



City of Richmond

Report to Committee

To: Community Safety Committee

Date: December 6, 2024

From: Jim Wishlove
Fire Chief

File 09-5140-01/2024-Vol
01

Re: Richmond Fire-Rescue Monthly Activity Report – November 2024

Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – November 2024”, dated December 6, 2024, from the Fire Chief, be received for information.

Jim Wishlove
Fire Chief
(604-303-2715)

Att. 1

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

This monthly report supports Council's Strategic Plan 2022-2026 Focus Area #3, A Safe and Prepared Community:

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

Analysis

Emergency Programs

During the month of November, staff engaged in the following activities:

- A joint river patrol with the Vancouver Fraser Port Authority (VFPA) to view critical infrastructure sites along the Fraser River and establish protocols to address impacts, responses, and improved coordination for future debris and flood responses.
- Facilitated an Emergency Preparedness Information Session for seniors at the Minoru Centre for Active Living that covered the five steps to personal preparedness. The participants were provided with educational information and emergency products.
- Participated in a regional Post Disaster- Potable Water Distribution Training Exercise in support of local neighbours and regional partners.
- Partnered with the Civic Education Society to present information on emergency preparedness in English and Cantonese at City Centre Community Centre. With the support of the City's Corporate Communications team, advertising was also prepared for a local Chinese-language newspaper. The presentation covered the five steps to personal emergency preparedness. Information materials were provided.
- Facilitated an Introduction to Emergency Operations Centre (EOC) Activation for Richmond Fire-Rescue (RFR) Senior Management Team and Emergency Programs staff practicing a significant departmental risk.
- Attended and supported an EOC exercise simulating a pipeline emergency for BC Energy Regulator certification with a local energy company.
- Joined a virtual Greater Vancouver Core Emergency Support Services meeting hosted by the City of Vancouver. The meeting brought together the leads for the Emergency Support Services programs for Vancouver, Burnaby and Richmond to facilitate inter-municipal support and coordination for large Emergency Support Services responses in preparation for the FIFA 26 world cup.

- Participated in a Regional Disaster Communications workshop facilitated by Integrated Partnership for Regional Emergency Management (IPREM). The workshop included a presentation around the principles and best practices of crisis communications. Local municipalities were in attendance.

Emergency Support Services Reporting Information

In November, there were six persons displaced who were provided with Emergency Social Support as shown below in Table 1.

Table 1: Emergency Support Services Reporting Information:	
Date:	November 3
Address:	No. 2 Road
Number of Evacuees:	6 Adults
Services Delivered:	Lodging, food, clothing, incidentals

RFR Public Outreach & Education

During the month of November, staff engaged in the following activities:

- Facilitated outreach events to provide educational opportunities to the community, including fire hall and vehicle tours for nine organizations.
- Hosted the annual charity pumpkin drop at Steveston Fire Hall No. 2 over two days.
- Facilitated the “Take Your Kids to Work Day” with tours and information activities for 30 students.
- Attended two annual Toy Drives with the RCMP and Richmond Firefighters Charitable Society.
- Additionally, staff continued with life safety educational social media videos and posts, including, Remembrance Day, Toy Drive and upcoming holiday messaging.

Internal Staff Training

In November 2024, staff organized in-house training events including; Medical First Responder, Auto Extrication, Dynamic Rescue and Confined Space, Hazardous Material Operations, Wildland Firefighting, Fire Leadership, Fire Ground Survival, Fire Attack and ongoing firefighter recruit training and evaluations.

Emergency Response

One of the City’s emergency response goals is to arrive on-scene, in time and with enough resources to contain a fire to the room of origin. The room of origin standard is especially important in terms of preventing further fire loss and damage, which can be reduced when a fire is contained to the room of origin. Meeting this standard also assists in mitigating loss of life, reduction of property damage and protection of the environment.

In November 2024, there were 1,095 reported incidents of all types, representing an overall increase of 3 per cent in incidents between November 2023 and November 2024 (Table 2).

	Incident Totals November (2024)	Incident Totals November (2023)	Number Change from November 2023 to 2024	Percentage Change from November 2023 to 2024	5 Year Average for November
Active Alarm	192	153	+39	+25	166
Explosion	3	1	+2	+200	1
Fire	30	40	-10	-25	32
Hazardous Materials	7	5	+2	+40	5
Medical	573	552	+21	+4	470
Motor Vehicle Incident	82	89	-7	-8	81
Public Hazard	19	9	+10	+111	14
Public Service	97	124	-27	-22	95
Response Cancelled/Unfounded	84	85	-1	-1	64
Specialized Transport	7	3	+4	+133	3
Technical Rescue	1	0	+1	+100	0
Total	1,095	1,061	34	3	933

The average time on scene in November 2024 for emergency response crews was 29 minutes per event, which is lower than the number recorded in November 2023: 32 minutes. The time spent on scene can vary due to the nature and severity of each incident.

In November 2024, there were 30 fire incidents reported to the Office of the Fire Commissioner. This is lower than the number reported in November 2023. The average number of fires reported each November over the last five years is 32.

Fire damage and property losses during November 2024 is estimated at \$2,632,327. The total building/asset and content value at risk is estimated to be \$5,362,612 and the total value preserved from damage was \$2,730,285. These numbers translate to 51 per cent of value protected (Table 3), which is lower than the value observed in 2023: 96 per cent, due to large losses during November.

Incident Type Breakdown	Incident Volume	Estimated Building/Asset Value (\$)	Estimated Building/Asset Loss (\$)	Estimated Content Value (\$)	Estimated Content Loss (\$)	Estimated Total Value Preserved (\$)
Residential: Single family	3	2,900,100	1,477,700	2,030,070	1,035,390	2,417,080
Residential: Multi family	5	183,750	-	128,455	-	312,205
Commercial / Industrial	1	-	-	-	-	-
Outdoor	14	3,170	2,170	-	-	1,000
Vehicle/Vessel	7	108,107	108,107	8,960	8,960	-
Totals*	30	3,195,127	1,587,977	2,167,485	1,044,350	2,730,285

* 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). Values under a threshold limit of \$1,000 will not be noted in the table.

Significant Events

Emergency response crews minimized harm, limited damage and stopped fire spread from the place of origin and performed life-saving interventions in these notable November 2024 incidents:

- November 3, 2024 – Structure Fire on No. 2 Road.** Emergency crews responded to the scene of a single-family residence structure fire with smoke showing. Crews quickly attacked the fire and contained it to the second floor of the structure. After the fire was extinguished crews carried out demobilization. The neighboring properties were protected and did not receive any damage. There were six residents displaced and Emergency Support Services were contacted to provide support. There were no additional reports of injury to the public or RFR personnel. A Fire Investigator attended.
- November 4, 2024 – Rescue near West Dyke Trail.** Emergency crews responded to a person stuck in the mud west of the West Dyke Trail near Blundell Road. This incident took place over several hours and involved RCMP, BC Emergency Health Services (BCEHS), and the Coast Guard. The person had walked onto the mud flats and had sunk into the mud up to their knees. RFR personnel had great difficulty finding the person due to the weather, darkness, and their location several hundred meters from the trail. RFR personnel eventually found and removed the person from the mud and then assisting with getting the person onto the Coast Guard hovercraft. The person was exhausted but did not sustain any significant injuries. There were no other injuries to the public or RFR personnel reported.

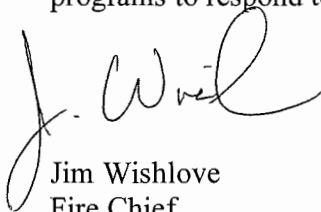
- **November 6, 2024 – Marine Vessel Fire near River Road.** Emergency crews responded to a boat fire in the Fraser River near River Road. The 30’ sailboat was off shore fully engulfed with fire. RFR first on scene crews worked quickly and extinguished the fire. The boat was then rested against the shoreline and was partly submerged. RCMP attended the scene to support with traffic control. The Coast Guard also attended the scene. There were no reports of injuries to the public or RFR personnel.
- **November 21, 2024 - Residential Fire on Bamfield Drive.** Emergency crews responded to of a fire on Bamfield Drive. Crews arrived to fire and heavy smoke coming from both floors of the residence. Due to the intensity of the fire, crews took a defensive attack, thereby limiting extension to neighbouring homes. Once the fire was extinguished, crews carried out hot spots checks and began demobilizing from the scene. A security firm was called to secure the premises. There were no reports of injury to the public or RFR personnel. A Fire Investigator attended.
- **November 27, 2024 – Motor Vehicle Incident on Garden City.** Emergency crews responded to a two-car motor vehicle incident on Westminster Highway. On arrival crews found two vehicles which were heavily damaged and both drivers required extrication from their vehicle. Once both of the drivers were removed, crews assisted with patient care for transport by onsite BCEHS crews to hospital. RCMP, a tow company and the City’s Works Yard attended the scene. There were no other injuries reported to the public or RFR personnel.

Financial Impact

None.

Conclusion

Richmond Fire-Rescue continues to monitor activities to identify and create public outreach programs to respond to emerging trends and to promote effective prevention behaviours.



Jim Wishlove
Fire Chief
(604-303-2715)

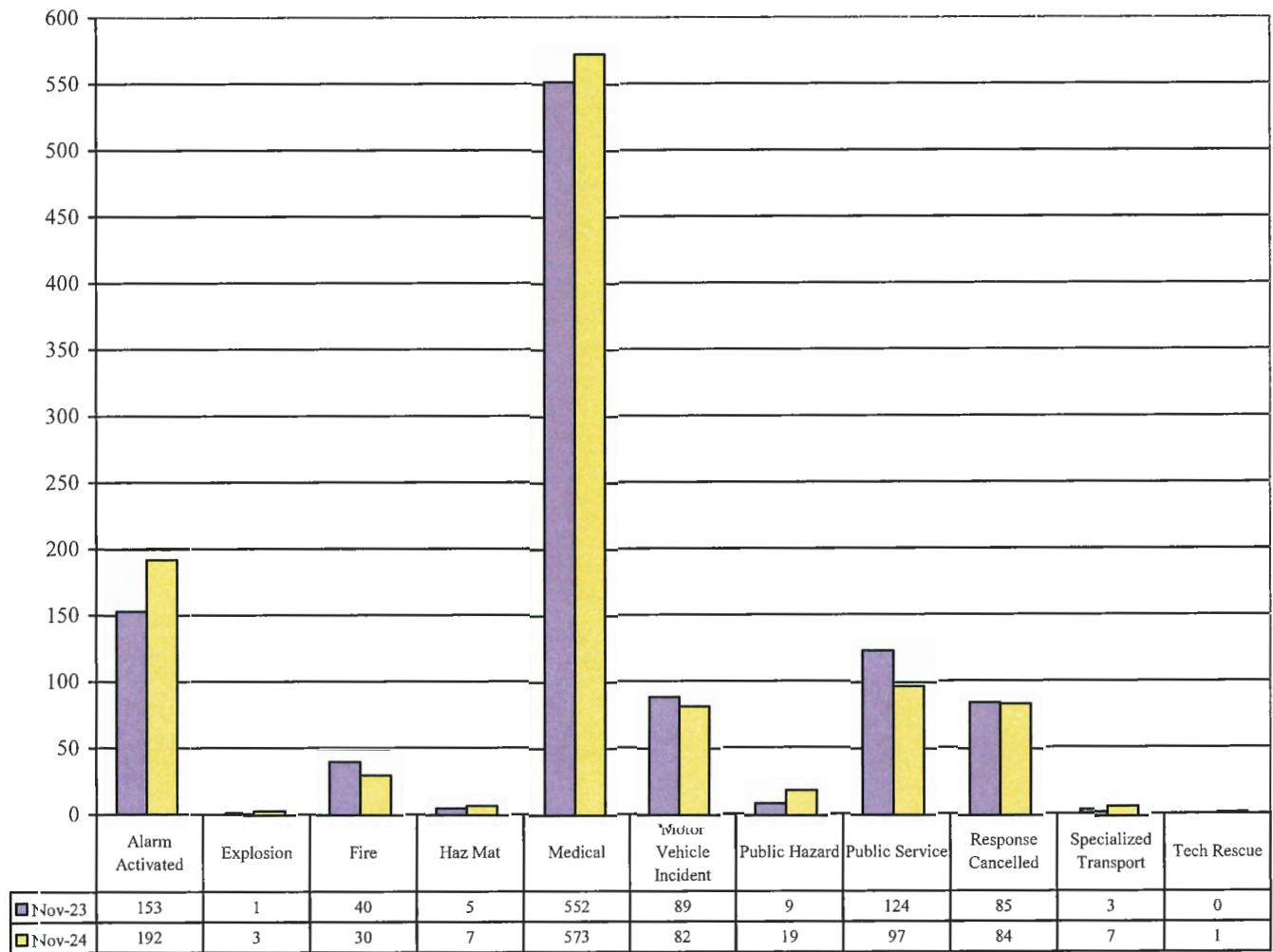
Att. 1: Emergency Response Activity for November 2024.

Emergency Response Activity for November 2024

Incident Volumes

The following chart provides a month-to-month comparison regarding incidents occurring in November 2023 and 2024. In November 2024, there were 1,095 total incidents, compared to 1,061 in November 2023. This represents an overall increase of 3 per cent between last year and 2024.

Table 4: November 2023 & November 2024 Incident Volumes



Incident Type Legend:

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

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

Public Hazard includes: 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 52 per cent of the total emergency responses for RFR during the month of November 2024. A detailed breakdown of the medical incidents for November 2023 and 2024 is set out in the following table by sub-type. There were 573 medical incidents in November 2024 compared to 552 in November 2023, an increase of 4 per cent.

Table 5a: November 2023 & November 2024 Medical Calls by Type

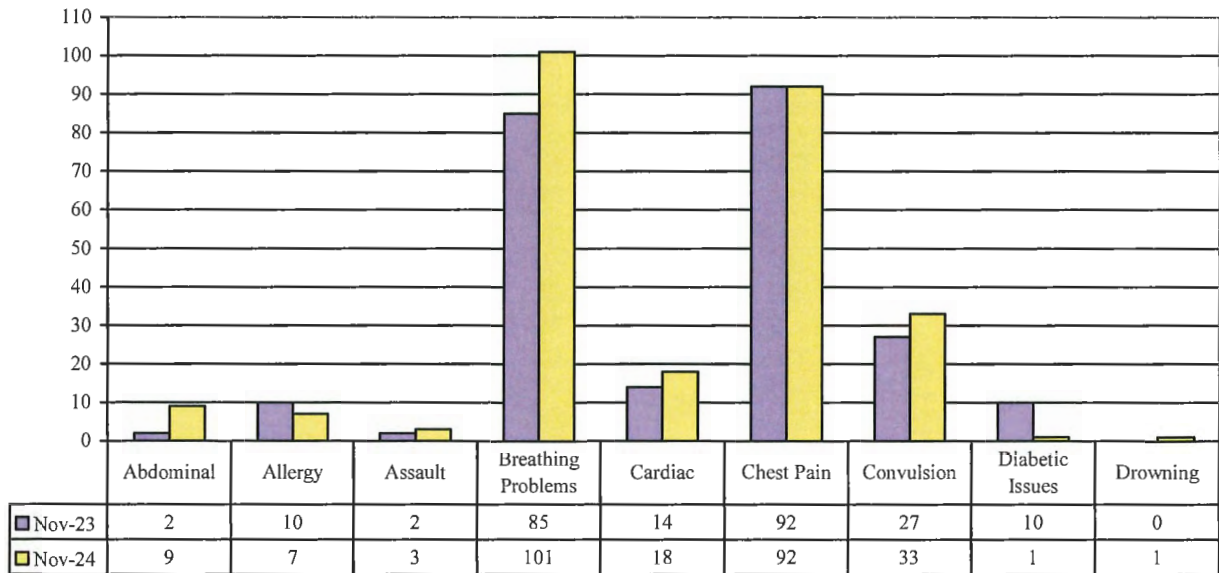
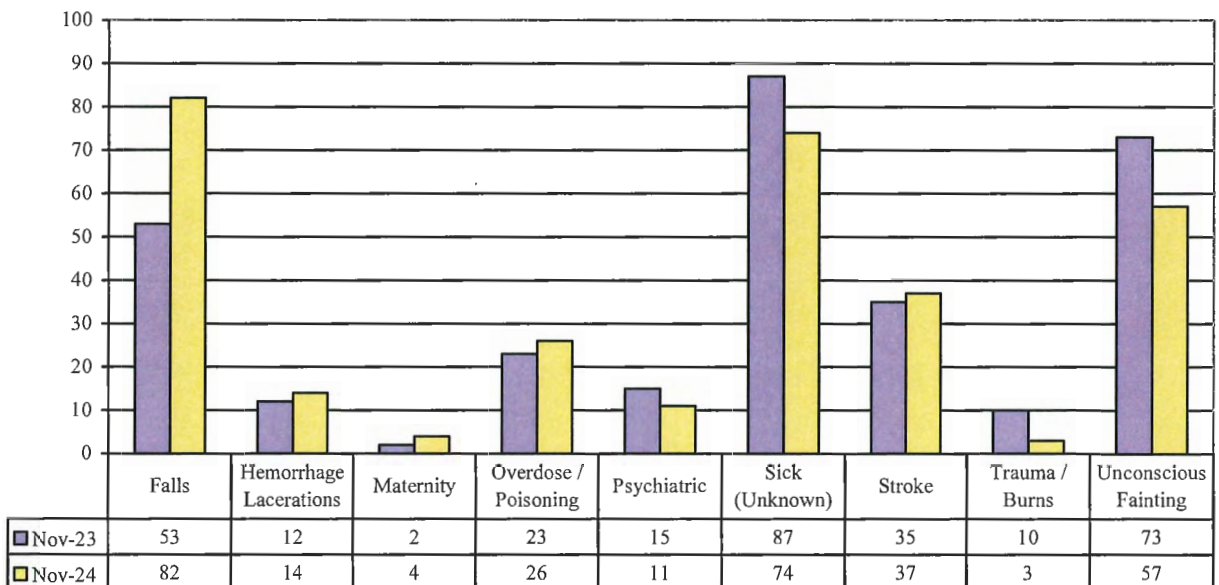


Table 5b: November 2023 & November 2024 Medical Calls by Type



The following chart provides the overdose/poisoning incident volume breakdown for November 2024. During November 2024, RFR staff administered Naloxone to one patient.

Table 5c: Overdose / Poisoning Incidents By Type – November 2024	
Opioid overdose incidents that RFR attended located in an OUTDOOR environment.	3
Opioid overdose incidents that RFR attended located in an INDOOR environment.	3
All other OD / Poisoning Incidents	20
Totals	26

Fire Investigations

The fire investigation statistics for November 2024 are listed below:

Table 6: Total Fire Investigation Statistics – November 2024			
	Suspicious	Accidental	Undetermined
Residential - Single-family	-	1	2
Residential - Multi-family	-	4	1
Commercial/Industrial	-	-	1
Outdoor	11	2	1
Vehicle	-	7	-
Totals	11	14	5

Richmond Fire-Rescue investigators report all suspicious fires to the RCMP, while working alongside RCMP staff to address potential risks to the community and coordinate appropriate fire investigations.

Hazardous Materials

Table 7: Hazardous Materials Incidents By Type – November 2024	
	Details
Gasses (Natural / Propane)	7
Totals	7

The following charts provide total incident volumes for fires and medical incidents on a year-to-year comparison in November from 2015 to 2024.

Table 8a: Total Fire Calls for Service in November from 2015 to 2024

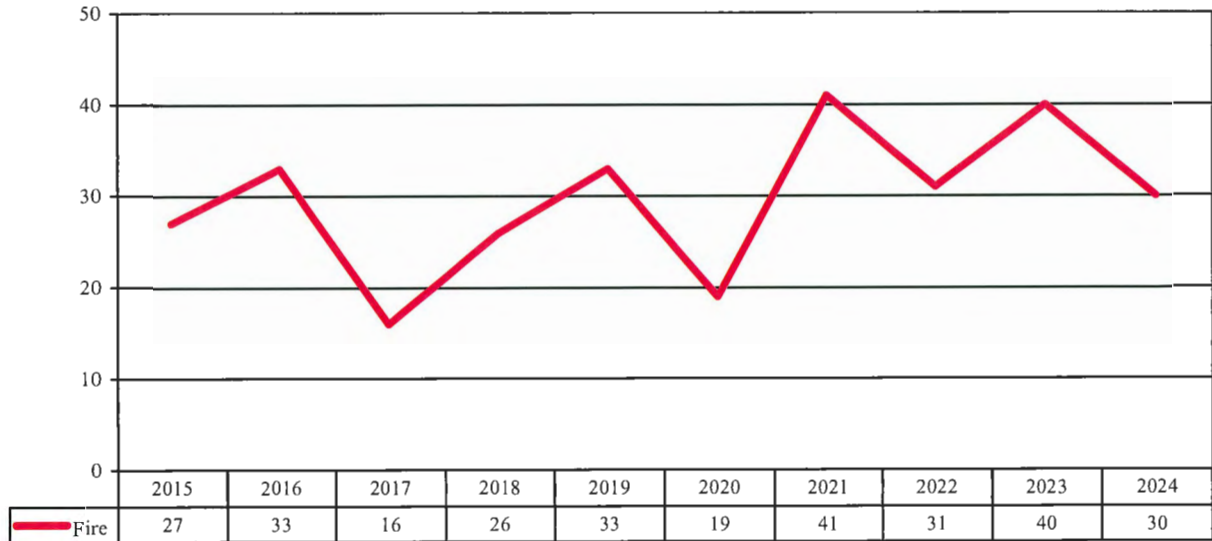
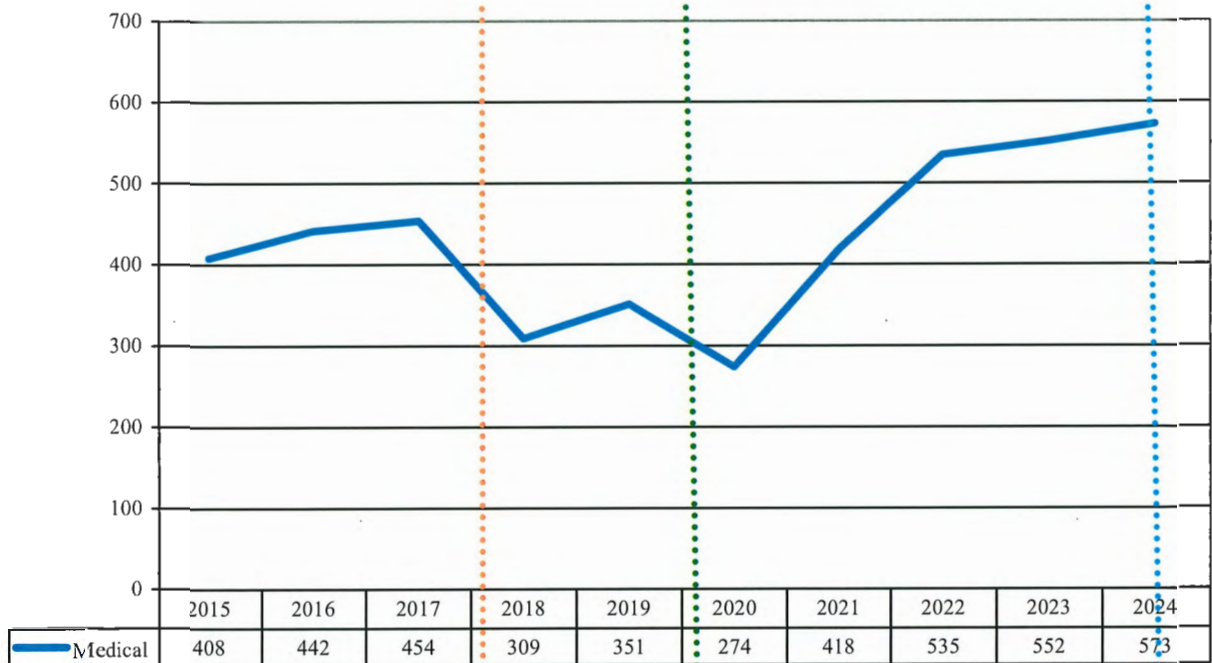


Table 8b: Total Medical Calls for Service in November from 2015 to 2024



Changes to BC Emergency Health Services Clinical Response Model dispatch system (2017-2018)

Start of COVID-19 Pandemic

July 26, 2024 - Provincial Health Officer ended public health emergency for COVID-19

Figure 1: Location of reportable fire incidents attended in November 2024 (total 30)



Figure 2: Location of reportable medical incidents attended in November 2024 (total 573)

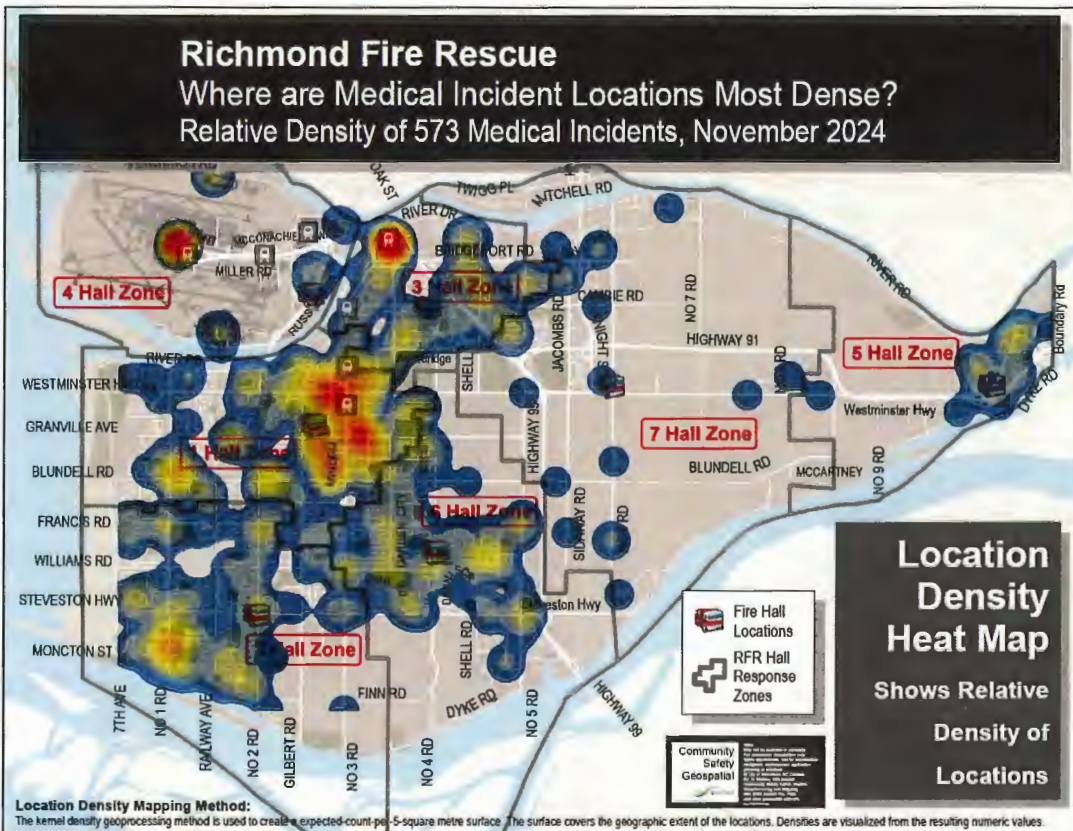
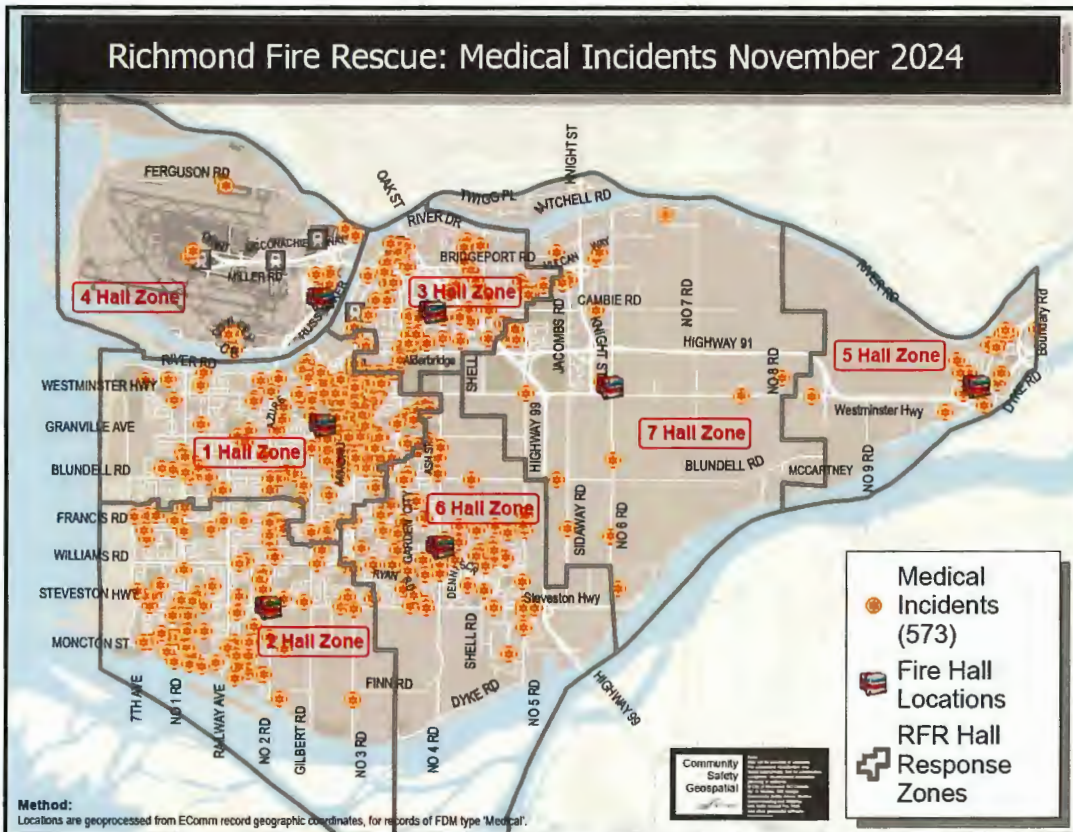


Figure 3: Location of reportable motor vehicle incidents (MVIs) attended in November 2024 (total 82)

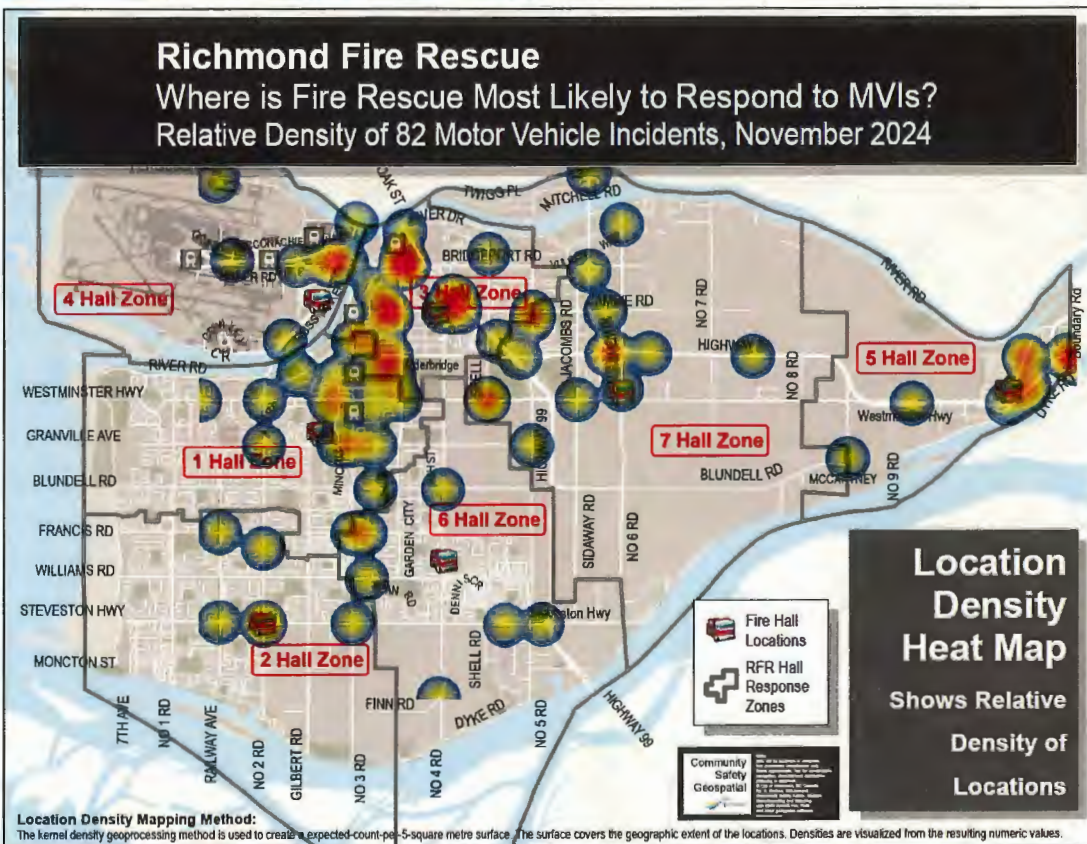
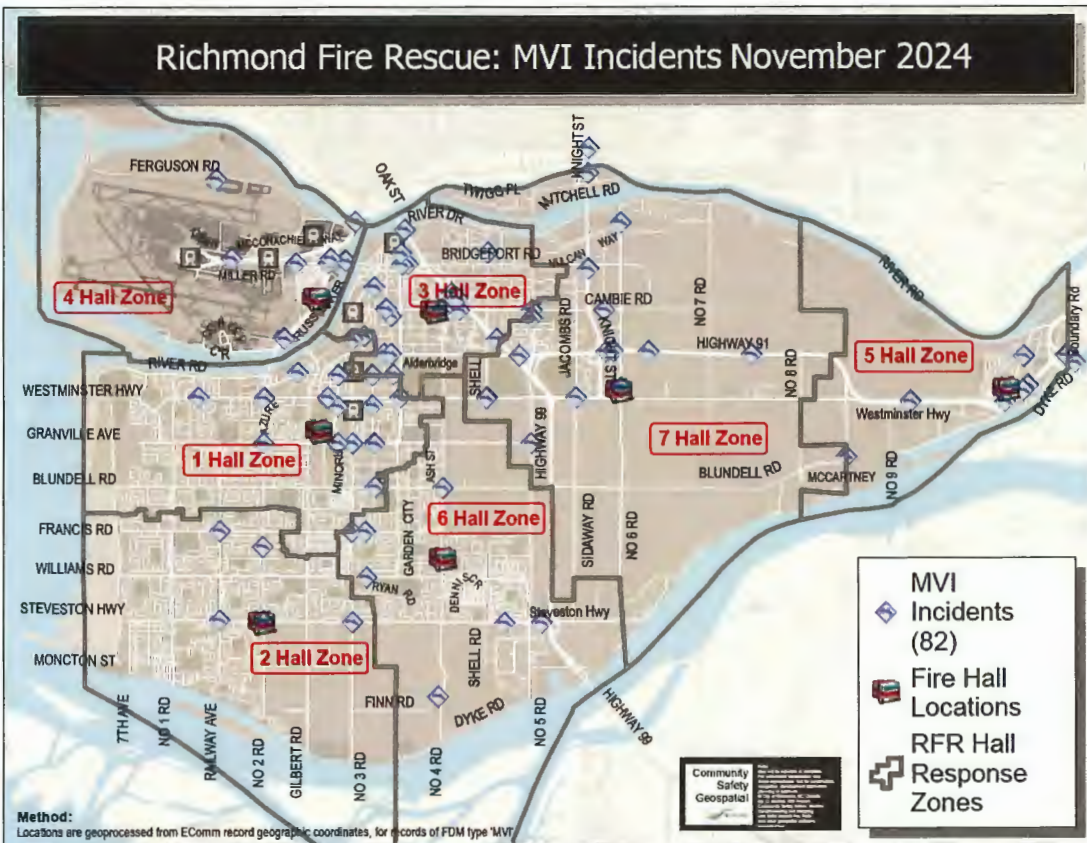


Figure 4: Location of reportable overdose / poisoning incidents attended in November 2024 (total 26)

