



**CRESTON
VALLEY**

TOWN of CRESTON

Corporate Policy

Policy #:	SER-008-001
Division:	Protective Services
Effective Date:	June 1, 2026
Review Period:	Annual

Policy Title: Creston Valley Fire Services – Level of Service Policy

Purpose & Scope

This policy establishes formal, Council-approved expectations for the delivery of fire protection, rescue, emergency response, fire prevention, inspection, training, and community safety services by the Creston Valley Fire Services (CVFS).

It applies to all fire service activities delivered within the Town of Creston and to regional service areas through fire protection agreements.

It aligns with the Fire Service Master Plan (2025), which outlines service levels, long-term goals, and operational requirements for CVFS and the Town's corporate LOS framework under the CSEI Plan.

Definitions

Full-Service Operations Fire Department – A department meeting the BC Fire Commissioner 'Structure Firefighter Minimum Training Standards' Full-Service standard, capable of interior structural firefighting, rescue operations, and complex incident response (as confirmed in Master Plan and Bylaw 1928).

Fire Protection & Assistance Response – All suppression, rescue, prevention, and support functions defined in Bylaw 1928 and implemented by CVFS.

NFPA Standards – Recognized industry standards guiding training, apparatus, PPE, and operational expectations, including NFPA 1001, 1021, 1031, 1033, 1035, 1201, 1300, 1720, 1911, and 1225.

WUI (Wildland-Urban Interface) – Areas where structures and wildland fuels meet; CVFS is mandated for WUI response within the fire protection area.

Master Plan Recommendations – Priority actions and service goals adopted to guide service development and risk reduction across the region.

Service Statement (what residents receive, in plain language)

Creston Valley Fire Services (CVFS) shall provide a consistent, accountable, and risk informed level of fire and emergency services across all service areas it is mandated to protect. Residents can expect the CVFS to:

- Respond quickly and professionally to fires, rescues, medical emergencies, and hazardous situations.
- Provide structural, vehicle, machinery, and WUI firefighting services consistent with Full-Service operations requirements.
- Offer fire inspections, Fire Code enforcement, and public education to reduce risks and protect life and property.
- Maintain well-trained firefighters who meet BC Structure Firefighter Minimum Training Standards and NFPA standards.

- Deliver services collaboratively with regional partners under inter-jurisdictional agreements and the Creston Valley Fire Services Advisory Committee.

The CVFS will deliver services (Appendix C) in alignment with Provincial legislation, including the Fire Safety Act, Workers Compensation Act (Part 31 – Firefighting), and Emergency and Disaster Management Act

The CVFS will operate as a Full-Service Operations fire department within the Town of Creston and provide contracted services to regional areas (RDCK and Lower Kootenay Band) in accordance with their respective agreements.

Performance Targets (3-7 KPIs; with exact definitions)

KPIs follow the CSEI standard: clear, measurable, and resident-understandable.

KPI 1 — Call Volume & Operational Demand

Target: Number of incidents responded to (annual + 3-year trend)

Definition: Incident breakdown by type (medical, fire, rescue, hazmat, WUI, lift assists, false alarms, public assistance)

KPI 2 — Initial Turnout Time

Target: Average turnout time of < 2 minutes for on-duty members; < 6 minutes for paid-on-call during peak hours.

Definition: Time from dispatch to apparatus wheels rolling from hall.

KPI 3 — First Apparatus Response Time

Target: First-due unit arrives within 10 minutes in urban areas and 14 minutes in rural contract areas.

Definition: Time from dispatch to arrival on scene; aligned with NFPA 1720 performance categories.

KPI 4 — Effective Firefighting Force (EFF) Assembly

Target: Minimum staffing complement (as defined by Full-Service Operations and Master Plan) assembled on scene within 14–18 minutes depending on location.

Definition: Number of trained firefighters needed for safe interior operations.

KPI 5 — Inspection Cycle Completion Rate

Target: 100% annual inspection coverage for high-risk occupancies; 70–90% for moderate/low-risk as per Fire Prevention Plan.

Definition: Based on occupancy risk classification.

KPI 6 — Training & Competency Compliance

Target: 100% of active members maintain competencies required by the BC Structure Firefighter Minimum Training Standards and applicable NFPA standards annually.

KPI 7 — Incident Reporting Accuracy & Timeliness

Target: Submit incident reports within 72 hours of event close.

Definition: Includes OFC reporting, records management updates, and quality assurance checks.

Measurement & Data Sources (systems, owners, frequency)

KPI	Data Source	System / Owner	Frequency
Call Volume	Incident reports; RMS database	Duty Officers / Admin. Assistant	Monthly

Turnout & response times	Dispatch logs; RMS database	Fire Chief / Duty Officer	Monthly
EFF Assembly	Incident reports; RMS database	Fire Chief	Quarterly
Inspection rates	RMS database; Fire Prevention logs	Fire Prevention Officer	Quarterly
Training compliance	Training records; Structure Firefighter Minimum Training Standards competency files; RMS database	Training Officer	Monthly
Incident reporting	OFC system; RMS database	Admin / Fire Chief	Monthly

Variance & Risk Tolerance (how/when LOS flexes; escalation & comms)

Fire service delivery may vary due to extreme weather, concurrent major incidents, apparatus out-of-service periods, paid-on-call availability, or regional call-sharing demands.

Examples of Allowed Variance:

- Response delays during multiple simultaneous incidents.
- Reduced staffing when significant training or illness affects available members.
- Apparatus substitutions or modified deployment when units are in maintenance (e.g., R21 – C53 substitution)

Escalation Protocol:

- Duty Officer identifies reduced service capacity.
- Fire Chief informs CAO when variance affects KPI reliability or public safety.
- Communications team issues public notices as required.
- Regional partners notified under inter-jurisdictional agreements.

Roles & Responsibilities (Council/CAO/Director/Managers)

Council

- Reviews recommendations from Creston Valley Fire Services Advisory Committee
- Approves LOS policy and Fire Master Plan recommendations.
- Sets resourcing levels through annual budget.

CAO

- Ensures alignment between LOS, Master Plan implementation, and corporate priorities.
- Authorizes major service adjustments and oversees reporting to Council.

Director of Protective Services (Fire Chief)

- Implements LOS, directs operations, ensures Structure Firefighter Minimum Training Standards and NFPA compliance.
- Maintains apparatus readiness, training schedules, and safety standards.
- Manages reporting, quality assurance, and reviews.

Assistant Fire Chief

- Oversees competency maintenance aligned with Structure Firefighter Minimum Training Standards /NFPA.
- Oversees fire prevention activities – inspections, investigations and public education.

Fire Services Support Supervisors

- Provides supervision for Work Experience Program (WEP) and paid on-call firefighters
- Conducts inspections, investigations and public education.
- Oversees facility maintenance and apparatus / equipment inspections

Administrative Staff

- Maintain records

Creston Valley Services Committee (RDCK Electoral Area Directors)

- Receive and review service level compliance reporting as it relates to fire protection agreements (Appendix F)
- Provide recommendations to [RDCK](#) staff on fire protection agreement requirements
- Provide recommendations on community risk reduction initiatives and priorities as required under the fire protection agreements, including fire prevention, public education and risk-based planning.

Regional District of Central Kootenay & External Partners (RDCK & LKB)

- Deliver coordinated services as defined in fire protection agreements (e.g. - regional owned facilities, water supply infrastructure, etc.)
- Collaborate with Town staff on fire protection agreement requirements

Reporting (monthly internal; quarterly Council; annual public)**Monthly (Internal Ops Dashboard)**

- KPI dashboard (turnout, response times, training, inspections).
- Apparatus status updates (e.g., R21 maintenance notices).

Quarterly (Council)

- LOS compliance summary.
- Master Plan implementation updates (e.g., organizational improvements, staffing needs).

Annual (Public)

- Fire & Rescue Services section in Annual Report (aligned with CSEI reporting style).
- Year-over-year KPI trends, call volumes, prevention activities.

Annual (Council and Creston Valley Services Committee)

- Fire & Rescue Services section in Annual Report (aligned with CSEI reporting style).
- Year-over-year KPI trends, call volumes, prevention activities.
- Detailed LOS annual KPI status (Appendix F).

Continuous Improvement (how targets evolve; lessons learned)

- Annual review of KPIs using Master Plan evaluation framework to inform staffing levels, hall improvements, apparatus replacement, and training programs.
- Adjust services in response to community growth, operational lessons learned, incident data analysis, and evolving risks
- Incorporate recommendations from inspections, after-action reviews, and regional coordination meetings.
- Risk-based planning updates every five years.

Appendix A

Fire Service Master Plan (2025)

Summary

The Fire Service Master Plan (2025) confirms and reinforces the Town of Creston’s commitment to delivering a full-service fire department model, capable of responding to a wide range of emergency incidents, including structural fires, wildland-urban interface events, and complex rescue situations. Central to this model is the requirement that the fire department operate in alignment with provincial training standards, ensuring that firefighter competency, training records, and operational readiness meet established benchmarks. The Plan also formalizes the scope of “Fire Protection and Assistance Response” as a comprehensive suite of services, including suppression, prevention, inspections, investigations, and related public safety functions.

From a governance and organizational perspective, the Plan establishes a clear decision-making structure in which the Fire Chief determines operational service levels in consultation with the CAO, while remaining subject to Council direction and budget approval. It positions the Town of Creston as a regional service provider, supporting consistent fire protection across the Creston Valley, while integrating fire services into the Town’s broader Level of Service (LOS) and asset management frameworks. Overall, the Plan emphasizes a balance between high service capability, regulatory compliance, and sustainable resourcing, ensuring that the department’s operational scope aligns with both community expectations and long-term financial realities.

Key Recommendations

Category	Recommendation / Direction	Description	Strategic Intent
Service Level	Maintain Full-Service Fire Department	Confirms Creston Valley Fire Services operates as a Full-Service department , capable of interior structural firefighting, rescue, and complex responses	Align service delivery with high community expectations and risk profile
Training & Competency	Align with BC Structure Firefighter Minimum Training Standards	Requires compliance with provincial training standards (formerly “Structure Firefighter Minimum Training Standards”), including maintaining records and ensuring competency levels	Ensure firefighter safety, regulatory compliance, and operational capability
Core Services	Deliver Full Fire Protection & Assistance Response	Mandates delivery of suppression, prevention, inspection, investigation, and ancillary services	Provide comprehensive life safety and property protection
Governance	Fire Chief Authority with Council Oversight	Fire Chief determines service delivery in consultation with CAO and within Council-approved budgets	Balance operational expertise with governance accountability
Emergency Scope	Expand / confirm multi-hazard response	Confirms response to a wide range of incidents, including structural fires, wildland/WUI fires, vehicle fires, and hazardous environments	Ensure readiness for emerging and complex risk environments

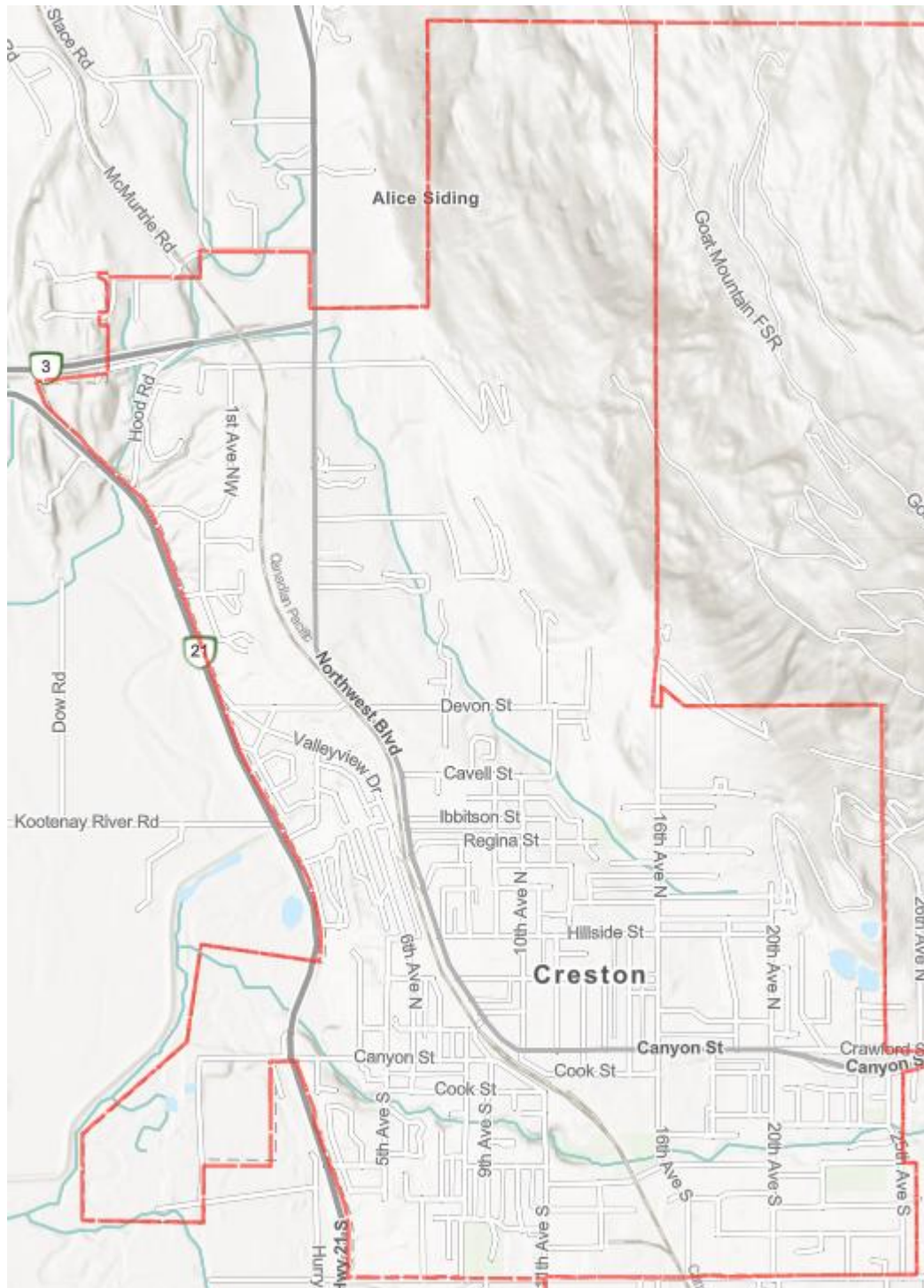
Category	Recommendation / Direction	Description	Strategic Intent
Regional Service Delivery	Support regional model (Creston Valley Fire Services)	Positions CFR as a regional service leader, supporting consistency across jurisdictions	Improve efficiency and cooperation across the Creston Valley
Operational Capability	Maintain interior attack and rescue capability	Reinforces expectation of advanced operational capability consistent with Full-Service classification	Maintain high-level emergency response effectiveness
Integration with LOS Framework	Align with corporate Level of Service model (CSEI)	Links fire services to broader corporate service excellence and LOS planning framework	Improve transparency, accountability, and planning integration

Appendix B

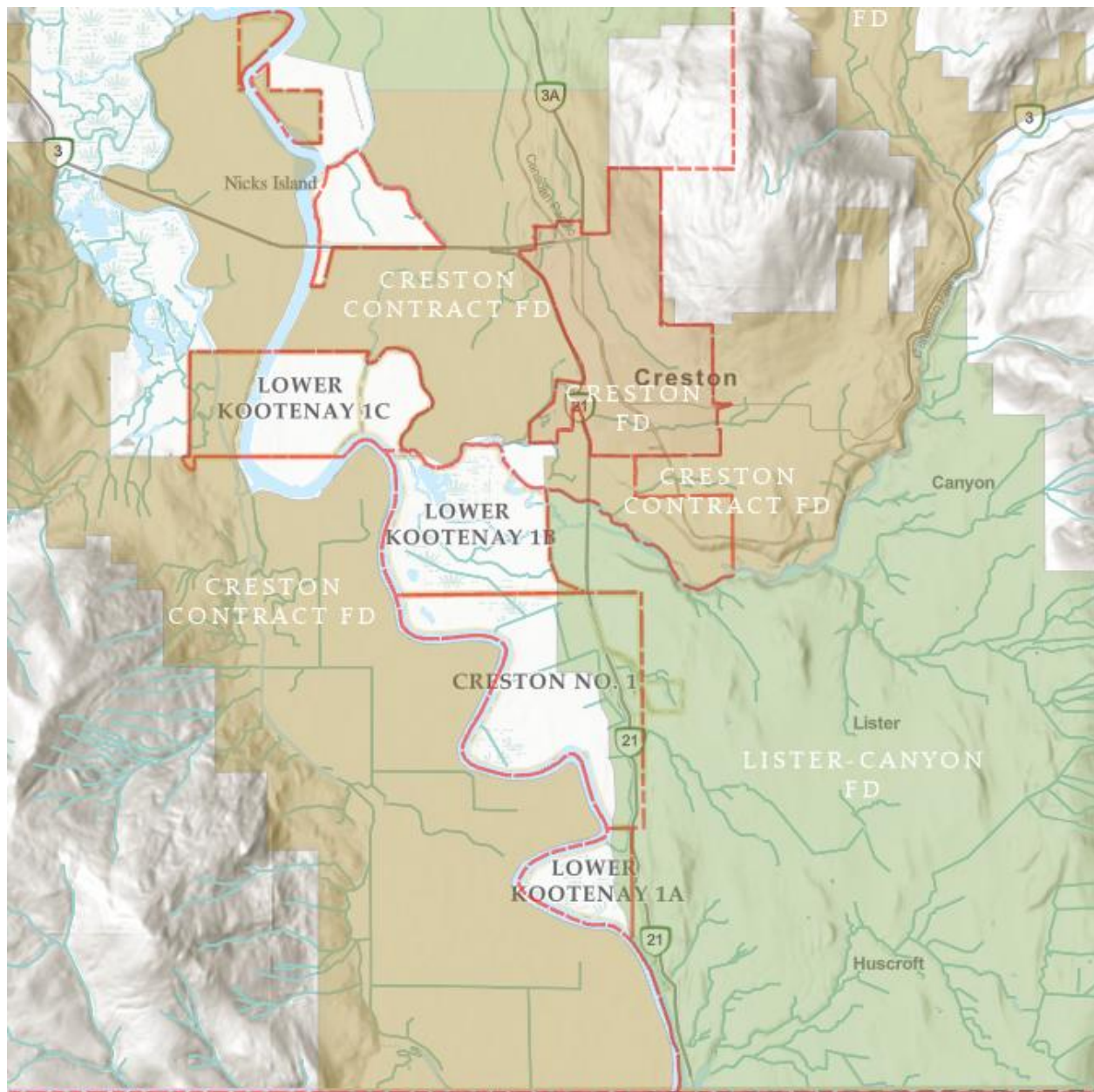
Fire Protection Area Maps

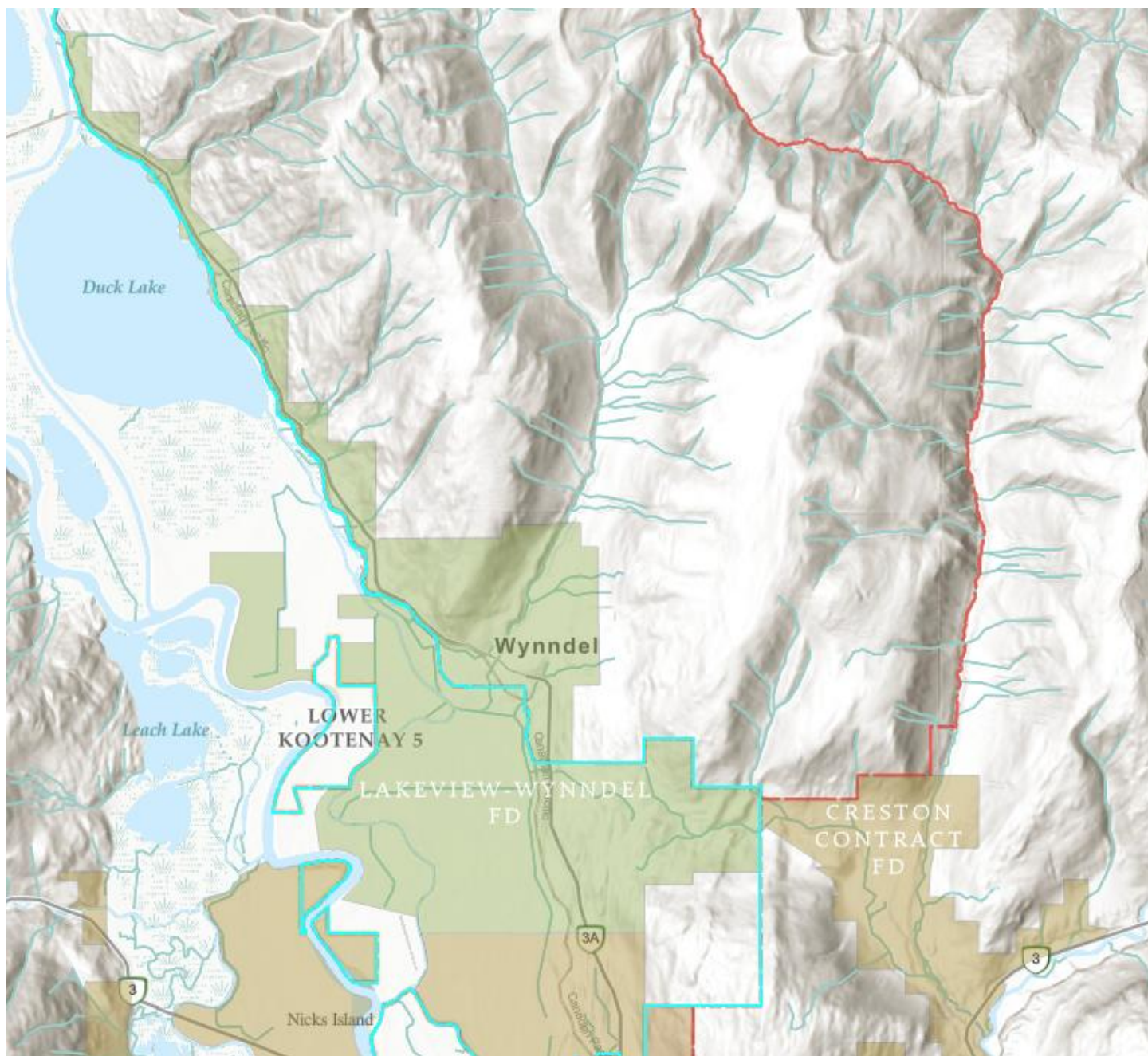
Town of Creston

Canyon-
Creston,



Lister, West
Erickson



Wynndel-Lakeview and Arrow-Creek

Appendix C

Service Areas & Mandated Responsibilities

CVFS shall provide the following services:

Fire Suppression

- Structural fire suppression (interior and exterior)
- Wildland–Urban Interface (WUI) response within fire protection area
- Vehicle and machinery fire suppression
- Rescue capable fireground operations consistent with Full Service (BC Structure Firefighter Minimum Training Standards) classification

Medical First Response

- Medical First Responder (MFR) services within the Town of Creston, Erickson, and Arrow Creek/Erickson
- Expansion to Wynndel Lakeview, Canyon Lister, and West Creston as training and resources permit

Technical Rescue (including outside response area with EMBC Task Number)

- Auto extrication and highway rescue
- Low- and high angle rope rescue
- Basic confined space support (non entry)
- Ice/water safety support (shore based)

Hazardous Materials Response

- Operations level hazardous materials response as defined under NFPA 472/1072
- Scene isolation, defensive control, decontamination, and public protection
- Coordination with provincial and regional hazardous materials teams for technician level interventions

Fire Prevention, Inspection, and Code Compliance

- Delivery of a risk-based compliance monitoring program required under the Fire Safety Act
- Fire inspections of all inspectable occupancies in the Town of Creston based on risk category
- Complaint based inspections in RDCK fire protection areas
- Fire investigation in accordance with provincial legislation
- Plan review and pre incident planning for high-risk locations

Public Education & Community Risk Reduction

CVFS will develop and deliver annual public education programs focused on:

- Smoke alarm and CO alarm safety
- Home fire escape planning
- Wildfire and FireSmart awareness
- Senior safety and vulnerable population outreach
- School based fire safety education
- Indigenous specific education in partnership with the Lower Kootenay Band

Emergency Management

- Support to the Town of Creston Emergency Program and EOC operations
- Participation in regional emergency planning, preparedness, and exercises

Appendix D

Service Standards and Deployment Model

(NFPA, BC Structure Firefighter Minimum Training Standards)

Deployment & Response Standards

Staffing

CVFS operates a **composite model** consisting of:

- (1) Full-time Fire Chief
- (1) Full-time Assistant Chief
- (1) Full-time Deputy Chief (when implemented)
- (2) Full-time Fire Service Support Supervisors (Captains)
- (1) Full-time Administrative Assistant
- (6) Work Experience Program firefighters
- (50) Paid-on-Call firefighters across four stations (minimum)
 - (20) Creston – Main Fire Station
 - (10) Wynndel-Lakeview– Rural Fire Station
 - (10) Canyon-Lister – Rural Fire Station
 - (10) West Creston – Rural Fire Station

Response Time Benchmarks

Consistent with **NFPA 1720**:

- **Town of Creston (Suburban Demand Zone – >600 ppl/km²)**
 - 10 firefighters within 10 minutes, 80% of the time
- **Rural Response Areas**
 - Response expectations align with NFPA 1720 rural benchmarks (10 minutes + travel time), recognizing the volunteer/POC response model.

Effective Response Force

CVFS shall maintain the personnel, apparatus, and training needed to assemble the minimum Effective Response Force required for:

- Residential structure fires
- Commercial/industrial structure fires
- Wildland-urban interface incidents
- Motor vehicle extrication
- Hazmat (operations level)
- High-angle/low-angle rescue

Training & Competency

CVFS will maintain training practices that ensure all operational personnel meet or exceed:

- **NFPA 1001 Level II** for structural firefighting
- **NFPA 1021** for company officers
- **NFPA 1031/1035** for inspection and public education roles

- **NFPA 1033** for fire investigators (as feasible)
- **NFPA 1072/472** for HazMat operations
- WorkSafeBC Part 31 regulatory training requirements

Facilities & Equipment

CVFS will ensure that all fire stations, apparatus, PPE, and equipment:

- Meet applicable WorkSafeBC, NFPA, and BC Building Code requirements
- Are maintained and tested annually (NFPA 1911, 1851, 1932, 1962)
- Are replaced on a lifecycle schedule supported by capital planning

The Town and RDCK will collaborate on facility assessments, especially for Canyon-Lister, Wynndel-Lakeview, and resolving the long-standing West Creston facility issues.

Appendix E

Training & Competency

CVFS will maintain training practices that ensure all operational personnel meet or exceed:

- NFPA 1001 Level II for structural firefighting
- NFPA 1006 / 1670 for technical rescue (extrication and rope rescue)
- NFPA 1021 for company officers
- NFPA 1031 / 1035 for inspection and public education roles
- NFPA 1033 for fire investigators (as feasible)
- NFPA 1072 / 472 for HazMat operations
- WorkSafeBC Part 31 regulatory training requirements

Appendix E

Regulatory References

Fire Safety Act [SBC 2016]

The Fire Safety Act (SBC 2016, c.19) is British Columbia's primary legislation governing fire prevention, inspection, investigation, and enforcement. It:

- Came into force on August 1, 2024, replacing the former Fire Services Act
- Establishes a modern, risk-based framework for fire safety
- Clarifies responsibilities among:
 - Property owners
 - Local governments
 - Fire inspectors / fire chiefs
 - The Office of the Fire Commissioner (OFC)

At a high level, the Act shifts the system toward proactive fire prevention, formal inspections, and stronger enforcement authority

The legislation is organized around several key functional areas, including fire hazard prevention, fire safety inspections and orders, tactical and preventative evacuations, risk-based compliance monitoring, fire investigations and inquiries, and enforcement mechanisms such as penalties, warrants, and offences. Together, these elements establish a modern framework that shifts fire safety oversight toward proactive prevention, formal compliance processes, and clearer statutory authority.

The Act also clearly defines responsibilities by role. Property owners are directly responsible for maintaining safe premises, eliminating fire hazards, and complying with fire inspector orders and the BC Fire Code. Local governments must appoint qualified inspectors and investigators, implement inspection programs, enforce compliance, report to the Office of the Fire Commissioner, and may recover certain costs related to non-compliance. Fire inspectors are granted inspection and enforcement powers, including the authority to enter premises at reasonable times, issue legally enforceable orders, and, with consent or a warrant, enter private dwellings. The Fire Chief and other authorized officials may order evacuations and act on risk before an incident escalates, while the Office of the Fire Commissioner oversees training, compliance, investigations, and enforcement. Overall, the Act creates stronger accountability, increases administrative and operational requirements for local governments, and reinforces a proactive, risk-based approach to fire safety and public protection.

B.C. Structure Firefighter Minimum Training Standards

The B.C. Structure Firefighter Minimum Training Standards is the provincial minimum training standard developed by the Office of the Fire Commissioner for structure fire services personnel. It was not a tactical response manual or fireground operating guide. Rather, it set out the minimum competencies firefighters needed based on the level of service their community chose to provide, creating a direct link between service expectations and training requirements.

For local governments and fire departments, the B.C. Structure Firefighter Minimum Training Standards was important because it formalized the principle that service level drives training, operational capability, and risk. In practice, if an authority having jurisdiction decided to provide a higher level of fire service, it also had to ensure firefighters were trained to the corresponding standard. That made the framework a key governance and liability tool, with direct implications for staffing, equipment, operational funding, and overall public and firefighter safety.

The B.C. Structure Firefighter Minimum Training Standards core approach is that a local government's declared service level determines the required training and competency. This is highly relevant to Council and administration because it links policy decisions about service levels directly to training obligations, costs, and operational readiness of the fire department.

Workers Compensation Act (Part 31 – Firefighting)

The Workers Compensation Act (BC) – Part 31: Firefighting (within the Occupational Health and Safety Regulation under the Act) establishes the legal framework governing the health, safety, and operational requirements for firefighters in British Columbia. It applies to municipal fire departments, industrial brigades, and other fire services, and incorporates firefighting into the broader occupational safety regime administered by WorkSafeBC. The regulation defines key roles (such as firefighter, fire chief, and incident commander) and recognizes firefighting as a specialized and high-risk occupation requiring structured safety standards and oversight.

Part 31 focuses heavily on prevention and safe operations, requiring employers (i.e., municipalities or fire service entities) to establish procedures, training, and supervision systems to protect firefighters during emergency incidents. It mandates the provision and maintenance of personal protective equipment (PPE), respiratory protection (including self-contained breathing apparatus), and safe vehicle and equipment operation. Additional requirements address firefighter fitness, rehabilitation during incidents, equipment testing and maintenance, and workplace systems such as health and safety committees. Collectively, these provisions aim to reduce risk exposure, ensure operational readiness, and standardize safety practices across fire departments.

In parallel with these safety provisions, the broader Workers Compensation framework provides enhanced compensation and health protections for firefighters, recognizing their elevated exposure to hazards. This includes presumptive coverage for occupational diseases—particularly cancers—where certain illnesses are automatically considered work-related after defined service periods, allowing firefighters to access compensation benefits without having to prove causation. Recent updates have expanded the list of recognized cancers and strengthened eligibility, reflecting the evolving understanding of firefighting risks. Together, Part 31 and the compensation provisions create a combined system of prevention, protection, and post-incident support, tailored to the unique risks faced by fire service personnel.

NFPA Standards

NFPA 472 – Hazardous Materials/WMD Competency

NFPA 472 establishes the minimum competencies for responders to hazardous materials and weapons of mass destruction incidents, focusing on recognition, isolation, defensive actions, and specialized response roles. It originally defined multi-level competency (awareness, operations, technician, incident command), ensuring that responders understand their limits and operate safely based on training level. It has largely been replaced or consolidated into newer standards (e.g., NFPA 1072 and 470) but remains foundational in defining hazmat response philosophy.

NFPA 1001 – Firefighter Professional Qualifications

NFPA 1001 defines the minimum job performance requirements (JPRs) for Firefighter I and II, including fire suppression, rescue, safety practices, equipment use, and emergency operations. It is the primary competency standard used to design firefighter recruit training, ensuring personnel can safely perform essential fireground tasks and operate under supervision or independently at different levels.

NFPA 1021 – Fire Officer Professional Qualifications

NFPA 1021 specifies the competencies required for fire officers (supervisory and management roles), including leadership, incident command, risk management, planning, personnel supervision, and administrative functions. It provides a progression from entry-level officer (company officer) to senior command roles, ensuring consistent management capability across departments.

NFPA 1031 – Fire Inspector Professional Qualifications

NFPA 1031 outlines the qualification standards for fire inspectors, including inspection practices, hazard identification, code enforcement, and legal authority. It ensures inspectors can evaluate buildings, interpret fire codes, and document compliance issues effectively.

NFPA 1033 – Fire Investigator Professional Qualifications

NFPA 1033 defines the minimum competencies required to investigate the origin and cause of fires, including evidence collection, fire dynamics, documentation, and legal considerations. It supports professional, defensible fire investigations aligned with scientific and legal standards.

NFPA 1035 – Public Fire and Life Safety Educator

NFPA 1035 sets out competencies for personnel delivering public fire and life safety education, including community risk reduction, public outreach, education program development, and evaluation. It supports prevention by ensuring consistent messaging and program effectiveness.

NFPA 1072 – Hazardous Materials Response

NFPA 1072 provides a professional qualification standard for hazardous materials responders, structured in Job Performance Requirement format, including awareness, operations, technician, and incident command levels.

NFPA 1201 – Fire Department Emergency Operations

NFPA 1201 establishes guidelines for fire department emergency operations, including deployment, incident command, communications, and operational readiness. It helps define how fire services are structured and managed during emergency response.

NFPA 1300 – Community Risk Assessment & CRR Planning

NFPA 1300 provides a framework for community risk assessment (CRA) and community risk reduction (CRR) planning, linking data analysis, hazard identification, and targeted prevention strategies. It supports evidence-based fire service decision-making aligned with modern asset management and LOS frameworks.

NFPA 1720 – Volunteer/Combination Fire Department Deployment

NFPA 1720 sets standards for organization, staffing, and deployment of volunteer and combination fire departments, including response times, staffing levels, and service benchmarks based on community type (urban, suburban, rural, remote). It is widely used for LOS determination in smaller communities.

NFPA 1911 – Inspection, Maintenance, Testing of Fire Apparatus

NFPA 1911 establishes requirements for the inspection, maintenance, and testing of fire apparatus, ensuring operational readiness, safety, and longevity of fire vehicles and equipment. It supports lifecycle management of critical emergency response assets.

NFPA 1225 – Emergency Services Communications

NFPA 1225 (successor to earlier dispatch standards) addresses emergency service communications systems, including dispatch operations, call processing, staffing, technology, and performance metrics. It ensures reliable communication between dispatch centres and responding units.

NFPA Standard	Primary Focus	WorkSafeBC Part 31 (OHS)	Fire Safety Act (BC)	BC Structure Firefighter Training Standards	Practical Compliance Interpretation
NFPA 1001	Firefighter competencies (FF I & II)	Requires “adequate instruction and direction” but does not prescribe NFPA 1001 directly	Indirect (supports safe operations expectations)	Direct core reference for firefighter training	Baseline training standard tied to Level of Service (LOS)
NFPA 1021	Fire officer competencies	Not referenced	Supports command/execution expectations	Referenced (officer training progression)	Required for officers as service level increases
NFPA 1031	Fire inspector qualifications	Not referenced	Directly aligned with Fire Safety Act inspections	Implicitly aligned	Required for formal inspection programs under Fire Safety Act

NFPA Standard	Primary Focus	WorkSafeBC Part 31 (OHS)	Fire Safety Act (BC)	BC Structure Firefighter Training Standards	Practical Compliance Interpretation
NFPA 1033	Fire investigator qualifications	Not referenced	Directly supports investigation duties	Referenced for investigation roles	Required for defensible investigations
NFPA 1035	Fire & life safety educator	Not referenced	Indirect (prevention expectations)	Not clearly confirmed	Supports CRR / prevention (non-core compliance)
NFPA 1072	Hazmat response competencies	Not explicitly referenced	Indirect (hazard response expectations)	Referenced (hazmat training requirement)	Required component of firefighter training (awareness/operations)
NFPA 1201	Fire department operations/organization	Not referenced	Aligns with overall fire service structure expectations	Not clearly confirmed	Useful governance/operational benchmark (not enforced)
NFPA 1300	Community risk reduction (CRR)	Not referenced	Aligns with prevention intent	Not clearly confirmed	Useful for asset management / LOS planning
NFPA 1720	Volunteer department deployment/LOS	Not referenced	Indirect (service-level implications)	Conceptually aligned	Key tool for Council LOS decisions (rural/volunteer context)
NFPA 1911	Apparatus maintenance/testing	Only indirect via equipment safety obligations	Indirect	Not clearly confirmed	Best practice for fleet lifecycle and safety compliance
NFPA 1225	Emergency communications systems	Partially aligns with communications requirements	Indirect	Not clearly confirmed	Supports dispatch, comms reliability (important but not mandated directly)

Bylaw 1928 (Fire Protection & Assistance Response)

Fire Service-1928 (Bylaw No. 1928 – Fire Protection & Assistance Response) establishes the legislative framework governing the management, operation, and provision of fire protection services in the Town of Creston. The bylaw is enacted under authority of the Community Charter and Fire Services Act and authorizes the municipality—through the Fire Chief and designated officials—to regulate fire prevention, suppression, and emergency response activities. It defines key terms, outlines the scope of fire protection services, and confirms that the fire department is responsible for responding not only to fires but also to a broad range of emergencies, including rescues, hazardous materials incidents, natural disasters, and other threats to life and property.

The bylaw further establishes the scope of “Fire Protection and Assistance Response” as encompassing all suppression, rescue, prevention, inspection, investigation, and support functions delivered by the fire department. It confirms that Creston Fire Rescue operates as a full-service department, capable of interior structural firefighting and complex incident response, and mandates the delivery of core services such as fire suppression, fire prevention, Fire Code enforcement, inspections, and investigations. Responsibility for determining specific service levels and response capabilities rests with the Fire Chief, subject to Council direction and budget approval, ensuring that service delivery is aligned with municipal priorities, regulatory requirements, and available resources.

Appendix F

Service Level Compliance Reporting

Recommended for annual/quarterly LOS reporting to the Creston Valley Fire Service Advisory Committee to provide detailed analysis of service provision under fire protection agreements.

1. Emergency Response Performance

Call Volume & Operational Demand (Quarterly/Annual)

- Total number of incidents responded to (annual + 3-year trend)
- Incident breakdown by type (medical, fire, rescue, hazmat, WUI, lift assists, false alarms)
- Number and % of “unclassified” calls (target: continuous reduction)

Response Times (NFPA 1720 alignment) (Quarterly/Annual)

- Turnout time:
 - Median turnout time (sec/min) by station
 - % of incidents meeting turnout benchmarks
- Response time (dispatch to arrival):
 - % of incidents meeting NFPA 1720 "10 firefighters in 10 min, 80% of the time" (Town of Creston)
 - Rural area response compliance by demand zone

Effective Response Force (ERF) (Quarterly/Annual)

- % of structure fire responses achieving required staffing levels
- Average staffing per incident (career, POC, WEP mix)

2. Fire Suppression Effectiveness

Fire Containment (Annual)

- % of structure fires confined to room of origin
- Average time from arrival to fire under control

Loss Metrics (Annual)

- Dollar loss vs. dollar value saved annually (from fire investigation reporting)

WUI/Interface Response (Annual)

- Number of WUI incidents
- % of WUI incidents requiring multi-station response
- Training hours dedicated to interface readiness

3. Training & Competency (BC Structure Firefighter Minimum Training Standards , NFPA 1001/1021/1072)

Certification & Skills Maintenance (Quarterly)

- % of firefighters certified to NFPA 1001 Level II
- % of company officers certified to NFPA 1021
- % of firefighters with HazMat Operations (NFPA 1072)

Training Delivery (Annual)

- Total training hours delivered annually
- Avg. training hours per member (career/POC/WEP)
- % of members meeting annual skills maintenance requirements

- % completion of mandatory WorkSafeBC Part 31 training

4. Fire Prevention & Inspection (Fire Safety Act Requirements)

Risk-Based Inspection Compliance (Quarterly)

- Total number of inspectable occupancies
- % of required inspections completed (by risk category: high, moderate, low)
- % of follow-up inspections completed on time
- Number of Fire Safety Assessments submitted by owners

Fire Code Enforcement (Quarterly)

- of notices issued
- of outstanding orders
- Time to compliance (average days)

Fire Investigations (Quarterly)

- % of investigations completed within 5 days (as mandated)
- % of OFC reports submitted within 30 days
- of investigations by cause (accidental, equipment failure, intentional, undetermined)

5. Public Education & Community Risk Reduction(Quarterly/Annually)

Program Reach (Quarterly / Annual)

- of public education events delivered (schools, seniors, youth groups, businesses) (Quarterly)
- Attendance numbers per event type (Quarterly)
- of smoke alarms/CO alarms installed or replaced (Annual)
- of FireSmart assessments or engagements completed (Annual)

Risk-Focused Outreach (Annual)

- Targeted programs delivered to vulnerable groups (seniors, Indigenous community)
- of culturally adapted education sessions (e.g., with Lower Kootenay Band)

6. Workforce Sustainability & Well-Being

Recruitment & Retention (Annual)

- of new POC recruits per year
- 1-year and 3-year POC retention rates
- of WEP participants and completion rate

Health & Wellness (Annual)

- of critical incident stress supports delivered (CISM engagements)
- PPE contamination reduction compliance (e.g., % of members completing post-incident decon)
- Sick/injury leave hours (career staff)

7. Apparatus, Equipment, and Facility Readiness

Apparatus Reliability (NFPA 1911) (Annual)

- % of apparatus passing annual pump tests
- % of apparatus within FUS-credited service life
- Scheduled vs. unscheduled maintenance hours (ratio)

Equipment Compliance (Annual)

- Annual testing completion rates for:
 - SCBA (NFPA 1852)

- Ground ladders (NFPA 1932)
- Fire hose (NFPA 1962)

Facility Standards (Annual)

- % of deficiencies identified and corrected in annual hall inspections
- Compliance with WorkSafeBC safety measures (diesel exhaust extraction, decon zones, etc.)

8. Communications & Dispatch Performance

Radio and Dispatch Metrics (Annual)

- CAD accuracy and completion rates (when MDTs (mobile data terminals) deployed)
- of communication system failures or blackspots reported
- % of dispatch call processing times meeting NFPA 1225 benchmarks (if accessible via RDFFG)

9. Progress Updates on Fire Master Plan Implementation

Recommendations

- Master Plan implementation updates (e.g., organizational improvements, staffing needs).

10. Financial Stewardship & Accountability

Budget Performance (Quarterly/Annual)

- Actual vs. budget variance (%) (Quarterly)
- Training cost per member (Annually)
- Cost per incident response (Quarterly)
- Capital plan adherence (apparatus replacement milestones met) (Annual)

Reporting & Transparency (Annual)

- On-time delivery of annual LOS & KPI report
- On-time delivery of quarterly operational updates
- Public communication metrics (website updates, social media engagement)