

CITY OF NANAIMO
THE HARBOUR CITY



BUSINESS PLAN 2025

Nanaimo Fire Rescue
COMMUNITY SERVICES

DEPARTMENT OVERVIEW

Nanaimo Fire Rescue (NFR) provides services to preserve life, property, and the environment, contributing to the well-being of the community. With the addition of 20 new firefighters in 2025 as part of the Nanaimo Fire Rescue Master Plan implementation, NFR will have a total of 145 career personnel, including members of the International Association of Firefighters, CUPE, and management.

NFR responds to fires, wildfires, medical incidents, rescue operations, motor vehicle incidents, and specialized services such as hazardous materials, water rescue, ice rescue, and technical rescues. Community risk reduction is achieved through fire prevention programs and public education initiatives such as the smoke alarm installation program, FireSmart BC, Bystander CPR training, and emergency preparedness education.

NFR operates five fire stations: four are staffed by four platoons of 31 firefighters, and one station on Protection Island is operated by paid on-call volunteers who augment the career staff. NFR's core services include Administration, Fire Operations Division, Fire Loss Prevention Division (FLPD), Training Division, Vancouver Island Emergency Response Academy (VIERA), Preplanning, and Emergency Management.

FLPD comprises six Fire Prevention Officers (FPOs) responsible for administering and enforcing provincial fire safety legislation through inspections, fire investigations, and public education.

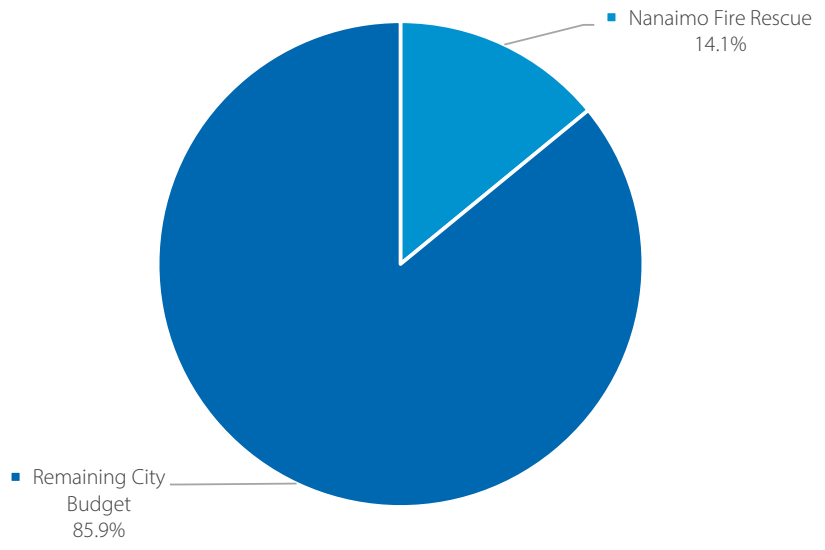
VIERA is an accredited learning institution that provides training and education to the fire service. It serves over 150 fire departments across British Columbia, Alberta, Nova Scotia, and Quebec. VIERA administers more than 30 programs, generating revenue for the City and offsetting operational costs.

The City of Nanaimo maintains an Emergency Program in accordance with its responsibilities under the Emergency Program Act and City Bylaw 7202. This program ensures readiness to identify, prepare for, respond to, and recover from local and regional hazards. It consists of three entities: the Local Authority represented by the Mayor and Council, the Emergency Management Committee, and the Emergency Program Manager.

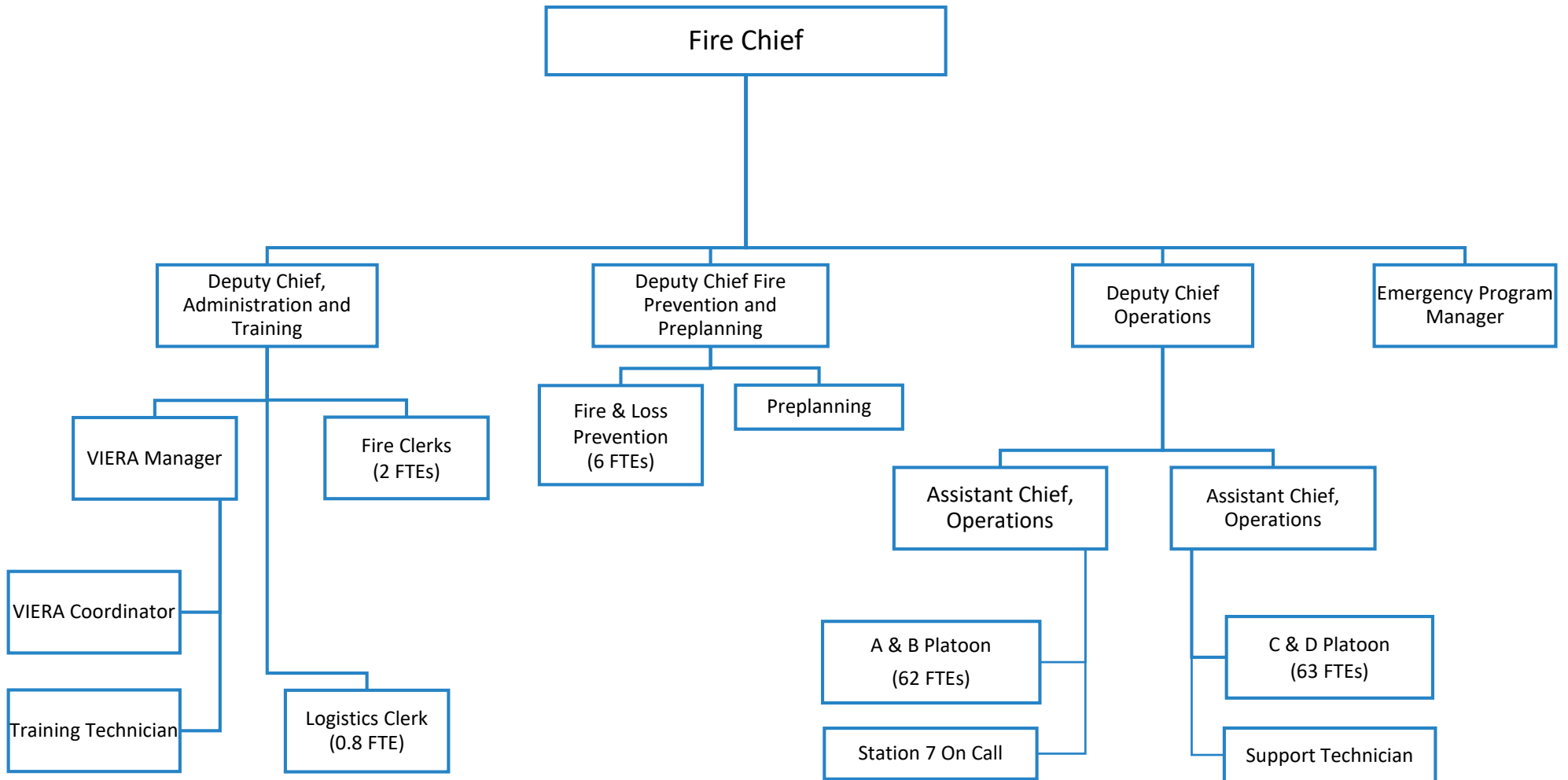
911 dispatch services are provided through two entities: ECOMM Public Safety Access Point (PSAP) and Surrey Fire Dispatch.

	Benchmark	2023	2024 Jan-June
Incident Responses		12,089	5,868
Arrival of First Unit on Scene at Emergency Incidents within 6 minutes	90.0%	78.5%	77.8%
Arrival of Full Alarm Assignment at Emergency Incidents – Arrival within 10 minutes	90.0%	93.8%	93.9%
Turnout time within 60 sec for medical incidents	90.0%	49.7%	48.4%
Turnout time within 80 sec for non-medical emergency incidents	90.0%	60.8%	58.6%
Dispatch time within 60 sec	90.0%	98.1%	98.9%

Department's Share of the Budget



Operating Expenditure Budget: \$30,126,912



LEVEL OF SERVICE

Fire Operations

- Respond to emergency and non-emergency incidents.
- Train fire personnel for proficiencies to meet standards and best practices.
- Smoke Alarm installation.
- Train the public in bystander cardiopulmonary resuscitation (CPR).
- Conduct community outreach and station tours.
- Benchmark: Turnout time within 60 sec for medical incidents and within 80 sec for other non-medical emergency incidents 90% of the time
- Benchmark: Response time – 6 minutes first unit on scene 90% of the time
- Fire and life safety inspections
- Administration

FLPD Staff

- Fire prevention officers are an integral part of the business license, building development and planning review/ approval process.
 - Plan check proposed commercial building plans.
 - Review and approve fire safety plans and preplans for commercial and public occupancies.
 - Review and approve new developments and new business occupancies.
- Administer requirements of the Fire Safety Act
 - Inspect the more than 3,500 commercial and public buildings.
 - Design and deliver public education to the community including the smoke alarm campaign.
 - Ensure fire code compliance and enforcement.
 - Enforce fire bylaws.
 - Conduct fire investigations.



Fire Chiefs

- Respond to large scale emergencies.
- Manage and administer Vancouver Island Emergency Response Academy (VIERA)
- Fire Department training
- Strategic planning
- Fleet – maintain and facilitate 10-year fleet evergreening plan.
- Recruitment
- Budget processes – maintain fiscal responsibility for the department.
- Purchasing – maintain all resources following City Purchasing procedures.
- Human Resources and Labour Relations – Maintain a good working relationship with staff, both Unions and other City departments.

2024 ACHIEVEMENTS

2024 Department Achievements

- Fireground Survival Training Facility completion
- First Responder & Emergency Medical Responder scope of training upgrades
- Electrical Vehicle fire equipment enhancements
- Fire fleet purchasing
- Equipment maintenance and purchasing
- New Mutual Aid agreement
- Fire Prevention Week - Open House
- Emergency management preparedness exercise
- Mental Health Initiatives
- BC First Responders Mental Health Conference
- FDIC Training Conference
- Smoke alarm installation program
- Bystander CPR high school program
- New pre-incident planning program
- BC Wildland Urban Interface conference
- BC Wildfire deployment - Task Force Leader
- Wildfire Structural Protection Unit – Phase 1
- Wildfire sprinkler enhancements
- 3 FireSmart BC community information presentations
- 3 FireSmart BC neighbourhood clean ups (2 Protection Island, 1 Long Lake Heights)
- Phase 1 - Sprinkler Protection Unit trailer for wildland fires
- Awarded UBCM Community Resiliency Investment grant
- Snuneymuxw First Nation Community Fire Smart Resiliency Committee
- NFR Recognition Ceremony
- New Community Wildfire Resiliency Plan created

2024 FLPD Achievements

- Fire investigations and inspections
- BC Fire Code enforcement
- BC Fire Commissioner's Office reporting
- New Fire Prevention Officer fire investigator training - NFPA 1033

- Private hydrant safety - Phase 2
- Vacant building safety
- Fire Loss Prevention Division consultant's report recommendations - ongoing implementation
- Fire Prevention Officers' Association of BC Conference
- FIRECON Fire Protection & Life Safety Conference
- Enhanced Fire Prevention Officer safe work procedures
- Fall Protection training
- Hazardous Materials Awareness program
- Launched new Fire Inspection and Pre-planning software

2024 Operations and Training Achievements

- Responded to approximately 12,000 emergency incidents
- Live fire operations training
- Wildfire training
- Hazardous materials training
- Emergency driver training
- Fire truck operations training
- Fire ground survival training
- Aerial apparatus training
- Nanaimo Port Authority marine fire training
- Technical rope rescue training
- Tower crane training
- Water rescue training
- Ice rescue training
- Auto extrication rescue training
- Emergency Medical Responders (EMR) training
- Forcible entry training
- Fire Officer training
- Trained the largest recruit class in NFR history
- Fire Training Officers' Conference
- Fire Training Center facility enhancements
- Training transfer position
- Critical Incident Stress Management training
- Station 7 – Officer of the Fire Commissioner – Exterior Fire Fighter Training

2024 ACHIEVEMENTS

- Engine Boss training
- Nozzle Forward fire training
- Respectful Workplace training
- Medical Scope Update training
- Rapid Intervention Team training
- Operation's Leadership Team leadership meetings
- Bystander CPR program instructed Grade 8's throughout the district
- All staff enrolled in the BC Fire Fighter Occupational Awareness Program (mental health)
- Labour-Management Mental Health Committee reinstated
- Mental Health Headspace App offered to all staff
- New Critical Incident Stress Management team members trained
- New 24-hour Critical Incident Stress Management phone number implemented
- Enhanced practices to reduce exposure to carcinogens during live fire training
- Parks and Recreation Wildfire Preparedness
- RCMP Youth camp
- Regional Wildfire exercise

2024 VIERA Achievements

- VIERA Coordinator position created and filled
- Customer and revenue growth
- Pro Board International Accreditation - Fire Service Organizations Conference
- Pro Board International Accreditation - Site Visit for Reaccreditation
- 8 courses delivered to support BC First Responders to meet Provincial scope changes
- First Responder Program 5-year review
- Hazardous Materials program updates for transition to NFPA 470
- Finalized transition to new test bank provider

2024 Emergency Program Achievements

- ERP overhauled into Emergency Management Plan
- Developed Emergency Communications Plan
- Redeveloped Business Continuity Plans city-wide
- Developed and delivered EOC training and education to staff
- Hired new ESS Coordinator
- Supported ESS program in transition to digital registration system
- Supported cold-weather seasonal response
- Supported hot weather seasonal response
- Conducted EOC IT activation drill
- Climate Hazard Assessment project launched and on schedule for Final Report in June 2025
- Active participant and host for regional coordination meetings with EM partners
- Procured Prioritized Post-earthquake Response system to automate Rapid Damage Assessment process for NFRS. Considering expansion for all city owned and operated buildings or critical infrastructure.
- Attended UBC Disaster Risk Resilience Network annual workshop and participated in provincial HRVA Governance
- Procured emergency food and water supplies for department continuity
- Began development of Major Disaster Operations Plan for NFRS
- Coordinated with SFN partners on rationale for IER funding to enhance collaboration between the City and SFN for emergency management
- Coordinated application for DRIF funding to enhance risk assessment and infrastructure resilience.
- Conducted city-wide emergency broadcast notification drill – Voyent Alert during Shakeout

2025 OPPORTUNITIES

A Green Nanaimo: Resilient & Regenerative Ecosystems

To reduce NFR's carbon footprint, three new fire trucks will go into service in 2025. These vehicles join two other fire trucks equipped with anti-idling technology that results in significant fuel savings and a smaller environmental impact. Additionally, one electric pick-up truck will join NFR's fleet. NFR's new fire station was designed to reduce energy consumption to lower emissions and costs.

New firefighter turnout gear is being sourced from manufacturers with systems, policies, and practices that ensure compliance with minimum labor standards, reduce waste associated with by-products of production and packaging, and other operational activities. They also incorporate technology to eliminate harmful forever chemicals.

A Healthy Nanaimo: Community, Wellbeing & Livability

The Master Plan comprehensively examines the delivery of fire department emergency services in Nanaimo to support governance excellence through high-quality decision-making. Implementation of Phase 1 of the NFR Master Plan in 2023 strengthened NFR's ability to provide Nanaimo residents with timely, all-hazards emergency services. The addition of vital resources also enhances NFR's resilience during concurrent or large-scale emergencies. In 2025, Phase 2 of the Master Plan will be implemented, which includes recruiting 20 new firefighters in 2024, operationalized in 2025. This resource increase will facilitate the addition of a fully staffed fire engine in 2025.

NFR is committed to contributing to a livable community that is safe and secure by engaging, educating, and interacting with citizens online, in their homes, and businesses. NFR's Smoke Alarms Save Lives campaign to install smoke alarms in the community supports early detection of fires. NFR's Bystander CPR training strengthens Nanaimo residents' ability to assist their fellow community members in emergencies.

NFR's FireSmart BC programs provide preventive tools and education to help citizens prepare for wildfires, increasing



safety for residents and their homes. NFR will also host a regional Wildfire Engine Boss training course and begin Phase 2 of constructing a new Wildfire Structural Protection Unit. Continued implementation of recommendations from the Fire Loss and Prevention Division assessment will strengthen overall fire prevention best practices.

The emergency management program facilitates the City's ability to respond to emerging hazards, including hazard monitoring, seasonal readiness, and emergency communications systems. The key resource for the response program is the Emergency Operations Centre (EOC), a dedicated facility where city staff can gather and conduct the process of preparing for, responding to, or recovering from major emergencies or disasters. Public education and information are primary methods addressed for hazard awareness and individual/family preparedness.

A Prosperous Nanaimo: Thriving & Resilient Economy

VIERA, operated by NFR, allows firefighters across BC to access accredited fire training. VIERA continually explores new training opportunities to support internal and external stakeholders. VIERA's revenue offsets NFR's budget and supports NFR's commitment to providing high-level training to personnel.

2025 KEY INITIATIVES

Strategic Priority: Implementing City Plan



IAP Priority Action #C1.2.1 - Continue to use social media, online platforms and other tools such as the Emergency Call Alert System – called Voyent Alert, to share seasonal hazard information related to fire, heat waves, flooding, wind, storm, or other seasonal events.



IAP Priority Action #C1.2.3 - Use a climate risk and vulnerability assessment method to be used for reviewing large capital infrastructure investments in the city (e.g. a Public Infrastructure Engineering Vulnerability Committee (PIEVC)).



IAP Priority Action #C1.2.4 - Update and implement the City's Community Wildfire Resiliency Plan.



IAP Priority Action #C1.2.7 - Undertake a community education campaign on FireSmart practices including park use fire safety and awareness, areas of higher potential fire risk, Fire Smart principles in private landscapes (balanced with tree protection and retention), and, FireSmart building materials, such as non-flammable roofing, siding, and thermal pane windows.



IAP Priority Action #C1.2.10 - Develop guidelines and priorities for managing wildfire risk, sea level rise, and extreme weather events for City parks and infrastructure, and budget implement them as part of regular budgeting and maintenance.



IAP Priority Action #C1.2.19 - Include climate change impacts in risk analysis for all City owned buildings, infrastructure, and parks and natural areas.



IAP Priority Action #C2.4.1 - Continue to collaborate with partners (i.e. ICBC, RCMP, and School District 68) to promote and educate about road safety in Nanaimo.



IAP Priority Action #C3.1.1 - Work with fire, police, and ambulance services to maintain emergency response times.



IAP Priority Action #C3.1.2 - Support public safety and security through:

- Fire Rescue Services
- RCMP & Community Policing
- Bylaw Enforcement
- Extreme weather response
- Graffiti Program
- Shower program
- Emergency food



IAP Priority Action #C3.1.4 - Continue offering public education programs such as smoke alarm installation, bystander CPR, and the FireSmart program.

Strategic Priority: Implementing City Plan



IAP Priority Action #C3.1.5 - Continue Fire Loss Prevention through inspection of commercial and public buildings, building plan checks, business license inspections, fire safety plan reviews, fire code and bylaw enforcement, public education and fire investigations.



IAP Priority Action #C3.1.8 - Support grants to fund health, safety, and security initiatives.



IAP Priority Action #C3.1.21 - Implement phase 2 from the Fire Master Plan including requirements for recruitment, fleet, and facility renovations.



IAP Priority Action #C3.1.22 - As per the actions in the Fire Master Plan, construct a new fire station midway between Stations 1 and 2.



IAP Priority Action #C3.1.26 - Explore new opportunities to expand mental health supports for fire department staff.



IAP Priority Action #C3.1.29 - Explore new opportunities to expand mental health supports for fire department staff.



IAP Priority Action #C3.1.30 - Prepare for adoption and changes to the BC Fire Code, BC Building Code and Fire Safety Act.



IAP Priority Action #C3.1.37 - Update Mutual Aid Agreements.



IAP Priority Action #C3.1.40 - Annually review projections and demand for RCMP, Fire Department, and Bylaw Enforcement staffing needs to support a growing community



IAP Priority Action #C3.5.1 - Maintain upcoming seasonal hazard awareness and overall organizational readiness.



IAP Priority Action #C3.5.2 - Conduct staff training and periodic emergency exercises to refine response programming.



IAP Priority Action #C3.5.3 - Lead and enhance the Emergency Social Services volunteer program and explore opportunities for further development.



IAP Priority Action #C3.5.4 - Develop functional capability and formalize processes for public alerting via Voyent Alert.



IAP Priority Action #C3.5.5 - Engage with community members to provide education on personal preparedness and neighbourhood resilience.



IAP Priority Action #C3.5.6 - Update the rapid damage assessment program.



IAP Priority Action #C3.5.7 - Update the Emergency Response and Recovery Plan.



IAP Priority Action #C3.5.8 - Update the Hazard Risk Vulnerability Assessment.



IAP Priority Action #C3.5.9 - Create and implement an emergency communication plan for the public.



IAP Priority Action #C3.5.11 - Maintain the business continuity plan for the City and lead the future updates to this project.



IAP Priority Action #C3.5.12 - Build relationships with industry partners, focusing on critical infrastructure and hazardous materials, to coordinate response planning and better understand the industrial risk landscape.



IAP Priority Action #C4.8.1 - Host, permit and support festivals, celebrations, sporting, and other events in public spaces such as Family Day, Concerts in the Park, Pride Festival and Blues Festivals.



IAP Priority Action #C4.8.7 - Facilitate and expand the support for large events and festivals to offer alternative transportation and bike valets for events such as the National Truth & Reconciliation, VIEX, Silly Boat, and Marine Festival.

Strategic Priority: Social, Health and Public Safety Challenges

FireSmart BC neighbourhood program expansion

FireSmart BC Community Resiliency Committee

New Hazard Risk Vulnerability Assessment

Incident-specific response plans - Dam incident, Nanaimo Fire Rescue Post-Disaster Plan

Smoke Alarms Saves Lives campaign

Bystander CPR program

Wildland Urban Interface readiness

FireSmart BC community education

Wildfire Structural Protection Unit development

Take Home Naloxone Distribution program

Great Shakeout full-scale exercise

Department Operational Center full-scale exercise

Strategic Priority: Maintaining and Growing Current Services

Nanaimo Fire Rescue Master Plan – Phase 2 - Station 2, 3, and 4 renovations

Nanaimo Fire Rescue Master Plan – Phase 3 - Strategic planning for an additional fire station

Strategic Priority: Capital Projects

Nanaimo Fire Rescue Master Plan – Phase 2 - Station 2, 3, and 4 renovations

Training Centre classroom

New fire truck equipment

Strategic Priority: Governance and Corporate Excellence

Strengthen fire investigation capacity

Next Generation 911 implementation

Renew Nanaimo Port Authority agreement

VIERA Client and Evaluator Support

Update VIERA Learning Management System

Facilitate VIERA Programs

Create and deliver NFPA 1021 Fire Officer III Program

Fire and Loss Prevention Division consultant recommendations ongoing implementation

PROPOSED OPERATING BUDGET

	2024 Approved Budget	2025 Draft Budget	2026 Draft Budget	2027 Draft Budget	2028 Draft Budget	2029 Draft Budget
Revenues						
Nanaimo Fire Rescue	\$ 1,233,504	\$ 1,330,892	\$ 1,392,003	\$ 1,405,944	\$ 1,337,483	\$ 1,343,622
Emergency Management	-	-	-	-	-	-
Emergency Communications (911)	466,967	490,357	490,999	491,905	493,124	494,612
Annual Operating Revenues	\$ 1,700,471	\$ 1,821,249	\$ 1,883,002	\$ 1,897,849	\$ 1,830,607	\$ 1,838,234
Expenditures						
Nanaimo Fire Rescue	\$ 23,955,308	\$ 28,467,755	\$ 29,207,022	\$ 30,120,721	\$ 30,397,786	\$ 31,005,320
Emergency Management	265,921	274,075	279,865	285,752	291,088	298,069
Emergency Communications (911)	1,294,219	1,385,082	1,424,841	1,465,817	1,508,049	1,551,579
Annual Operating Expenditures	\$ 25,515,448	\$ 30,126,912	\$ 30,911,728	\$ 31,872,290	\$ 32,196,923	\$ 32,854,968
Net Annual Operating Expenditures	\$ 23,814,977	\$ 28,305,663	\$ 29,028,726	\$ 29,974,441	\$ 30,366,316	\$ 31,016,734
Staffing (FTEs) - Budgeted	125.8	145.8	145.8	145.8	145.8	145.8

The 2024 approved budget reflects 2022 wage rates as contract negotiations were completed after adoption of the 2024 - 2028 Financial Plan.

The new contract with IAFF expires December 31, 2024. 2025 and onward budgets reflect 2024 wage rates.

An allowance for contract negotiations is budgeted in committed contingency which not reflected in the budgets above..