

REPORT

Fire & Rescue Services

To: Mayor Johnstone and Members of Council
Date: December 11, 2023

From: Erin Williams
Fire Chief
File:

Item #: 2023-833

Subject: Fire Department Strategic Plan

RECOMMENDATION

THAT Council adopt the 2023 – 2026 New Westminister Fire and Rescue Services (NWFRS) Strategic Plan

PURPOSE

The purpose of this report is to present the 2023 – 2026 New Westminister Fire and Rescue Services Strategic Plan for adoption.

The 2023-2026 New Westminister Fire and Rescue Services Strategic Plan

Vision:

To proudly serve our communities by providing exceptional and innovative fire and emergency rescue services.

Mission:

To provide a progressive, effective, and resilient fire rescue service that supports and reflects the diverse community we serve while valuing our rich history and recognizing our role and responsibilities towards proactively planning our future while supporting community safety and wellness.

Values:

Integrity, accountability, compassion, innovation, partnerships, excellence, openness/transparency, teamwork and wellness.

The strategic plan has **Five Strategic Priorities** to guide the work plans for NWFRS

Strategic Priority 1 – Improve Community Safety and Wellness:

Improve community safety for all of the people and assets in our community.

Strategic Priority 2 – People and Human Resources

Focus on recruitment and retention at all levels of the department, to support professional development, physical and mental wellbeing of staff and to enhance community engagement, public education and community outreach.

Strategic Priority 3 – Asset Management and Physical Infrastructure

Modernize and improve existing facilities to be better located and meet modern post-disaster standards and to transition to carbon neutrality; upgrade training facilities and opportunities; and plan for future facilities, equipment and apparatus through a detailed asset management plan in alignment with the City's Asset Management Plan.

Strategic Priority 4 – Technology and Data Analytics

Invest in technology systems that support effective and efficient operations and compliance; use data and best practices to guide service excellence and informed decision making; and support city-wide initiatives such as Vision Zero, community engagement through enhanced social media and diverse communication platforms.

Strategic Priority 5 – Organizational and Climate Resiliency

Improve business systems and processes; increase internal and external communications; and proactively minimize disruption from climate related events (heat, snow) and be prepared to respond accordingly.

NEXT STEPS

If approved staff will prepare work plans that reflect the strategic priorities within this plan and align them with Council's 2023 – 2026 strategic priorities plan.

OPTIONS

Option 1 – THAT Council adopt the proposed 2023 – 2026 New Westminster Fire and Rescue Services Strategic Priorities Plan; or

Option 2 – THAT Council provide staff with alternate direction.

Staff recommends Option 1.

ATTACHMENTS

Attachment 1: 2023–2026 Strategic Plan – New Westminster Fire and Rescue Services

APPROVALS

This report was prepared by:
Brad Davie, Deputy Fire Chief

This report was reviewed by:
Erin Williams,
Fire Chief

This report was approved by:
Lisa Spitale,
Chief Administrative Officer