



Annual Report 2022



Mission Fire Rescue Service

Prepared by Fire Chief Mark Goddard
City of Mission

Message from the Fire Chief

As we enter into the post-pandemic phase of living with Covid-19 and continue to be a lead agency in the Opioid Crisis, we realize that the world has changed dramatically and we have to counter with increased proactive planning while always being prepared to react to sudden changes. Pressure on the emergency response system is coming from many points. BCAS continues to be challenged to provide a reliable and efficient response to medical incidents, leading us to another very busy year with a call volume of 3472 which exceeded last year's record of 3192. Fleet reliability issues came to the forefront when we experienced a short time where we had an unacceptable amount of apparatus out of service at the same time. The province experienced drought conditions from August through to October, leading to one of the longest fire bans in the city's history that required careful management, especially when the province prematurely lifted their own Category 2 ban while local factors demanded we keep ours in place.



As Chief I am very proud to report that we are finding innovative ways to continue to deliver efficient and prompt emergency services to the City of Mission. As an organization we are leaders in stakeholder engagement on the front line of the impacts of the Opioid Crisis in the city. Engagement at the provincial ministerial level has led to meaningful collaboration between Fraser Health, BC Housing and the Fire Department. The problem is very complex and this relationship will take time to realize a program that all parties agree reduce impact on local services. I am hopeful that over time we will see policies change, and the department take on a leading role while lowering the acute impact on our front-line staff.

We took the unprecedented step of purchasing a used fire engine as a stop-gap measure to counter the known reliability issues with three of our front-line apparatus. This truck, while old in age, had very low use and came to us from the Cariboo Regional District. This apparatus not only provides some depth, it also provides extra opportunity in the Training and Public Education Divisions.

The ability to interact with the public face to face allowed for the relaunch of many of our public education initiatives, including the wildly successful Fire Safety Grand Tour which replaced our aging Fire Safety Fair event. This ability also allowed MFRS to gather at our first in-person awards night in two years.

We were also very happy to be back out in the public helping community-minded agencies such as MCSS and the Salvation Army with their holiday food, toy, and fundraising programs. All totaled, MFRS and Mission ESS provided in excess of 200 volunteer personnel hours while collecting five full-size van loads of food and toys, and raising in excess of \$3000.00 for charity. MFRS was responsible for the largest single donation kettle day for the Salvation Army in the valley this season while we spent a chilly eight hours in front of Save-On-Foods. Even cold rain and snow could not dampen our volunteer spirit when several paid-call and career firefighters gathered with Mission Ladder 1 to decorate the large Christmas tree in Centennial Park.



Mission is certainly a city that is poised for significant growth, and the challenge now lies in careful but meaningful growth of the Fire Department to service this trend. The future looks bright as we begin planning for Fire Station 4 in Cedar Valley, and I am confident that the team we have here brings the energy and experience to steer the department through these challenges.

- Fire Chief Mark Goddard



Mission Fire Rescue Service Mission Statement

To provide service to the community by protecting life, property, and environment, through prevention, public education and emergency response, with well-maintained equipment and highly-trained and dedicated personnel.

WHO WE ARE: Meet Our Fire Prevention Staff



Ian Glasgow - Assistant Fire Chief Fire Prevention

I have been a fire and life safety professional for over 20 years, and my work experience centers around fire prevention and includes job titles such as Fire Inspector/Educator, Career Firefighter, Fire Safety Planner, Confined Space Safety Consultant, Fire Protection Systems Technician, Building Code Consultant, and Fire Safety School Principal.

I hold two designations with the Applied Science Technologists & Technicians of BC (ASTTBC): Applied Science Mechanical Technician and Registered Fire Protection Technician. My career has included active participation in professional organizations, including: The Fire Prevention Officers' Association of British Columbia (FPOABC), The Society of Fire Protection Engineers (SFPE), The Greater Vancouver Fire Protection Association (GVFPA), ASTTBC, the British Columbia Fire Fighters Association (BCPFFA), and the International Association of Fire Fighters (IAFF).

Like all members of MFRS, I am continually gaining and maintaining the skill sets required for my position. My education includes Fire Officer and Fire Prevention Officer certificates from the Justice Institute of BC, a Bachelor of Arts degree from Mount Saint Vincent University, a Fire Protection and Safety Technician diploma from Algonquin College, and various fire protection related courses from the British Columbia Institute of Technology and other post secondary institutions.

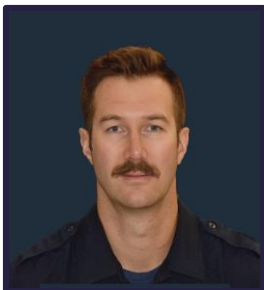
I am inspired by the support the Fire Prevention Division has received from the Fire Chief, the Fire Department membership, the Mission City Council and Senior Staff, by the City of Mission employees, and by the Community. As a Fire Prevention professional, I am proud to be a member of MFRS. It is an inspiring time for the Fire Prevention Division: The Prevention staff are strong in their skills sets, hardworking, and dedicated; and the Suppression Firefighters are equally hard working, and dedicated to fire safety education and fire prevention within the community.



Dylan Murray - Lieutenant Fire Prevention

I came to Mission Fire Rescue's Prevention Division in 2021, after starting my career as a paid-on-call firefighter in 2010, and subsequently a career firefighter in a neighboring municipality in 2013. My current role with Mission Fire Rescue is the Lieutenant in Fire Prevention. In this position I am responsible fire investigations, enforcement of the Fire Code through fire inspections, and delivering public education. I enjoy the technical nature of the job and building relationships with external stakeholders such as businesses and community groups. Through the education and understanding of fire codes, I hope to provide the citizens of Mission with an increased level of fire safety which will also assist our first responders in the event of an emergency.

As the City of Mission continues to grow, so will the Fire Prevention Division. We will continue to use technology and innovative techniques to provide the finest customer service to the citizens of Mission. Our fire prevention members are committed to establishing community partnerships through education, engineering, and enforcement with the goal of eliminating fire deaths and injuries and establishing fire safe behaviors.



Nathan Unger - Fire Inspector / Investigator / Public Educator

I have lived in Mission my entire life, and in 2012 was granted the honour and duty of becoming a paid-on-call firefighter with Station 1 for the City of Mission. The last ten years of constant learning and growth have given me the experience and skills required to, in 2020, become a proud career member of Local 4768, Mission Professional Fire Fighters, and in 2022 Mission's newest Fire Inspector / Investigator / Public Educator.

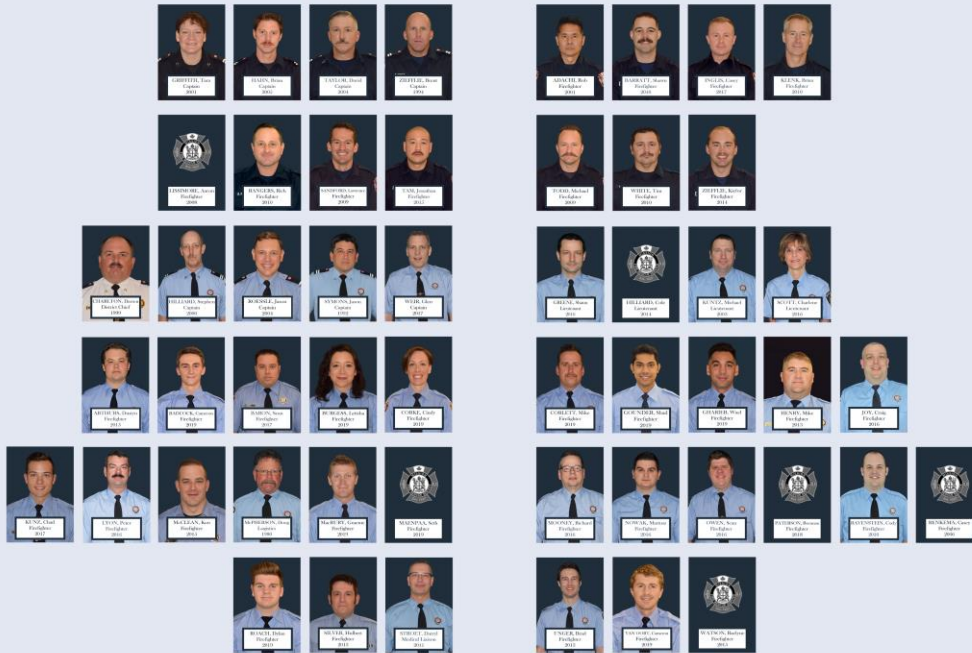
The opportunities and support provided through Mission Fire in past and current roles has allowed me to continue to expand on a passion for seeking answers to problems, and helping others do the same. Most recently, I was able to attend a Fire Investigation course through the International Association of Arson Investigators to better understand why fires start and what we can do to help prevent them. This puts me within a breath of writing the final exam to become a Fire Investigation Technician; just another skill Mission Fire is equipping their people with to better serve the residents of Mission.

As our city grows, I believe we can feel comfortable knowing that Mission Fire Rescue is a proactive organization with a very serious take on public safety and fire prevention - an organization I am proud to be a part of and help drive forward.

Mission Fire Rescue Service 2022



Fire Station 1



Fire Station 2

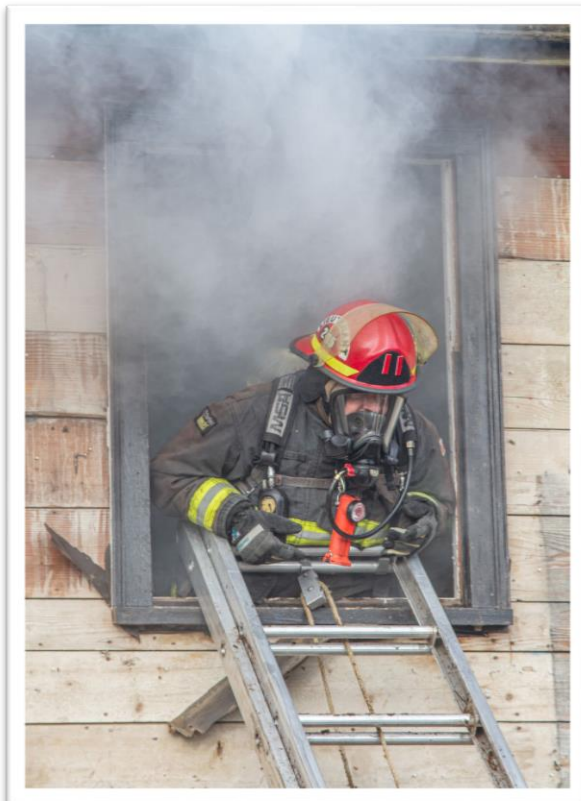
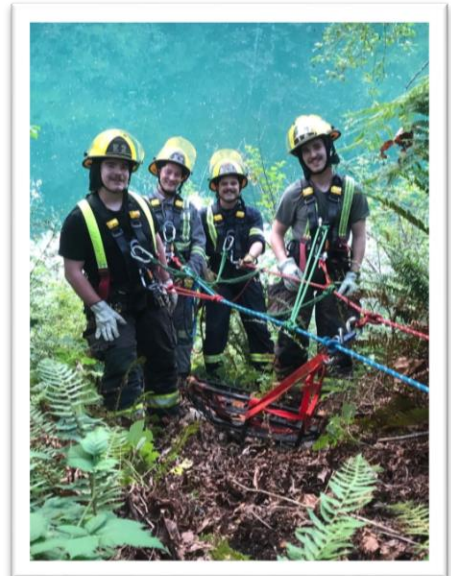
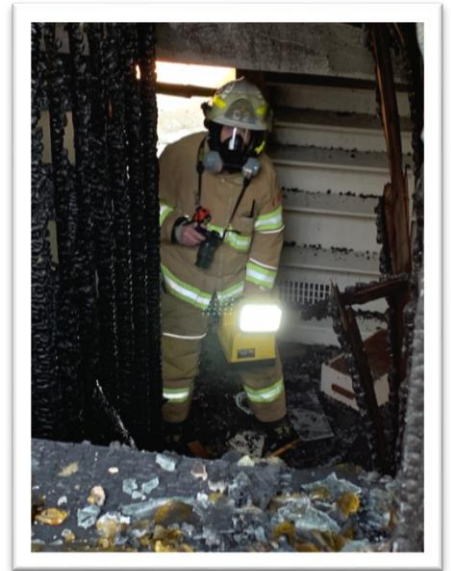


Fire Station 3



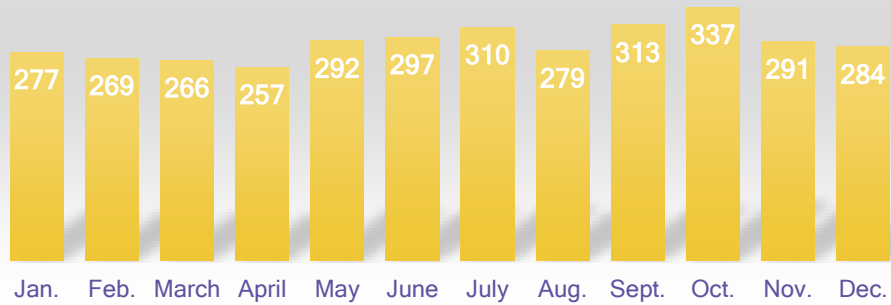
WHAT WE DO

- Fire Protection
- Medical Response
- Motor Vehicle Incidents
- Incident Command and Emergency Scene Management
- Operations Level Hazardous Materials Response
- Trail Rescue
- Flat Water Rescue
- Firefighter Training
- Fire Inspections
- Fire Investigations
- Public Education
- Emergency Planning and Emergency Operations Center Coordination
- Emergency Support Services
- Inter-Agency Response and Cooperation

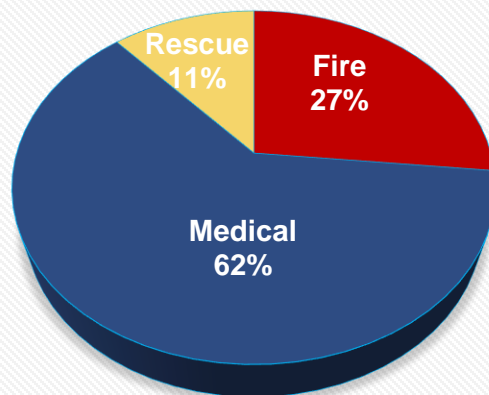


2022 Incidents by Month

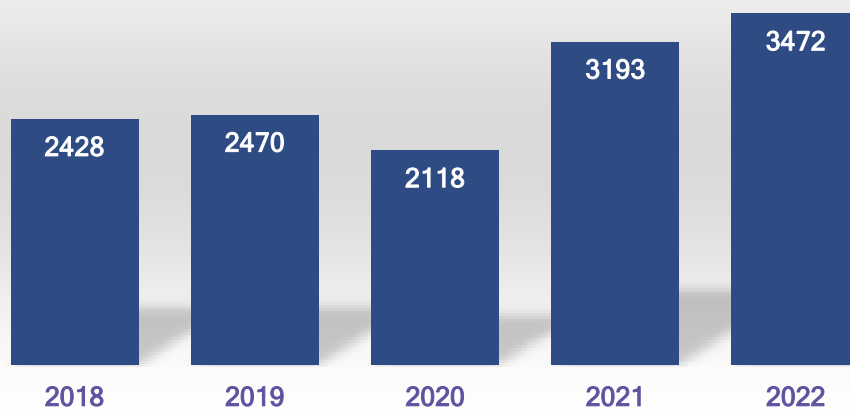
3472 Incidents in Total



2022 Incidents by Type



5 Year Incident Comparison



KPI NO.	KEY PERFORMANCE INDICATOR	TARGET	2022 PERFORMANCE
1.1	# of Career Firefighters	20	18
1.2	# of Paid-on-Call Firefighters	80	68
1.3	Average Fire Dept. Response Time to Arrive on Scene (minutes)	NFPA 1720 *	6.92 minutes (415.2 seconds)
1.4	# Secondary Paid-on-Call Firefighter Incident Call Outs	1240 calls	1114 calls
1.5	% Average Call Attendance by Available Paid-on-Call Firefighters	50%	28.25%
1.6	# of Backfill Shifts Taken by Paid-on-Call Firefighters	200 shifts	395 shifts
1.7	# of Backfill Shifts Taken by Career Firefighters Regular Time	200 shifts	262 shifts
1.8	# of Backfill Shifts on Overtime Career Firefighters	0 shifts	73 shifts
1.9	# of Backfill Shifts on Forced Overtime Career Firefighters	0 shifts	30 shifts
1.10	# of Calls Annually	3100 calls	3472 calls
1.11	# of Structure Fire Calls Annually	12 calls	24 calls
1.12	# of Fire-related Calls (non-structure fire)	480 calls	900 calls
1.13	# of Medical Calls	1860 calls	2147 calls
1.14	# of Rescue Calls (MVA, electrical, rope rescue, etc.)	960 calls	401 calls
1.15	# of Fire Investigations Conducted Annually	12	22
1.16	# of Life Safety Inspections	969	1033
1.17	% of Inspectable Properties Inspected Annually	100%	90%
1.18	% of Inspectable Properties Reinspected Annually	< 25%	17%
1.19	Hours of Public Life Safety Education	910	682
1.20	# of Homes Visited in the Smoke Alarm Campaign	500 homes	508 homes
1.21	# of Planned Vehicle Maintenance Hours Annually	1842 hours	1144 hours
1.22	# of Unscheduled Vehicle Maintenance Hours Annually	936 hours	1642 hours

* Based on NFPA 1720 Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Volunteer Fire Departments, 2010 Edition.

DEMAND ZONE	DISPATCH TIME (seconds)	TURN OUT TIME (seconds)	DRIVE TIME (seconds)	RESPONSE TIME (seconds)	MINIMUM STAFF TO RESPOND	MEETS OBJECTIVE (%)
Urban	90	90	420	600	15	90
Rural	90	240	600	930	10	80
Remote	90	240	Based on distance		6	80

Fire Safety Grand Tour **MFRS**

As COVID-19 measures were loosened, we at MFRS were excited to once again bring our public safety messages to the residents of Mission in an in-person forum. The challenge to planning an event like this was the ever-looming threat that another wave of the pandemic may come, so we designed the Grand Tour as an event that kept crowds smaller and on the move, that could be pivoted to a vehicle/drive through event and still delivered meaningful public safety messaging. This event is one of a kind and was the brain child of all of the Chief and Prevention Staff.

The event was hosted at six locations throughout Mission each having a different theme. Participants in the Grand Tour were not only furnished with a great show at each stop, but on the route got to enjoy all the amenities and natural beauty that makes Mission a unique place to live or visit.

Stop One at Mission Fire Station 1 delivered the key message of fire safety week “Fire won’t wait. Plan your escape”. Participants here were able to engage a simulated bedroom escape station including a window chain ladder, fire extinguisher demo, truck tour, and vendor gallery.

Stop Two at Mission Leisure Centre showcased all the agencies MFRS cooperates with to deliver services in both small and large emergencies. Visitors to the stop enjoyed an ESS reception center display and contest, Search & Rescue ropes demo, and booths from Mission Parks & Rec, CDART and the Salvation Army.

Stop Three at the Junction Mall was all about car seat safety. Our team of car seat educators was on hand to perform car seat education and in-vehicle seat checks to ensure proper use. While visitors to the site learned about car seats they also had an opportunity to enjoy classic fire and ambulance displays and BC Ambulance’s public education team.



Stop Four at Fire Station 3 felt like walking into a carnival. With a traffic safety theme, participants could see an auto extrication demonstration, see tow trucks at work, use small hose lines to knock out a fire in our demo house, and help out with some hazmat decontamination.

Stop Five at Fire Station 2 relayed the danger of putting water on an oil fire showing this dramatic consequence with their signature fireball.

Stop Six at the Steelhead Community Hall was aptly situated to teach visitors all about FireSmart and wildfire fighting. Visitors were greeted by a tour of our new structural protection trailer and Squad 1 (our wildland truck). They were also able to sign up for home assessments and could learn about tree species from Mission Forestry.



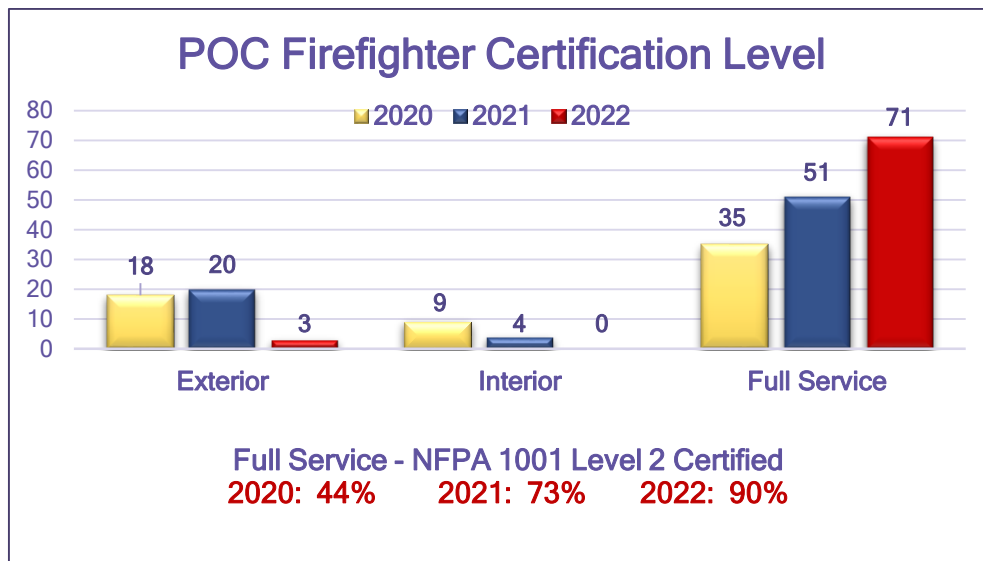
OPPORTUNITIES

ADMINISTRATION

- Participation in the Stave West security task force has led to increased compliance with user groups in the region around fire bans.
- A long overdue complete review and revision of all Operational Guidelines was done to bring guidelines and current best practices into alignment.
- MFRS took a good look at the impact of addiction and homelessness on our service, and created a task group consisting of BCAS, RCMP, BC Housing and MCSS representatives. A letter sent to the Minister of Mental Health and Addictions and the Minister of Health has so far yielded stronger stakeholder engagement to further our idea of an impact reduction strategy.
- Working with the AMLT leadership team, MFRS has set asset management targets that are now tracked in order to ensure the health of the service and its assets. MFRS was also the lead agency in completing the City's Critical Asset List for the asset management program.
- A review and update of the current Fire Master Plan is underway internally by the Fire Chief and Staff.

OPERATIONS & TRAINING

- Currently hiring a class of up to ten paid-call firefighters.
- 90% of department members are now full-service firefighters. This is a 17% increase over last year.



- Three new engine/tender driver operators were certified and six ladder driver operators. We are well settled into our interim training site. Over 350 hours of training have taken place at the Training Centre over the past year by MFRS members. Opportunities for training in suppression, vehicle rescue, and special rescue are growing, and most recently we have taken possession of a school bus from the School District to train in large vehicle and special/complex rescue. Sixteen paid-call firefighters are trained in flat and submerged vehicle rescue bringing the total number of trained staff to 36. Our intention is to continue this program to 80% saturation throughout all three fire stations to ensure appropriate response can be maintained to these incidents.
- The training truck is now online and can be used for a variety of training, education, and response roles when needed.

FIRE PREVENTION

- Staffing in the division has grown from one Assistant Chief and one Fire Inspector to one Assistant Chief, one Lieutenant Fire Prevention, one Fire Inspector/Educator, and one FireSmart coordinator (contract position).
- The Fire Prevention Division has broadened its horizons to help resource limitations by cross training as incident safety officers who can attend major scenes like structure fires. This move has the benefit of freeing on-scene suppression personnel for other tasks while allowing the investigator to observe the fire from an early stage to extinguishment.
- Continued to produce online safety content in the form of YouTube videos.

Fire Prevention Stats	2020	2021	2022
Property Inspections	420	804	1033
Fire Investigations	11	13	22
Hours of Public Education in 2022 - 682			

CHALLENGES

ADMINISTRATION

- The increasing cost of goods and services paired with declining global supply for some parts has challenged budgeting. Higher call volumes and more demand on the backfill system have caused incidences of staff overtime and forced overtime continue to rise. In 2022, there were 73 overtime career firefighter shifts and an additional 30 at forced overtime.
- Continue to wait for the new Fire Safety Act.
- BCAS delay and staffing issues have a direct effect on our call volumes and call durations.
- Authority to close public lands during wildfire threat remains a priority.
- Securing a permanent site for Fire Station 4.
- Apparatus reliability has impacted fleet budgets, leading for the need to purchase a used fire apparatus from the Cariboo Regional District to cover out-of-service trucks. When not in service this truck will be used in the Training Division.
- The Opioid Crisis continues to fuel increased service demands.

OPERATIONS & TRAINING

- COVID-19 safety protocols
- Paid-call firefighters are challenged with working extra hours in response to inflation and rising costs. A recent paid-call survey showed that 42% of paid-call firefighters are finding it harder than ever to answer calls consistently, compared to 37% answering it was unchanged and 21% saying it was easier now than in the past. Out of 37 responses 21 mentioned having to work more as a key reason for missing call outs, training, and volunteer opportunities.

FIRE PREVENTION

- Public education delivery model
- Shipping container regulation and safety
- Staffing levels

EMERGENCY PROGRAM

- Regulatory and legislative requirements
- AGLG action plan work continues
- Staff hours

EMERGENCY SUPPORT SERVICES

- ESS modernization
- Increased demand by mutual aid partners
- Volunteer retention



MISSION EMERGENCY PROGRAM

- An AGLG update was presented to Council in April.
- MEP completed the purchasing and planning of our Mobile Emergency Operations Center using the \$25,000 grant received from the Community Emergency Preparedness Fund. The Mobile EOC equipment is now being stored in the EOC trailer.
- MEP has completed a Lockdown Procedures Plan for City staff and is working with the Health and Safety Officer to implement and exercise this plan.
- MEP has completed an Atmospheric River Plan with a focus on response to mass rain events that may cause localized flooding.
- MEP worked with the Fire Prevention Division to create a template for Special Events that are held in the City. MEP is encouraging all special event organizers to create an event specific emergency plan and submit it prior to the event taking place.
- MEP has continued to train various departments on the opening and activation of the Emergency Operations Center. Training opportunities continue to be created and offered to staff.
- MEP ran a tabletop exercise with City staff to discuss response procedures should there be an earthquake event.
- MEP and Forestry have worked together to meet some specific challenges in the Steelhead Community. A community notification and evacuation drill was conducted using the new radios funded by the City in April.
- MEP created a Resident Emergency Guide for quick access to emergency information.
- Residents can pick up this guide at all public city venues.
- During the summer heat event, an information pamphlet was created in consultation with local physicians providing information on how to stay safe during extreme heat. This was distributed in paper form by all local pharmacies. The EOC information line was operational and the number was provided to the public to receive emergency calls from residents who needed support during the heat.
- MFRS and MEP have continued to work with our internal Public Information Officer to provide efficient, vetted public information in a timely fashion. A highlight this year was content posted during Emergency Preparedness Week. Personal emergency preparedness, Alertable, and the Resident Emergency Guide were highlighted.
- The MEP with the support of Emergency Support Volunteers have promoted emergency preparedness and the Alertable Notification system during numerous public events including the Fire Safety Tour, Silverdale Farmer's Market, neighbourhood block parties, and various other venues.





Emergency Support Services in 2022

Number of Volunteers	20
Number of Volunteer Hours on Scene	240
Number of On-call Hours Covered by Volunteers	More than 16,000
Number of ESS Activations	16
Number of Residents Supported by Emergency Support Services	166
<p>Incidents of Note Attended:</p> <ul style="list-style-type: none"> • ESS supported residents for two large apartment fires - 2nd Avenue and Haig Street (over 120 volunteer hours involved for those two fires alone). • ESS provided mutual aid support for fires in neighbouring communities including Seabird Island Band, Agassiz, Hope and the Sq'ewlets Community. • ESS attended and supported numerous events in our community including the Father's Day Car Show, Canada Day Celebration, United Way Halloween Kids' Fun Fair, Silverdale Farmers' Market, MFRS Christmas Food Drive, and the MFRS Fire Safety Grand Tour. • ESS received a Special Accomplishment Award from the City of Mission. • ESS Team Members were awarded Certificates of Recognition from Emergency Management British Columbia for their involvement in Emergency Support Services deployments during Wildfires in 2021. 	

