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CITY OF NANAIMO
THE HARBOUR CITY

Distribution of Incidents

	2019	2020	2021 Jan-Jun	2021 Jul-Dec	2022	2023	2024
Mesa	4124	2408	2030	2254	5709	7989	7511
Alarms	655	622	318	448	974	1019	1193
Other Fire	367	341	280	363	874	818	686
Burning Complaints	381	505	239	220	666	712	667
MVA	648	596	251	404	721	675	664
Misc.	1	1	2				
Structure Fire	90	103	58	98	176	157	161
Hazmat	81	67	42	52	114	110	106
Vehicle Fire				25	51	49	36
Assistance Call	388	384	182	111	249	249	293
Rescue	29	21	16				
Structure False	39	42	13				
Fire False	69	52	19				
Mutual Aid		3					
Lift Assist				90	223	233	260
Wires Down				21	86	40	70
Rescue Other					3	13	9
Rescue Water					5	7	6
Investigation				4	7	7	6
Public Assistance				1	1	6	3
Rescue-High Angle Technical				4	3	2	10
Road Flush					5	1	4
Explosion					4	1	1
Rescue - Confined Space				2		1	1
Rescue - Bridge Distress					1		1
TOTAL	6872	5145	3450	4097	9872	12089	11688

Software change

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2023 -2024 Comparison

	<u>2023</u>	<u>2024</u>	<u>% Change</u>
Mesa	7989	7511	-6%
Alarms	1019	1193	17%
Other Fire	818	686	-16%
Burning Complaints	712	667	-6%
MVA	675	664	-2%
Structure Fire	157	161	2%
Hazmat	110	106	-4%
Vehicle Fire	49	36	-27%

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Fire Department Benchmarks

<u>Benchmark</u>	<u>2019</u>	<u>2020</u>	<u>2021</u> <u>Jan-Jun</u>	<u>2021</u> <u>Jul-Dec</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Incident Responses	6872	5145	3450	4015	9902	12089	11688
Arrival of First Unit on Scene at Emergency Incidents within 6:00 minutes	90.00%	73.1%	73.4%	78.5%	75.7%	74.1%	78.5%
Arrival of Full Alarm Assignment at Emergency Incidents – Arrival within 10:00 minutes	90.00%	95.8%	95.1%	98.1%	93.0%	92.9%	93.8%
Turnout time within 60 sec for medical incidents	90.00%	70.4%	67.3%	69.6%	53.7%	41.4%	49.7%
Turnout time within 80 sec for non-medical emergency incidents	90.00%	68.8%	66.4%	63.4%	68.1%	57.8%	60.8%
Dispatch time within 60 sec	90.00%	89.3%	87.5%	91.2%	97.6%	97.2%	98.1%

Software change

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Overdose Incidents

	<u>2022</u>	<u>2023</u>	% of Change 2022-2023	<u>2024</u>	% of Change 2023-2024
Overdose Incidents	688	1822	164.83%	1150	-36.88%

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2025 NFR Key Initiatives

Strategic Master Plan

NFR Master Plan - Phase 2
&
NFR Master Plan - Phase 3

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2025 NFR Key Initiatives

Operations & Prevention

- Incident Response & Training
- Fire Loss Prevention Inspections & Investigations
- Preplanning
- Fire Fleet Management
- Enhanced Medical Scope of Practice

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2025 NFR Key Initiatives

Outreach & Education

- Smoke Alarms Save Lives Campaign
- Bystander CPR Program
- Take Home Naloxone Distribution Program
- Educational Open House

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2025 NFR Key Initiatives

Wildfire Preparedness

- FireSmart BC Neighborhood Program
- Wildfire Structural Protection Unit
- Wildfire Exercise
- Seasonal Hazard Information
- Community Outreach

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2025 NFR Key Initiatives

Emergency Management

- Emergency Operations Center Exercise
- Emergency Response and Recovery Plan
- Hazard Risk Vulnerability Assessment
- Emergency Support Services

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2025 NFR Key Initiatives

Connections

- Next Generation 911
- Regional Mutual Aid
- Vancouver Island Emergency Response Academy