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**To:** "Direct to Mayor and Council - DL"  
**CC:** "City Manager's Correspondence Group - DL"  
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**Date:** 12/2/2019 5:30:42 PM  
**Subject:** Fire Underwriters Survey - Class 1 Rating

Greetings Mayor and Council,

On behalf of Chief Reid, I am writing to advise you of a recent development related to our fire protection services that will deliver a financial benefit for businesses in our city.

Effective December 1, 2019, the Fire Underwriters Survey (FUS) has given Vancouver a Public Fire Protection Classification (PFPC) of 1 on a 1 to 10 scale. This is the highest rating available, and will have the overall effect of decreasing fire insurance premiums for commercial properties and businesses. We are working with the insurance industry to ascertain the total amount of potential savings, but we understand it to be significant.

Put into context, Vancouver is the only major Canadian city, and 1 of only 3 municipalities in Canada, to achieve this rating. Vancouver already had a 1 rating (on a 1 to 5 scale) for Dwelling Protection Grade, which scores our ability to mitigate small residential building fires (ie. single family homes).

VFRA has made a number of current and projected performance and service-level improvements and organizational changes to achieve this standing. Factors considered by FUS included:

1. Projected resource additions (pending Council approval) for fire suppression, public education, fire prevention, and business operations.
2. Robust strategic planning driving measurable performance improvements.
3. Use of internal communications tools to drive major response time improvements at no cost.
4. Strong officer, command and firefighter training programs supporting positive loss reduction outcomes.
5. Excellent community and business engagement ratings.
6. Use of analytics, business intelligence and quality management programs driving evidence-based decision making and continuous improvement.
7. Implementing and enhancing a risk-based fire inspection program which has seen VFRA set records for completed inspections while still focusing resources on SRO's and other high risk locations.
8. Establishing the framework for a robust, analytics driven community based public education program.
9. Redesign of the department to include a best-practice based analytics, strategy, policy and quality management team. This team engaged FUS and provided the data and evidence to support our new rating.
10. Effective use of technology and communications systems.

The Fire Underwriters Survey also considers water supply infrastructure (30% of the rating score). As such, the City's historical investments in our water system, including the Dedicated Fire Protection System, and Engineering Services' ongoing efforts to maintain that infrastructure are reflected in this result. Emergency communications infrastructure also comprises 10% of the total rating.

I want to acknowledge the excellent work by Chief Reid and his entire team in their engagement with Fire Underwriters Survey and in the implementation of the many operational improvements that have contributed to this rating.

Best,  
Paul

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*The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.*

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