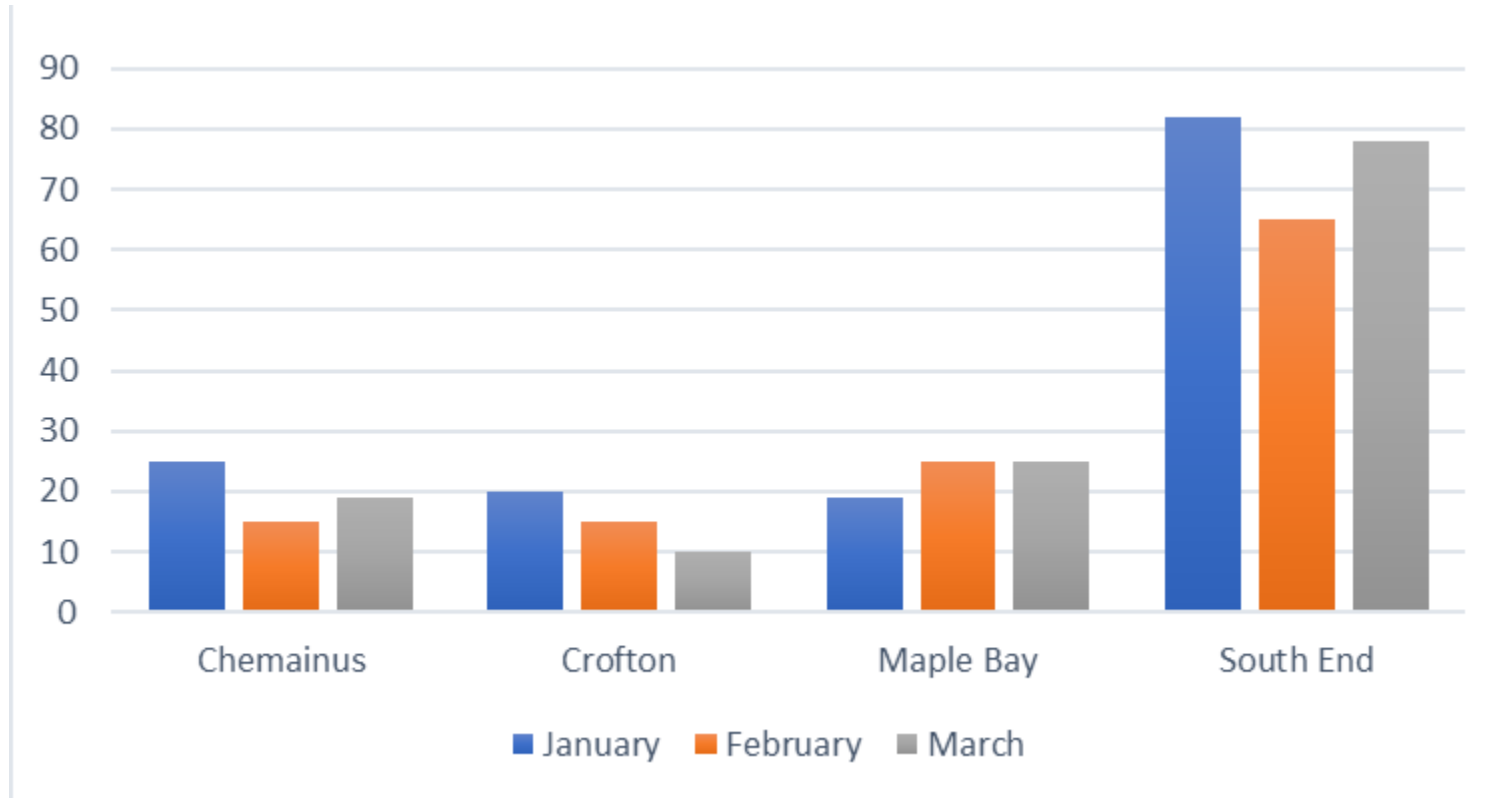


2024 Quarter 1 Total Incident Calls

Totals by Station Q1
From Jan 1 24 to Mar 31 24

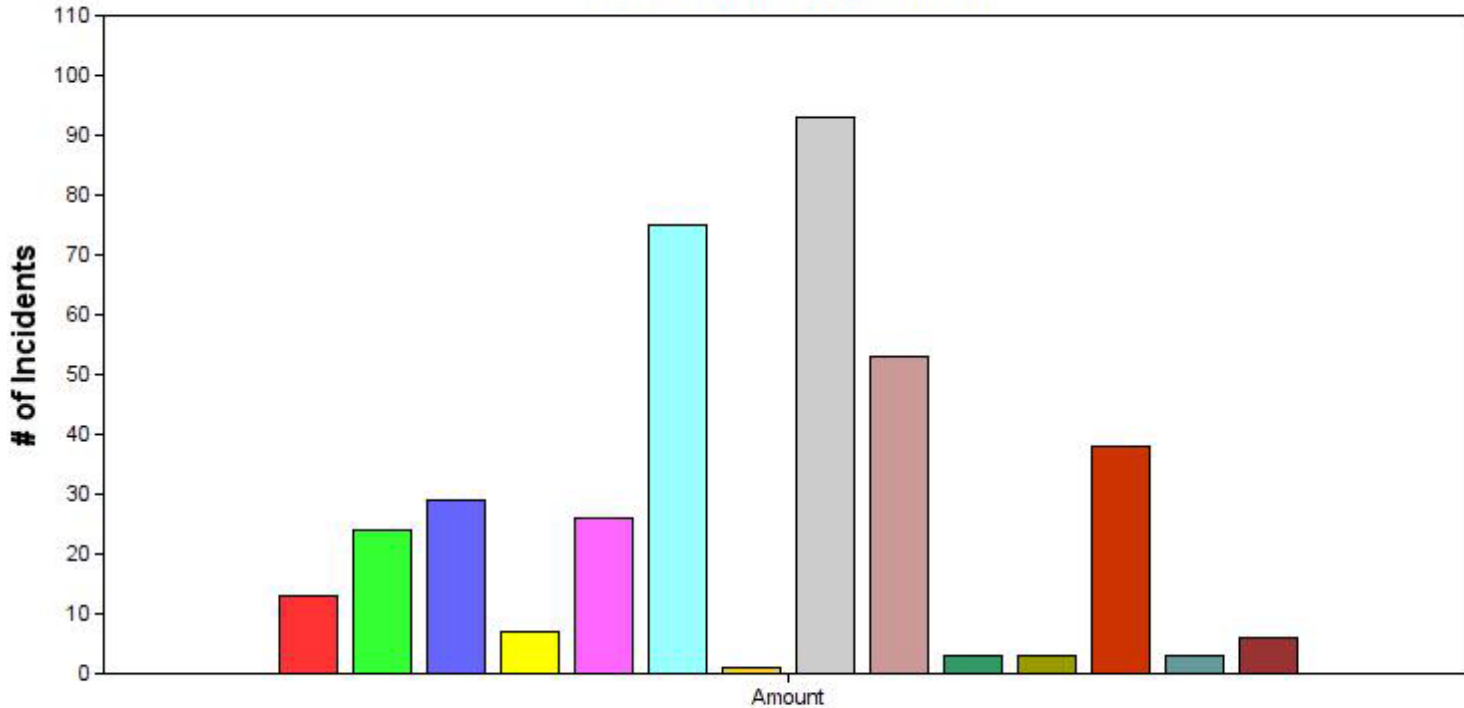


2024 Quarter 1 Monthly Comparison by Station

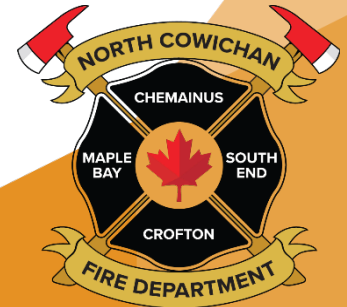


2024 Quarter 1 Incident Calls by Type

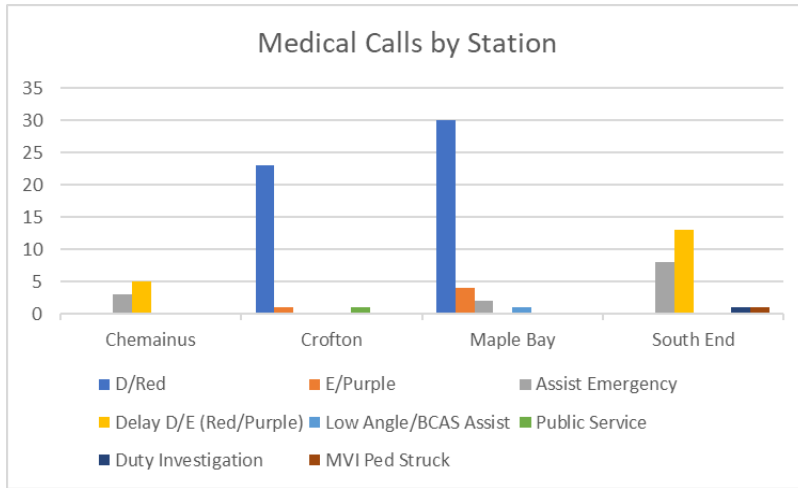
Incident Calls by Type
From Jan 1 24 to Mar 31 24



- Alarms Commercial - 13 Alarms Commercial False - 24 Assistance Calls - 29 Burning Complaint - 7
- Fire Other False - 26 Fire Other Unclassified - 75 Hazardous Material - 1 Medical - 93
- Motor Vehicle Incident - 53 Rescue - 3 Residential Alarm System (Fire) - 3
- Residential Alarm System False (Fire) - 38 Structural Fire - 3 Structure Fire False - 6

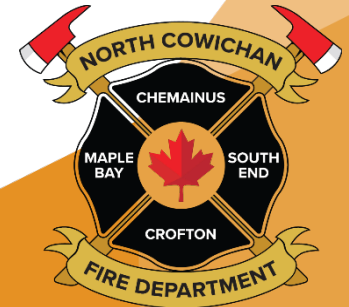


2024 Quarter 1 Medical Calls for North Cowichan



Quarter 1 Medical Calls by Station

Called in As	Chemainus	Crofton	Maple Bay	South End	Total for Department
D/Red	0	23	30	0	53
E/Purple	0	1	4	0	5
Assist Emergency	3	0	2	8	13
Delay D/E (Red/Purple)	5	0	0	13	18
Low Angle/BCAS Assist	0	0	1	0	1
Public Service	0	1	0	0	1
Duty Investigation	0	0	0	1	1
MVI Ped Struck	0	0	0	1	1
Totals	8	25	37	23	93



2024 Quarter 1 Alarm Calls for North Cowichan

- 11 warning letters for Quarter 1 being sent to property owners and occupants with regards to the *False Alarm Bylaw 3861* by the Bylaw Services Department.

Quarter 1 False Alarm Calls by Station

	Chemainus	Crofton	Maple Bay	South End	Total for Department
Residential False Alarms	8	2	1	13	24
Commercial False Alarms	11	0	11	17	39
Totals	19	2	12	30	63

Quarter 1 Alarm Calls by Station (called in as)

	Chemainus	Crofton	Maple Bay	South End	Total for Department
Alarms Commercial	13	0	2	23	38
Alarms Residential	6	2	12	14	34
Alarms Non Emergency	2	1	0	4	7
Totals	21	3	14	41	79



NCFD Wildland Training

- North Cowichan Stations have started their annual refresher training for Wildland Firefighting with firefighters along with North Cowichan's Structure Protection Unit.
- Six Captains attended BC Wildfire Services Engine Boss training in March for Task Force and Strike Teams, with defending and protecting intermix and interface areas. North Cowichan has 16 officers with this training.



2024 Quarter 1 Training

- One personnel completed Fire Leadership 2
- Six personnel completed BC Wildfire Service Engine Boss
- Eight personnel completed Swiftwater Rescue Motorized Boat Operator
- One personnel completed Emergency Scene Management 2
- One personnel completed NFPA 1001 Level 1 & 2
- Four personnel completed Critical Incident Stress Management

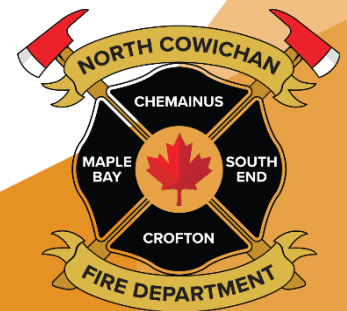
Quarter 1 Training Hours

	Session Hours	Human Hours
Special Training	131	531.25
Practice	135	2190.5
Totals	266	2721.75



Fire Inspections

- North Cowichan's Deputy Fire Chief continues to work and develop the fire inspection program for North Cowichan.
- In addition, the Office of the Fire Commissioner (OFC) is considering changes to the Fire Services Act, which will also affect the inspection policies in the near future. This is anticipated to be released in June 2024.



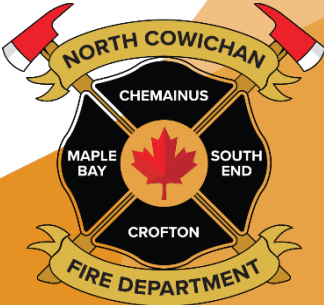
2024 Quarter 1 Fire Inspections

Occupancy Type	Number
C – Apartments/Hotels/Motels (annual)	7
A – Assemblies (Schools, Churches, Daycares, etc.)	3
D – Businesses & Personal Services	0
E – Mercantile	2
F – Industrial	0
Total	12



2024 Quarter 1 Referrals & Reviews

Development Referrals	8
Special Event Reviews	15
Fire Safety Plan Review	4
Assistance (comfort letters, codes, etc.)	6
Total	33



Fire Investigations & OFC Fire Reporting

Structure Fires	5
Burning Complaints	4
Fire (other)	42
Total	51



Public Education and Prevention Events

Overview:

- Preparation is underway for spring, summer and fall events, following trends from the last two years.

Achievements:

- Social media strategy implemented
 - Established a consistent Fire Prevention information posting schedule on platforms like Facebook, Twitter, and Instagram.
- Preparation for upcoming events:
 - Schedule firehall tours and information sessions in response to anticipated requests from local primary schools and summer camps.
 - Initiated plans for Fire Prevention Week education program and Fire Prevention Officers' school visits in the Fall.
- Office of the Fire Commissioner pilot project:
 - A partnership with the OFC is in process for a pilot project for smoke detectors is in process.
 - This will be for the Crofton community for the fall of 2024.



Public Education and Prevention Events

Overall:

- The Fire Prevention & Public Education Program has set a solid foundation for information dissemination and community engagement for the coming months.
- Through strategic planning, collaboration with key partners, and focused education initiatives, the program is well-positioned to enhance fire safety awareness and practices across the community.

