

FIRE-1



FIRE-1

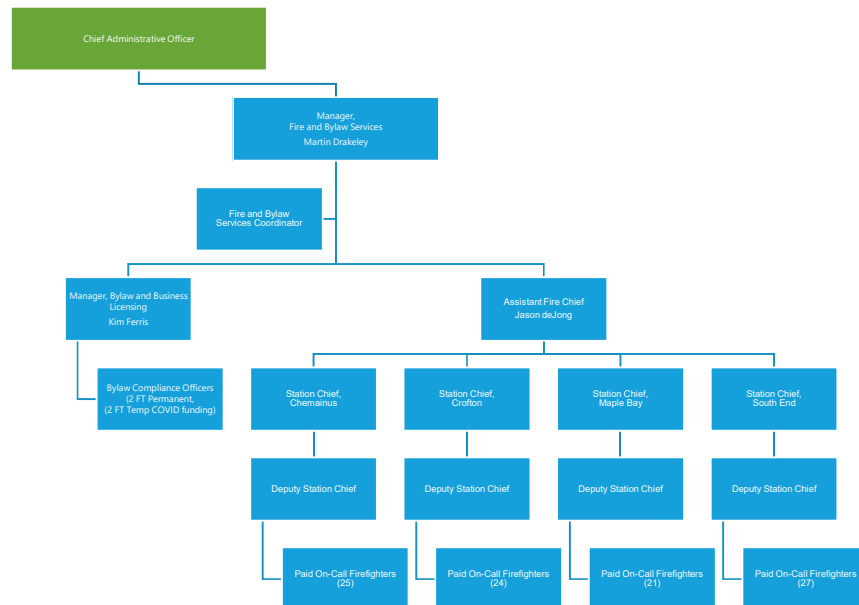
# FIRE AND BYLAW SERVICES DEPARTMENT 2022 BUSINESS PLAN

Committee of the Whole  
November 30, 2021

# ORGANIZATIONAL STRUCTURE – FIRE AND BYLAW SERVICES

FIRE-2

MUNICIPALITY OF  
**NORTH**  
Cowichan



## STAFFING LEVELS – FIRE AND BYLAW SERVICES

113

Total positions  
as of October 16, 2021

### Fire Services

- 2 Full time, Permanent \*
- 105 Casual, On-Call Firefighters  
(includes Station Chiefs/Deputy Station Chiefs)

### Bylaw Services

- 4 Full time, Permanent \*
- 2 Full time, Temporary (COVID funding)

\* Manager, Fire and Bylaw and Fire and Bylaw Services Coordinator  
positions are shared resources; reflected as 0.5 FTE each under both  
service areas

(Exempt 108; CUPE 5)

## FIRE AND BYLAW SERVICES

This department is comprised of two service areas:



FIRE SERVICES



BYLAW SERVICES

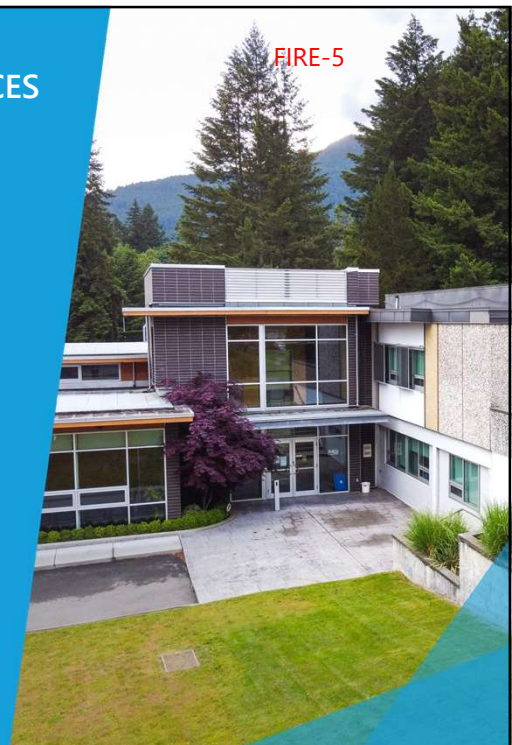
## DEPARTMENT FOCUS: FIRE AND BYLAW SERVICES

### Fire Services

- Response to emergency incidents
- Fire and life safety inspections and investigations
- Firefighter training
- Fleet and facility maintenance
- Fire prevention public education

### Bylaw Services

- Educating the public about regulatory bylaws
- Conducting inspections to ensure that rules are being followed
- Mediating between members of the public
- Leveraging voluntary compliance with the rules where possible
- Seeking formal consequences for bylaw contraventions where compliance is not forthcoming or harm has been done to the community



## FIRE SERVICES

- Fire Services covers the following fire response areas: Chemainus, Crofton, Maple Bay, & South End
  - Contract Service provided to Saltair (CVRD), Cowichan Tribes, Halalt FN, Penelakut FN, Stz'uminus FN
- One Fire Department, which includes:
  - Four Fire Halls (currently 105 paid on-call volunteers)
  - 13 major pieces of apparatus (replacement cost \$600k - \$2m each), 15 year life
- Manager of Fire and Bylaw Services responsible for day-to-day administration and operations of the Fire Department.
  - 0.5 Administrative Services
  - Assistant Fire Chief responsible for fire inspection program and fire investigations
  - Fire and Bylaw Services Coordinator responsible for coordination of administration functions and between both departments

## FIRE SERVICES

Key services include:

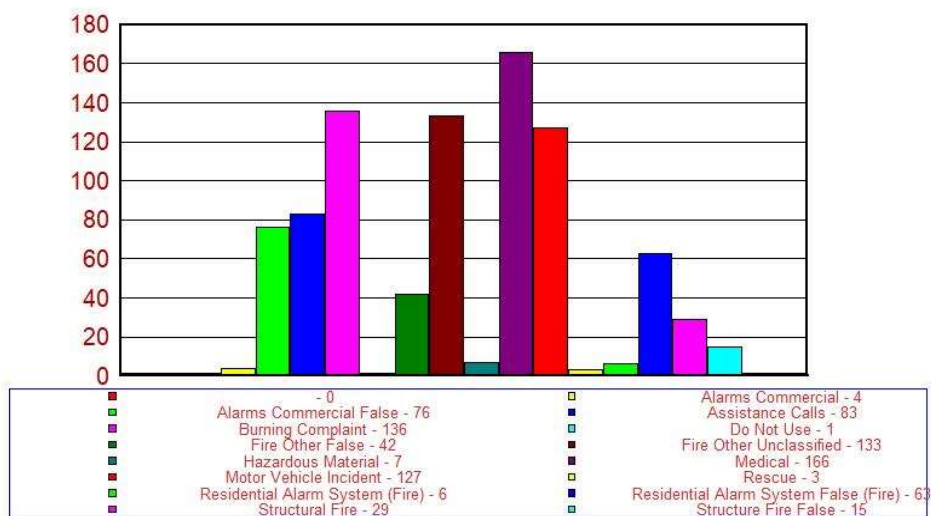
- Responding to calls (structure fires, motor vehicle accidents, hazardous materials , alarms, mutual aids for outlying areas, medical responses and assists, technical rescues)
- Fire inspections/investigations
- Fire Department access (Engineering), plan approvals (Building)
- Fire prevention
- Public education
- Protection of natural assets

## FIRE SERVICES – 2021 YTD Total calls 888

FIRE-8



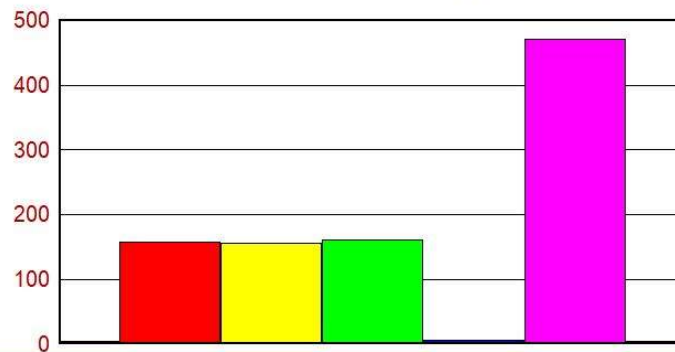
**Totals by Type**  
From Jan 1 21 to Oct 4 21





## FIRE SERVICES – 2021 Total calls 949 2020 Total calls 724

**Totals by Station**  
*From Jan 1 21 to Oct 18 21*



	Chemainus - 157		Crofton - 156
	Maple Bay - 161		NCFD - 5
	South End - 470		

## MOST FREQUENT CALL TYPES

### 2020 (Jan – Nov)

Medical Aids – 152  
Motor Vehicle Incidents – 106  
Other Type Fires – 84  
Burning Complaints – 107  
Other type calls – 67  
Assistance – 83  
Residential Alarms – 85  
Commercial Alarms – 86  
Structure Fires - 42

### 2021 (Jan – Oct)

Medical Aids - 179  
Motor Vehicle incidents - 139  
Other type Fires – 180 (smoke sighting/smell)  
Burning Complaints - 141  
Assistance - 84  
Residential Alarms - 82  
Commercial Alarms - 85  
Structure Fires – 29  
Structure Fire False Alarms - 17

## FIRE INJURY/DEATHS COMPARISON IN BC

- 2021 Office of the BC Fire Commissioner reported Fire Deaths – 28
- 2021 Fire Deaths reported for North Cowichan – 3
- **10.7% of all Fire Deaths in BC occurred in North Cowichan**
- 2021 Office of the BC Fire Commissioner reported Fire Injuries - 117
- 2021 Fire Injuries reported for North Cowichan – 9
- **7.69% of all BC fire related injuries are in North Cowichan**

## BYLAW SERVICES

5.5 FTE (1 FT Manager, 2 FT Bylaw Compliance Officers, 2 FT Temp Bylaw Compliance Officers (COVID funding), 0.5 FTE Administrative Services)

### Bylaw Enforcement

- Opioid crisis/homeless encampments
- Safer Community Plan
- Business licensing
- Unsightly premise
- Nuisance properties
- Regulatory compliance
- False alarms
- Burning complaints bylaw enforcement

## BYLAW SERVICES TEAM

- Investigates complaints, provides education and seeks voluntary compliance with municipal bylaws
- Patrols corridor with joint bike patrols
- Where voluntary compliance is not achieved, additional progressive enforcement measures are considered
- Remediates contraventions when instructions are not followed by arranging for work to be done and billed to the property owner
- Regulates adherence to the *Business License Bylaw* by reviewing and issuing business licenses
- Collaborates with Fire Inspector on Business license approvals
- Operates the Corridor Safety Office in collaboration with the City of Duncan and Cowichan Tribes

## BYLAW SERVICES TEAM

- Focuses on external relationship building and collaboration with Tribes, CVRD and the City of Duncan for combined compliance matters
- Partners with RCMP for safety and security issues in and around corridor
- Educates the public about regulatory compliance
- Conducts inspections to ensure that regulations are being followed

## BYLAW SERVICES TEAM

- Mediates between members of the public
- Leverages voluntary compliance with municipal fines
- Seeks formal consequences for bylaw contraventions
- Prosecutes MTI's initiated by Officers in provincial court
- Collaborates with environment staff on compliance with environmental regulations, particularly in riparian areas

## BYLAW CALLS

FIRE-16



	2020 Jan-Nov	2021 Jan-Oct
Open Burning/Fire	125	164
Noise	68	77
Traffic/Vehicle	131	26
Unsightly Premises	58	178
Squatters/Tents	74	1,014
Land Use	39	48
Other		654
<b>TOTAL CALLS FOR SERVICE</b>	<b>800</b>	<b>2,161</b>
<b>270% increase in call volume over previous year</b>		



# 2022 BUSINESS PLAN

## PROJECTED BUSINESS PLAN DELIVERABLES

FIRE-18



Actions / Projects	Start Date	Strategic Alignment
Implement Fire Services Review	Ongoing	Operational Strategic Plan
Paid On-Call Firefighter Recruitment and Retention Strategy	Ongoing	
Update Fire Department Organizational Structure	2021	Operational Strategic Plan

## PROJECTED BUSINESS PLAN DELIVERABLES

Actions / Projects	Start Date	Strategic Alignment
Replacement Ladder Truck for South End Hall \$1,600,000	2022	Operational Strategic Plan
Implement Recommendations from Fire Wise Inspection Report	2021	Operational Strategic Plan

## PROJECTED BUSINESS PLAN DELIVERABLES

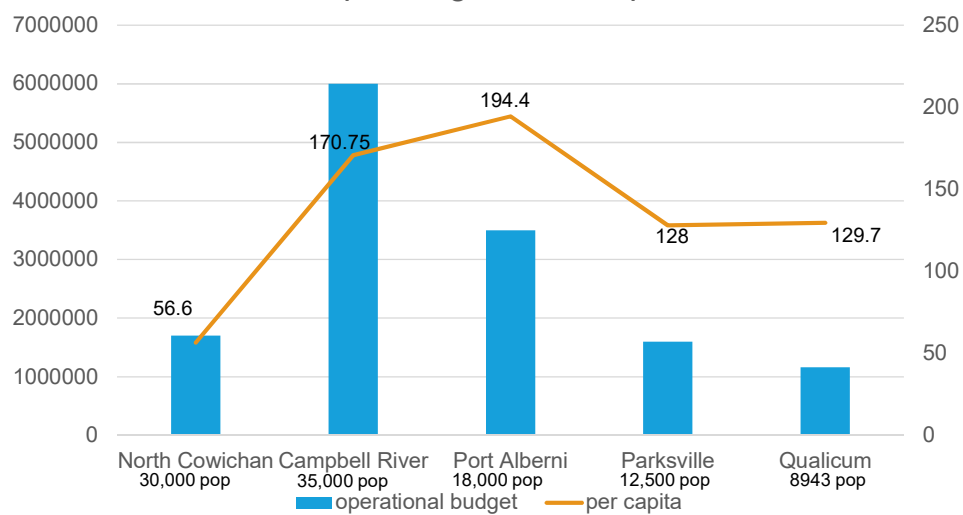
Actions / Projects	Start Date	Strategic Alignment
North Island 911 Switchover for Fire Dispatching and Computer Aided Dispatch modules for apparatus (Provides FD with information on location of calls and specific details to provide for best possible situational awareness when responding)	June 2021	Operational Strategic Plan
Bylaw Offence Notification System and Adjudication Process (Supporting Legislative Services and implementation)	2020	Operational Strategic Plan
Safer Community Plan implementation	2019 (Ongoing)	Council Strategic Plan Master Plan of Council (Safer Community Plan)

## 2021 OPERATING COST COMPARISON

FIRE-21



2021 Operating Cost Comparison



## OPERATING BUDGET

	2021 Budget	2022 Budget	\$ Change	% Change	2021 YTD
<b>REVENUE</b>					
Bylaw	\$ 117,730	\$ 118,680	\$ 950	1%	\$ 124,227
Fire	239,170	243,320	4,150	2%	653,498
<b>TOTAL REVENUE</b>	<b>\$ 356,900</b>	<b>\$ 362,000</b>	<b>\$ 5,100</b>	<b>1%</b>	<b>\$ 777,725</b>
<b>EXPENSES</b>					
Bylaw	\$ 940,350	\$ 1,051,930	\$ 111,580	12%	\$ 744,760
Fire	1,866,310	1,905,468	39,158	2%	1,456,951
<b>TOTAL EXPENSES</b>	<b>\$ 2,806,660</b>	<b>\$ 2,957,398</b>	<b>\$ 150,738</b>	<b>5%</b>	<b>\$ 2,201,710</b>

FIRE-23



CLIMATE EMERGENCY  
PRIORITIES

## CLIMATE EMERGENCY PRIORITIES

### Fire and Bylaw Services



Working to protect Municipal  
resources in riparian areas



## KEY PERFORMANCE INDICATORS

	2016	2017	2018	2019	2020	2021
Per capita cost of fire services	54	65	60	50	\$52.85	To Date \$42.67