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## Department Overview

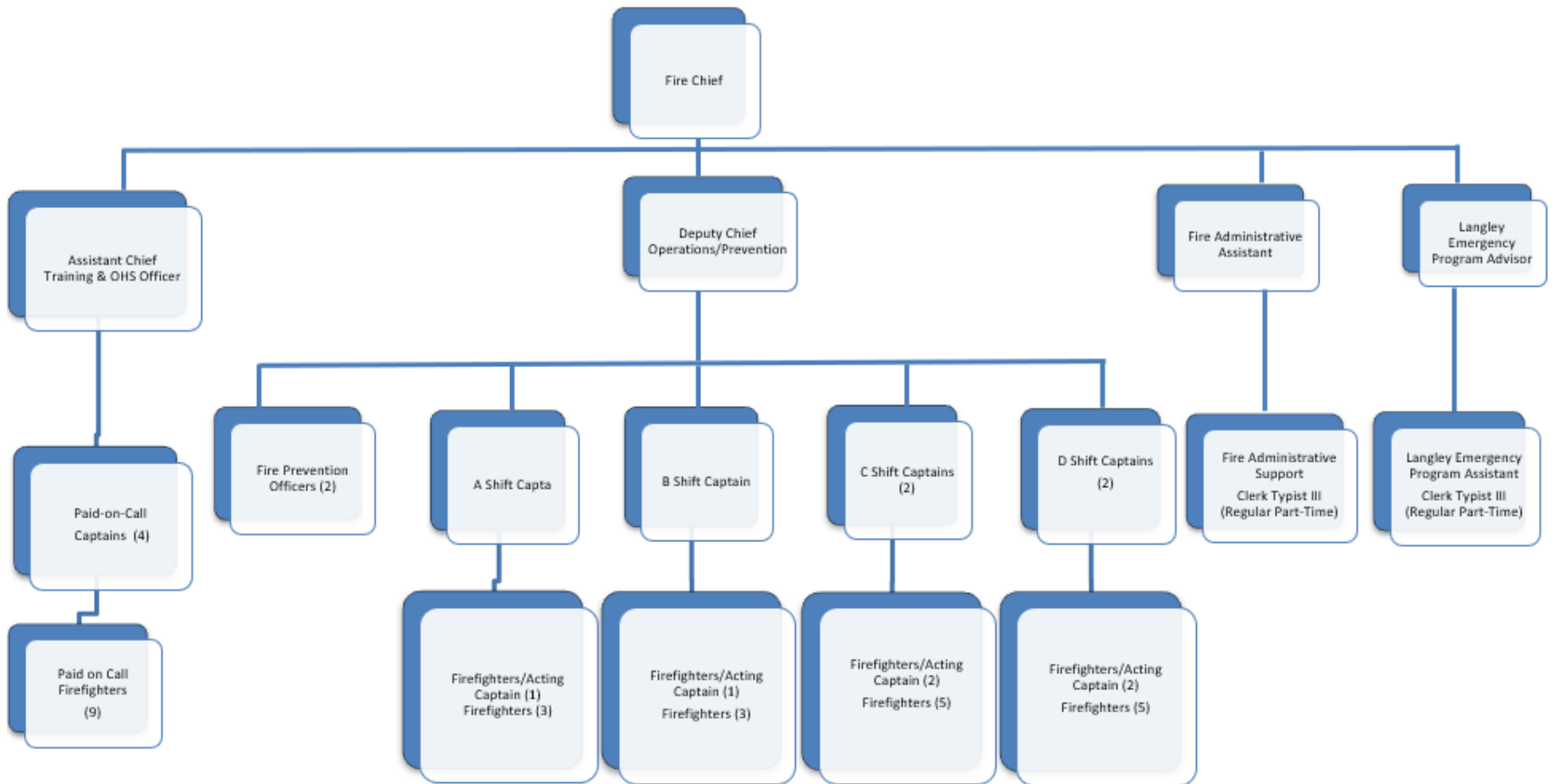
### Mission Statement

Provide the City of Langley with a highly effective and efficient Fire and Rescue Service.

### Mission Statement Goals

- To inspire confidence and respect in the community regarding all Fire Department operations.
  - To provide a safe working and living environment for Langley City residents and visitors through a high level of fire prevention activities and protection service.
  - To be an innovative and progressive Fire Rescue Service.
  - To provide the members of the department with the highest level of training and personal protection possible.
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## Langley City Fire Rescue Service Organization Chart



## **Services**

### **Fire Operations**

- Extinguishment of all types of fires
- Rescue trapped persons from dangerous situations.
- Respond to all incidents involving hazardous materials.
- Provide first responder pre-hospital care services.
- Respond to non-emergency public assistance.

### **Fire Prevention and Education**

- Conduct prescribed fire and life safety inspections of all public buildings to ensure the safety of all occupants and compliance with the BC Fire Code
- Conduct plan review with Development Services when requested to ensure buildings conform to the BC Building and Fire Codes
- Conduct fire and life safety training sessions to increase general awareness.
- Determine cause and origin of all fires.
- Assist in business license premise fire inspections.
- Provide public fire and safety education programs.
- Establish pre-fire plans for hazardous occupancies in our community.
- Work with the City bylaw enforcement officers to ensure that current fire bylaws are enforced.

### **Training**

- Train career and paid-on-call firefighters to meet current recognized standards.
- Ensure skills are maintained and evaluated.
- Train to mitigate community risks identified in the Hazard Risk Vulnerability Assessment
- Train to meet succession planning requirements.
- Manage department's Occupational Health & Safety Program
- Interdepartmental training with neighbouring City departments as well as other fire departments

### **Emergency Planning**

- Develop and maintain City emergency preparedness plans.
- Conduct training and exercises for staff to manage catastrophic events.
- Recruit, schedule and train emergency social services volunteers.
- Create awareness of emergency preparedness by proactively engaging with the community

## **Administration**

- Scheduling staff
- Managing payroll submissions
- Develop and manage training and development programs.
- Staff recruitment
- Manage paid-on call staff.
- Long term planning
- Record keeping.
- Fleet management.

## **Customers and Partner Agencies**

- Citizens and business owners of the City of Langley
- Visitors to the City
- Mayor and Councillors
- City departments and their staff
- Office of the Fire Commissioner of British Columbia
- RCMP
- BC Ambulance Service
- Communities bordering the City of Langley
- Ministry of Environment
- Ministry of Emergency Management and Climate Readiness
- Railways
- BC Safety Authority
- Fortis BC
- BC Ministry of Fisheries
- BC Ministry of Environment
- BC Ministry of Health
- BC Ministry of Transportation
- BC Hydro
- Phone and cable companies.
- Insurance agencies and their representatives
- Construction Safety Association of BC

## **2024 Service Highlights and Achievements Fire Service**

- The department responded to 4,360 calls for service in 2024.
- There were 105 reportable fire losses in 2024. Fire losses in 2024 totalled \$4,945,320.00
- Designed and order new aerial apparatus for department.
- Recruited and hired six new career firefighters

## **2024 Training Highlights:**

- Combine scenario-based training for ESS volunteers and firefighters.
  - Train First responder instructors to deliver New Medical Scope of Practice training in house
  - Delivery of New Medical Scope of Practice training to all career firefighters
  - Live Fire Training
  - Mutual Aid training with Township of Langley Fire Department.
-

## **2024 Service Highlights and Achievements Emergency Planning**

- Establish stand alone Emergency Planning Program for the City of Langley.
- Design new Langley City Emergency Program Logo
- Design new Langley City Emergency Program webpage and social media pages
- Design and produce new Langley City Emergency Program informational handouts
- On board four new Emergency Support Service (ESS) volunteers
- On board new ESS suppliers

## **2024 Training Highlights:**

- Combine scenario-based training for ESS volunteers and firefighters.
  - Introduce electronic Evacuee Registration & Assistance (ERA) training for Emergency Support Service (ESS) volunteers
-



## **2025 Projected Operational Goals: Fire Service**

- Hiring of a new Deputy Fire Chief and Assistant Fire Chief
- Hire four new career firefighters
- Hire new Fire prevention Officer
- Put into service two new Fire Apparatus, new mini pumper and new full size fire pumper
- Develop new department response model to reflect new staffing model of two apparatus 24/7/365
- Conduct a review of current Operational Guidelines
- Develop outline framework for Strategic department plan

## **2025 Projected Training:**

- Water Rescue training for career firefighters
  - Deliver New Medical Scope of Practice training to all POC firefighters
  - Train all current POC firefighters up to interior level firefighter
  - Emergency Vehicle Operations training for drivers/operators
  - Emergency driver training for POC firefighters
  - Mutual Aid training with Township of Langley Fire Department.
  - Provide additional training to Fire Prevention Officers to align them with the new Fire Safety Act requirements for inspections and investigations.
-

## **2025 Projected Operational Goals: Emergency Planning**

- Develop and deploy new digital evacuee registration kits for Personal Disaster Assistants (PDA) volunteers
- Design new Langley City Emergency Program (LCEP) Identification attire
- Investigate implementation of an Emergency Notification System for the City of Langley.
- Continue recruitment drive for new LCEP volunteers
- Continue public education campaigns to help establish relationships with new community organizations.

## **2025 Projected Training:**

- Reception Centre training Emergency Support Service (ESS) volunteers
  - Advance electronic Evacuee Registration & Assistance (ERA) training for (ESS) volunteers
  - Engage in multi-agency exercises with regional partners
  - Develop Emergency Operation Centre (EOC) Function Training and Tabletop Exercise for Langley City personnel
-

## Significant Issues and Trends

- Training Capability and Capacity
  - Introduction of new Fire Safety Act affecting training qualifications for fire inspection and investigation fire
  - Prepare for potential challenges around training staff under the 24-hour shift model
- Unstable Canadian Dollar
  - Potential and yet unknown issues around tariffs on good from the United States
  - Continued Increases in cost of protective clothing, equipment and materials as well as changes to NFPA standards on protective clothing
  - Significantly increased costs of procurement of fire apparatus and equipment
  - Supply chain issues and delays
- Workforce:
  - Staff turnover challenges continue, both career and POCs
  - Challenges in attracting staff for more senior management positions
  - Continued challenges with the recruitment, retention and training of POC firefighters as they are continually be hired as career staff with other departments.
  - Regional contract settlements with IAFF locals driving up labour costs and potential challenges associated with a 24-hour shift pattern
- Increased demand for fire prevention resources:
  - Property development projects requiring more attention from the Fire Prevention Division
  - Increased building rate as well as larger and more complex structures being constructed.
  - Conducting business licence inspections
  - Ensuring Code compliance is met with existing buildings and premise re-inspections
  - Public fire/life safety education to the community
  - New Fire Safety Act requirements

- Continued trend of downloading services from senior levels of Government:
  - Changes to the BCAS response matrix potentially increasing the categories of MESA calls attended to by fire departments
  - Increase in occurrences of simultaneous MESA incidents.
  - Introduction of new Fire Safety Act
  
- Risk management:
  - Decreased availability and response of Paid on Call firefighters.
  - Ensuring compliance with WorkSafeBC standards when responding to emergency calls as well as during in station activities
  - Resiliency building in staff to combat compassion fatigue and sleep disorders due to shift work
  - Challenges in being able to deliver consistent service levels to the community with shift work force model
  - Prepare for potential challenges around staffing the 24-hour shift model
  
- Radio communications:
  - Prepare for new NG 911 system. (now delayed)
  - Prepare for changes associated with potential new dispatch system through Surrey Dispatch Centre
  - Develop new bylaw to deal with need for signal boosting systems in large buildings
  
- Vehicle maintenance:
  - On-going replacement of fire apparatus, longer wait times for replacement apparatus.
  - Escalating costs due to increased labour and parts costs and decreased suppliers
  - Increased complexity of vehicle operating systems, less in house repairs completed.
  - Increased maintenance costs due to increase usage of aging fleet
  - Supply chain issues and delays

## 2025 Corporate Strategies & Action Plans

### Fire Rescue Service

#	Strategic Plan Reference	Work Plan	Who	When
1	Organizational Excellence	Provide training opportunities for FPO staff to align with new Fire Safety Act requirements on inspections and investigations.	DFC/FPO	ongoing
2	Organizational Excellence	Continue health and wellness initiative by delivering mental health resiliency training for all staff and other City staff	AFC	ongoing
3	Organizational Excellence	Conduct Gap analysis of departments Operational Guidelines	DFC/FC	Q2/Q3
4	Protective Services	Work with neighboring municipalities and agencies emergency procedures related to the SkyTrain extension	DFC/FC	On going
5	Protective Services	Review and evaluated the current Paid on Call firefighter system	AFC/FC	Q3
6	Organizational Excellence	Develop online information for property owners on how to prepare for an annual Fire inspection	DFC/FPO	Q3/Q4
7	Protective Services	Review response matrix for incidents based on new staffing resources	FC/DFC	Q2

## 2025 Department Work Plan

### Fire Rescue Service

#	Work Plan	Who	When
1	Participate in the Citizens Assembly on Community Safety	FC	On going
2	Complete recruitment and training of new career firefighters	DFC/AFC	Q2
3	Recruit and train new POC firefighters	AFC	Q3
4	Conduct Fire Prevention Week activities	DFC/FPO	Q4
5	Working on various SkyTrain committees with neighboring municipalities	FC/DFC	On going
6	Review current department Operational Guidelines	FC/DFC	Q2/Q3
7	Participate in Public Education events such as Community Day, Local Government Day and Department Open House	DFC/FPO	On going
8	Provide increase training opportunities to career and POC firefighters through scheduled weekend training	AFC/DFC	On going

## 2025 Corporate Strategies & Action Plans

### Emergency Planning

#	Strategic Plan Reference	Work Plan	Who	When
1	Organizational Excellence	Develop training plan for senior City of Langley Staff for EOC training	EP	Q2
2	Organizational Excellence	Develop plan to move to digital reporting/recording system of Evacuees	EP	Q1/Q2
3	Protective Services	Develop Emergency Notification System for the City of Langley.	EP	Q3
4	Protective Services	Review Emergency Communications systems	EP/AFC	Q3/Q4
5	Organizational Excellence	Develop joint training opportunities with neighboring and support agencies	EP	Q2/Q3

## 2025 Department Work Plan

### Emergency Planning

#	Work Plan	Who	When
1	Provide training program opportunities for City Senior Staff in EOC roles	EP/FC	Q2/Q3
2	Develop recruitment and retention plan for ESS volunteers	EP/FC	Q2
3	Participate in Community events, such as Community Day and Department Open House	EP	On going
4	Develop recruitment and retention plan for ESS volunteers	FC/EP	Q2
5	Update social media presents on City of Langley Website and other social media platforms	EP	Q2/Q3
6	Conduct EOC training and Tabletop Exercises for City of Langley Staff	EP/FC	Q3
7	Provide complex education and training opportunities for ESS volunteers	EP	Q2



## Performance Measures

Performance Measurement	Target	2020	2021	2022	2023	2024
<b>911 Call Handling Capability:</b>						
Call processing time		36 sec	36 sec	37 sec	38 sec	41 sec
Dispatch time		13 sec	10 sec	11 sec	10 sec	8 sec
Call total handling time @90 <sup>th</sup> percentile	64 sec	49 sec	48 sec	49 sec	48 sec	49 sec
<b>Operational Capability:</b>						
Total Responses		1876	3235	3860	3934	4360
Number of Paid on Call page-outs		239	459	653	545	554
Average Turnout time MESA calls	80 sec	77 sec	68 sec	81 sec	80 sec	79 sec
Average Turnout time Fire Calls	90 sec	101 sec	96 sec	103 sec	101 sec	106 sec
Average Travel time MESA calls	240 sec	200 sec	184 sec	191 sec	193 sec	213 sec
Average Travel time Fire Calls	240 sec	195 sec	191 sec	189 sec	190 sec	212 sec
<b>Fire Prevention and Education:</b>						
Number of occupancies Inspected by duty shifts annually (20/month)	960	258	348	561	388	624
Number of occupancies Inspected by daytime shift	250	178	335	240	162	---
Number of occupancies Inspected by FPO A (30/month)	360	549	620	1113	1062	1510
Number of occupancies Inspected by FPO B (30/month)						392
Number of Fire and Life Safety/Public Education sessions	50	5	4	34	53	34
<b>Staffing/HR:</b>						
Number of time loss shifts due to injury (WCB)		20	0	164	535	414*
Number of time loss shifts due to illness (Sick Time)		104	120	216	251	151*

\* Current to September 2024

## Financial Plan Summary & Highlights

### Operating Expenses & Revenues

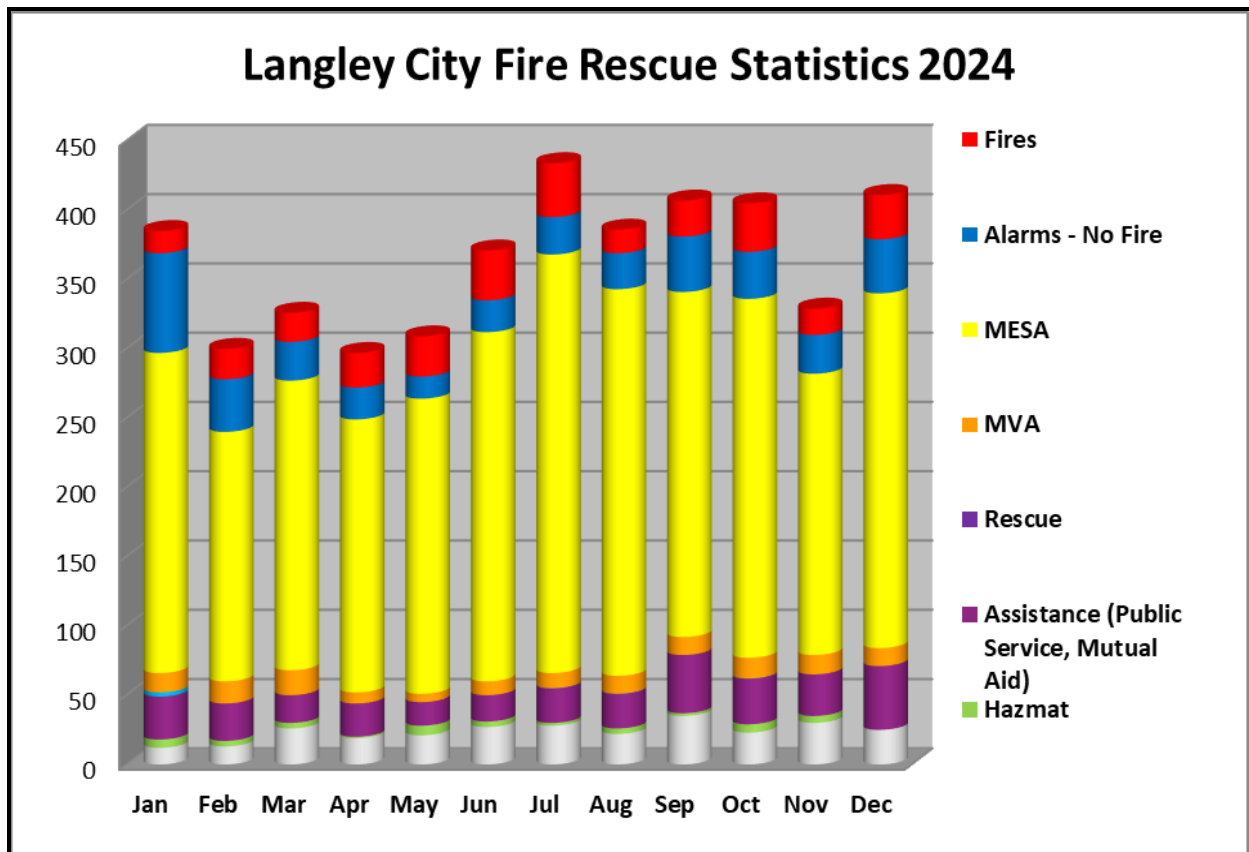
#### Departmental Summary (by Division/Major Service Area)

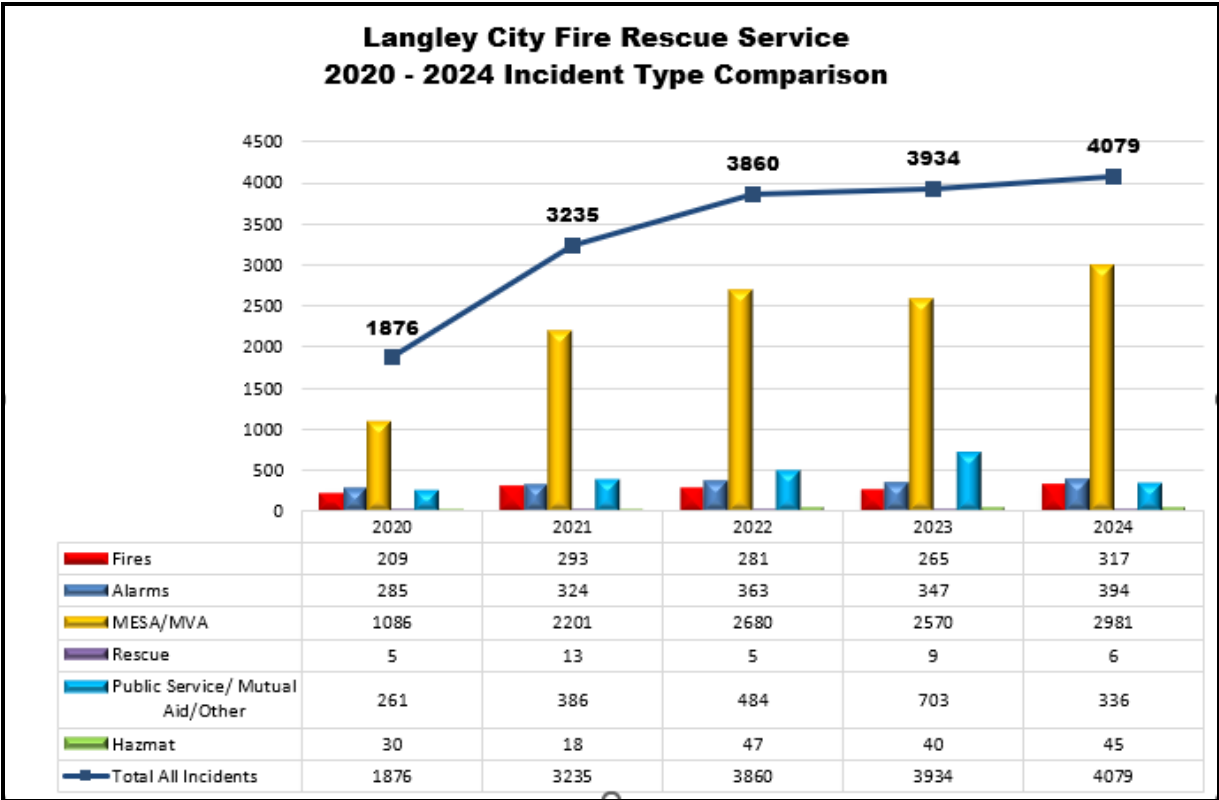
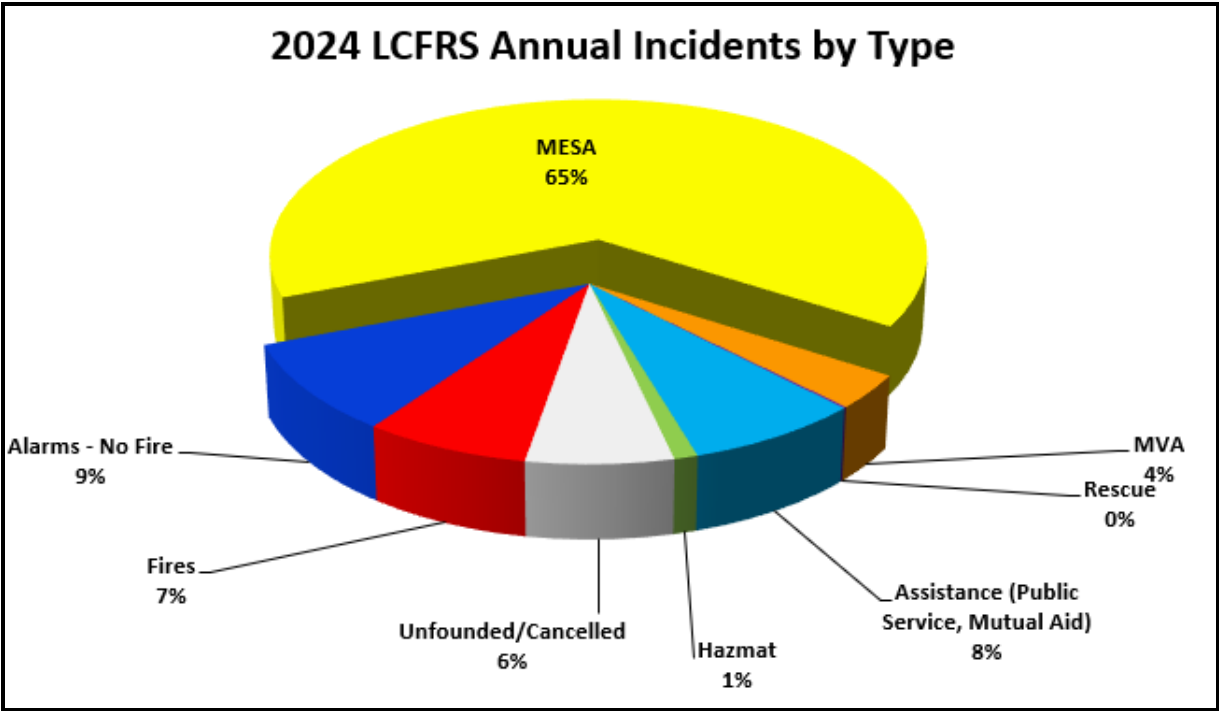
	2021 Budget	2022 Budget	2023 Budget	2024 Budget	2025 Budget
<b><u>Operating Revenues</u></b>					
Fire Fees & charges	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
<b>Total Operating Revenues</b>	<b>\$6,000</b>	<b>\$6,000</b>	<b>\$6,000</b>	<b>\$6,000</b>	<b>\$6,000</b>
<b><u>Operating Expenses</u></b>					
Fire Management	\$798,560	\$804,400	\$862,720	\$900,270	\$899,460
Fire Suppression	\$3,912,170	\$4,036,200	\$4,629,490	\$5,314,830	\$5,698,430
Fire Prevention & Education	\$195,010	\$200,820	\$420,440	\$424,100	\$431,660
Fire Maintenance & Other	\$513,560	\$524,170	\$665,390	\$737,940	\$889,200
Emergency Planning	\$143,195	\$147,250	\$150,820	\$172,940	\$229,960
Search & Rescue	\$5,130	\$5,230	\$5,500	\$5,600	\$5,600
<b>Total Operating Expenses</b>	<b>\$5,567,625</b>	<b>\$5,718,070</b>	<b>\$6,734,360</b>	<b>\$7,555,680</b>	<b>\$8,154,310</b>
<b>Net Operating Expenses</b>	<b>\$5,561,625</b>	<b>\$5,712,070</b>	<b>\$6,728,360</b>	<b>\$7,549,680</b>	<b>\$8,148,310</b>
\$ Change from previous year	\$45,060	\$150,445	\$1,016,290	\$821,320	\$598,630
% Change	1%	2.7%	17.8%	12.2%	7.9%
<b><u>Staffing Level</u></b>					
Full Time Equivalent Positions (FTE)	29.75	29.75	32.75	34.9	36.9

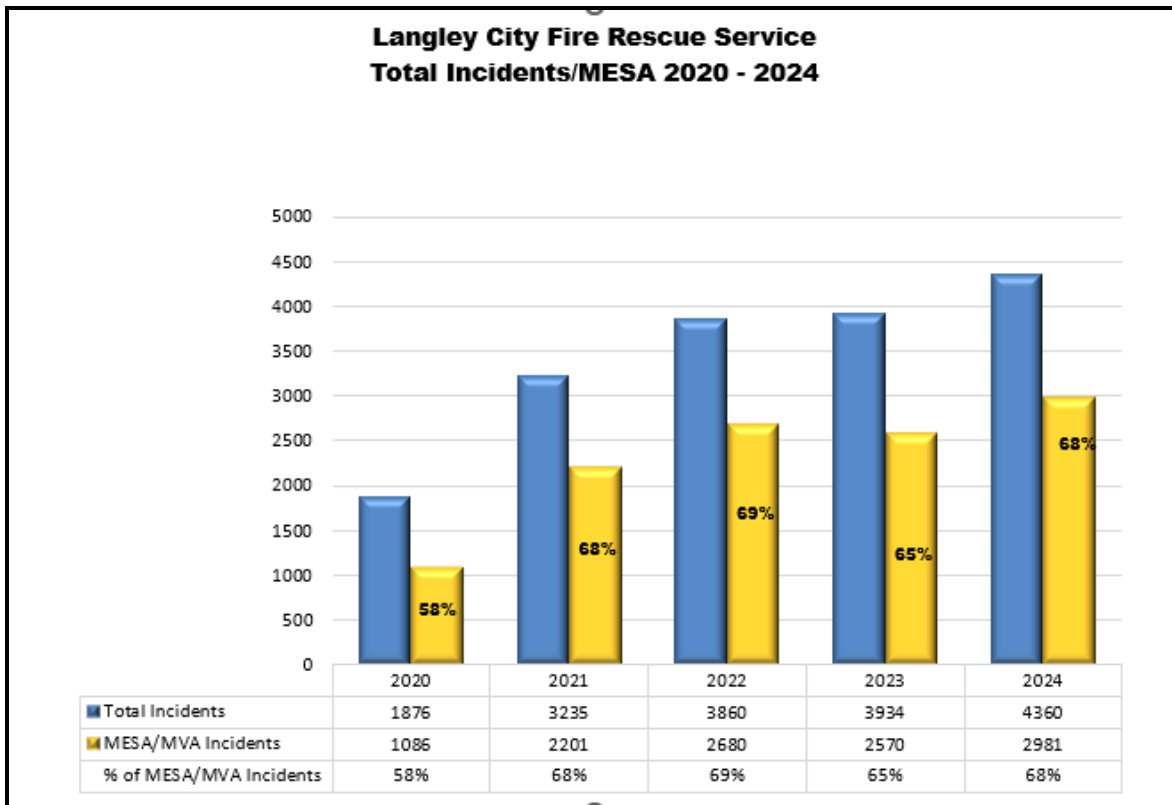
## Attachment A – 2024 Statistics

### Langley City Fire Rescue Service Incident Statistics 2024

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Fires	16	22	21	25	29	36	39	17	26	35	19	32	317
Alarms - No Fire	72	38	28	23	16	23	27	26	40	34	28	39	394
MESA	231	180	209	197	213	252	302	279	249	259	203	256	2830
MVA	14	16	18	8	6	10	11	13	13	15	14	13	151
Rescue	3	0	0	0	0	0	1	1	0	1	0	0	6
Assistance (Pub.Service, Mutual Aid)	31	27	20	24	17	19	24	24	42	32	30	46	336
Hazmat	6	4	4	1	7	4	2	4	2	6	5	0	45
Unfounded/Cancelled	12	13	26	19	21	27	28	22	35	23	30	25	281
<b>TOTALS</b>	<b>385</b>	<b>300</b>	<b>326</b>	<b>297</b>	<b>309</b>	<b>371</b>	<b>434</b>	<b>386</b>	<b>407</b>	<b>405</b>	<b>329</b>	<b>411</b>	<b>4360</b>







**Breakdown of MESA incidents:**

MESA	2020	2021	2022	2023	2024
a) Trauma	5	13	16	212	521
b) Cardiac	52	64	46	55	98
c) MVA	164	146	152	160	161
d) Overdose	160	324	405	404	453
e) Patient Lift	74	120	151	128	181
f) Other Medical	631	1534	2090	1451	1649
<b>Total MESA:</b>	<b>1086</b>	<b>2201</b>	<b>2860</b>	<b>2410</b>	<b>3063</b>

**Overdose incidents:**

