Why create an internal CRA/SOC process?

- Emphasize DNVFRS dedication to excellence.
- Establish a culture of continuous improvement.
- Receive independent validation of all service levels.
- Provide tangible data for elected officials and stakeholders.

*Allows DNVFRS to build on proactive processes already in place.*
DNVFRS Video

Community Risk Assessment: Standards of Cover 2020-2025
Thank You!
North Vancouver District Public Library
Storylab Video Production Team

• Maryann Kempthorne, Manager – NVDPL Innovation & Learning
• Nic Peerson (they, them, theirs) – NVDPL Digital Services Assistant
• Mike Jessop – NVDPL Digital Services Assistant
• Captain Conrad Breakey – DNVFRS Public Safety Coordinator
• Justin Beddall – DNV Communications Coordinator
In Closing…

The CRA/SOC is:

- A thorough examination of potential risks,
- Current capabilities of the Fire Department,
- A specific set of benchmarks we can use to measure success.

CRA/SOC is an internal driver for continuous improvement.
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