



## 100 Mile House Fire Rescue Service 2013 Annual Report

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## **FIRE CHIEF'S REPORT – YEAR IN REVIEW**

It is my pleasure to submit the District of 100 Mile House Fire Rescue Service Annual Report for 2013. 100 Mile House Fire Rescue responded to 277 calls for service in 2013. Those calls are divided into four categories which 106 calls were medical in nature, 97 were fire related, 67 were for highway rescue and 7 were mutual aid responses. The busiest by incident type was 82 Medical Aids followed by 55 MVI 1 and 21 Lift Assists. There were no fire related injuries or fatalities in 2013.

The department is a very well equipped and trained department delivering a great service to the community. We are struggling with the recruiting and retention of members which tends to be a common theme among a large number of fire departments across North America. An aging population base, the lack of new employment in the community and the lifestyle changes with current generations all have an impact on the recruitment of new members. Add that to a call volume that is averaging over 250 incidents/year and the training requirements to provide a safe and efficient fire service and the role of the “volunteer” firefighter is changing.

There were no major capital projects in 2013 but we added some small equipment pieces, completed some energy efficiency upgrades to the fire hall and enhanced our Emergency Services Training Centre. We continue to improve and maintain our existing equipment. We have added high visibility chevron stripping to the rear of most of our vehicles making them safer on the highway and will complete this upgrade in 2014.

We are slowly improving our fire prevention programs and completed 60% of the Annual Fire Safety inspections in 2013 but were bogged down with re-inspections. We are making a few slight changes heading into 2014 on what deficiencies would require a re-inspection, concentrating on more critical life safety issues and providing reminders on the minor issues. The Smoke Alarm campaign was a huge success and we plan on building off of our successes in 2013 and making it a little bigger and better for 2014. The fire hall saw visitors from the elementary school, local daycares, home schooled students, Germany and the PSO Structural Firefighting classes were regular visitors at the fire hall.

The Training Program continues to improve each year and we ran a successful Hazmat Ops course, Pumps & Pumping Course and joined forces with the Williams Lake Fire Department to host a JIBC Regional training Weekend with classes split between 100 Mile House and Williams Lake. We are pleased to say that 100% of our participating members are certified at the BC Basic Fire Fighter level and 4 members completed their full 1001 Firefighter II certification and another 3 to 4 members will complete the 1001 FFII certification by late spring in 2014.

Looking ahead to 2014 will see the department struggle with the retention and recruitment of members but beyond that it will be a very positive growth year for the department. We are looking forward to getting the Fire Services Review completed, striving for 80% for Inspections completed and continuing to enhance our crew's skills with a solid training program.

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## PERSONNEL

100 Mile House Fire Rescue is a paid-on-call fire department with a staffing target of 28 members which includes 1 career position and 27 paid-on-call positions. We started 2013 off with 21 Paid-on-call members and we added 4 new recruits in February bringing our Paid-on-Call roster up to 25.

Maintaining a full roster continues to be the single biggest challenge for the department. Our firefighter turnover rate is 20% to 25% per year. Losing up to a quarter of the department annually creates huge challenges with training while slowly eroding the experience of the department. In 2013 we had 6 members leave the department, 3 recruits did not stay on, with the time commitment being the main factor for them leaving and 3 trained members left for employment opportunities in other communities.

### **100 Mile House Fire Rescue Paid-on-Call Roster** (as of Dec 31, 2014)

Dave Bissat	Jake Felce	Jon Lavigne
Veronica Borg	Wayne Graham	Shawn Nelson
Brandon Bougie	Joe Guerreiro	Bob Sparreboom
Ted Boyd	Kevin Halcro	Tamas Szatmari
Mike Collinge	Ryan Hindmarsh	Chris Watkins
Paul Donnelly	Ken Hooper	
Clare Fast	Jason Krueger	

We will be losing one of our officers in late spring of 2014 as they have taken employment in Alberta. We will have at least 9 Paid-on-Call positions open in 2014. This is the highest number of openings we have had in over 10 years and it will be a challenge to fill these openings. The current demographics of the community impacts the number of potential candidates available to take on the position of fire fighter. Stalled growth in new employment opportunities for young families has had a negative impact on the number available candidates as well.

More and more of our employers are finding it difficult to allow their employees to leave work during daytime hours and several of our members work at jobsites that can take them away from being able to respond during working hours. We don't seem to have the shift workers that we used to have in past years. Daytime response availability is becoming a concern that we will have to address in the very near future. Fortunately the core group of members when available are very well trained and attend training and incidents as much as the possibly can.

The department puts a high priority on family and held an Easter Egg Hunt for the department families around the fire hall. Lots of chocolate was taken home by the kids. We also had a great summer family picnic where the kids and some of the grown-up "kids" had a blast skiing, tubing and cruising the lake. We ended the year with a visit from Santa at the fire hall and the kids were excited opening their gifts. Service as a paid-on-call firefighter does take time away from the families and trying to get the families involved and around the department can help alleviate some of that lost time.





## OUT IN THE COMMUNITY

Outside of the commitment to training and responding to emergency incidents the department membership is very active in the community as a department and as individuals. 100 Mile House Fire Rescue participated in several community events in 2013. We provided a Safe Ride Home program for the Banker's Variety Night and the Hot July Night's Car Show. We continue to support the Cariboo Marathon and the PSO Grad Ceremonies with helping them with parking at these great events. The Santa Claus parade is always a popular event for the department and hopefully we will see a Little Britches Rodeo parade in the community again. The Fire Department also organized the Code 3 Duathlon which raised funds for the Hun City Bike Club and the Youth Zone. We were also out fundraising for the Women's Centre, Muscular Dystrophy and Movember in 2013.



Individually you will see our members out coaching local sports teams, fundraising for other community organizations, volunteering for other community groups, sitting on executives for numerous organizations and being involved in the community. Having that desire to help the community is a strong trait we look for in our firefighters and it is abundant at 100 Mile House Fire Rescue.

The department believes that being out and visible in the community in a role other than as emergency responders is important and will help with recruiting. The department takes pride in its community image and strives to be a strong positive community group.

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## FIRE PREVENTION

100 Mile House Fire Rescue places a high priority on fire prevention by providing an ongoing program that includes fire safety inspections, new business license inspections, inspections on new construction, review of zoning and development permit applications and our public fire and life safety education sessions.

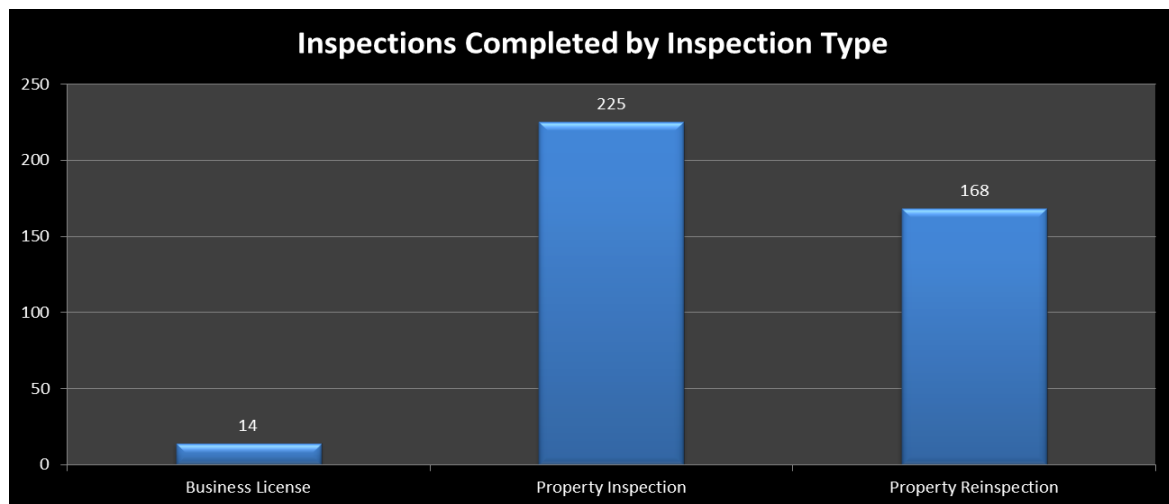
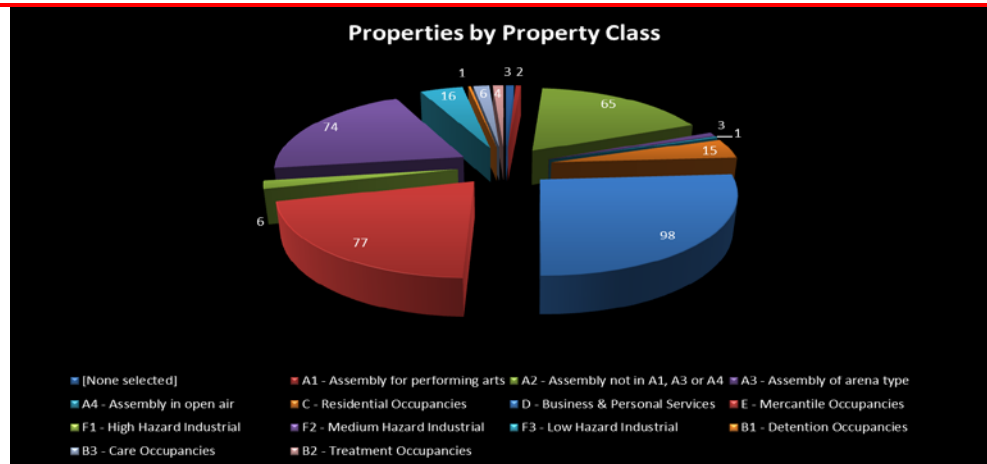
Fire Prevention Week 2013 “Prevent Kitchen Fires” proved too be busy with a trip down to 100 Mile Elementary and visiting the K to 3 classes to talk about Fire Safety in the home and especially the kitchen. The K to 3 classes then came up to the fire hall for a tour while learning about the equipment we use to fight fires, assist with Medicals and extricate patients out of motor vehicle incidents. We also provided kitchen safety materials to students enrolled in the Foods Classes at Peter Skene Ogden Secondary. Fire Prevention Week 2013 was a successful week with 100 Mile House Fire Rescue handing talking to and providing fire safety information to

The department also launched its first door to door Smoke Alarm campaign during Fire Prevention Week. The department went door to door in certain areas within the municipality and tested and distributed smoke alarms. We handed out over 100 smoke alarms in 2013 for residents that required new ones because theirs had been in use for more than 10 years. Of more concern to the fire department was a lot of the smoke alarms went to residences that did not have any working smoke alarms installed. For those not capable of installing their own smoke alarms we stayed a little longer and installed them. We replaced more than 3 dozen batteries for smoke alarms that had dead batteries while we canvassed the community. **Smoke Alarms Save Lives!** We will be continuing with door to door smoke alarm checks in 2014.

2013 seen the department active in the PARTY program and continuing our long standing relationship with PARTY Program in the South Cariboo as a key partner and supporter since its inception more than 12 years ago.



Fire Safety Inspections are an integral part of the fire prevention program and under the Fire Services Act it is required that municipalities have a regular system of inspection of all public buildings. Currently there are 371 Annual Fire Safety Inspections to complete. In 2013 the Fire Department completed 225 of the 371 Annual Inspections or 60%. Along with the annual inspections there were 14 Business License Inspections and 168 re-inspections completed for a total of 407 fire safety inspections. 66% of the properties inspected had fire safety deficiencies noted which led to re-inspections and several of these required multiple re-inspections.

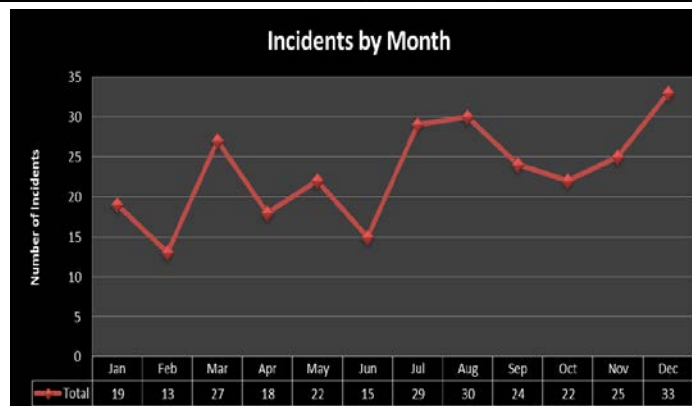
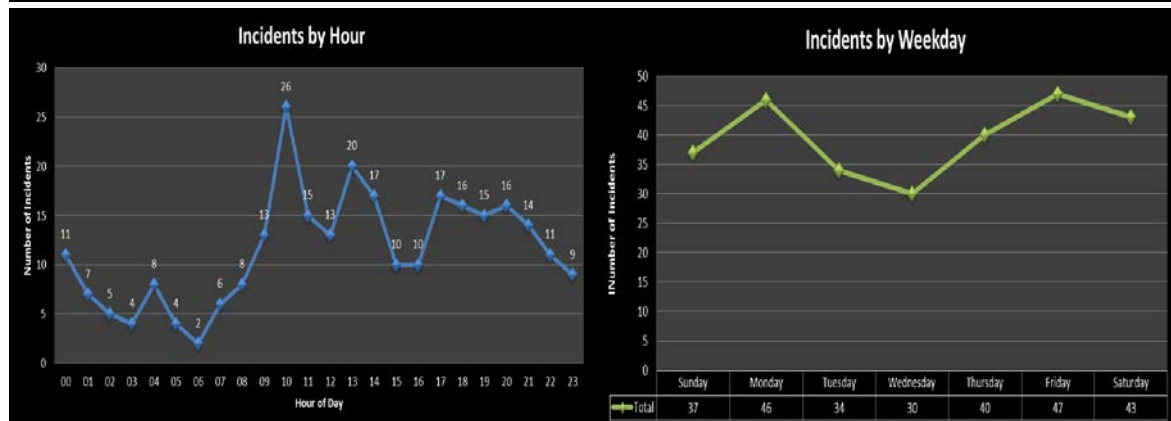
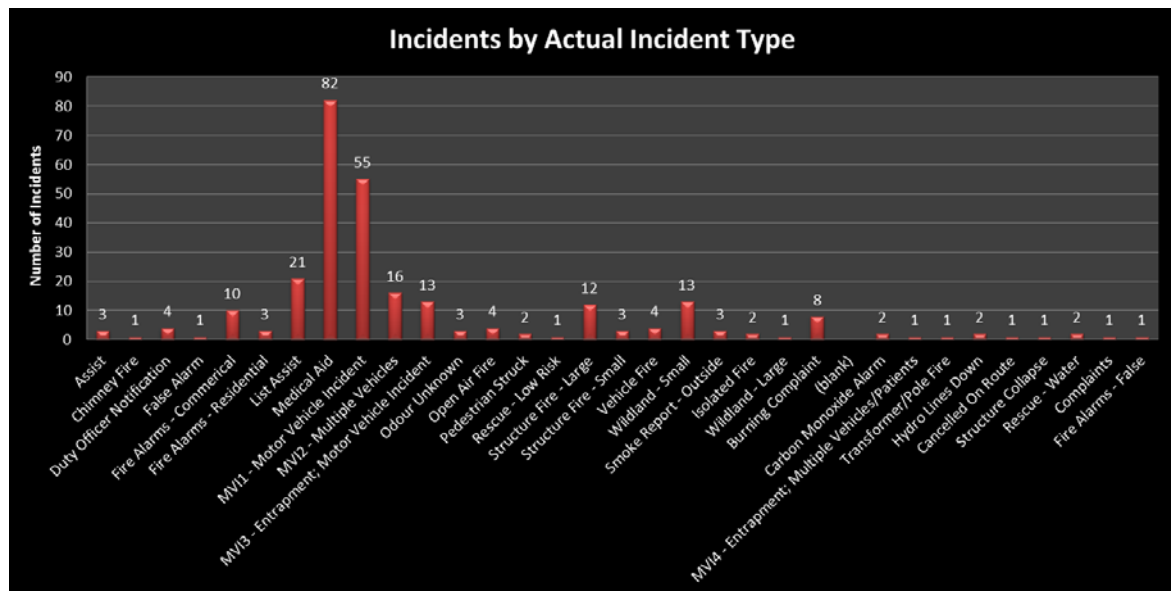


## OPERATIONS

2013 was the second busiest year in the department's history with 277 incidents including; 106 Medical, 97 Fire, 67 Rescue and 7 Mutual Aid. The Fire Department reports incidents in 4 categories; Fire, Rescue, Medical and Mutual Aid.



Those calls are then broken down further into 65 specific incident types. The three busiest incident types were Medical Aids at 82, MVI-1 at 55 and Lift Assists at 21. Our busiest time of the day was around 10am; the busiest day of the week was Fridays; the busiest month was December.





NFPA 1720 *Standard for the Organization and Deployment of Fire Suppression Operations, Medical Operations, and Special Operations to the Public by Volunteer Fire Departments (2010 edition)* is a measurable standard for comparing department operations to (note NFPA 1720 is not adopted).

NFPA 1720 Table 4.3.2

Demand Zone <sup>1</sup>	Demographics	Minimum Staff <sup>2</sup>	Response Time <sup>3</sup>	Meets Objective (%)
Urban Area	>1000 people/2.6km <sup>2</sup>	15	9 minutes	90
Suburban Area	500-1000 people/2.6km <sup>2</sup>	10	10 minutes	80
Rural Area	<500 people/2.6km <sup>2</sup>	6	14 minutes	80
Remote Area	Travel Distance >13km	4	Based on Travel time <sup>4</sup>	90
Special Risks	Determined by AHJ	Determined by AHJ	Determined by AHJ	90

<sup>1</sup> A jurisdiction can have more than one response zone

<sup>2</sup> Minimum staffing includes members responding from the AHJ department and automatic aid

<sup>3</sup> Response time begins upon completion of dispatch notification and ends at the time interval shown in the table

<sup>4</sup> Travel distance formula  $1.7 \times \text{distance (mi)} + 0.65 = \text{travel time example; } 13\text{km (8mi)} = 14:15 \text{ (minutes)}$

100 Mile House Fire Rescue NFPA 1720 Comparison Table

Demand Zone	Demographics	Minimum Staff	Response Time	Meets Objective (%)
Municipality	>1000 people/2.6km <sup>2</sup>	15	9	90%
Fire Protection Area	<500 people/2.6km <sup>2</sup>	6	14	80%

100 Mile House Fire Rescue Table

Demand Zone	Demographics	Average Staff	Response Time <sup>1</sup>	Meets Objective (%)
Municipality	>1000 people/2.6km <sup>2</sup>	6.9 <sup>2</sup>	11.5 minutes	80%
Fire Protection Area	<500 people/2.6km <sup>2</sup>	6.9 <sup>2</sup>	14.5 minutes	83%

<sup>1</sup> OMHFR response times were established at 6:30 Turn-out Time + 5:00 Travel in the municipality and 9:00 in the FPA

<sup>2</sup> Average staff does not include response from mutual aid departments as we don't have an automatic aid agreement or the current ability to track mutual aid staff in RMS. However Mutual Aid to a point within the municipality is longer than 9 minutes.

\* Turn-Out Time is recorded from the time of page out until the first fire apparatus roles out of the hall. It does not include duty vehicles.

In 2014 the department will be adjusting its reporting format and targets to match that of NFPA 1720. The department is reaching its own set target within the Fire Protection Area (FPA) but not within the municipality. Factors directly relating to not making the target within the municipality are;

1. Paid-on-Call Staffing levels are at a historic low making the number of available members on most days less than our minimum response staff level.
2. Currently there are only 4 Paid-on-Call staff residing within the municipal boundaries. The majority of staffing live beyond a 5 minute travel time to the fire hall which increases the Turn-out time, which increase the overall response to incident time.
3. Day-time availability for responders is getting more and more difficult, resulting in longer response times and fewer members available

Fire related calls accounted for 97 responses in 2013. These include everything from structure fires, wildland fires, fire alarms, MVI within the FPA to burning complaints. There were no significant residential or commercial fires within the municipality or the contracted fire protection area. The majority of structure fire responses within the municipality were industrial in nature with 7 responses to the Ainsworth OSB Plant and 2 to West Fraser Mills.

Area Wide Rescue related calls accounted for 67 responses and included Motor Vehicle Incidents (MVI) outside of the Fire Protection Area and 3 other types of rescues. Of note is that MVI within



the Municipality and Fire Protection Area are typically classified as Fire related calls as our primary role at these incidents is hazard mitigation and control followed by rescue and medical services. In other words we would be attending these incidents as the Fire Department regardless of whether or not we provided Area Wide Rescue Services. Total MVI attended in 2007 were 84.

Medical related calls were our busiest response category with 106 responses broken down to 82 Medical Aids, 21 Lift Assists and 3 Other. 78 of these calls were within the municipality and the remaining 25 in the Fire Protection Area. Our working relationship with BCAS is excellent and we complement each other's services very well. The department responds to medical calls that are considered critical by the BCAS Resource Allocation Plan (cardiac arrest, respiratory arrest, major trauma etc.) where our assistance is a benefit to the responding ambulance crew or when the local ambulance is delayed and then we will respond to provide patient care until an ambulance is available. This response model works very well and keeps our call volume reasonable.

Mutual Aid calls accounted for 7 incidents in 2013 including 2 incidents in Forest Grove and 5 in Lone Butte. Mutual aid is reciprocal and we requested assistance from our Mutual Aid partners 6 times in 2013. Mutual Aid benefits all departments in the South Cariboo as we can rely on each other for assistance at incidents. The South Cariboo has a blanket Mutual Aid Agreement that includes Watch Lake/North Green Lake FD, Lone Butte FD, Interlakes FD, Deka Lake FD, 100 Mile House FD, Forest Grove FD, 108 Ranch FD, Lac La Hache FD and Greeny Lake FD.

## CAPITAL PROJECTS

**2013** seen several minor capital items purchased and projects completed.

Equipment purchases included;

- New carbon fiber SCBA cylinders as we gradually switch from the aluminum cylinders to carbon fiber cylinders. The weight difference between the cylinders might not seem like much but when working at a fire for an extended period it is a huge difference.
- A new Argus Thermal Imaging Camera. The TIC helps fire fighters see in low visible environments by detecting thermal signatures. We now have 3 TICs in service in the department and will be replacing one in the future and adding a 4<sup>th</sup> to the inventory. This will provide this valuable technology to the teams that may have to enter a hostile environment. The TICs are also used at MVI, Hazmat and Fire prevention Incidents. They can reduce property damage and save us time as they detecting hidden fires and hot spots.
- A Second TFT Blitz Fire Nozzle was also purchased for E-12 in 2013. The Blitz Fire is an unmanned 2 ½" nozzle that can be set up and left unattended when needed. Flowing up to 500gpm and with a self-oscillating feature and automatic shut-off, the Blitz fire nozzle helps us stretch our available manpower and keep fire fighters out of areas that way may need water to combat the fire but are not safe for a fire fighter to stay.
- New Rooftop Unit for the fire hall administration side. This unit replaced the original unit make-up air unit that had been in service since the building was constructed.
- Drafting and Pump Test Tank installed at the Emergency Services Training Centre. An in-ground tank was installed that will provide an additional water supply for live fire training,

a pump operator training site that reuses the water during training and pump test pit for annual pump testing and maintenance,



## TRAINING

2013 was another busy year for the fire department when it came to training. Moving forward with the 1001 Firefighter II program was the focus for training nights along with all of the other disciplines that the crew has to stay proficient in. We ran several outside courses in 2013 including; Airbrakes, Hazmat Operations, Live Fire, Pumps & Pumping, Tender Operations, Strategies & Tactics, ICS 200 and First Responder Medical training.



Pumps & Pumping

Tender Ops



Hazmat Operations



Strategies &amp; Tactics



Wildland Practice

One of the highlights in 2013 was when we brought Dr. Kunz in for a presentation on cancer in firefighters. The firefighter's spouses were invited in for the evening session and it was very informative and well received. Firefighters have a higher probability in developing cancer due to the exposure to toxins while fighting fires. The crew's awareness on the importance of their own health has been increasing each year and we have been making operational changes to reflect the health and safety of our crew members.

Our crews met the 70% practice attendance target in 2013 and we will be bumping the target to 75% for 2014. Practice attendance is so important with all of the skills required to perform the role of firefighter safely and efficiently.

In 2013 the following fire fighters completed their 1001 FF II certification bringing the total number of 1001 firefighters up to 6. Congratulations to Brandon Bougie, Ted Boyd, Ryan Hindmarsh and Will Johnson. Reaching the 1001 FFII certification shows a huge commitment to training and a lot of additional time put in. More excitingly there are 4 other members very close to completing the 1001 and this will happen early in 2014 and the majority of our members will certify to the 1001 FF II by the end of 2014 or early in 2015. This is a very big accomplishment for the crew.

The Emergency Services Training Centre continues to offer more courses each year as we develop more instructors in our region expanding our course options. The key to the ESTC is manpower and having enough people available to maintain, tech and instruct there without causing burn out. The ESTC is a great facility that provides a huge benefit to the regional departments and to those outside of the region.

## EMERGENCY PREPAREDNESS PROGRAM

The Emergency Preparedness Program was very inactive in 2013 with no events or projects conducted. The threats to the community remain the same with Wildland Interface Fire being the highest risk to the community, followed by Transportation Incident with dangerous goods, Pandemic and Industrial Fire.

The Emergency Support Services (ESS) team is an excellent group of dedicated volunteers that look after assisting people in need after an emergency event who have been displaced either through an evacuation or down to a small individual property event like a single family home. The

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ESS team trains monthly and is led by ESS Director Liz Zones who is assisted by Doug and Jackie Belcham. The ESS team took advantage of an opportunity to have the 100 Mile House Wranglers Junior “B” club be part of a mock Emergency Reception Centre training session. ESS has up to 50 regional volunteers that they can access when the time arises.

## **LOOKING AHEAD to 2014**

2014 will be another exciting growth year for 100 Mile House Fire Rescue and we have set some goals for each of our areas.

### **Administration**

- Fire Services Review & Strategic Plan Report
- Fire Services Bylaw update
- Continuing update of Standard Operating Policies and Procedures
- Fire Protection Area Contract Renewal
- Regional Rescue Funding Agreement
- Rural Water Supply Report
- Expansion of Shared Services

### **Fire Prevention**

- 80% of Annual Fire Safety Inspections Completed
- Reduction of properties requiring re-inspections by 20%
- Second Door to Door Smoke Alarm Campaign

### **Training**

- 2014 Recruit Fire Fighter Program
- 75% of our firefighters completing up to Module 5 of the JIBC NFPA 1001 Program
- Introduction of new Training Standard based on Exterior/Interior/Supervisor/Special Ops requirements
- 15% increase in course offerings at the ESTC

### **Operations**

- Reach Full Paid-on-Call Staffing Target of 27
- Full Implementation of the Swiss Phone Fire Fighter Responding System
- Set Response Goals matching NFPA 1720

### **Emergency Program**

- Emergency Preparedness Bylaw update
- Emergency Plan update
- Table Top Exercise with Spectra Energy