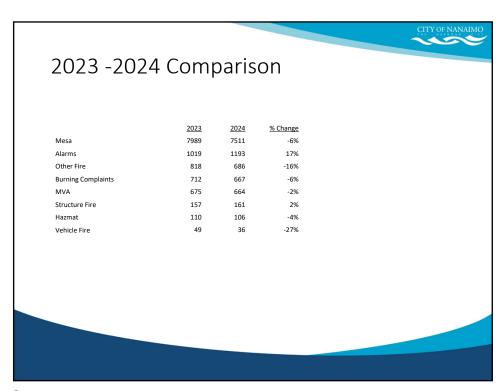


Distribution of Incidents 2020 2021 Jan-Jun 2021 Jul-Dec Alarms Other Fire Burning Complaints MVA Misc. 52 25 Structure Fire Hazmat Vehicle Fire Assistance Call 13 19 Rescue Structure False Fire False Mutual Aid Lift Assist Wires Down 13 Rescue Other Public Assistance Rescue-High Angle Technical Road Flush Rescue - Confined Space Rescue - Bridge Distress



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Fire Department Benchmarks 2021 2021 Benchmark 2019 2020 2022 2023 2024 Jan-Jun Jul-Dec 3450 🛇 6872 5145 4015 9902 12089 11688 Arrival of First Unit on Scene at Emergency 90.00% Incidents within 6:00 minutes 73.1% 73.4% 78.5% 75.7% 74.1% 78.5% 76.1% 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% 93.6% Turnout time within 60 sec for medical 90.00% incidents 70.4% 67.3% 69.6% 53.7% 41.4% 49.7% 47.2% Turnout time within 80 sec for non-medical 90.00% emergency incidents 68.8% 66.4% 63.4% 68.1% 57.8% 60.8% 58.2% 90.00% Dispatch time within 60 sec 89.3% 87.5% 91.2% 97.6% 97.2% 98.1% 98.3%



Overdose Incidents

 2022
 2023
 % of Change 2022-2023
 % 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



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



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



2025 NFR Key Initiatives

Connections

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