

CITY OF NANAIMO
THE HARBOUR CITY



BUSINESS PLAN 2026

Nanaimo Fire Rescue
COMMUNITY SERVICES

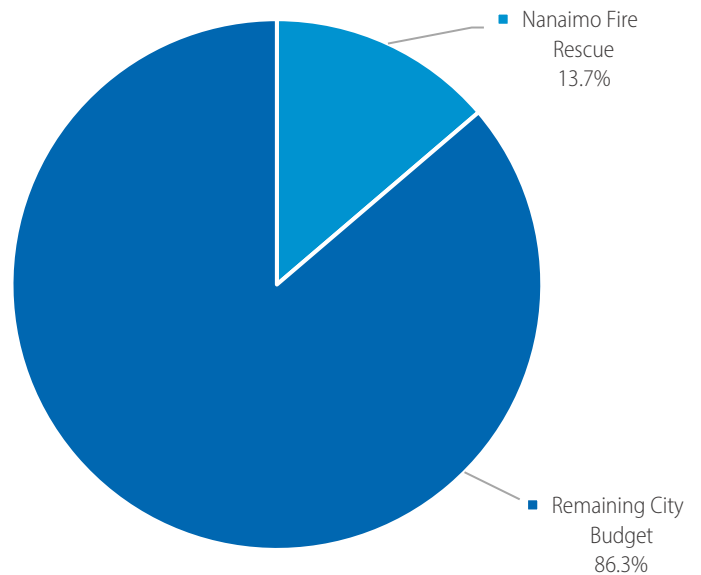
DEPARTMENT OVERVIEW

Nanaimo Fire Rescue (NFR) provides both emergency and non-emergency services to preserve life, protect property, and safeguard the environment - contributing to the overall well-being of the community. NFR responds to a wide range of incidents, including fires, wildfires, medical emergencies, rescue operations, motor vehicle incidents, and specialized situations such as hazardous materials response, water and cold-water rescues, and technical rescues.

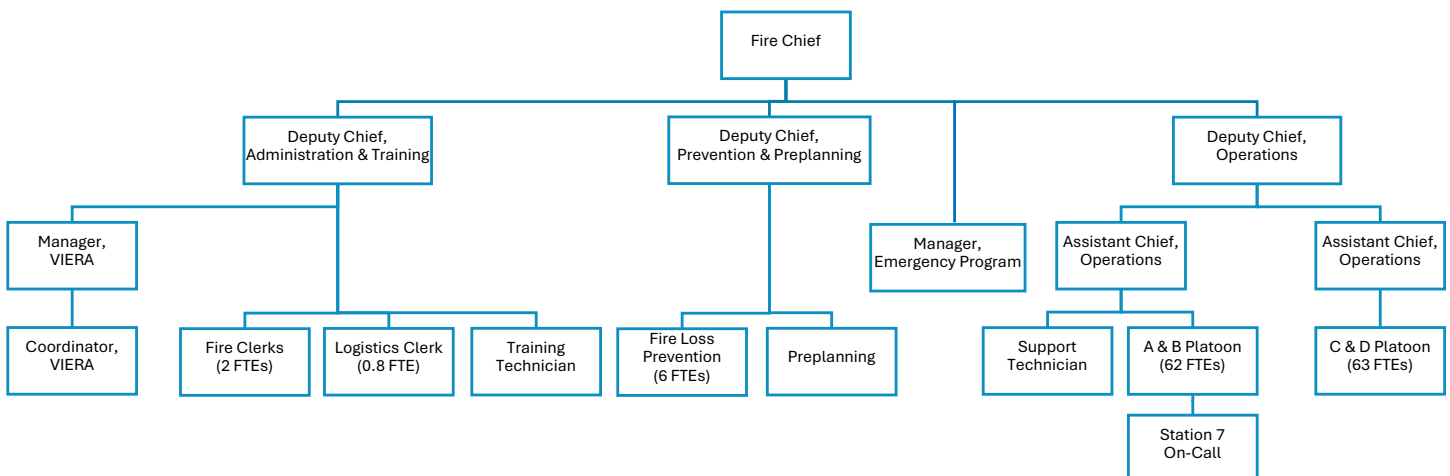
NFR's core services include

- Administrative Support
- Fire Operations Division
- Fire Loss Prevention Division (FLPD)
- Training Division
- Vancouver Island Emergency Response Academy (VIERA)
- Technology and Preplanning
- Emergency Management
- Fire Management.

Department's Share of the Budget



Operating Expenditure Budget: \$31,240,880



LEVEL OF SERVICE

Community risk reduction is a key focus for NFR, achieved through fire inspections, fire investigations, and a range of fire prevention programs and public education initiatives including the Smoke Alarm Installation Program, FireSmart BC, Bystander CPR Training, and Emergency Preparedness Education. As well, NFR is deeply committed to wildfire prevention and preparedness through ongoing education, specialized training, and active participation in BC FireSmart initiatives. These efforts aim to build community resilience and reduce the risk of wildfire impacts on residents and property.

NFR operates five fire stations. Four are staffed 24/7 by three platoons of 31 firefighters and one platoon of 32 firefighters, totaling 125 career firefighters. The fifth is located on Protection Island and operated by paid on-call volunteers who are augmented by career staff. With the addition of 20 new firefighters in 2025, as part of the Nanaimo Fire Rescue Master Plan implementation, NFR has further enhanced its capacity to deliver timely, effective, and comprehensive emergency services to meet the growing needs of the community.

FLPD includes six Fire Prevention Officers (FPOs) responsible for administering and enforcing provincial fire safety legislation through inspections, fire investigations, and public education.

VIERA is a Pro Board-accredited learning institution that provides training and education to the fire service. It serves over 150 fire departments, primarily across British Columbia, with additional service to departments in Alberta, Nova Scotia, and Quebec. VIERA administers more than 30 programs, generating revenue for the City and helping to offset operational costs.

The City of Nanaimo maintains an Emergency Program in accordance with its responsibilities under the Emergency Program Act and City Bylaw 7202. It ensures the City's readiness to identify, prepare for, respond to, and recover from local and regional hazards. It is comprised of three key entities: the Local Authority, represented by the Mayor and Council; the Emergency Management Committee; and the Emergency Program Manager.

911 dispatch services are provided through two entities: ECOMM Public Safety Answer Point (PSAP) and Surrey Fire Dispatch.



	Benchmark	2024	2025 (Jan-June)
Incident Responses		11,691	5,531
Arrival of First Unit on Scene at Emergency Incidents within 6 minutes	90.0%	76.1%	74.5%
Arrival of Full Alarm Assignment at Emergency Incidents – Arrival within 10 minutes	90.0%	93.6%	93.7%
Turnout time within 60 sec for medical incidents	90.0%	47.2%	41.2%
Turnout time within 80 sec for non-medical emergency incidents	90.0%	58.2%	54.8%
Dispatch time within 60 sec	90.0%	98.3%	98.7%

2025 ACHIEVEMENTS

2025 Department Achievements

- Master Plan Phase 2 – 20 new firefighters
- Master Plan – delivery of an additional fire truck
- Fire Fleet apparatus replacement
- Station 7 ambulance replacement
- Fireground Survival Training Facility completion
- First Responder & Emergency Medical Responder scope of training completion
- Electrical Vehicle fire equipment enhancements
- Fire Loss Prevention Division consultant's report recommendations - ongoing implementation
- Equipment maintenance and purchasing
- New Mutual Aid agreement
- Mutual Aid stakeholders Fall exercise
- Fire Prevention Week - Open House
- Emergency management preparedness exercise
- Mental Health Initiatives
- FDIC Training Conference
- Smoke alarm installation program
- Bystander CPR high school program
- New pre-incident planning program implementation
- BC Wildland Urban Interface conference
- BC Wildfire deployment - Task Force Leader
- Wildfire sprinkler enhancements
- FireSmart BC community information presentations
- FireSmart BC neighbourhood clean ups - Protection Island, Long Lake Heights
- Phase 2 - Sprinkler Protection Unit trailer for wildland fires
- Awarded UBCM Community Resiliency Investment grant
- Snuneymuxw First Nation Community Fire Smart Resiliency Committee
- NFR Recognition Ceremony
- New Community Wildfire Resiliency Plan

2025 FLPD Achievements

- Fire investigations and inspections
- BC Fire Code enforcement
- Private hydrant safety
- Fire Prevention Officers' Association of BC Conference and International Association of Arson Investigators conference
- Launched new Pre-planning software
- FLPD Master Plan continuation
- Record number of completed inspections

2025 Training Achievements

- Live fire operations training
- Wildfire training
- Hazardous materials training
- Emergency driver training
- Fire truck operations training
- Fire ground survival training
- Aerial apparatus training
- Nanaimo Port Authority marine fire training
- Technical rope rescue training
- Tower crane training
- Water rescue training
- Cold-water rescue training
- Auto extrication rescue training
- Emergency Medical Responders (EMR) training
- Forcible entry training
- Fire Officer training
- Trained the largest recruit class in NFR history
- Fire Training Officers' Conference
- Fire Training Center facility enhancements
- Training transfer position
- Critical Incident Stress Management training
- Station 7 – B.C. Structure Firefighter Minimum Training Standards

- Engine Boss training
- Nozzle Forward fire training
- Respectful Workplace training
- Medical Scope Update training
- Rapid Intervention Team training

2025 VIERA Achievements

- Learning Management System server update
- Pro Board approval to transition to current NFPA 1006 Standard for Confined Space
- Pro Board International Accreditation – Fire Service Organizations Conference
- BC Fire Training Officers Association Vendor Expo
- Curriculum updates for Fire Leadership I and II program
- NFR Fire Officer III

2025 Operations Achievements

- Operation's Leadership Team leadership meetings
- Bystander CPR program instructed Grade 8's throughout the district
- All staff enrolled in the BC Fire Fighter Occupational Awareness Program (mental health)
- Labour-Management Mental Health Committee reinstated
- Mental Health Headspace App offered to all staff
- New Critical Incident Stress Management team members trained
- New 24-hour Critical Incident Stress Management streamlined communications
- Enhanced practices to reduce exposure to carcinogens during live fire training
- Parks, Recreation, Culture Wildfire Preparedness
- RCMP Youth camp
- Regional Wildfire exercise

2025 Emergency Program Achievements

- Emergency Management Plan distributed to stakeholders
- Revised Business Continuity Plans with all city departments

- EOC training and education to EOC Roster staff
- Supported cold-weather seasonal response
- Supported hot-weather seasonal response
- Conducted EOC windstorm activation drill (TBC)
- Climate Hazard Assessment project completed (TBC)
- Implemented Event Safety Plan template to guide emergency planning for all major events approved by the City
- Attended Building Resilience Conference – the provincial emergency management conference
- Hosted regional coordination meetings with Emergency Management partners
- Attended UBC Disaster Risk Resilience Network annual workshop and participated in provincial HRVA Governance
- Coordinated with SFN and RDN partners for dispersing IER funding to enhance collaboration between the City and SFN for emergency management
- Conducted city-wide emergency broadcast notification drill – Voyent Alert during Shakeout
- Supported application for DRIF funding to complete Sea Level Rise Management Plan
- Supported CECA in conducting full-scale emergency communications HAM radio exercise
- Attended Salish Unity 2025 Tabletop Maritime Mass Rescue Operation (MMRO) Exercise and supported NPA with development of MMRO plan for Nanaimo.
- Received CEPF grant funding for EOC audio/video equipment upgrades
- Led partnership between RDN, SFN and Lantzville for a joint-municipal grant from CEPF to procure 500 emergency sleeping cots, allowing for major Group Lodging Centre activation
- Presented the Climate Hazard Assessment and Mapping project at the Building Resilient Communities conference in Penticton

2026 OPPORTUNITIES

A Green Nanaimo: Resilient & Regenerative Ecosystems

Nanaimo Fire Rescue (NFR) will reduce its carbon footprint with the introduction of three new fire trucks in 2025, each equipped with anti-idling technology. These vehicles will join two existing fire trucks that already feature this technology, which significantly reduces fuel consumption and environmental impact. The department's newest fire station, completed in 2022, has been designed with energy efficiency in mind, aiming to lower both emissions and operational costs. NFR is also sourcing new firefighter turnout gear from manufacturers that comply with minimum labor standards, reduce production and packaging waste, and implement sustainable operational practices. A key goal is to transition to non-PFAS protective equipment, incorporating technology that eliminates harmful 'forever chemicals,' further supporting NFR's commitment to environmental sustainability and firefighter well-being.

A Healthy Nanaimo: Community, Wellbeing & Livability

The 2022 Fire Department Master Plan comprehensively examined the delivery of fire department emergency services in Nanaimo to support governance excellence through high-quality decision-making.

Phase 1, implemented in 2023, added 20 new firefighters. Phase 2, implemented in 2025, added another 20. These additions have significantly strengthened Nanaimo Fire Rescue's capacity to deliver timely, all-hazards emergency services to the community. Importantly, the increased staffing has enhanced NFR's resilience during concurrent emergencies, large-scale incidents, wildfires, and medium- to high-risk scenarios such as low-rise and high-rise fires, and higher-density developments. Each phase enabled the deployment of a fully staffed fire engine.

The Fire Department Master Plan also considered NFR's future growth, including the potential development of a new fire station and the introduction of light-duty combined rescue-medical units. NFR management will continue to monitor incident trends and community growth to assess future resource needs and ensure service levels remain aligned with demand.

NFR is committed to contributing to a livable, safe, and secure community by engaging, educating, and interacting with citizens—online, in their homes, and at their businesses. The Smoke Alarms Save Lives campaign supports early fire detection by installing smoke alarms in the community. Bystander CPR



training empowers residents to assist others during medical emergencies. FireSmart BC programs provide tools and education to help citizens prepare for wildfires, increasing safety for both residents and their homes. NFR will also host a regional wildfire training session and is nearing completion of a new Wildfire Structural Protection Unit.

Continued implementation of recommendations from the Fire Loss Prevention Division review - including improvements in training, resourcing, and strategic priorities - will further strengthen community fire prevention practices.

The Emergency Management Program enhances the City's ability to respond to emerging hazards through hazard monitoring, seasonal readiness, and emergency communication systems. A key resource is the Emergency Operations Centre (EOC), a dedicated facility where City staff coordinate preparedness, response, and recovery efforts during major emergencies or disasters. Public education and information campaigns are central to promoting hazard awareness and encouraging individual and family preparedness.

A Prosperous Nanaimo: Thriving & Resilient Economy

VIERA, operated by NFR, allows firefighters across BC to access accredited fire training. VIERA continually explores new training opportunities to support internal and external stakeholders. VIERA's revenue offsets NFR's budget and supports NFR's commitment to providing high-level training to NFR's own personnel.

2026 KEY INITIATIVES

Strategic Priority: Implementing City Plan

IAP Priority Action #C1.2.1 - Continue to use social media, online platforms and other tools such as the Emergency Call Alert System – called Voyent Alert, to share seasonal hazard information related to fire, heat waves, flooding, wind, storm, or other seasonal events.

IAP Priority Action #C1.2.3 - Use a climate risk and vulnerability assessment method to be used for reviewing large capital infrastructure investments in the city (e.g. a Public Infrastructure Engineering Vulnerability Committee (PIEVC).

IAP Priority Action #C1.2.4 - Update and implement the City's Community Wildfire Resiliency Plan.

IAP Priority Action #C1.2.7 - Undertake a community education campaign on FireSmart practices including park use fire safety and awareness, areas of higher potential fire risk, Fire Smart principles in private landscapes (balanced with tree protection and retention), and, FireSmart building materials, such as non-flammable roofing, siding, and thermal pane windows.

IAP Priority Action #C1.2.10 - Develop guidelines and priorities for managing wildfire risk, sea level rise, and extreme weather events for City parks and infrastructure, and budget implement them as part of regular budgeting and maintenance.

IAP Priority Action #C2.4.1 - Continue to collaborate with partners (i.e. ICBC, RCMP, and School District 68) to promote and educate about road safety in Nanaimo.

IAP Priority Action #C3.1.1 - Work with fire, police, and ambulance services to maintain emergency response times.

IAP Priority Action #C3.1.2 - Support public safety and security through:

- Fire Rescue Services
- RCMP & Community Policing
- Bylaw Enforcement
- Extreme weather response
- Graffiti Program
- Shower program
- Emergency food

IAP Priority Action #C3.1.4 - Continue offering public education programs such as smoke alarm installation, bystander CPR, and the FireSmart program.

IAP Priority Action #C3.1.5 - Continue Fire Loss Prevention through inspection of commercial and public buildings, building plan checks, business license inspections, fire safety plan reviews, fire code and bylaw enforcement, public education and fire investigations.

IAP Priority Action #C3.1.8 - Support grants to fund health, safety, and security initiatives.

IAP Priority Action #C3.1.22 - As per identified actions in the Fire Master Plan, construct a new fire station midway between Stations 1 and 2.

IAP Priority Action #C3.1.26 - Explore new opportunities to expand mental health supports for fire department staff.

IAP Priority Action #C3.1.29 - Explore new opportunities to expand mental health supports for fire department staff.

IAP Priority Action #C3.1.30 - Prepare for adoption and changes to the BC Fire Code, BC Building Code and Fire Safety Act.

IAP Priority Action #C3.1.40 - Annually review projections and demand for RCMP, Fire Department, and Bylaw Enforcement staffing needs to support a growing community.

IAP Priority Action #C3.5.1 - Maintain upcoming seasonal hazard awareness and overall organizational readiness.

IAP Priority Action #C3.5.2 - Conduct staff training and periodic emergency exercises to refine response programming.

IAP Priority Action #C3.5.3 - Lead and enhance the Emergency Social Services volunteer program and explore opportunities for further development.

IAP Priority Action #C3.5.4 - Develop functional capability and formalize processes for public alerting via Voyent Alert.

IAP Priority Action #C3.5.5 - Engage with community members to provide education on personal preparedness and neighbourhood resilience.

IAP Priority Action #C3.5.6 - Update the rapid damage assessment program.

IAP Priority Action #C3.5.7 - Update the Emergency Response and Recovery Plan.

IAP Priority Action #C3.5.8 - Update the Hazard Risk Vulnerability Assessment.

IAP Priority Action #C3.5.9 - Create and implement an emergency communication plan for the public.

IAP Priority Action #C3.5.11 - Maintain the business continuity plan for the City and lead the future updates to this project.

IAP Priority Action #C3.5.12 - Build relationships with industry partners, focusing on critical infrastructure and hazardous materials, to coordinate response planning and better understand the industrial risk landscape.

IAP Priority Action #C4.8.1 - Host, permit and support festivals, celebrations, sporting, and other events in public spaces such as Family Day, Concerts in the Park, Pride Festival and Blues Festivals.

IAP Priority Action #C4.8.7 - Facilitate and expand the support for large events and festivals to offer alternative transportation and bike valets for events such as the National Truth & Reconciliation, VEX, Silly Boat, and Marine Festival.

Strategic Priority: Social, Health and Public Safety Challenges

FireSmart BC neighbourhood program expansion

FireSmart BC Community Resiliency Committee

New Hazard Risk Vulnerability Assessment

Incident-specific response plans - Dam incident, Nanaimo Fire Rescue Post-Disaster Plan

Smoke Alarms Saves Lives campaign

Bystander CPR program

Wildland Urban Interface readiness

FireSmart BC community education

Wildfire Structural Protection Unit development

Take Home Naloxone Distribution program

Great Shakeout full-scale exercise

Department Operational Center full-scale exercise

Strategic Priority: Maintaining and Growing Current Services

Nanaimo Fire Rescue Master Plan – Phase 3 – Continued monitoring of community fire service needs and strategic planning for an additional fire station

Strategic Priority: Capital Projects

Training Centre classroom

Governance and Corporate Excellence

Align the City of Nanaimo's Fire Protection and Life Safety Regulation Bylaw 7108 with the new British Columbia Fire Safety Act

Next Generation 911 implementation

Update VIERA NFPA 1001 Fire Fighter program and accreditation transition to NFPA 1010 Standard

VIERA Client and Evaluator ongoing compliance support

Facilitate VIERA Programs

Deliver NFPA 1021 Fire Officer III Program

Fire and Loss Prevention Division consultant recommendations ongoing implementation

PROPOSED OPERATING BUDGET

	2025 Approved Budget	2026 Draft Budget	2027 Draft Budget	2028 Draft Budget	2029 Draft Budget	2030 Draft Budget
Revenues						
Nanaimo Fire Rescue	\$ 1,350,892	\$ 1,493,579	\$ 1,508,536	\$ 1,441,101	\$ 1,448,277	\$ 1,504,026
Emergency Management	-	-	-	-	-	-
Emergency Communications (911)	491,848	537,899	539,489	541,413	543,626	546,132
Annual Operating Revenues	\$ 1,842,740	\$ 2,031,478	\$ 2,048,025	\$ 1,982,514	\$ 1,991,903	\$ 2,050,158
Expenditures						
Nanaimo Fire Rescue	\$ 28,661,037	\$ 29,442,810	\$ 30,353,270	\$ 30,628,097	\$ 31,229,328	\$ 31,506,931
Emergency Management	275,599	272,247	273,833	274,731	277,244	279,867
Emergency Communications (911)	1,401,013	1,525,823	1,568,943	1,613,367	1,659,136	1,706,293
Annual Operating Expenditures	\$ 30,337,649	\$ 31,240,880	\$ 32,196,046	\$ 32,516,195	\$ 33,165,708	\$ 33,493,091
Net Annual Operating Expenditures	\$ 28,494,909	\$ 29,209,402	\$ 30,148,021	\$ 30,533,681	\$ 31,173,805	\$ 31,442,933
Staffing (FTEs) - Budgeted	145.8	145.8	145.8	145.8	145.8	145.8

The IAFF contract expired on December 31, 2024 and the CUPE contract is set to expire on December 31, 2025, a contingency for wage increases has been included in the Financial Plan under Corporate Services.