

VANCOUVER FIRE & RESCUE SERVICES

ANNUAL REPORT 2001



“ PEOPLE WHO CARE ABOUT YOU ”



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MESSAGE FROM GENERAL MANAGER/FIRE CHIEF RAY HOLDGATE

We are pleased to submit the 2001 Annual Report providing information about Vancouver Fire & Rescue Services activities during the year.

2001 was a very productive year for our department and a very sad year for the Fire Service. The terrorist attacks in the United States had a dramatic affect on all Fire Fighters and in particular, Vancouver Fire Fighters who lost many friends and colleagues in the World Trade Center tragedy. I was extremely proud of all Vancouver Fire & Rescue Services staff for their fund raising efforts and support of those who died in this disaster. Fire Fighters who died in the line of duty will never be forgotten.

Vancouver Fire & Rescue Services continues to be a leader in the Fire Service throughout the world in the areas of prevention, education and emergency response. Our pro-active approach toward education and prevention continue to provide positive results. Fires, loss of life and property damage continue to decline as a result of continued prevention and education.

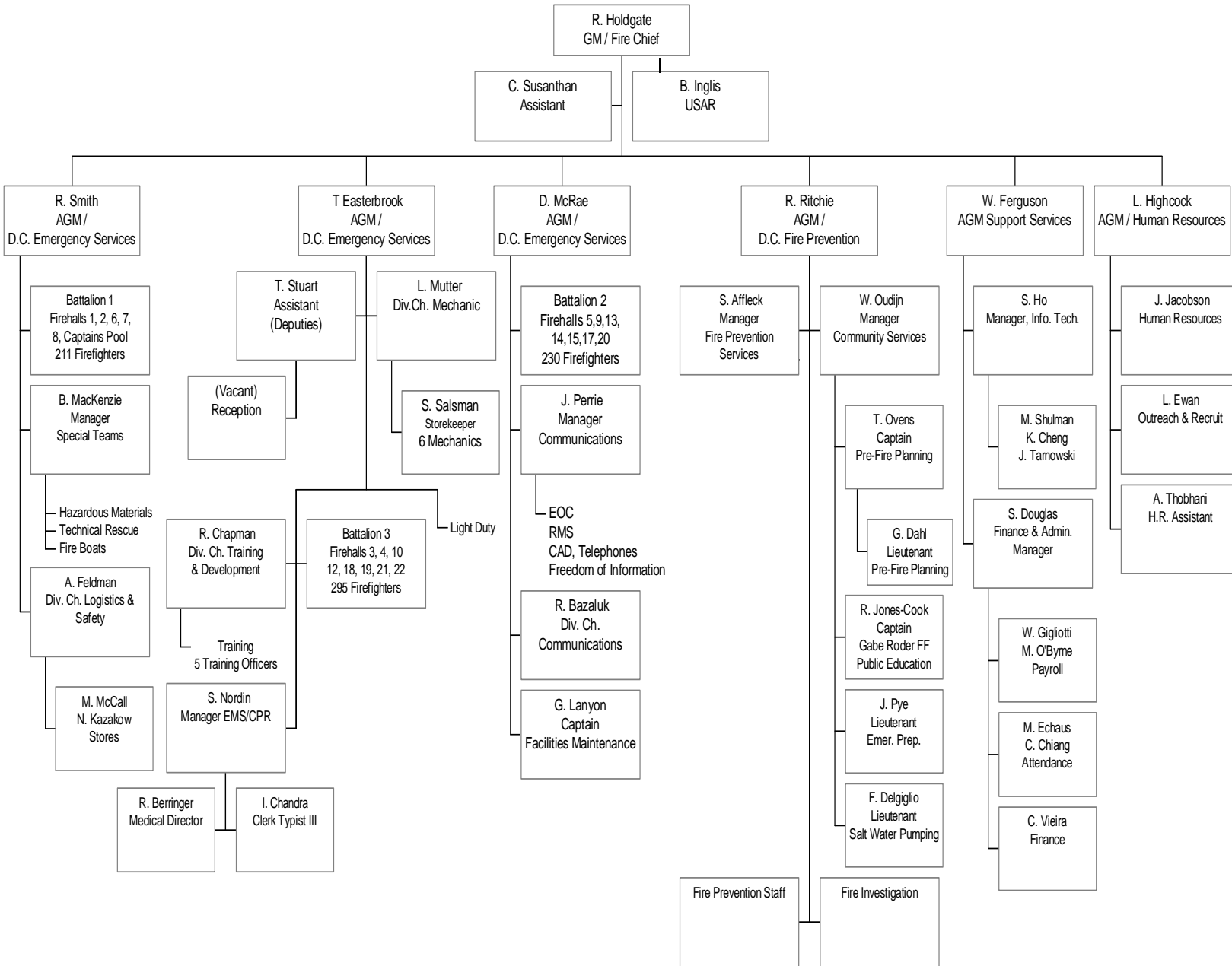
The business of the Fire Service will continue to change. Our response to a variety of incidents indicates the need for our department to embrace change and prepare for even greater expectations in the future. The Citizens of Vancouver expect and receive the very best service from our department.

Although Firefighting continues to be our core business, responses to medical emergencies make up the majority of our emergency responses. Training for medical emergencies and other specialty areas will continue to grow and expand as the demand for these additional services increase in the future.

The information contained in this report will provide valuable information about our department and insight into the activities during 2001. We have a long history of providing the highest quality service to the citizens of Vancouver and I would like to thank all staff for their continued dedication to excellence.



THE ORGANIZATION





DIVISIONS

Communications

- # Dispatch
- # EOC
- # RMS
- # CAD, Telephones
- # Freedom Of Information

Community Services

- # Emergency Preparedness
- # Pre-Fire Planning
- # Public Education
- # Dedicated Fire Protection Systems

Facilities Maintenance

Fire Prevention

- # Fire Investigation

Fleet Maintenance

Human Resources

- # Outreach, Recruitment & Staffing
- # Labour Relations & Contract Administration
- # Attendance Management
- # Career Development
- # Performance Development & Evaluation

Logistics & Safety

- # Stores

Special Teams

- # Hazardous Materials
- # Technical Rescue
- # Fire Boats

Support Services

- # Finance & Administration
- # Information Technology

Training

- # EMS
- # USAR



FIRE HALL LOCATIONS

HALL #		ADDRESS	AREA	PHONE #
BATTALION 1				
1	Dispatch	900 Heatley Avenue	Strathcona	604.665.6001
2	Fire Boat	199 Main Street	City East	604.665.6002
6	Tech Rescue	1001 Nicola Street	West End	604.665.6006
7	B/C #1	1090 Haro Street	City Centre	604.665.6007
8		893 Hamilton Street	Yale Town	604.665.6008
BATTALION 2				
5		3090 East 54 th Avenue	Champlain	604.665.6005
9		1805 Victoria Drive	Grandview	604.665.6009
13	Haz-Mat	790 East 24 th Avenue	Riley Park	604.665.6013
14		2804 Venables Street	Hastings	604.665.6014
15		3003 East 22 nd Avenue	Renfrew	604.665.6015
17		7070 Knight Street	Fraserview	604.665.6017
20	B/C #2	5402 Victoria Drive	Victoria	604.665.6020
BATTALION 3				
3	Haz-Mat	2801 Quebec Street	Mount Pleasant	604.665.6003
4	Tech Rescue	1475 West 10 th Avenue	Fairview	604.665.6004
10	Haz-Mat	2992 Westbrook Mall	University	604.665.6010
12	Fire Boat	2460 Balaclava Street	Kitsilano	604.665.6012
18	B/C #3 Mask Repair	4396 West 12 th Avenue	Shaughnessy	604.665.6018
19		4396 West 12 th Avenue	West Point Grey	604.665.6019
21		5425 Carnarvon Street	Kerrisdale	604.665.6021
22		1005 West 59 th Avenue	Marpole	604.665.6022



COMMUNICATIONS - Dispatch

Relief dispatchers has increased to a total of 20. Training is scheduled to continue for the balance for the year and we have expectations of an additional 8 - 12 members.

- # Transition of Port Moody Fire with VFRS Dispatch.
- # Training continues for FD3 (Seniors training) with 4 Junior Dispatchers. This has progressed to the stage where 2 of the 4 could be qualified to act as Senior Dispatchers within the next month or two. This would increase our complement of qualified senior and acting senior dispatchers to 8.
- # In the process of developing a Seniors Training Manual.
- # A comprehensive Battery Maintenance program for portable radios has been developed and is in place. This has enabled us to reduce the number of communication problems experienced prior to the Battery Maintenance program from 10-15 a month to 1-2.
- # Training of all members on the new Altairis CAD continues and the preparation for the transition to E-Comm this summer. This has involved a comprehensive review of all policies and procedures of the office and the reviewing of all training material for accuracy.
- # Members are now involved in applying for URO positions for the department at E-Comm and updating qualifications to return to suppression if they so desire.

COMMUNITY SERVICES - Public Education

The Public Education office is responsible for three areas.

- # Public Education
- # Public Relation
- # Media Relations

The Division is staffed by one Captain and for a trial period, one Fire Fighter assistant who report to the Community Services Manager and Deputy Chief Fire Prevention.

Typically the office responds to enquiries both internally and externally in relation to all facets of VFRS operations. This may be through mail, e-mail, telephone, or personal meetings. An average of 152 telephone voice mails are answered monthly and an equal number of e-mails are also responded to. This translates to an additional 1824 contacts. This does not include the number of telephone calls that are answered while in the office.

The office distributes fire and life safety messages in several ways. Printed materials, media appearances, lectures, public appearances, video distribution, telephone and e-mail are but some examples.

The Public Education office is responsible for the following areas:

- | | |
|---|------------------------------|
| • Portable Fire Extinguisher Training | • Media |
| • Fire Hall Tours | • Junior Fire Setter Program |
| • School Program - Vancouver School Board | • Visiting Fire Fighters |
| • Seniors and Handicapped Audiences | • Community Events |




HISTORICAL DATA					
	1997	1998	1999	2000	2001
Protected Population (estimated)	554771	563381	569132	576805	580805
Operating Budget	\$59,385,300	\$60,963,700	\$62,154,176	\$62,775,790	\$67,056,000
Average Response Time* Priority 1 calls	3.95 min.	4.09 min.	4.21 min.	4.30 min.	4.25 min
FIRE LOSSES					
Arson Loss (\$ millions)	\$4.1	\$6.3	\$5.8 (est.)	\$4.6 (est.)	6.2 (est.)
Total Fire Loss (\$millions)	\$14.9	\$15.5	\$16.6 (est.)	\$16.4 (est.)	20.1 (est.)
Average \$ Loss per Fire	\$12,484	\$14,757	\$19,856	\$16,633	\$21,360
Average \$ Loss per Capita	\$27.34	\$28.07	\$29.17	\$28.43	\$34.60
FATALITIES & INJURIES					
Fire Fatalities	3	0	6	3	4
Fire scene Injuries (civilian &FF)	157	100	112	102	104
INCIDENTS					
Fires with \$ Loss	1191	1051	836	986	941
False alarms/No Fire	8474	8716	8292	8355	8332
Medical Incidents (1st Responder)	27065	24980	23904	23990	23046
Total Incidents	39614	37818	35792	36034	35210
Multiple Alarms	33	24	17	17	14
Arson/Suspected Arson Fires	437	334	389	286	290
INSPECTIONS					
Fire Company Inspections	12975	13973	5809	9606	6281
Fire Prevention Inspections	19332	10453	16280	15845	13413
Total Inspections	32307	24426	22089	25451	19700



COMMUNITY SERVICES - Pre-Fire Planning

Following is an outline of some of the work performed by Pre Fire Planning in 2001:

- ☞ Operations Manuals
- ☞ Video Duplications
- ☞ Name Tags
- ☞ Maps
- ☞ Lockbox
- ☞ Video Productions
- ☞ Photography
- ☞ Report Writing
- ☞ Data Base
- ☞ Audio / Visual programs
- ☞ FF Elevators
- ☞ Inside Relationships/Outside Relationships

 VANCOUVER FIRE & RESCUE SERVICES PROVIDES EMERGENCY SERVICES FOR:	
RESIDENTS	580805
DWELLING UNITS	220000+
HIGH-RISE BUILDINGS	700+
SQUARE KILOMETRES (49.5sq.mi)	128
LARGE PARKS (Wildland fire threat)	2
INTERNATIONAL DEEP SEA PORT	1
UNIVERSITY CAMPUS (By contract)	1



COMMUNITY SERVICES -Emergency Preparedness

- # The Emergency Preparedness Fair 2001 took place on the 6th and 7th May 2001. It was well attended and had the usual demonstrations by Fire, Police, Military and Ambulance
- # The Passport, which the children had stamped, listed thirty-eight participants who either had Booths or participated in the Fair.
- # Special Teams from High Angle Rescue, Auto Extrication, and Haz-Mat performed to the delight of the public and School Children.
- # The Police Department displayed the Motorcycle Squad, the Mounted Police and demonstrated a car chase using police vehicles and police dogs.
- # The U.S.A.R. Team demonstrated their skills.
- # The children participated in the children's Mini Fire Fighter Challenge.
- # Live Fire was demonstrated in the Burn Tower with the participation of VFRS Fire Crews.
- # A variety of clowns kept the Children amused on both days including Captain Bud and Old Gus.
- # The Fire Fighters Band entertained and participated in the Opening ceremonies.
- # The Children enjoyed Fire Truck rides.

A Fair of this size cannot function well without the participation of volunteers and the EP Fair committee wishes to thank everyone who put in time.

Home and Workplace Emergency Preparedness to groups.

- # In 2001 the Emergency Preparedness division continued with the growth in numbers of both Presentations and individuals who attended.
- # 50 Presentations were given to groups with a total number of people at 1170.

Emergency Response Team Training.

- # A total of 72 people attended the Emergency Response Team Training course. This three day course takes place at the Chess Street Training site. This course was originally designed for City Employees but through the outside presentations the division conducted requests from the private industry. The division generated approximately \$21,600 in revenue from the course.



FACILITIES MAINTENANCE

This division is responsible for the maintenance and repair of 20 firehalls, a Burn tower and a training center including building systems, grounds and equipment. The operation of a small woodworking shop, used for the repair of small equipment and construction of various furnishings also falls under this division. This division also purchases, stores and distributes firehall furniture and equipment.

- # At the beginning of the year construction on a new firehall began to replace firehall #13.
- # Plans for a new Training Center were completed and construction will begin by this fall.
- # This year saw a number of building improvement projects undertaken and completed by both outside contractors as well as the maintenance shop.
- # New steel beams were added to firehall #6 to provide more strength to the apparatus floor for the heavier fire trucks.
- # A program to install automatic gas shut-offs to protect the firehalls in case of an earthquake was also completed.
- # Plans to build a Battalion Chief's office and the reinforcement of the concrete apparatus floor to accommodate heavier apparatus is underway at firehall #1.
- # By the end of summer, renovations to the administration office housed in the lower level of hall #1 should be complete.
- # The year 2001 saw 1500 requests for repair, maintenance and other services which were completed using a combination of in-house staff, City departments and private contractors. The addition of a staff member to this division helped immensely.
- # The division was also involved with the coordination of projects initiated by the City and the GVRD. A cell site for BC Mobility was installed at firehall #5 and an antenna for land surveying using GPS installed at firehall #1.

FACILITIES	
Fire Halls	20
Training Academy	1
Fire Prevention Offices	2





FIRE PREVENTION

Vancouver Fire & Rescue Services, Fire Prevention Division's Annual Report is based on activities associated with our division.

The Fire Services Act mandates that "The Fire Commissioner" maintain legal and statistical records of all fires that occur in the province.

The duties of Fire Prevention Inspectors have changed over the years. Fire Prevention does more than provide inspections and code enforcement. This division also educates the public, and promotes awareness that will help prevent injuries and death. Identifying the cause of fires, locations in which they occur, and other factors responsible, are important to the community.

The Information gathered throughout the year helps to enhance and evaluate building and code enforcement. Not all fire problems will be solved by establishing codes and providing enforcement. Making the public aware of the dangers, and how to react when the fire alarm rings, are an essential part of public education.

Fire Inspectors are involved in many activities that involve team work, and are an integral part of the City Bylaw enforcement. The following are examples of some of the work the Inspectors are involved with:


- # Integrated Service Teams
- # Home Programs
- # Task Forces and Liquor Flying Squads
- # Problem Buildings
- # Special Events
- # All Night Dance Parties (RAVE)
- # Floor Warden Training
- # Fire Extinguisher Training
- # Public Education
- # Part of Marijuana Grow Busters Team


Our Fire Prevention Division is a part of the neighbourhood communities. Three district captains manage the Fire Prevention inspectors, and fire halls assigned within their district.

- District One is still hoping to be relocated into No. 1 Firehall sometime during 2002.
- District Two will eventually operate out of the proposed new No. 15 Firehall.
- District Three has been operating out of No.10 Firehall for over a year.

The Fire Prevention Division has a detailed annual report covering all areas of the division.



 FIRE PREVENTION DIVISION INSPECTIONS - 2001	
REGULAR INSPECTIONS	8136
OCCUPANCY INSPECTIONS	968
REGULAR NIGHT INSPECTIONS	49
RMS SURVEY	0
SURVEY	15
ORDER SEARCH	546
RECHECKS	1717
CONTRAVENTION	127
COMPLAINTS	515
PERMIT INSPECTION	207
UPGRADE RECHECKS	4
FIRE	6
SPECIAL	884
UNCLASSIFIED	239
TOTAL	13413

 FIRE INVESTIGATIONS	
REGULAR INSPECTIONS	2
REGULAR NIGHT INSPECTIONS	594
RECHECKS	11
CONTRAVENTION	0
UPGRADE SURVEY	2
SPECIAL	0
OCCUPANCY	0
COMPLAINTS	0
FIRE	0
UNCLASSIFIED	4
TOTAL	613

FLEET MAINTENANCE

In 2001 this division maintained a fleet of 118 vehicles and over 190 portable fire pumps. Chainsaws, demolition saws, cutoff saws, generators, extrication tools, nozzles, clamps, eductors, valves and other related small fire fighting equipment was also maintained by this division.

This division not only ensures that a current annual safety inspection is completed for the department's light, medium and heavy fire apparatus but safety related items found defective during the inspection are attended too and operational safety is maintained at all times.

While major hull and equipment surveys were carried out on four of the five fire boats, hull and equipment repairs were completed on three. All five fire boats had major engine, fire pump, hull repairs or transmission repairs completed as well as their normal service and maintenance work completed.

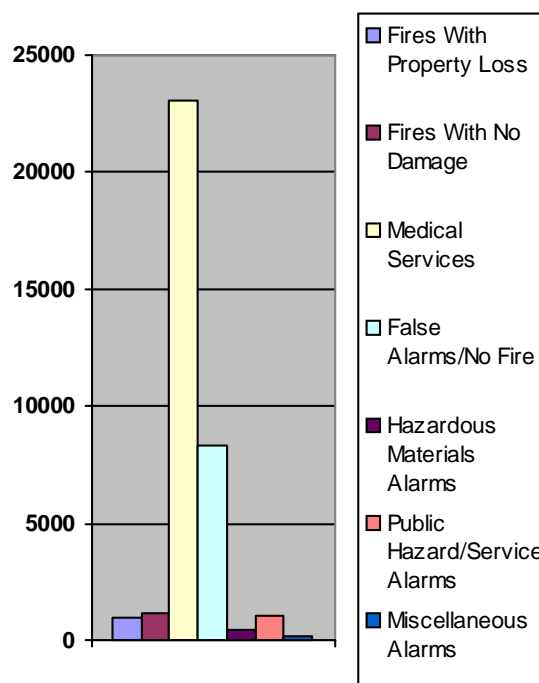
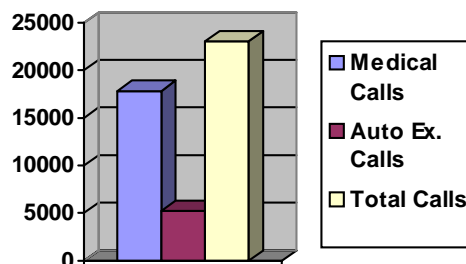
In the year 2001 the Fleet Maintenance division carried out the following:

- ☞ 37 sets of forcible entry and auto extrication tools were serviced and maintained.
- ☞ fire pump service tests completed on 48 of 50 fire apparatus
- ☞ inventoried and issued 155 pails of class A, class B and practice foams
- ☞ Input of 25% stockroom inventory into the computer system
- ☞ tested and repaired all 175 ground ladders
- ☞ completed 72% of the scheduled apparatus preventive maintenance



- ☞ added on board battery charging systems to all first line apparatus
- ☞ changed 22 of 28 foam eductors to 95 GPM and all first line apparatus to class A foam
- ☞ 12 new light duty vehicles were outfitted and placed in service along with one 30 meter Ladder Platform and one Dedicated Fire Protection Roll On/Off truck.

APPARATUS (including multiple alarm reserves/spares)	
Engines	10
Aerial Ladders/Quints	6/14
Battalion Chiefs Vans	4
Spare Engines/Ladders	3/2/1/1
Rescue Vehicles	7
Command Unit	1
Truck Mounted Crane	1
Back Hoe/Dump Truck/Forklift	1/1
Clothing Wagon	1
Flat Deck 1 Ton	1
Vehicle Maintenance Vans	2
Building Maintenance Van	1
Safety House & Towing Vehicle	1/1
1500 GPM Hydro Pump	1
Wild Land 4 x 4	1
Haz-Mat Tenders	1
Fire Boats	5
Hose Tender (for high pressure system)	1
Life Support Unit	1
High Angle Rescue Tender	1
Urban Search & Rescue Trailers	3
Extinguisher Repair Van	1
Other Automobiles & Vans	61
TOTAL APPARATUS	135





HUMAN RESOURCES

Outreach, Recruitment & Staffing

The Division has responsibility for ensuring all staffing requirements of the Department are met in an effective and timely manner. The Outreach program ensures our goal of creating a workforce which reflects the composition of the qualified labour pool available in the City is met. The recruitment of entry level Fire Fighters saw us process approximately 320 applications in the year 2001. Through a nine (9) step process of testing and selection, twenty-four (24) new members commenced employment in 2001 and eleven (11) members were selected for a February 2002 start date.

Twenty (20) positions were filled to satisfy staffing needs in the Exempt, Clerical and Group 2 categories. Numerous internal competitions for training and instructional positions were also successfully completed.

Labour Relations & Contract Administration

The Division has responsibility for ensuring timely and effective management of labour relations issues and the effective administration of the Collective Agreements in place with IAFF Local 18 and CUPE 15. This includes chairing of the Labour/Management Committee and ensuring the grievance procedure for disputes is managed in a timely and effective manner.

Attendance Management

We have responsibility for ensuring a program is in place to monitor attendance levels and to develop strategies to ensure effective application of the Sick Leave programs. This responsibility interfaces with Support Services division staff in the area of staff absence records, disability management, light duty programs and with the City's Return to Work Coordinator for W.C.B. claims management.

Career Development

The responsibility for the Department's Career Development Program rests within the Division. This includes providing career counseling to Department staff; maintaining liaisons with City and outside agencies and effective management of the career development budget. This includes researching various programs to meet the unique need as Executive and Management positions as well as arranging for specific group training workshops.

Performance Development and Evaluation

The Division has responsibility for developing, maintaining and administering the Department's various performance development and evaluation programs. Additionally, we are responsible for researching and recommending effective models (i.d. Competency based).


TOTAL DEPARTMENTAL PERSONNEL	834
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UNIFORMED PERSONNEL



General Manager/Fire Chief	1
AGM/Deputy Chiefs	4
Battalion Chiefs	12
Division Chiefs	4
Captains	80
Lieutenants	60
Rescue Officers	28
Fire Fighters	560
Fire Prevention (Inspectors/Cpts./ Lts).	27
Training Officers	5
Mechanical Maintenance	7
Building Maintenance (Capt.)	1
Fire Dispatchers	14
Minium On Duty Strength* (not including Dispatch)	133
TOTAL UNIFORMED PERSONNEL	803

CIVILIAN PERSONNEL		
Human Resources	Assistant General Manager	1
Support Services	Assistant General Manager	1
Various Divisions	Operations Manager	5
Administrative Services	Manager/Clerks	18
Fire Prevention	Engineer	1
Human Resources	HR Advisor	1
Information Services	Manager/IT Staff	4
Total Civilian Personnel		31

 FIRE COMPANY INSPECTIONS - 2001	
REGULAR INSPECTIONS ASSIGNED	12,024
INSPECTIONS COMPLETED	6,287
TOTAL OUTSTANDING	5,737

 EMERGENCY MEDICAL SERVICES STATISTICS	
Community C.P.R. Instructors	41
First Responder Instructors	80
Auto Extrication Technician/Instructors	51



SPECIAL TEAMS

The following information is an overview of the Special Teams Division that functions in a layered operation at the fire hall level. The 'special teams' operations encompass three areas that require Fire Fighters to be trained and equipped to a higher level to meet specific response needs.

Hazardous Material Teams

- # As a result of the terrorist attacks of November 11, 2001 the scope of operation for the HazMat teams has been expanded to include responses to domestic CBRN (Chemical, Biological, Radiological and Nuclear) threats.
- # Federal funding has been allocated for equipment and training of emergency responders based on a 75%/25% split, the twenty five percent coming from the City budget.
- # The in-house 'HazMat Technician' training program is conducted once yearly, beginning in April/May and running through to November.
- # HazMat Instructors and team members attended the following courses and seminars during 2001;
 - Air monitoring and Gas detection
 - Biological and Chemical Agents
 - NBC (Nuclear, Biological and Chemical) Awareness for First Responders

Technical Rescue Team

- # The annual seven week training course is conducted by team Instructors and certified by ROCCO Rescue Canada.
- # During 2001 the department expanded the number of operational Instructors from 12 to 16.
- # The Technical Rescue Team is partially funded by the Provincial Worker's Compensation Board (WCB) in the form of an Annual Rope Rescue Equipment Allowance of \$ 10,000. The members of this team train extensively in all types of response scenarios and work closely with industry to train on site in conditions that may be encountered during an actual rescue.
- # During 2001 the Technical Rescue team compiled a total of:
 - 4557 hours of combined training hours, which equates to an average of 72.3 training hours per member.
 - 2 rescues of High-Rise Window Washers.
 - 1 rescue from a City of Vancouver Sewers excavation.
 - 4 responses to disturbed individuals at the request of police
 - 1 response at the request of the coroner.

Fire Boats

The City of Vancouver participates in a consortium, along with five other regional fire departments, to provide waterside fire protection for the jurisdictional waterways under the control of the Vancouver Port Authority.

The consortium operates and provides preventative maintenance on the following resources;

- # Fireboat #1 - Vancouver Fire & Rescue Services.
- # Fireboat #2 - City of North Vancouver Fire Department.
- # Fireboat #3 - City of Burnaby Fire Dept. & City of Port Moody Fire & Rescue (joint operation).
- # Fireboat #4 - District of North Vancouver Fire & Rescue Services.
- # Fireboat #5 - Vancouver Fire & Rescue Services.

The fireboats are operated by a crew of four comprised of; an Officer, Fireboat Operator and two Deck Hands. This requires a land based fire company to respond from the closest fire hall and change roles to that of a 'marine fire company'. A total of 78 members of Vancouver Fire & Rescue Services are trained to operate Fireboats # 1 and # 5.

Members of the consortium departments that will operate these specialized fire apparatus must first attend



SUPPORT SERVICES

Finance & Administration

- # A new Firehall 3 replaced the original No.3 which was constructed in 1913. Detailed planning and design work to replace Firehall 13 was started with a projected occupancy in late 2002.
- # A capital submission to replace Firehall 15 was prepared. Supplementary Capital submissions to replace the Training Classrooms at Chess street were prepared and funds were allocated to build a two storey classroom block which will also function as a back-up for City Hall.
- # The 2001 budget was prepared and approved and a detailed review of 2001 expenditures was completed at year end.
- # A New and Non-Recurring budget submission was prepared and the Fire Department received \$127,000 to cover these expenditures.

Finance

The Finance Section prepares and monitors the budget and processes all non-salary payments through the new SAP financial system. Functions include producing Departmental analyses, auditing existing processes, and providing Accounts Payable and Accounts Receivable services. 2001 activities included analyses of Departmental leave patterns, and revising accounting procedures in response to the transfer of uniform issue to the Product Distribution Centre.

Payroll

Payroll services include paycheque generation and distribution, as well as monitoring systems performance, documentation of employees, staff changes, retirements, hiring of new staff. Working with Corporate Services, Fire & Rescue staff have been involved with efforts to stabilize the new SAP system. Recent changes to the payroll system included incorporation of separate field for Acting Pay in the SAP system. In 2001, the first substantial post-contract retroactive payments were made in the new system.


Attendance

Attendance staff record absences and leaves, process termination reports, and administer a Disability Management system, including W.C.B. claims. 2001 activities included reconciliation of Time Owing Quota Banks, and efforts to incorporate Driver's Licenses into the Department's SMS system.

Information Technology

- ☞ IT participated in the deployment of new CAD software and printing to the fire halls.
- ☞ Computer communication problems in fire halls were tracked and initiated migration to other alternative links via the City's Vanlink project.
- ☞ New Citrix server was configured to support computer applications in fire halls and training classroom.
- ☞ SMS modules were redesigned for member maintenance, staff alteration and training class scheduling.
- ☞ The department web-based communication concept FireNet was developed.



 2001 INJURIES THAT OCCURRED AT FIRES (WITH OR WITHOUT DAMAGE)	
FIRE FIGHTERS (INCLUDES Fire FighterS' EXPOSURE TO HAZARDOUS MATERIALS WITH TREATMENT RECORDED)	45
CIVILIANS	59
TOTAL	104

TRAINING

- # Staffing of the Training Division consist of five Training Officers, who are supported by six Acting Training Officers and 150 Fire Fighter Shift Instructors.
- # Administration staff of the Training Division is made up of a Division Chief and one support staff. The VFRS Training Division provides training to more than 80 work sites within the City of Vancouver.
- # The Training of Fire Fighting personnel in this environment can only be achieved with the support of on duty shift instructors and Fire Officers.
- # Training Division Provides Training in all areas of emergency response and administration to members of the VFRS and public. Over the past year the Training Division has provided training to members in the areas of Hazardous Materials, Technical Rescue, Confine Space, Fire Suppression Tactics and Operation, Company Officer and Command Officer.
- # The Training Division has and will continue to provided Training to Personnel in Computer operation, and Communication. Over the past year the Training Division successfully provide training to 445 members of the VFRS in the operation and functions of a computer-aided Dispatch system (CAD).
- # The Training Division continues to develop new members to the department prior to them being assigned to a Community Fire Hall. Over the past year we provided training to 37 new employees in the areas of Fire Suppression Operations including First Responders Level 3.
- # We continue to develop personnel in areas of Emergency Vehicle Operations, and Heavy Vehicle Extrications. For both the first responder and Instructor, Instructor development is one of the key areas that has been under taken and will continue to be developed over the next number of years.
- # All instructors now instructing on the VFRS have or will receive Fire Services Instructor 1. In the future Instructors will be given the opportunity of achieving Fire Service Instructor 2.
- # We provide training to members of the VFRS in areas of Auto Extrication, and newer vehicle technology. At this time we have fifty members trained to the level of Auto Extrication Instructor. In conjunction with this level of training, members have developed and will continue to develop an operational level of training for all members of the VFRS. Over the next year, 50 percent of all Fire Halls within the City will receive Auto Extrication Operations level of training.

Over the past year the Training Division in conjunction with the eighty Shift Instructors has provided training to more than 350 members of the VFRS and the Urban Search & Rescue team in the area of pre-hospital care to the Level of First Responders 3, in conjunction with FR 3 members receive their CPR, AED, and Spinal endorsements.

We continue to develop members in the area of pre-hospital care to provide the highest level of service possible for both the Citizens and Fire Fighter within the City of Vancouver.




EMERGENCY MEDICAL SERVICES

Emergency Medical Services has presented a different model as it rolled out it's various initiatives.

- # It was highly focused on presenting a customer service model to the operational Fire Fighter, sollicitating their expertise and involvement.
- # It allowed Company officers the flexibility to schedule Fire Fighter E.M.S. training.
- # We furnished each Fire Hall with the resources (Instructors, equipment) and allowed Company Officers to schedule their training based on their operational requirements and needs.
- # Community C.P.R. has functioned as a joint partnership between the department and the Fire Fighters union, this venue also serves as a model for communication being opened on future common joint initiatives.
- # Community C.P.R. also broadened the perspective of the Fire Fighters involved by assisting in them understanding their city and communities in which they work.

Both of these processes have also assisted in getting people involved and allowing their expertise to flow in the overall design and practical aspects of E.M.S. initiatives.

CPR TRAINING 				
COURSES	# CLASSES	# HRS OF INSTRUCTION	# STUDENTS	# STUDENT HOURS
CPR Level A	36	144	1675	6700
CPR Level C - Recert	3/5	9/22.5	200	600
CRR Level C	2	13	60	390
Life Saver First Aid	23	92	454	1816
WHIMIS	8	32	130	520
WCB Level 1	27	216	335	2680
Emergency Response Team Training	4	64	80	1280
59 Minute Safe-A-Life	23	23	230	230
First Aid Orientation	4	12	120	36

Following is a brief summary of:

Emergency Medical Services Activities:

- Medical Director provides skill, expertise and medical oversight on E.M.S. activities and cardiac statistical data.
- Facilitated with the University of British Columbia the annual Disaster Preparedness Exercise.
- Administered the contract for providing the W.C.B. Emergency Response Ambulance for U.B.C.
- Chaired the Emergency Wreck Beach response committee.

Auto Extrication Activities:

- Train to N.F.P.A. standards
- Divide training into three components- awareness, operations and technician.

Community C.P.R. Activities:



- 41 Community C.P.R. Instructors.
- Partnership with V.S.B. Continuing Education.
- C.P.R. training in High Schools.
- Provided Instructors and moulage simulation for the Department's Emergency Response Team Training Program.
- Membership in the citizen C.P.R. coalition.
- Partnership with Vancouver Coastal Health Authority, St. John Ambulance.
- Partnership
- Provide all W.C.B. First Aid Training for Staff at U.B.C.

First Responder III

- VFRS Fire Fighters are trained, licensed and indemnified by the Ministry of Health under the Health Emergency Act as level III First Responder providers.
- 750 licensed First Responder level III providers.
- 66 First Responder Instructors.
- 4 First Responder Instructor Trainers.

AED Data Collection:

- VFRS personnel responded first to 102 cardiac arrests during this time period.
- The average time from 911 call to first defibrillation was 9.4 minutes.
- The 31% figure represents a 10% increase in the number of patients with ventricular fibrillation as a presenting rhythm when compared to the previous two years.

AED Purchase:

- Process to equip the department with new biphasic AED's.
- Contract signed with Medtronic for the lease of 38 new Lifepack 500 machines which will soon be placed in all the firehalls.
- Training with the new machines is currently underway.

New Training Material:

- Material was drafted for the use in the annual First Responder Training module.
- Consists of modules in communicable disease and pulse oximetry.

Rehabilitation Training Module:

- A comprehensive module was drafted for the institution of a rehabilitation training package.
- Blood pressure training module was created and training provided to the First Responder Instructor trainers.
- Blood pressure cuffs and thermometers have been purchased for stocking on the Rescue Units.

On going communication with BCAS and the Justice Institute:

- This process has continued during the year with attendance at several First Responder Steering Committee meetings as well as Medical Advisory Committee meetings of the BC Ambulance Service.

BTLS Training:

- Four First Responder Trainers were certified to become BTLS Instructors through the Justice Institute.
- There will be an additional four individuals trained to this level in September 2002.

Research:

- Requested to participate in biphasic defibrillation trial conducted by Dr. Ian Stiell, comparing escalating vs. non-escalating defibrillation.



EMS TRAINING

COURSES	# CLASSES	# Days of Instruction & Evaluation	# STUDENT POSITIONS	# of targeted suppression F.F. to be trained	% of targeted suppression F.F. trained this year
First Responders Level	50	400	264	423	62.4%
CPR - Instructor	4	8	26	20	130%
FR3 Instructor	4	48	26	20	130%
Basic Trauma Life Support	1	2	3	4	75%
BTLS - Trainer	1	2	3	4	75%
Auto Extrication-Operations***	3	6	15	350	4.3%
AutoX -Instructors	4	8	53	51	104%
TOTALS	217	474	1182		

First Responders Level 3 –FR3 is the British Columbia standard for prehospital care for Fire Fighters /Ambulance Personnel. Included in our training package is the:

- Automatic External Defibrillation –A.E.D. for heart attack patients.
- Cardio Pulmonary Resuscitation-C.P.R. Using St. John Ambulance materials
- Spinal Management for neck/back injuries.


Basic Trauma Life Support –B.T.L.S. is an international standard for Emergency Medical Providers for trauma patients i.e. motor vehicle accident/fall patients.

Auto Extrication “Operations”-AutoX is to provide the knowledge skills and abilities for safe vehicle extrication of patients from motor vehicle accidents. (BTLS will meet the medical component of AutoX).


***A New tracking system was implemented late in 2001.The system known as SMS was configured to track Individual Fire Fighters trained to Auto Extrication “Operations” level.

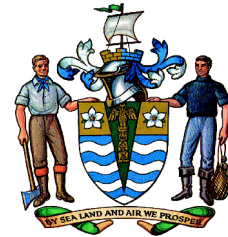
Instructor development is continual in these dynamic areas, in keeping with the ever-changing technology/information stream of the world today.



		2001 FIRE & SPRINKLER ACTION STATISTICS	
HOSPITAL/CARE FACILITIES		SPRINKLERED	3
		NON-SPRINKLERED	4
TOTAL			7
SINGLE FAMILY DWELLING		SPRINKLERED	7
		NON-SPRINKLERED	105
TOTAL			112
BREAKDOWN OF SPRINKLER ACTION IN DWELLING	SINGLE FAMILY	ACTIVATION UNKNOWN	1
		ACTIVATION EFFECTIVE	3
		INSUFFICIENT HEAT	2
		NO EQUIPMENT IN SPACE OF ORIGIN	1
TOTAL			7
MULTI FAMILY DWELLING		SPRINKLERED	84
		NON-SPRINKLERED	101
TOTAL			185
BREAKDOWN OF SPRINKLER ACTION IN DWELLING	MULTI FAMILY	ACTIVATION UNKNOWN	6
		ACTIVATION EFFECTIVE	35
		ACTIVATION NOT EFFECTIVE	2
		INSUFFICIENT HEAT	30
		NO EQUIPMENT IN SPACE OF ORIGIN	11
TOTAL			84
OTHER OCCUPANCIES		SPRINKLERED	50
		NON-SPRINKLERED	330
TOTAL			380
BREAKDOWN OF SPRINKLER ACTION IN BUILDINGS	OTHER	ACTIVATION UNKNOWN	4
		ACTIVATION EFFECTIVE	23
		ACTIVATION NOT EFFECTIVE	2
		FAILURE TO ACTIVATE (SHOULD HAVE)	1
		INSUFFICIENT HEAT	16
		NO EQUIPMENT IN SPACE OF ORIGIN	4
TOTAL			50
ESTIMATED DOLLAR LOSSES:		ESTIMATED BUILDING LOSS:	ESTIMATED CONTENT LOSS:
FIRES IN BUILDINGS WITH SPRINKLERS		\$ 4,403,255.00	\$ 2,446,600.00
FIRES IN BUILDINGS WITHOUT SPRINKLERS		\$ 8,858,925.00	\$ 4,016,338.00
Note:	Structure fire in a seven storey sprinklered hotel that had numerous voids due to a number of renovations over the life of this building.	\$ 3,000,000.00	\$ 500,000.00
		* Figure is included in above Total.	* Figure is included in above Total.



 BUDGET			
Centre Description	1999 Budget	2000 Budget	2001 Budget
Office of Fire Chief	458,400	313,800	389,200
Rescue and Safety	1,836,800	226,500	305,900
Marine Firefighting	-	-	-
Fire Hall - General	49,746,300	52,048,700	51,964,800
Fire Hall Supplies	994,400	1,280,100	844,000
Urban Search & Rescue	123,000	35,000	35,000
Rope Rescue Prog	38,200	30,000	20,000
Emergency Preparedness	12,200	21,300	12,200
Projects EMS	-	-	-
Training	938,400	846,500	837,800
Community Initiatives	6,000	6,000	-
Pre-Fire Planning	139,200	139,200	139,200
Emerg Communications	149,900	182,600	182,600
Dispatch Operations	1,005,300	1,016,600	1,034,900
Alarm Monitoring Program	17,200	(32,100)	(87,100)
Asst Chief Support	-	-	-
Mechanic Shop	2,514,700	3,262,900	3,337,300
Finance & Administration	673,700	797,000	754,000
Building Maintenance	687,600	712,900	818,600
Fire Prevention	1,639,000	1,584,600	1,606,000
Public Education	91,900	88,500	91,400
Planning & Research	78,600	88,300	75,300
Fire Investigation	73,400	72,000	71,900
TOTAL	\$ 61,224,200	\$ 62,720,400	\$ 62,433,000



OUR MISSION STATEMENT

"People Who Care About You"

OUR ROLES

"Leadership"
"Development of People"
"Diversity"
"Emergency Services"
"Fire Prevention"
"Emergency Preparedness"
"Community Involvement"

OUR VALUES

"Demonstrating Personal Honesty & Integrity"
"Recognizing the Value of Each Individual"
"Promoting & Encouraging Teamwork"
"Building a 'Leader-Filled' Department"
"Keeping People Safe"

