



# City of Richmond

## Report to Committee

**To:** Community Safety Committee

**Date:** June 18, 2018


**From:** Tim Wilkinson  
Fire Chief, Richmond Fire-Rescue

**File:** 09-5000-01/2018-Vol 01

**Re:** Richmond Fire-Rescue Monthly Activity Report – May 2018

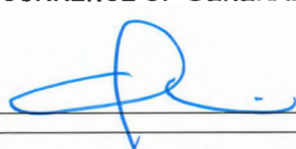
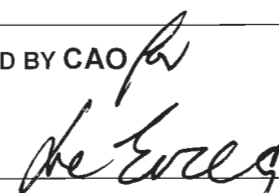
### Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – May 2018”, dated June 18, 2018 from the Fire Chief, Richmond Fire-Rescue, be received for information.



Tim Wilkinson  
Fire Chief  
(604-303-2701)

Att. 2

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER	
	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS:  CS
APPROVED BY CAO <i>for</i> 	

## Staff Report

### Origin

This report provides Council with an update on Richmond Fire-Rescue (RFR) activities. RFR is reporting on its activities in support of its mission:

*To protect and enhance the City's livability through service excellence in prevention, education and emergency response.*

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

*Maintain emphasis on community safety to ensure Richmond continues to be a safe community.*

### Analysis

#### Community Involvement

RFR advances public awareness, education and community bridge building by participating in training events, community activities and social media.

During May staff engaged with over 509 children and adults, continuing to develop effective interagency relationships and partnerships within the community including the Ferris Elementary School community carnival.

A tour of the Cambie Fire Hall No. 3 and Richmond North Ambulance Station was provided to St Paul's School students and representatives from SUCCESS Richmond. Children from Hamilton and New Westminster Girl Guides were provided a tour of the Hamilton Fire Hall.

RFR are moving forward with a number of initiatives which were identified in the Community Outreach and Public Education Plan (COPEP). A few examples are:

- Working with School District 38 to develop programs for Grade 2, 8 and 12.
  - Grade 2 – Basic fire safety education predominantly delivered by teachers using a kit developed by RFR, the final lesson taught by the Fire and Life Safety Educator (FLSE).
  - Grade 8 – Assembly presentations delivering cooking safety and other fire safety education
  - Grade 12 – Assembly presentations delivering an adult fire safety curriculum.
- Working with staff and students of Kwantlen Polytechnic University's Graphic Design for Marketing Program to develop engaging brochures to educate the public on when to call 9-1-1. The brochures will be available at the July 2018 Community Safety Committee meeting.

- “Butt Out Responsibly” campaign – building on last year’s campaign which saw a great deal of interest in our car window decals, RFR are creating new decals and some wicket signs. The signs will draw attention to roadside locations where there has been a fire caused by carelessly discarded smoking materials. RFR will also be meeting with key stakeholders in an effort to reduce the number of these types of preventable fires. This program’s launch date is expected to be July 1, 2018.
- RFR is beginning to establish a small pool of volunteers to help with special events specifically students enrolled at or graduates from the Justice Institute of British Columbia’s (JIBC) fire programs.

RFR will continue to provide updates on the COPEP as outlined in the Plan, and will be bringing forward a 2019 budget submission to increase resources in the Community Outreach and Public Education area by two staff (one Fire and Life Safety Educator and one additional staff member). RFR will continue to implement the COPEP with the current resources and find imaginative ways to bolster capacity with both additional resources will be integral to the Plan’s success.

RFR will be launching a summer campaign around preventable fires. Preventable fires caused by discarded smoking material account for a good portion of RFR responses during the summer months and create a significant risk to homes and urban forests. As such, our public education plan is to have the Fire Investigators leave a sign at the scene after it has been determined to be caused by improperly discarded smoking materials. RFR will collect and remove the signs once they have been in place for a period of time.

The campaign launch date will be the first day of summer and the Public Education Team conducted research regarding the discarding of smoking materials in China to find that the Chinese characters and graphics (as per images below) are already well known and in use in China. The Public Education Team worked with Corporate Communications and SUCCESS to test the signs with the public prior to the launch.

**Figure 1: Preventable Fire Signage**



**SIDE A**

**SIDE B**

### Emergency Response

RFR's goal is to respond to events in a manner where loss of life, reduction of property damage and protection of the environment is mitigated. In May 2018 there were a total 918 incidents, representing a 0.9 per cent reduction in calls from May 2017 (Attachment 1). The average time on scene for RFR crews was 26.07 minutes, a decrease of 40 per cent from 2017. This is due to the nature and severity of each call and the duration on scene.

In May 2018 there were 57 reportable fires to the Office of the Fire Commissioner; representing a 54 per cent increase from May 2017. The average figure for fires reported in May, over the last five years, is 55.4, thus reportable fires in the month of May remains consistent with year over year trends. In May 2018, 122 apparatus were used and 414 fire personnel attended fire related incidents.

Fire damage and property losses during May 2018 are estimated at \$36,675. This total includes \$30,575 for building/asset loss and \$5,100 for content loss. The total building/asset and content value at risk was estimated to be \$3,736,490 and the total value preserved from damage was \$3,700,815. These numbers translate to 99 per cent of value protected (Table 1), this is the same per cent protected value observed in 2017.

<b>Table 1: Fire Calls By Type and Loss Estimates – May 2018</b>						
<b>Incident Type Breakdown</b>	<b>Call Volume</b>	<b>Estimated Building / Asset Value (\$)</b>	<b>Estimated Building / Asset Loss (\$)</b>	<b>Estimated Content Value (\$)</b>	<b>Estimated Content Loss (\$)</b>	<b>Estimated Total Value Preserved (\$)</b>
Residential:						
Single family	4	553,500	-	-	-	553,500
Multi family	4	1,202,000	100	360,600	100	1,562,400
Commercial / Industrial	5	619,700	-	123,940	-	743,640
Outdoor	39	100	100	51,275	5,000	46,275
Vehicle / Vessel	5	825,375	30,375	-	-	795,000
<b>Totals*</b>	<b>57</b>	<b>3,200,675</b>	<b>30,575</b>	<b>535,815</b>	<b>5,100</b>	<b>3,700,815</b>

\*The dollar losses shown in this table are preliminary estimates. They are derived from RFR's record management system and are subject to change due to delays in reporting and confirmation of actual losses from private insurance agencies (as available).

### Incident Response Times

The following table shows the total emergency response time per fire hall for incidents during May 2017 and 2018.

RFR tracks and reports average emergency response time. Response time is impacted by a number of factors including the time to put on personal protective equipment (PPE), when PPE is required. The industry standard allows for an additional 20 seconds for the donning of PPE.

There is significant work that needs to be undertaken to do further analysis (e.g. validate statistics) and reduce turnout time to don PPE to incrementally reduce the emergency response time.

	May 2017		May 2018	
	PPE	Non PPE	PPE	Non PPE
Hall 1 - City Centre	4:58	4:56	4:59	4:53
Hall 2 - Steveston	5:38	5:17	5:37	5:49
Hall 3 - Cambie	5:43	5:39	5:45	5:38
Hall 4 - Sea Island	5:53	5:43	7:44	6:32
Hall 5 - Hamilton	6:46	6:39	6:46	5:26
Hall 6 - Shellmont	5:13	5:29	8:08	5:17
Hall 7 - Crestwood	8:44	6:38	10:12	6:22

\* Times shown are for events where Personal Protective Equipment (PPE) was used. PPE figures equal fire incidents while Non PPE shows medical or other types of incident response times. Impacts to response times may include: distance to scene, weather, and the time of day.

### Significant Events

Fire crews minimized loss and limited fires to the place of origin in these notable May 2018 incidents:

- Fire at a residential property on Pintail Drive. Fire crews arrived and began fire ground operations that included both an interior and exterior attack of the fire. RCMP, BCAS, Hydro and Fortis attended the scene and provided support for fire crews. No one was at home at the time of the fire but the homeowner did arrive and advised that there were two cats located in a back bedroom. The cats were rescued and appeared to be unharmed but were taken to the vet for assessment. A Fire Investigator attended to scene. The homeowner and occupants were offered the services of Emergency Social Services. No injuries were reported.
- Boat fire on River Road. RFR crews arrived on scene and took up a command post position on the nearby dike. RCMP were requested to shut down traffic one block north and south on River Road to allow hose lines to be connected across the road. Crews also requested that BCAS, the Coast Guard and a Fire Investigator respond to the incident. Crews attacked and extinguished the fire using both water and Cold Fire. RFR remained on scene to assist in the coordination prior to handing over the boat for salvage and mitigation. Neighboring boats had also been moved to minimize exposure of the fire and there were no injuries reported.
- Car fire located on Highway 91. Arriving crews reported a car fully involved in flames that had collided with the center divider. RCMP was on scene prior to RFR; the constable had located the driver and was engaged in the initial investigation as fire crews arrived. BCAS arrived and attended to the medical needs of the driver. RFR crews extinguished the fire using water and Cold Fire. RFR crews remained on scene for traffic management until the car was towed away.

June 18, 2018

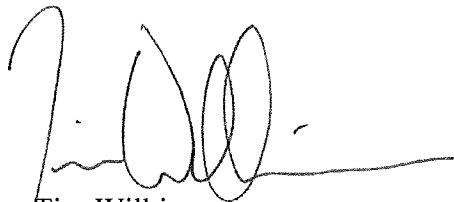
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**Financial Impact**

None.

**Conclusion**

During May 2018, calls for service decreased by 0.9 per cent from May 2017. RFR will continue to monitor these activities to identify trends and ensure potential solutions.

A handwritten signature in black ink, appearing to read 'Tim Wilkinson', with a horizontal line extending to the right.

Tim Wilkinson  
Fire Chief  
(604-303-2701)

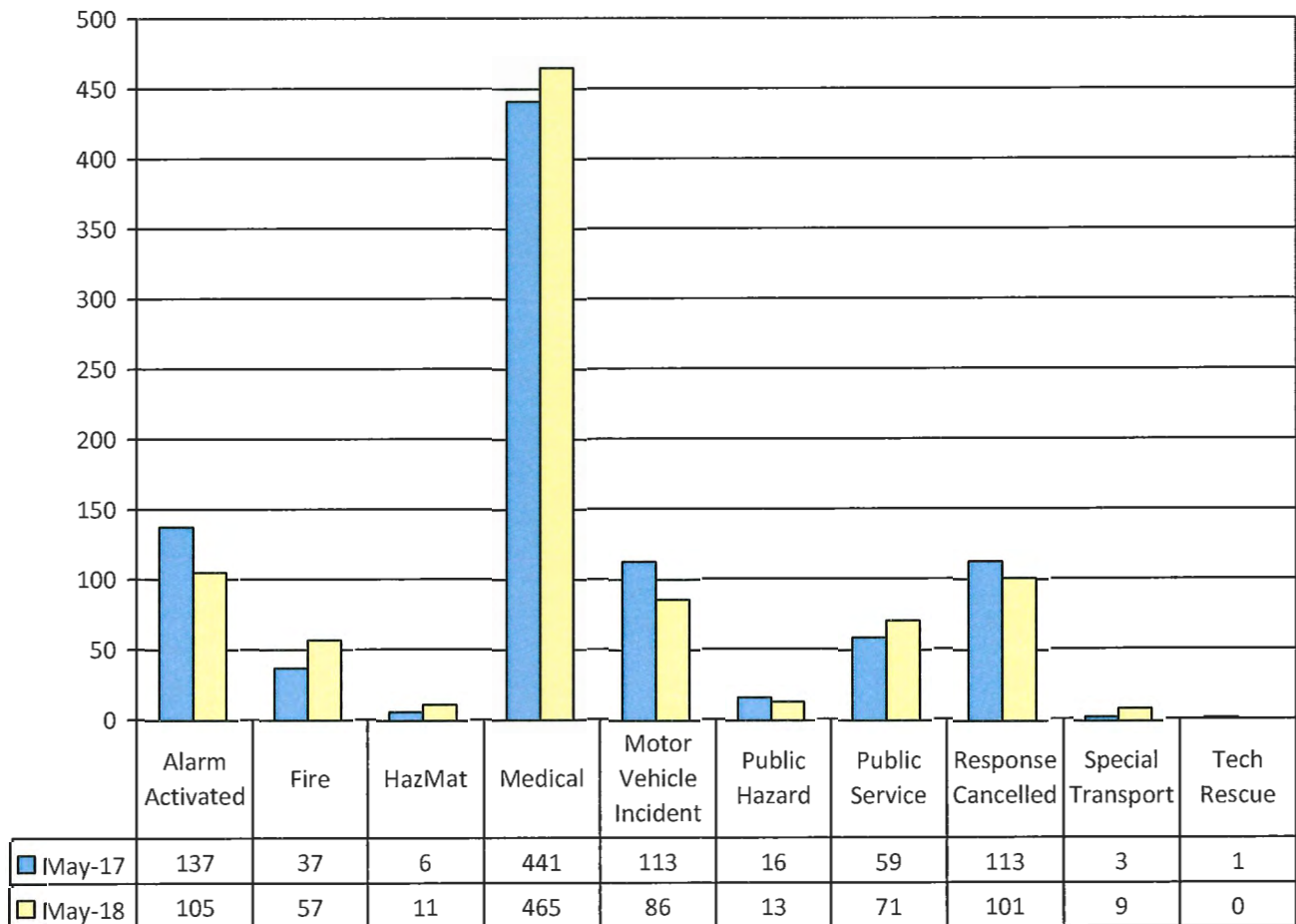
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- Att. 1: Suppression Activity  
2: Location of May's Fire, Medical and MVIs

**Calls for Service Volumes**

The following chart provides a month to month comparison regarding incidents occurring in May 2017 and 2018. In May 2018, there were a total of 918 incidents, compared to 926. This represents a decrease of 0.9 per cent.

**Table 3: May 2017 & 2018 Calls for Service Volumes**



**Call Type Legend:**

*HazMat*: includes fuel or vapour; spills, leaks, or containment

*Medical* includes: cardiac arrest, emergency response, home or industrial accidents

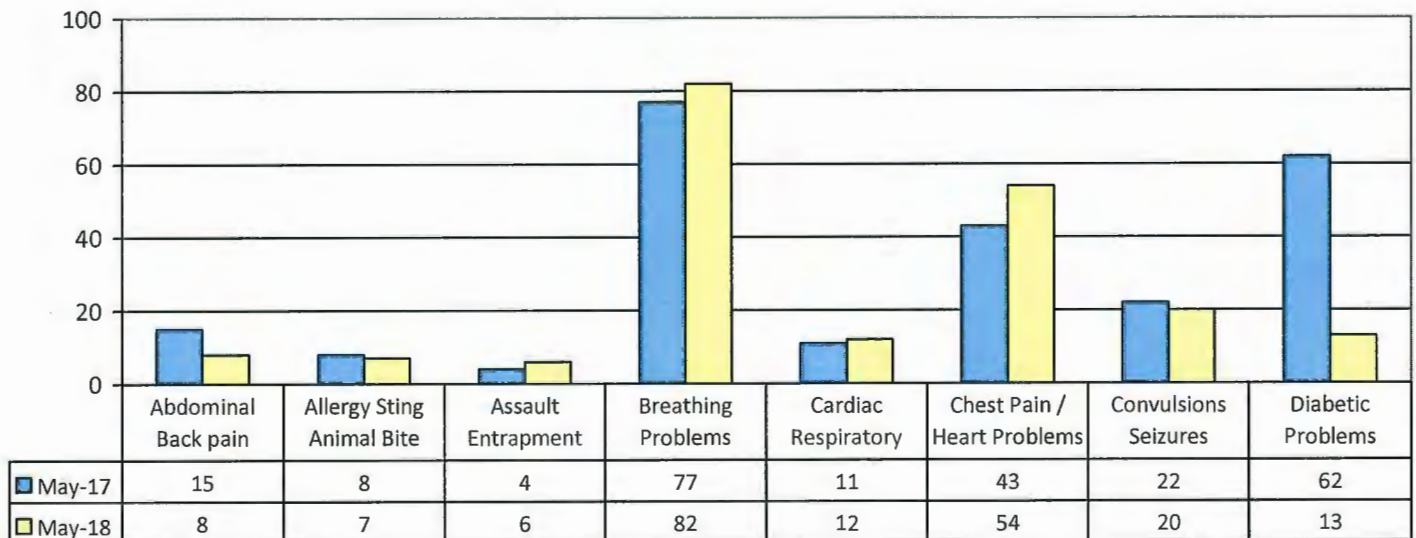
*Public Hazard* includes: aircraft emergency, bomb removal standby, object removal, or power lines down

*Public Service* includes: assisting public, ambulance or police, locked in/out, special events, trapped in elevator, water removal

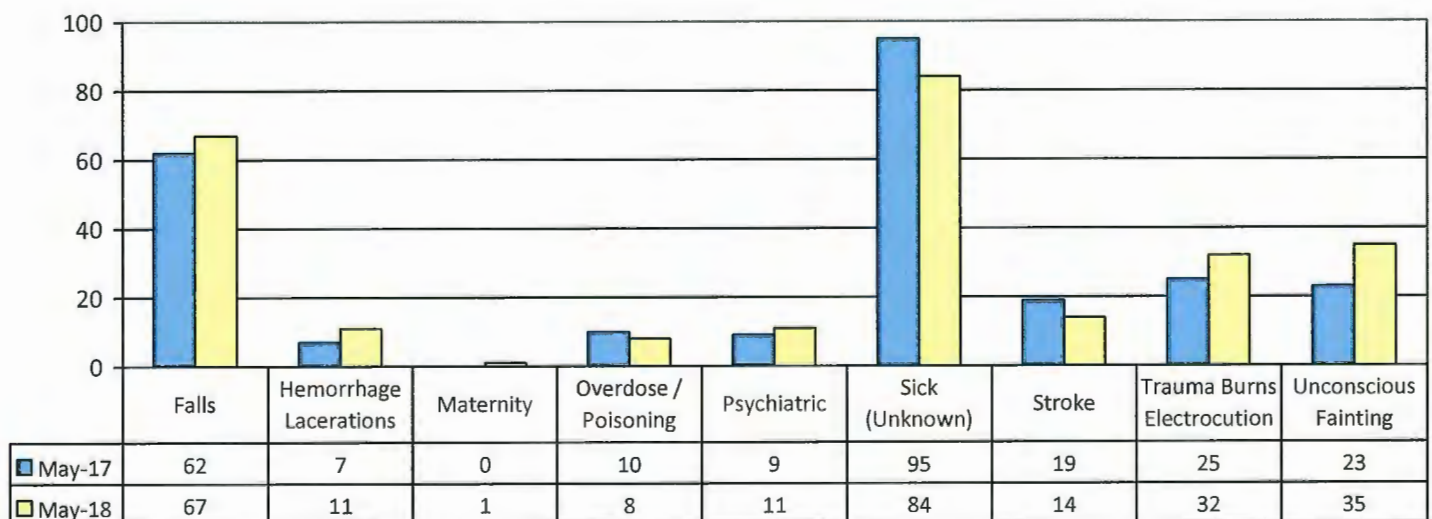
**First Responder Totals**

Medical first responder incidents comprised 50.7 per cent of the total emergency responses for RFR during the month of May 2018. A detailed breakdown of the medical incidents for May 2018 and 2017 is set out in the following table by sub-type. There were a total of 465 medical incidents in May 2018 compared to 441 in May 2017, an increase of 5.4 per cent.

**Table 4a: May 2017 & 2018 Medical Calls by Type**



**Table 4b: May 2017 & 2018 Medical Calls by Type**





## Fire Investigations

The fire investigation statistics for May 2018 are listed below:

<b>Table 5: Total Fire Investigation Statistics – May</b>			
	<b>Suspicious</b>	<b>Accidental</b>	<b>Undetermined</b>
Residential - Single-family	-	3	1
Residential - Multi-family	-	4	-
Commercial/Industrial	-	4	1
Outdoor	12	22	5
Vehicle	1	1	3
<b>Totals</b>	<b>13</b>	<b>34</b>	<b>10</b>

RFR investigators report all suspicious fires to the RCMP, while working alongside RCMP staff to address potential risks to the community.

## Hazardous Materials

<b>Table 6: HazMat Calls By Type – May</b>	
	<b>Details</b>
Corrosive	1
Natural Gas / Propane Leaks (small)	5
Flammable / Combustible Liquids	2
Toxic / Infectious Substances	1
Unclassified	2
<b>Totals</b>	<b>11</b>

Figure 1: Location of reportable fires attended in May (total 57)

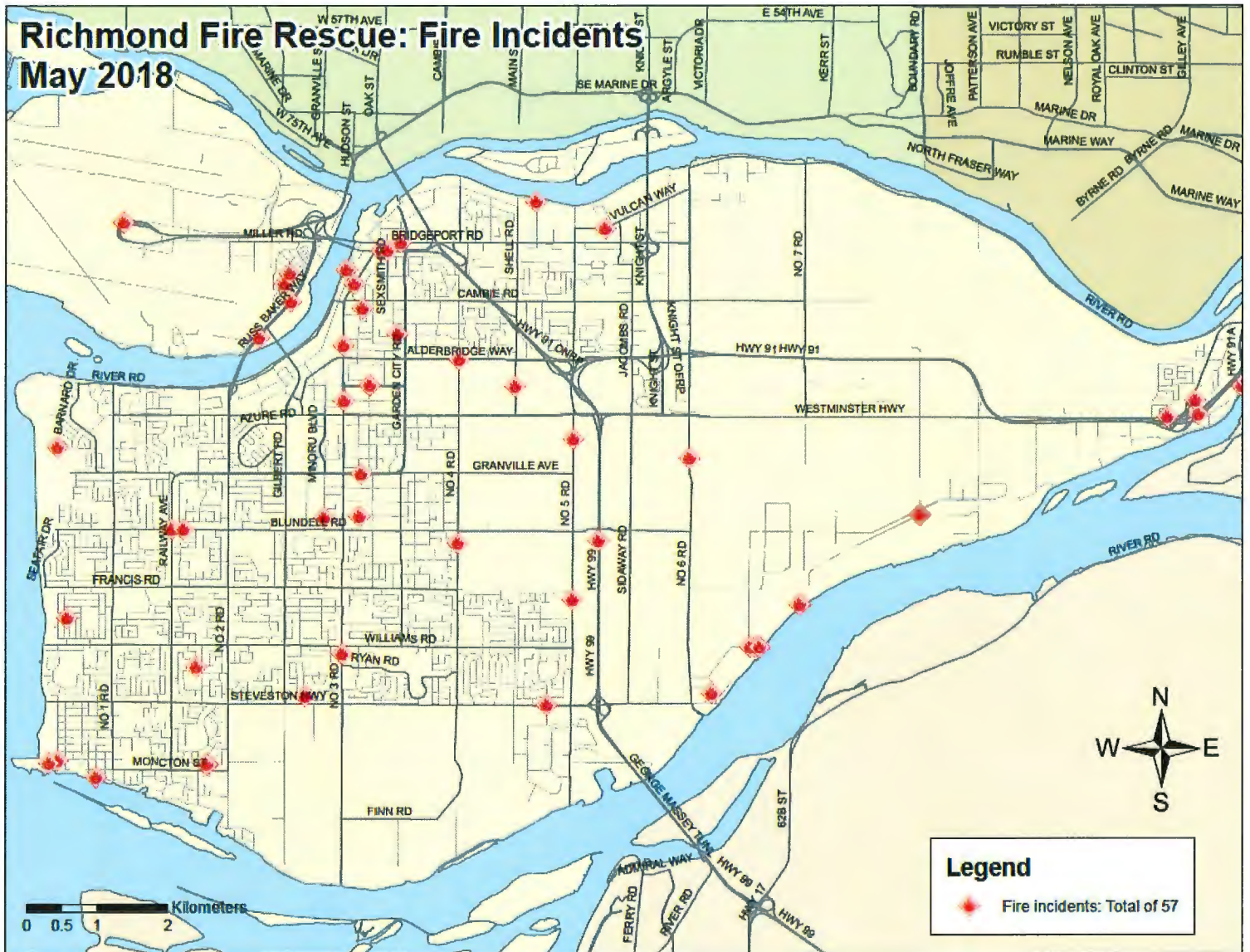


Figure 2: Location of medical calls in May (total 465)

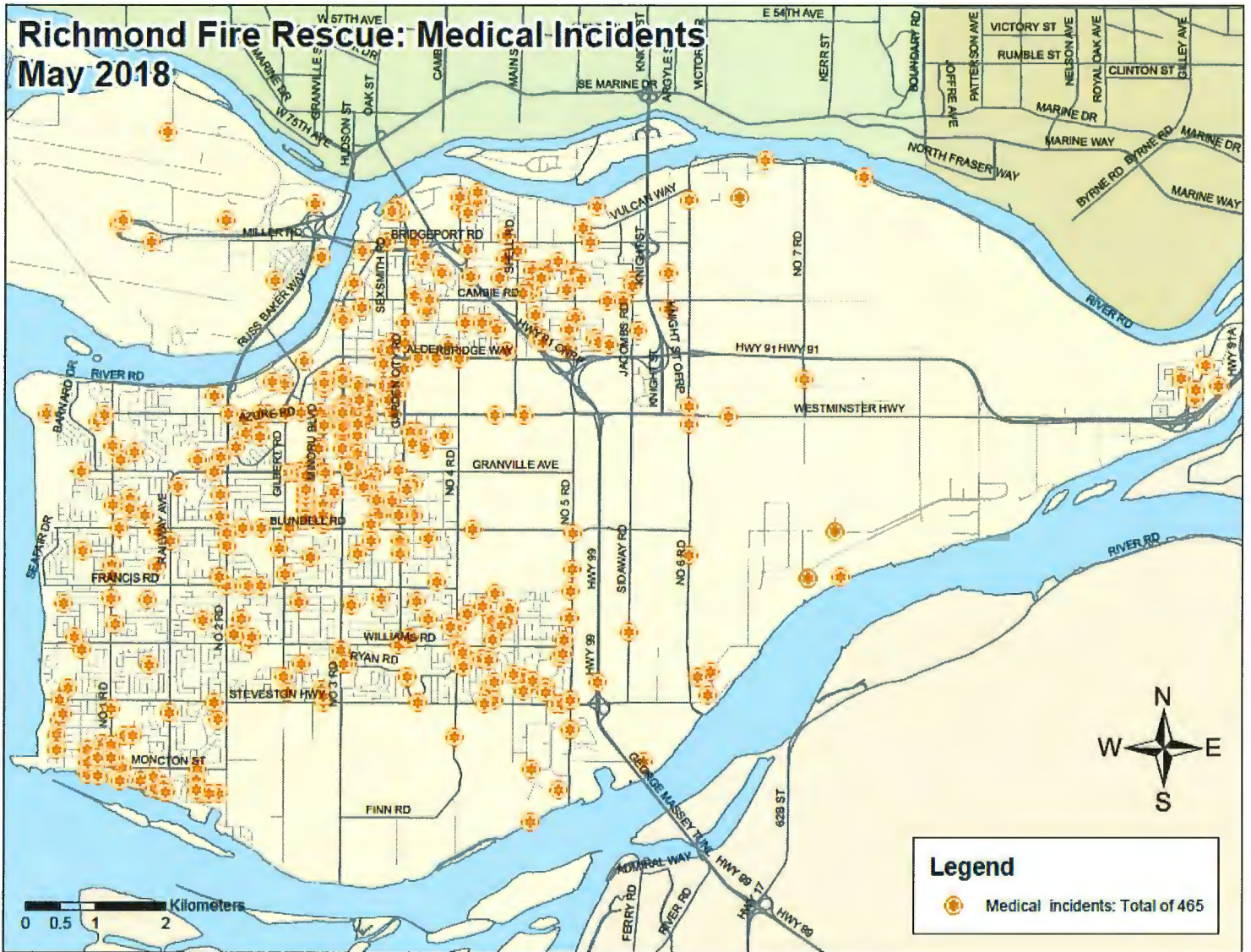


Figure 3: Location of MVI calls in May (total 86)

