



# TORONTO FIRE SERVICES 2023

ANNUAL REPORT



# 2023 HIGHLIGHTS



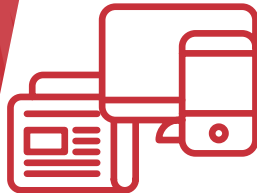
The Communications Centre achieved the NFPA Call Processing Time standard of **64 seconds 94% of the time** in 2023.

**Responded to 184,076 emergencies**, representing an 8.8% increase compared to 2022.



TFS crews **responded to emergency incidents 321,795 times**, representing a 5.9% increase compared to 2022.

**Inspected 100% of all vulnerable occupancies** in Toronto in 2023 (including care occupancies, care and treatment occupancies, or retirement homes) to protect the most vulnerable residents in the city.



Responded to **1,405 media inquiries** in 2023.



**9,171 homes** were reached as part of the Alarmed for Life campaign in 2023.

**37% of the 154 operations firefighter recruits hired in 2023** self identified as members of a designated group (females, Indigenous, peoples, visible minorities or 2SLGBTQ+).



Trained **154 new operations firefighter recruits** graduated from the TFS recruit training program at the Toronto Fire Academy.



**59,103 children** were educated in fire safety through a combination of virtual and in person presentations in 2023.



Attended **60 recruitment and community outreach events** promoting TFS as an employer of choice across the city.

**Inspected 97% of all residential high-rise buildings** in 2023.



Inspections of **9,413 properties** were conducted across the city throughout 2023 compared to 8,515 properties in 2022, an increase of



10% (this number represents unique addresses and therefore does not include multiple inspections at the same address).



TFS **coordinated 1,032 station and truck tours**, providing Toronto's residents with an up-close view of our operations.

# HONOURING OUR FALLEN

The TFS Fallen Firefighter Memorial Service is dedicated to all of the brave firefighters in Toronto's history who have lost their lives in the line of duty, or as a result of a work-related illness. Our Memorial Honour Roll dates back to the first line of duty death in Toronto in 1848, recognizing that firefighters risk their lives to protect lives, property, and the environment in the City of Toronto. The names of eight firefighters were added to the Honour Roll at the ceremony in 2023, bringing the total to 327.

Every year firefighters and their families and friends come together for this ceremony of remembrance to honour those that have fallen. The 2023 ceremony included remark and the laying of wreaths by Deputy Mayor Jennifer McKelvie alongside representatives from Toronto Fire Services and the Toronto Professional Fire Fighters Association. It is with the deepest respect that we remember those who made the ultimate sacrifice.



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Toronto Professional Fire Fighters' Association, and  
Toronto Fire Services' Public Information Section  
City Clerk's Office, Production Design

Samuel Gautreau, Jerami Haden, and Mikhail Baehr  
for use of their photographs.

# FIRE CHIEF'S MESSAGE

I am pleased to present the 2023 Annual Report highlighting the achievements and performance by Toronto Fire Services (TFS).

This report includes information on the many services TFS provides, along with an extensive analysis of TFS' service level performance. This includes TFS' core fire protection service levels in public education, fire safety inspection and Fire Code enforcement, and all aspects of emergency response.

The City of Toronto is the largest city in North America with an Accredited Fire Service under the Commission on Fire Accreditation International. As an Accredited Agency, we remain committed to clear and transparent reporting of fire protection service levels, performance, and outcomes measurement as a foundational aspect of our service.

2023 was both a challenging and rewarding year for the TFS team, and I am beyond proud of all that our team has accomplished this year.

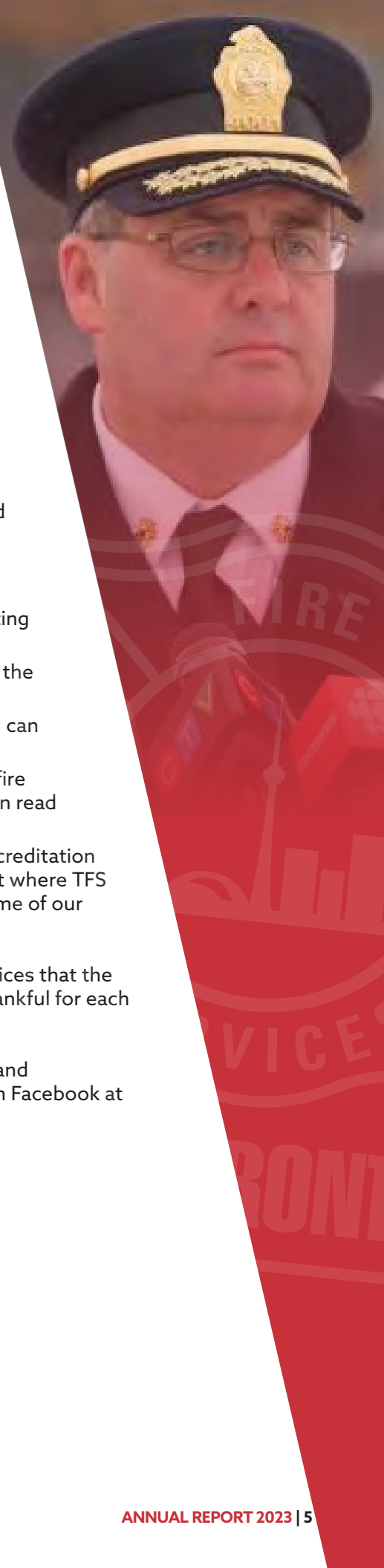
Some of our 2023 accomplishments include:

- We graduated the largest recruit class in TFS History, with 103 recruits graduating from the Toronto Fire Academy;
- Serving as the Grand Marshal in the Toronto Caribbean Carnival Grand Parade, the conclusion to an amazing month of celebrations in July;
- Our TFS Recruitment and Community Outreach team attended 60 events. You can learn more about their work on page 55;
- As part of the Next Generation 911 project, TFS became one of the first urban fire service in the country to transition our systems to the new technology. You can read more about what this means for our service delivery on page 21;
- Work towards our Commission on Fire Accreditation International (CFAI) re-accreditation continued throughout 2023, including a comprehensive peer team assessment where TFS was assessed against 256 key performance indicators. You can learn about some of our accomplishments through our CFAI journey on pages 49 and 50.

Your Toronto Fire Service team continues to deliver the critical fire protection services that the residents of Toronto expect and require each day. I am extremely proud of, and thankful for each of our dedicated team members who give their all, in service to others each day.

If you want to stay in touch on an ongoing basis, follow us on X at **@Toronto\_Fire** and **@ChiefPeggTFS**, on Instagram at **@torontofireservices** and **@chiefpeggtfs**, and on Facebook at **Toronto Fire Services**.

Matthew Pegg  
Fire Chief & General Manager



## TFS WORK ACTIVITIES

Education Events  
Media Interviews  
Public Inquiries  
Policy & Planning  
Human Resources  
Training  
Professional Development  
Emergency Response  
Emergency Planning  
HUSAR  
CBRNE  
Public Order  
Outreach & Recruitment  
Partnerships  
Accreditation  
Continuous Improvement  
Fire Prevention  
Investigations  
Communications  
Dispatch  
Staff Services  
Business Services  
Uniform Outfitting  
Procurement  
Fire Code Enforcement  
Inspections  
Technology  
Analytics  
Research  
Facilities Management  
New Station Builds  
Materials Management  
Mechanical Maintenance  
Engineering  
Administration & Finance  
Incident Command  
Fire Suppression  
Public Information  
Public Consultations  
Labour Relations  
Health & Safety  
Marine Unit Response  
Succession Planning  
Awards & Recognition  
Recruit Graduations  
Website Maintenance  
Social Media  
Reporting  
Ice Breaking  
Swift Water Rescue  
Special Operations

## OUR 2023 COMMAND TEAM



**Jim Jessop**, Deputy Chief  
Operations, Training and Technical Operations



**Larry Cocco**, Deputy Chief  
Community Risk Reduction



**Kevin Hamilton**, Interim Deputy Chief  
Administrative Services



**Paul Fitzgerald**, Deputy Chief  
Communications, Technology & Organizational Performance



**Melissa Gennaro**, Division Chief  
Office of the Fire Chief

# OUR CITY

Toronto operates the largest and most complex fire service in Canada, serving the more than **3 million** people of the city and its visitors.

## YOUR FIRE SERVICE

Toronto Fire Services is the City's all-hazards emergency response organization. TFS provides City of Toronto residents, visitors, and businesses with protection against loss of life, property and the environment from the effects of fire, illness, accidents, and all other hazards through preparedness, prevention, public education and emergency response, with an emphasis on quality services, efficiency, effectiveness and safety.

### CREDO

**COURAGE**  
to move forward

**COMPASSION**  
in everything we do

**SERVICE**  
without boundaries

### MISSION

Dedicated to protecting life, property, and the environment through education, prevention, and emergency response.

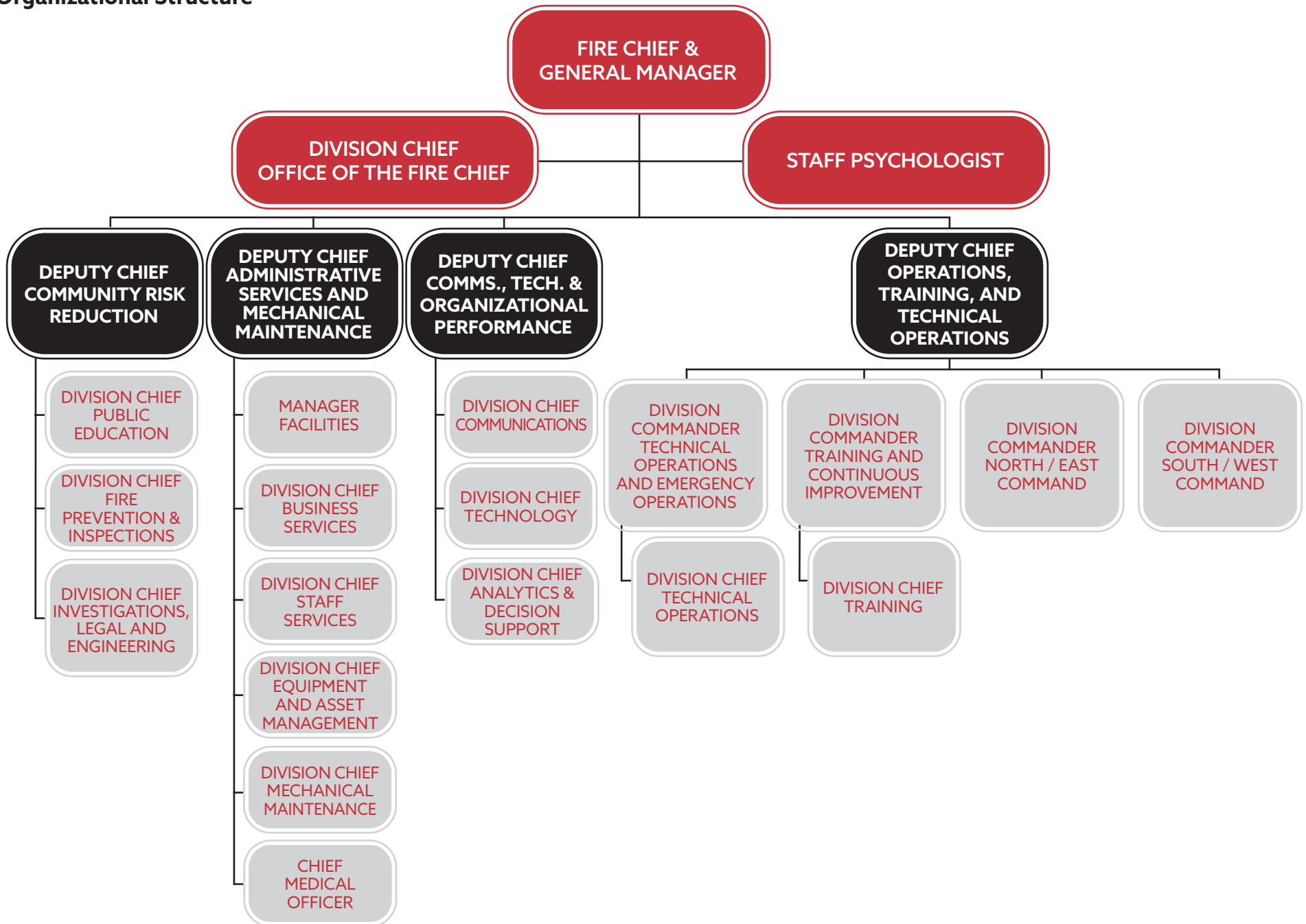
### VISION

To be a proactive leader in the value added delivery of fire prevention, protection and emergency services to meet the current and evolving diverse needs of our communities.

## OUR VALUES

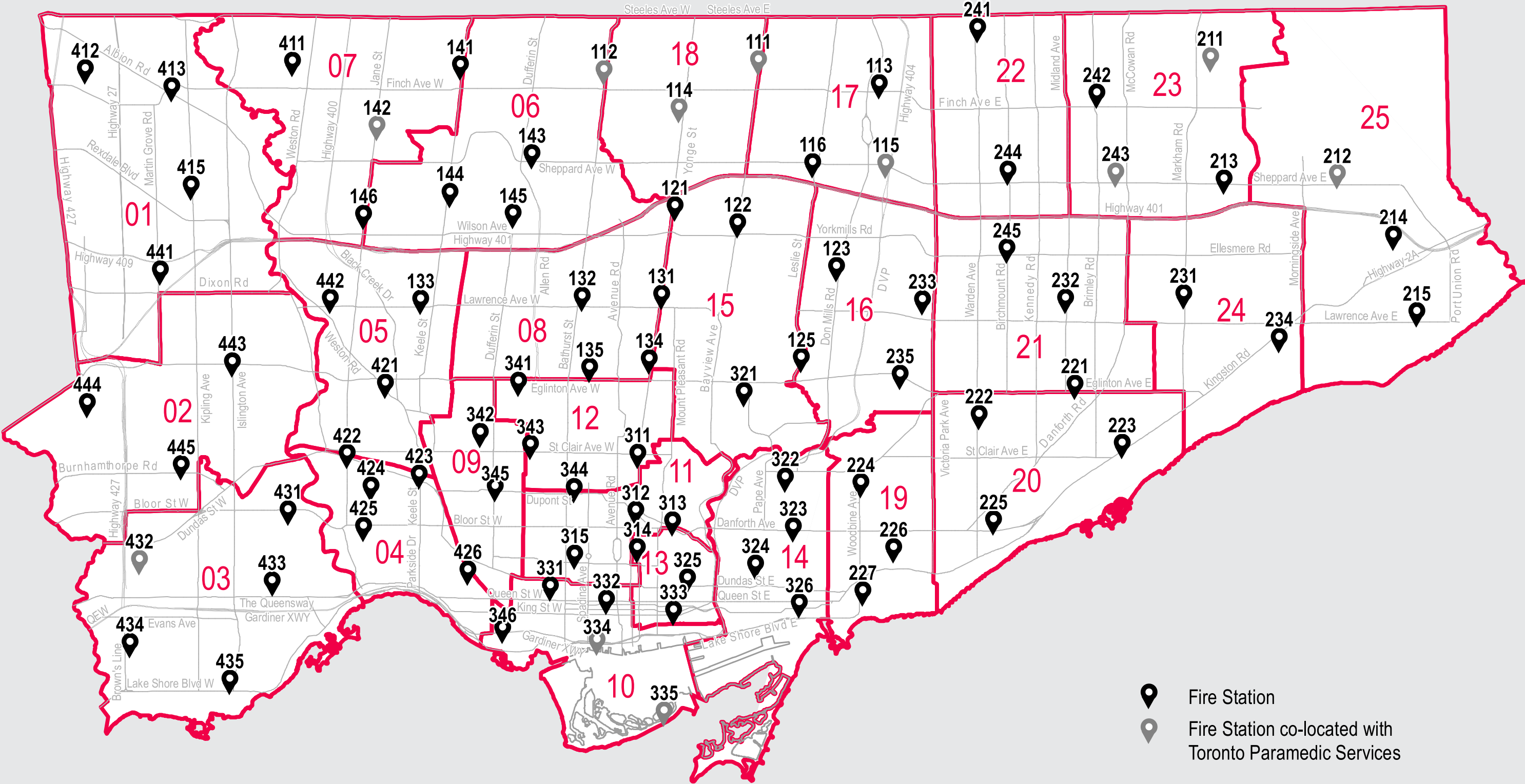


## Organizational Structure





# TORONTO FIRE SERVICES STATION LOCATIONS



# OUR VALUED STAFF

Our greatest asset is our people: a team of highly trained, dedicated individuals who pride themselves on customer service excellence.

NUMBER OF PERSONNEL	
Operations	2,742
Public Education & Fire Prevention	242
Training, Emergency Planning & Technical Operations	46
Mechanical Maintenance	53
Communications, Technology & Organizational Performance	104
Administrative Services, Recruitment, Policy & Public Information	64
Fire Chief & Senior Management	7
<b>Total</b>	<b>3,258</b>



# GIVING BACK

Giving back to the community is extremely important to the Toronto Professional Fire Fighters' Association (TPFFA). Toronto firefighters spend countless hours out in the community, raising awareness and funds in support of many meaningful causes.

## Top Highlights from 2023

In 2023, Toronto firefighters raised \$152,044 for charity, including the following:

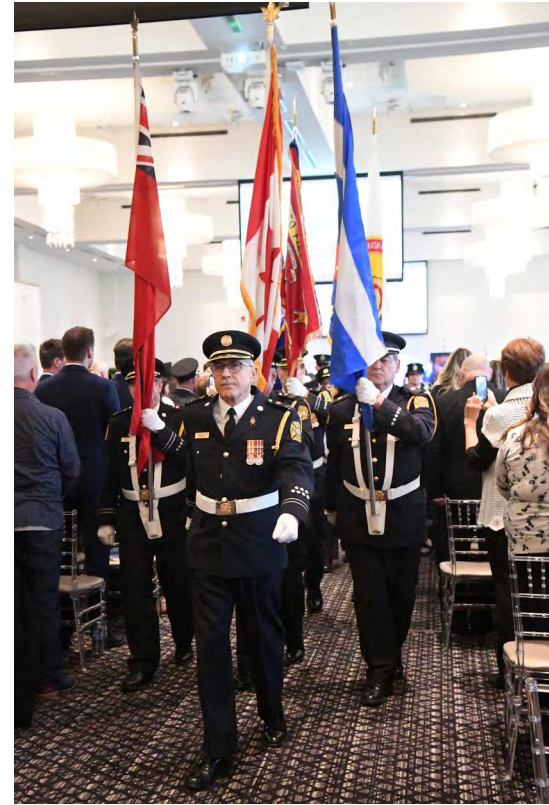
- Friends of Ruby
- Muscular Dystrophy Canada
- Daily Bread Food Bank
- Cystic Fibrosis Canada
- Princess Margaret Cancer Foundation
- Breakaway Community Services
- City of Toronto United Way Campaign
- Variety Village
- Toronto Police Service LGBTQ-Internal Support Network
- TFS Honour Guard
- Camp Bucko
- Toronto Professional Fire Fighters Celtic Society: Celtic Fire Memorial Ride
- Toronto Fire Historical Society
- Colorectal Cancer Canada
- Special Olympics
- Dreams Take Flight
- Covenant House
- Wildfire Relief for Hawaii
- Runnymede Health Centre
- Easter Seals, Red Door Shelter
- Movember Canada
- Toronto Fire Fighters Toy Drive



# OUR DEVOTED VOLUNTEERS

Many volunteers dedicate their spare time to supporting TFS at emergency events, ceremonies and many other worth causes.

- Toronto Fire Fighters War Veterans' Association Colour Party
- Box 12 Association
- Greater Toronto Multiple Alarm Association (Support 7)
- Toronto Fire Services Peer Support and Critical Incident Stress Team
- Toronto Fire Services Pipes & Drums
- Toronto Fire Services Honour Guard



## CHANGING OF THE GUARD

The TFS Honour Guard operates under a Guard Commander. This year, a Change of Command Ceremony was held ahead of the Toronto Fallen Firefighter memorial service. (A) Division Chief Andrew Berg, who has been the Guard Commander for the TFS Honour Guard for many years transitioned command of the TFS Honour Guard to Firefighter Dan Bellamy.

We thank Division Chief Berg for his incredible service as the Commander of the TFS Honour Guard and welcome Firefighter Bellamy in his new role.



# CELEBRATING STAFF SUCCESS

## COMMUNICATOR OF THE YEAR

The Tri-Service Communicator Awards Ceremony is an annual event held by the three emergency services in recognition of the work of the telecommunicators in the City of Toronto's three emergency services. This ceremony is held during Telecommunicators Week in April of each year. The 2023 ceremony, recognizing actions of our telecommunicators in 2022 was held April 11, 2023.

TFS recognized Platoon 1 for their actions on the afternoon of May 21 2022, when an intense rapidly moving thunderstorm passed through Toronto. During this extraordinary weather event, Platoon 1 diligently processed more than 500 incidents between 1 and 4 pm, an incident volume we would normally see occur over a 24-hour period. Their hard work showcases the skill and expertise of our Communications staff, and we are grateful to be able to celebrate their work.

Congratulations to Platoon 1!



## TURNOUT TIMER DISPLAYS PROJECT

Over the past number of years, the TFS Technology unit has been working on solutions to improve performance through the introduction of pre-alerting displays. After a multi year pilot, the Station Turn Out Timer initiative was completed in the summer of 2023.

This initiative saw the installation of Turn Out and information display monitors in each Toronto fire station. During an emergency dispatch these monitors display elapsed turnout time as well as images and mapping of the incident location (image shown below).



The above image shows the Turnout Display in incident mode for a test (clockwise from the left): a map from the station to the incident (TFS Headquarters), a map of hydrant locations near the address, and a Google Image of the property. The numbers in the top right-hand corner are counting the elapsed time since the crew has been assigned the call and before they have left the station (the turnout time).

When not in dispatch mode, the monitors are used to help communicate division-wide information, as well as recent performance data for apparatus in each station. This initiative is driving significant improvements in turnout time performance while also enhancing communication with all staff.

# NEW TEAM MEMBERS

In 2023, TFS welcomed 175 new team members.

Employee Name	Position
Saif Abuqoura	Firefighter
Ernesto Aceto	Accounting Assistant 3
Caleb Alaimo	Firefighter
Jonathan Alexander-Guillaume	Firefighter
Joshua Amos	Firefighter
Christopher Angi	Firefighter
Curtis Appleton	Firefighter
Madison Ayres	Firefighter
Gian Carlo Badilla	Firefighter
Baljinder Badwal	Supervisor Training & Compliance
Conor Barrett	Firefighter
Willem Bayly	Firefighter
Matthew Beaudoin-Hayes	Firefighter
Nasteha Beinah	Call-Taker / Dispatcher
Thomas Bielanski	Firefighter
Dylan Black	Firefighter
Brandon Bliss	Firefighter
Nicholas Blodans	Firefighter
Margaret Bojin	Support Assistant C
Jeffrey Brenton	Firefighter
Cody Bridger	Firefighter
Ricky Brooks	District Chief – Recruitment And Outreach
Trevor Cadeau	Firefighter
Dane Camminga	Firefighter
David Camplin	Firefighter
Jayson Campos	Firefighter
Hugh Cannings	Firefighter
Bronson Chavez	Firefighter
Nicholas Chiarot	Firefighter
Eric Cholasta	Firefighter
Jeremy Cohn	Call-Taker / Dispatcher
Stephen Cornelissen	Firefighter
Brandi Cosco	Call-Taker / Dispatcher
Alex Costantino	Financial Trainee
Tibor Csery	Firefighter
Savannah Culbertson	Firefighter
David Dalton	Firefighter
Sean Dawkins	Firefighter
Jamie Dawson	Firefighter
Shawn De Jesus	Firefighter
Lesley Dever	Firefighter

Employee Name	Position
Jordan Dinunzio	Firefighter
Mason Dobner	Firefighter
Kevin Doherty	Firefighter
Pomela Dominguez	Accounting Assistant 3
David Donaldson	Firefighter
Spencer Donnelly	Firefighter
Graham Dowd	Firefighter
Tyson Drawetz	Firefighter
Raejeanne Ellis	Administrative Assistant 3
Earl Fairweather	Firefighter
Stacey Farkas	Firefighter
Scott Fasano	Firefighter
Nathan Ferris	Firefighter
Paul Fitzgerald	Deputy Fire Chief
Sergio Forero	Firefighter
Mark Forster	Firefighter
Melanie-Amor Francisco	Call-Taker / Dispatcher
Eric Fregonas	Firefighter
Pawel Gacon	Firefighter
Alexandra Geller	Firefighter
Lukas Gillham	Firefighter
Christopher Goodfellow	Firefighter
Jacob Grandbois	Firefighter
Harvey Guinness	Firefighter
Kent Henhoeffter	Firefighter
Midiala Hernandez Torres	Support Assistant C
Matthew Ho	Firefighter
Christopher Hooper	Firefighter
Shawn Hughes	Firefighter
Jacob Hutchinson	Firefighter
Ryan Irvine	Administration Trainee
Tyson Johnson	Firefighter
Kevin Jorgensen	Firefighter
Joshua Kilgour	Firefighter
Taewoo Kim	Firefighter
Roderick Kirkwood	Firefighter
Jonathan Kirwin	Firefighter
Joseph Kotze	Firefighter
Nicholas Kournoutas	Firefighter
Sovanareth Lam	Firefighter
Jared-James Lando	Firefighter
Michael Lapenna	Firefighter
Scott Lawson	Firefighter

Employee Name	Position
Eric Leblanc	Firefighter
Nathan Lee	Firefighter
Colin Leslie	Firefighter
Emily Leung	Firefighter
Nicholas Lind	Firefighter
Marshall Lindner	Firefighter
Debb Ace Lomongo	Firefighter
Joshua Losier	Firefighter
Travis Lynch	Firefighter
George Macsween	Firefighter
Nicholas Maitland	Firefighter
Jacinta Mammen	Payroll Program Assistant 2
Christopher Manias	Firefighter
Jean-Marc Marchand	Firefighter
Andrei Marin	Firefighter
Matthew Marmora	Firefighter
Steven Mattei	Firefighter
Tyler McBay	Firefighter
Simon McCole	Firefighter
Jordan McGee	Firefighter
Connor McLoughlin	Firefighter
Sean McNulty	Firefighter
James Mesina	Firefighter
Zachary Millar	Firefighter
Steven Miller	Firefighter
Keriel Moore	Payroll Program Assistant 2
Christopher Moore	Firefighter
Joseph Morale	Firefighter
Nicholas Moren	Firefighter
Peter Nahirnyj	Firefighter
Natalie Nazar	Call-Taker / Dispatcher
Hudson Ng	Firefighter
Quinlan Nguyen	Firefighter
Tommy Nguyen	Firefighter
Steven Nicholson	Firefighter
Carter Nicoll	Firefighter
Oluwaseyi Ogunyipe	Firefighter – Data Analytics
Carson Orrom	Firefighter
Tomasz Pach	Firefighter
Paola Palmili	Administrative Assistant 2
Reza Parandeh	Firefighter
Ryan Park	Firefighter
Nicholas Peters	Firefighter
David Plesko	Firefighter
Kamellia Powell	Payroll Program Assistant 1
Jingzhi Qiu	Firefighter

Employee Name	Position
Jonathan Ramsden	Firefighter
Adam Rea	Accounting Assistant 3
Susan Reid	Call-Taker / Dispatcher
Jeff Revilla	Firefighter
Joel Rogers	Firefighter
Jaclyn Ronson	Firefighter
Raven Roussie	Support Assistant C
Curtis Rumbell	Firefighter
Charles Rumsby	Firefighter
Colin Salmon	Firefighter
Dylan Saunders	Firefighter
Alexandra Scardamaglia	Firefighter
Christopher Scattolin	Firefighter
Matthew Schembri	Firefighter
Gianlucas Scorzaface	Firefighter
Derek Sergas	Firefighter
Brenna Shanahan	Firefighter
Aayush Sharma Giri	Firefighter – Data Analytics
Eldar Shaykhulislamov	Firefighter
Jesse Shelton	Firefighter
Cameron Sherratt	Firefighter
Jose Carlos Silva	Firefighter
Luke Simpson	Firefighter
Mackenzie Smith	Firefighter
Michael Smythe	Firefighter
Ezak Solieman	Firefighter
Roberto Sorrento	Firefighter
Jack Sterling	Firefighter
Stephen Strack	Firefighter
Savannah Swift	Firefighter
Chester Tan	Firefighter
Crystal Taylor	Support Assistant C
Kesia Thomas	Financial Trainee
Adam Tkacz	Firefighter
Andrew Tom	Firefighter
Anthony Turta	Firefighter
Daniel Vacca	Firefighter
Rachael Watters	Call-Taker / Dispatcher
Jeffrey Wells	Firefighter
Matthew Whitehead	Firefighter
Shaun Wickham	Firefighter
Yuk Wong	Firefighter
Jordan Zanette	Firefighter
Felipe Zapata	Firefighter
Caihong Zhao	Financial Trainee

# STAFF PROMOTIONS

Toronto Fire Services is proud to announce that 157 team members were promoted in 2023.

## Congratulations one and all!

Promoted to Platoon Chief
Richard Eng
Robert Hewson

Promoted to Division Chief
Marla Friebe
Melissa Gennaro

Promoted to District Chief
Peter Atkins
Ronald Barben
Kerr Joseph Boyd
John Brunton
Aurelio Centra
Robert Crawford
Mark Daniels
John Dyer
John Evans
Frank Gruszevski
Lee Kendall
Sofie Lasiuk
Kenneth Stephen Magill
Shawn McCormick
Bruce McDonald
George McFarlane
Andrew McLean
James McManaman
Kevin Nicholls
Timothy Norton
Craig Price
David Quinn
Daniel Sacchetti
Ian Speiran
Thomas Verhaeghe
Anthony Wallace
Neil Whitlock

Promoted to Captain
Markos Abrajian
Trevor Adams
Steven Mark Alderdice
Karm Amer
James Anderson
Cedric Beasley
Jason Beuttenmiller
Jason Bewers
Gordon Bissett
Benjamin Blanche

Promoted to Captain
Jeremy Bodden
Lee Bosak
Kevin Bradley
Jason Bright
Gregory Brown
Steven Bull
Kevin Cargill
Maurizio Cavagna
Paul Chapman
Trevor Cherwaiko
Danny Cicchirillo
Melissa Ciccocelli
Jason Codell
James Coleman
Sean Coles
Stephen Connell
Robert Connor
Chris Coulthard
Lee Croft
Christopher Delahunt
Mario Di Leonardi
Robert Elliott
Randall Enman
David Falconer
Heather Forbes
Mark Foster

Promoted to Captain
Darryl Gage
Kevin Godward
Tyler Grassi
Todd Graves
Jason Gray
Timothy Green
John Grosjean
Paul Gurnhill
Lindsay Hamilton
Michael Hasson
Cameron Haunton
Kevin Henderson
Michael Hill
Nathan Hubbard
Shawn Ireland
Shane Joachim
Glen Johansen
David Joseph
Jason Kanerva
James Knott
Matthew Latham
Craig Lester
Peter Leuchter
Troy Lindmeier
Djordje Ljubicic
Leone Logiacco



### Promoted to Captain

Eric Macmillan  
 Jay Mallany  
 Paul Manning  
 Dany Martel  
 Marcus Martyn-Jones  
 Scott Masters  
 Frank Mayer  
 Laurence McQuarrie  
 Philip Meredith  
 Jeannette Miller  
 Roberto Minatel  
 Cameron Moore  
 Patricia Morphet  
 Stephanie Moyle  
 Frank Muraca  
 Devon Nystrom  
 John Ocquaye  
 Anthony Pacione  
 Amanda Parkinson  
 Michael Peter  
 Ryan Phillips  
 Trevor Pinkerton  
 Steve Primeau  
 Gerald Pyjor  
 Ryan Reesor  
 Nicholas Rosiello  
 Waldemar Rosmus  
 Corey Rowley  
 David Roynon  
 Kevin Scragg  
 Anthony Scrozzo  
 John Semple  
 Kelly Smith  
 David Smith  
 Shane Sproule  
 Christopher Stadler  
 Mariusz Statkiewicz  
 Chris Stefopoulos  
 Timothy Stezik  
 Bernd Tragert  
 David Tschinkel  
 Aul Van Der Groef  
 Alex Vashkevich  
 Anne Vavra  
 Ram Venkataramaiah  
 Giacomo Venusio  
 Eric Warner  
 James Wenger  
 Brian Whyte  
 Shane Wickens  
 Robert Winkler  
 Eddy Wong  
 Brad Worth



### Promoted to Other Roles

Sylva Apelian	Accounting Assistant 3
Blanca Cabrera	Payroll Program Assistant 1
Kathy Crisafulli	Administrative Assistant 2
Aysa Esmail	Administrative Assistant 2
Yoshito Imahori	Engineering Team Lead
Elsie Iogna	Administrative Assistant 2
Jennifer Lavorato	Research & Policy Associate
Claudine Mak	Financial Analyst
Adam Rea	Accounting Assistant 3
Jiao Song	Accounting Assistant 3
Xin (Jessica) Zhang	Accounting Assistant 2



# STAFF RETIREMENTS

We are proud to celebrate the many staff who retired after long and successful careers with TFS in 2023. We wish them all well in their retirement!

Employee Name	Years of Service
Todd Adams, Captain	31
James Anderson, Captain	30
Stephen Applebee, Captain	32
Giovanni Arabia, Captain	33
Peter F Banwell, Captain	35
Antonio Bavaro, Captain	34
Ronald G. Bean, Firefighter	30
Brian Beauchamp, Firefighter	30
Kenneth Benard, Captain	33
Craig S Bennett, Captain	35
Christopher Bertram, Platoon Chief	42
R Leonard Bertrand, Captain	35
Gaetano Blasioli, Captain	33
Alexander Boersma, Captain	30
Kevin Boudewyn, Captain	33
Bradley Brown, Captain	33
Gregory J Byers, Captain	33
Robert Bygrave, District Chief	40
David Cameron, Captain	36
Mark Cannon, District Chief	36
Fredy Cantera, Accounting Assistant 2	35
John Carpe, Firefighter	26
Robert Graham Carter, District Chief	37
Stephen Case, Captain	28
William Casey, Division Commander	37
Scott Cavanagh, Firefighter	28
Gordon Chambers, District Chief	37
Richard Churchmack, District Chief	40
Peter Cohan, Captain	32
Terry Coleman, Captain	31
Douglas Cotton, Firefighter	26
Douglas Cumming, Platoon Chief	40
Andrew Cunningham, Captain	32
Rocco Delle Fave, District Chief	34
Kevin Doherty, District Chief	35
Eugene Draper, Captain	35
Constantinos Filippidis, Captain	33
Gregory Filtsos, Firefighter	15
Jan Ford, Captain	32
Paul S Ford, Firefighter	33
Paul Fuller, Firefighter	30
Gregory Gilchrist, Captain	35
Michael Glenn, Firefighter	31

Employee Name	Years of Service
Shawn Gracey, Captain	31
Gordon Gray, District Chief	40
Paul Grills, Captain	33
Gillian Guthrie, Firefighter	30
Daniel Haden, Firefighter	40
Robert Hampson, Captain	33
Gordon Hannaford, Captain	32
Ian Hansen, Firefighter	35
Martin Harding, Firefighter	29
Peter Harvey, Captain	28
Dale Henry, Call-Taker/Dispatcher	22
David J Horton, District Chief	39
Stewart Howard, District Chief	40
Thomas Imray, Captain	32
Garnet Irving, Firefighter	27
Troy R Jackson, Captain	35
Karen Johnson, Call-Taker/Dispatcher	18
William Glen Johnston, Captain	32
Douglas R Jones, District Chief	36
Maggie Kataras, Support Assistant C	36
Thomas Kiatipis, Captain	42
Russell P King, Captain	33
Peter Koehler, Captain	38
Roland Kuijpers, District Chief	35
Matthew Kulik, Firefighter	35
James Lapinskas, Captain	44
Thomas Leighton, Captain	34
Donald Michael Lester, District Chief	35
Adrian Lewicki, Captain	28
Nancy Macelli, Firefighter	28
Greg MacIsaac, Captain	34
Dean Makimoto, Firefighter	30
Murray Manson, Captain	44
David S Matheson, Firefighter	26
Kevin McCarthy, Captain	34
James McCracken, Firefighter	44
William McIntyre, Captain	33
David J McVicar, Captain	33
Laura McWade, Firefighter	22
Walter Milan, Firefighter	16
Daniel Millar, Captain	34
Steven Moyle, Captain	35
Gary W Muir, District Chief	42
Grant Murray, Captain	37
Bohdan Nazarowycz, Firefighter	34

Employee Name	Years of Service
Joyce Nelson-Watt, Firefighter	22
Michael A Nemeth, Captain	31
Ercole Pace, Captain	31
Robert W Patterson, Captain	35
Gordon R Pearson, Captain	35
Lorne Peters, Captain	38
Todd Pleon, Firefighter	24
Peter Pongetti, District Chief	36
Gary Poole, Captain	31
Tracey Powell, District Chief	28
Thomas Arthur Rebstock, Firefighter	20
Karen D Reid, Captain	36
James Reilly, Captain	33
Mark Reynolds, Captain	35
Alan G Ritchie, Firefighter	37
David Robinson, Captain	33
David Rogers, Captain	30
David Sadler, District Chief	36
Glenn Sametz, Firefighter	39
Armando Schiarizza, District Chief	39
Blair Sharpless, District Chief	36
Kevin Shaw, Platoon Chief	43
Russell Simonds, Firefighter	36
Cindy L Slade, District Chief	35
David Stachiw, Firefighter	33
Paul Stewart, Firefighter	23
James Stoops, Division Chief	23
Darla Tannahill, Division Chief	2
Michael Thiele, Captain	33
Brian Thompson, Captain	32
Donald Thompson, Captain	37
Gordon Thomson, Captain	28
James Trenholm, Captain	26
Douglas D Vanderbij, Captain	35
Michael Walker, Firefighter	28
Timothy Weeks, District Chief	34
Denise M Whitehead, Captain	36
Gregory M Whitlock, Captain	33
Keith Wilson, Captain	31
Mark Wilson, Captain	34
Shaun Wolfe, Firefighter	31
Bryan Wood, Captain	32
Scott Wood, Firefighter	23
Glen Young, Captain	31
Ian Yuill, Firefighter	20
Michael Zinser, Captain	30

# WHO WE ARE & WHAT WE DO

## COMMUNICATIONS

The Communications Division is responsible for emergency call-taking and dispatching, Incident Management System support and 9-1-1/tiered response. Communications staff are the primary point of contact at TFS for members of the public during emergency situations and are responsible for dispatching the appropriate emergency response crews and trucks to calls and for maintaining radio communications with responding personnel and incident commanders.

TFS' communication division answered and processed 469,056 emergency and non-emergency phone calls in 2023. That means on an average day they managed 1,285 phone calls!



In 2023, the citywide call processing time standard of 64 seconds was met in 94% of incidents, exceeding the NFPA standard.



## TECHNOLOGY

The Technology Division provides software and hardware support of mission critical and business applications for TFS. This Division evaluates TFS' technology requirements, conducts feasibility and cost/benefit studies, and develops and/or procures appropriate technology solutions. The Technology Division also provides ongoing technical support and maintenance of systems and equipment.

- In 2023, the team migrated the Community Risk Reduction Division to a new release of the Inspection & Enforcement records management system, known as OneStep. The new release provides additional functionality and improved workflows that will support greater efficiencies in service delivery for Community Risk Reduction.

## CAD/RMS

The TFS Computer Aided Dispatch (CAD) and Records Management System (RMS) section is responsible for maintaining and maximizing benefits from TFS specific technology environments utilized to support program delivery. TFS utilizes a CAD system to effectively dispatch and track our emergency services incidents. The Fire RMS facilitates both TFS records and data, as well as the completion of the Provincial Standard Incident Reports, which are required for every incident TFS responds to.

- In 2023, after 18 months of effort the TFS Technology team completed the upgrade of the Computer Aided Dispatch (CAD) system ensuring that the platform remains current, secure and supportable.

## Radio

Our radio technicians manage the installation, repair and preventative maintenance of various telecommunications, data communications and electronic equipment that are required for emergency response and operational readiness, as well as the provision of technical guidance to field personnel.

## NG 9-1-1

Toronto Fire Services migrated to the NG9-1-1 platform on December 12, 2023.

The transition to NG91-1, mandated by the CRTC, involves migrating from legacy switched circuit analog technology to internet protocol (IP) based call delivery. The change will allow for the use of advanced features enabling access to more accurate information to drive more effective emergency response.

## ANALYTICS AND DECISION SUPPORT

Our Analytics and Decision Support team provides leading edge data analysis that informs evidence and outcomes-based decision making across all aspects of TFS operations. By developing and maintaining essential business intelligence tools, including the internal TFS Analytics Portal, we evaluate trends and forecast future needs accurately and efficiently. This supports TFS senior decision-makers in identifying opportunities to improve TFS efficiencies and effectiveness.

This team also maintains a variety of publicly available open data sets and responds to a wide range of specific information disclosure requests.

- **Fulfilled 698 external routine data disclosure requests in 2023**, a volume increase of 6% compared to 2022.
- **Completed 141 data requests and analysis reports in 2023** for the TFS Command Team, an increase of 20% compared to 2022.



### Data warehouse upgrades

In 2023, the team successfully upgraded the TFS data warehouse environment which added additional analytics capabilities to help in their work. This upgrade:

- Enhances analysis capabilities for apparatus travel, by allowing them to look closer at how apparatus travel the city to get to events, going back years.
- Enhances data quality, by reducing the amount of duplicate data that previously had to be manually cleared, and a more reliable process.
- Enables larger amounts of data to be analyzed at a quicker speed.

## OPERATIONS TRAINING AT TFS

The TFS Training division develops and facilitates training for Operations staff, ensuring they have the necessary skills required for their daily duties. TFS training operates from three training facilities around the City, where firefighters are trained in various firefighting skills, life safety techniques and emergency medical response. Training also happens every day in fire stations, and in the community as staff practice their skills to stay prepared. We also operate a number of mobile training solutions that eliminate the need for operations crews to drive to a training location. This Division is also responsible for employee development opportunities and succession planning initiatives.

- TFS training division **delivered 1,367 in-person training sessions to Operations firefighters in 2023**.
- TFS Operations staff completed 90,525 hours of training in 2023.
- TFS has delegated authority through the Ontario Fire Marshal to administer 18 NFPA exams and skill signoffs. In 2023, TFS administered 1,416 certifications including NFPA 1041 Fire Service instructor level I and II, NFPA 1021 Fire Officer, NFPA 1072 Hazardous Material Awareness level I, and NFPA 1001 Pump Operator.



A total of 154 Recruit Firefighters completed the TFS recruit training program. The 18-week recruit training program provides new firefighters with NFPA 1031 Fire inspector, and NFPA 1035 Fire and Life Safety Educator certifications, in addition to all their Operations Firefighter qualifications. This enables TFS to conduct an increased number of Ontario Fire Code Inspections and thereby enhance fire protection service levels across the city. The recruits receive further certification in NFPA 1002 Pump Operator and complete live fire training, driver training and medical training.



## New Training Simulator

In 2023, TFS purchased a new live fire training simulator, providing live-fire training in a multi-story, multi-fire environment. This facility will help ensure Toronto Firefighters are trained and equipped to continue to deliver world-class fire protection. TFS worked with the Vendor's engineers to design a structure that allows for more than 12 unique fire training scenarios, such as basement fires to help us enhance and expand on the techniques used in Toronto. The new facility also includes improved safety features for both instructors and firefighters during live training exercises, including consistent and proper fuel loading to manage fire intensity and reduced risks during training, consistent fuel package monitoring to ensure gas levels remain safe, ventilation controls, and a state-of-the-art temperature monitoring system.

These new training systems enhance live-fire training and will complement the existing suite of propane-fueled, purpose-built live-fire training burn houses and training props that Toronto Fire Services currently operates.



## TECHNICAL OPERATIONS

Our TFS Technical Rescue specialists respond to incidents including elevator entrapment, vehicle extrication, rope, water and ice rescues, industrial machinery entrapment, trench and excavation collapse, confined space and structural collapse, streetcar/subway incidents and public order events. We also operate both a hazardous materials (Haz-Mat) response and chemical, biological, radiological, nuclear, and explosive (CBRNE) response program, with dedicated speciality apparatus and personnel strategically positioned at fire stations throughout the city.

These specialized disciplines require specific initial and ongoing training that is mandated for the delivery of these programs.

The TFS Technical Operations Division is responsible for providing the training and administration for Toronto's Heavy Urban Search and Rescue (HUSAR) Team, Chemical, Biological, Radiological, Nuclear, Explosives (CBRNE) Team and TFS' engagement in the Public Order Unit. The HUSAR and CBRNE teams deploy, as required, both within Toronto and Provincially under agreement with the Ontario Office of the Fire Marshal. The Public Order unit deploys as determined by Toronto Police.

- The TFS HUSAR team **currently has 148 active members**, including, Sunnybrook Doctors, Toronto

Police Officers, K9 teams and Toronto Paramedics alongside Toronto Fire staff from all divisions.

- In 2023, the **TFS HUSAR team participated in 41 exercises** that totaled more than 1,200 hours of training and **attended 5 incidents**.

TFS also supports Toronto Police Service's Public Order Unit (POU). TFS POU members are deployed to events, as part of the Public Order Unit team, providing decontamination, fire suppression and medical aid as required.

- The TFS Public Order Unit team members **attended 49 call outs** in 2023.
- This unit **participated in 24 training sessions** in 2023.

## EMERGENCY PLANNING

The TFS emergency planning unit is responsible for reviewing changes in the city and their impact on emergency services to help prepare crews and ensure fire services is considered in changes that may impact us. This includes changes to the roadway, or construction, new developments, as well as short term changes like road closures for festivals or parades. They review compliance with the Ontario Fire Code for any proposed hydrant relocations and ensure emergency access to fire protection equipment is maintained during any construction projects. They also work with businesses that require a pre-incident plan; a more detailed response protocol due to a unique feature of the property, hazardous chemicals that are on site, unique lay out or features that might pose a hazard to crews if they are unaware when responding.

In 2023, the TFS Emergency Planning unit:

- **Completed 334 Plan Reviews** that include reviews for projects such as road closures, new construction or long term construction, and road re-configurations.
- **Conducted 151 site visits, 59 tours and participated in 15 exercises** to support TFS planning for emergencies.
- **Participated in 248 stakeholder meetings** for the various plan reviews and files.

# MECHANICAL MAINTENANCE AND EQUIPMENT MANAGEMENT



The Mechanical Maintenance Division procures, maintains, and repairs fire trucks and support vehicles including all fleet vehicles, marine unit vehicles, as well as firefighting equipment such as self-contained breathing apparatus (SCBA) and thermal imaging cameras. The Division performs repairs as well as ongoing preventative maintenance.

TFS manages 193 heavy emergency response trucks, in addition to a fleet of 230 small vehicles and 2 Fire Boats.

Type of apparatus	# in our fleet
Aerial Ladder	6
Pumper	93
Rescue	20
Platform Aerial	1
Quint Aerial	28
Articulating Aerial Tower	3
Air Light	6
Trench Rescue	1
Squad	7
High Rise Response	2
Rehab	1
Hazardous Materials	2
Mobile Command	3
Water Tanker	1
Foam Tanker/ Pumper	1
Training Pumper	6
Decontamination	1
Mechanical Repair	4
Support	7
Fire Boat	2
Total	195



Equipment and mechanical maintenance by the numbers:

- **812 fire hose tests were completed in 2023.** 
- **Flow tests and repairs were completed on 1,154 Self Contained Breathing Apparatus (SCBA), and 1,350 cylinders were hydrostatically tested.**
- **1,893 SCBA facepieces** were tested or issued during face fit testing in 2023.
- **1,208 N95 respirator fit tests** were completed. 
- **415 Ladder tests were completed.**
- **3,614 mechanical maintenance orders, including both preventative maintenance and repair work orders, were completed** on heavy emergency trucks in 2023.

## BUSINESS SERVICES

The Business Services section of the Administration Services Division is responsible for all aspects of TFS' finance and budget management. This includes payroll management for all 3,258 TFS employees, procurement support for TFS, and managing the TFS budget.



In 2023, this team:

- Managed the **development and timely submission of the 2024 Operating (\$540 million), Capital (\$70 million), and Fleet Capital (\$349 million) Budgets totalling \$959 million.**
- Achieved greater efficiencies in payroll processing by **successfully harmonizing the division's Pay Cycles** in collaboration with Payroll, Pension, Employee Benefits (PPEB), Toronto Professional Fire Fighters Association (TPFFA), and Employee Labour & Relations (EL&R).
- **Completed the procurement of the new live-fire training facility** which better equips TFS to continue delivering world-class fire protection services.





- Provided **procurement support to successfully issue a contract to order and replace 30 Rescue Pumper trucks** to streamline purchasing and enable the delivery of fire apparatus in a timely manner.

## QUARTERMASTER

The TFS Quartermaster division is responsible for managing the distribution of personal protective equipment and warehouse management for all TFS supplies. This includes coordinating deliveries to all stations for the materials they need and managing the outfitting for all TFS staff, from belts to bunker gear. In 2023, this team **successfully outfitted 154 recruits** with their Personal Protective Equipment and Uniform clothing, on top of the daily requests for PPE and replacing damaged supplies.



- **Processed 2,987 clothing orders** submitted by staff in 2023.
- **Completed an average of 50 station supply deliveries** every week.
- **Managed logistics for 7,794 bunker gear cleanings.**
- **6,251 bunker gear repair orders.**



## STAFF SERVICES

The Staff Services section of the Administrative Services Division is responsible for managing all aspects of TFS' labour relations in collaboration with the City's Labour Relations and Legal Services teams. This includes disability management and return-to-work initiatives, as well as operating and managing the TFS Medical Office.

In 2023, the staff services team:

- **Completed 36 formal investigations and provided support to an additional 13 division-led investigations;**
- **Successfully resolved 29 grievances, in collaboration with our Local 3888 partners;**
- **Arranged modified assignments for 214 staff** who were temporarily restricted from performing regular duties and required an accommodation.

## FACILITIES MANAGEMENT

The Facilities Manager is responsible working in collaboration with the City's Corporate Real Estate and Facilities Management division to manage all TFS facilities. In 2023, the team has been hard at work with feasibility studies for a new fire station in Flemington Park and continue to work towards fire stations on the Christie site and Woodbine development.



## RECRUITMENT AND COMMUNITY OUTREACH UNIT

The TFS Recruitment and Community Outreach unit attends events across the city to help TFS build an increasingly diverse workforce that is reflective of the communities we serve by providing residents of Toronto with details on the careers available and promoting TFS as an employer of choice.

In 2023, the TFS recruitment and community outreach unit attended 60 events, reaching 12,705 attendees.

### Interested in a career at TFS?

Check out [www.Toronto.ca/fire/careers](http://www.Toronto.ca/fire/careers) for more information on requirements and available positions.



## OFFICE OF THE FIRE CHIEF

This team champions policy development, public information, strategic planning, compliance and continuous quality improvement functions, and all aspects of the day-to-day operations within the Office of the Fire Chief. This includes the coordination of all TFS Reports for Committee meetings and City Council, and the conducting of research to facilitate evidence-based decision making amongst senior level decision makers at TFS and at the City of Toronto.

Staff in the Office of the Fire Chief **processed 120 Freedom of Information Requests** for the division.

### Public Information and Media Relations

The Public Information Unit establishes and maintains relationships with the media. The team facilitates events such as the annual Fallen Firefighter Memorial Service which was attended by more than 200 guests and dignitaries in 2023, Doors Open Toronto, and various TFS ceremonies. This unit also manages the TFS website and social media channels.

- In 2023, the Public information office **responded to 1,405 media requests, a 29% increase in inquiries over 2022.**
- The Public Information Office is responsible for organizing the TFS Take your Kids to work day event which had 40 students who got to tour a fire hall, check out the City skyline from the William Lyon Mackenzie in Toronto Harbour, and try their hand at various skills such as the Jaws of Life, CPR and public education messaging.



# PUBLIC EDUCATION IN THE COMMUNITY

## Fire Safety Education

The Public Education Division develops and delivers data driven fire safety information and campaigns to all residents of Toronto about fire safety and fire safety regulations. The delivery of Public Education and certain components of Fire Prevention is mandated for every municipality under the *Fire Protection and Prevention Act (FPPA)*. TFS is committed to educating the residents of Toronto about how to be fire safe.



### Alarmed for Life Program

**Fire safety information packages were delivered to 9,171 households as part of the Alarmed for Life campaign in 2023.**

The Alarmed for Life program is a key component of Toronto Fire Services' education strategy. In 2023, the community-based program focused on two core components:

- (1) Providing fire and life safety education to the public with an emphasis on ensuring all homes have working smoke alarms on every storey and outside all sleeping areas, a working carbon monoxide alarm outside all sleeping areas, and stressing the importance of home escape planning; and
- (2) Distribution of the Alarmed for Life Home Fire Safety Kit.

Home Fire Safety Kits and materials are available for residents at [www.toronto.ca/firesafety](http://www.toronto.ca/firesafety) in multiple languages.

## Canadian National Exhibition (CNE) Fire Safety Education

We were back at the Canadian National Exhibition in 2023, connecting with visitors. TFS operated an interactive display for visitors who participated in educational activities that focused on ways to prevent fires, detect fires and how to prepare a home escape plan. **Public Education staff directly interacted with 24,051 visitors during the CNE.**

## Fire Prevention Week

The theme for Fire Prevention Week 2023, was "*Cooking safety starts with YOU!*" Between October 8 - 14, TFS organized a variety of educational activities including a partnership with local high schools to conduct fire safety presentations, conducted educational displays at various retail locations, and initiated a door-to-door campaign at multiple residential high-rise buildings. TFS Public Education staff engaged with the community by distributing fire safety information regarding the importance of home escape planning, while also educating them on smoke alarm and carbon monoxide alarm safety.

TFS hosted its annual Fire Prevention Week Open House event at the Toronto Fire Academy. Welcoming 1,685 residents, this event showcased safety devices and services for the public and multiple educational activities for families and children, such as, live fire demonstrations, junior firefighter challenges, facepainting, and a selfie booth for families.

## Fire Safety Camps

TFS works in partnership with the Jays Care Organization to deliver fire safety presentations and activities throughout July and August during organized summer camps. Eight camps were facilitated by Toronto Fire Services Public Educators. The camp schedule consisted of a combination of teaching fire safety skills, as well as numerous fun outdoor activities such as the Junior Firefighter Challenge, a fire hose spray event, and campers had the opportunity to learn about our frontline firefighting trucks and firefighting skills. **In 2023, staff educated 1,177 children through the Jays Care camps program.**

## PIER Presentations

The Post-fire Incident Education Response (PIER) program involves TFS staff engaging with Toronto residents, following a fire in their neighbourhood, and the provision of important fire safety and prevention information. Public Educators **completed 172 PIER sessions** in 2023.

## Steps to Safety™

Steps to Safety™ is a new National Fire Protection Association program developed especially for older adults that focuses on fire safety and falls prevention. Reaching older adults involves a variety of methods. Virtual presentations, delivery of fire safety materials, and in-person static displays and presentations were also made available to seniors. In addition, throughout the entire Safety Awareness Month (June), public educators focused their efforts on Seniors. TFS Public Educators conducted a total of **326 sessions and reached 18,566 older adults.**



**Saved by the Beep**

On September 28<sup>th</sup> Toronto Fire Services partnered with the Office of the Ontario Fire Marshal (OFM) in a new smoke alarm awareness campaign called *Saved by the Beep*. The campaign focused on raising awareness of the importance of working smoke alarms and was accomplished through static displays at the CNE/Fire Prevention Week Open House, social media posts, and posters delivered to every Toronto Library and Community Centre. TFS organized the official launch of this awareness campaign with the OFM at *Alvin Curling Public School*, which included a kick-off of the event with Fire Chief Matthew Pegg and the Ontario Fire Marshal. Students participated in fire safety training and a school fire drill for fire officials. A door-to-door campaign was conducted by Public Educators and Saved by the Beep education materials were distributed.



**2023 BY THE NUMBERS**

Program	2023	
	Activity	Reach
Elementary School Fire Safety Programs	1,947 presentations delivered.	59,103 participants
Steps to Safety	289 presentations delivered.	15,713 participants
Fire Safety Education in High-rise Buildings	699 presentations were delivered.	3,245 participants



# FIRE PREVENTION

The Fire Prevention Division conducts inspections to enforce the *Ontario Fire Code*. The enforcement of the *Ontario Fire Code* is the backbone of effective fire prevention and a major factor in reducing the loss of life and property.

The Fire Prevention Division is responsible for conducting fire safety inspections in all types of occupancies within Toronto. TFS Inspectors are appointed as Assistants to the Fire Marshal under the *FPPA* and Provincial Offences Officers under the *Provincial Offences Act*. TFS Inspectors conduct fire safety inspections in all buildings within Toronto and address violations of the *Ontario Fire Code* and other fire safety hazards within the authority of the *FPPA* and accompanying Regulations and Fire Marshal Directives.

**Inspected 100% of the vulnerable occupancies** in Toronto (including long-term care occupancies, care and treatment occupancies, nursing homes, hospitals, and retirement homes) in 2022, to protect the most vulnerable residents in the city.



Conducted *Ontario Fire Code* inspections of **56 Toronto Shelter and Support Services Shelter**.

**97% of all residential high-rise buildings were inspected** in 2023.



Inspections of **9,413 individual properties** were conducted across the city throughout 2023.

## INSPECTION DATA

	Charges Laid			Authorization to Close/ Order to Close			Immediate Threat to Life Identified		
Definition	Number of charges laid against an owner or occupant of a property under the <i>Ontario Fire Code</i>			Closure of building due to serious violations of the <i>Ontario Fire Code</i>			<i>Fire Code</i> violations identified with serious threat of fire and life safety (requires immediate attention)		
Year	2021	2022	2023	2021	2022	2023	2021	2022	2023
Total	1033	576	634	1	4	1	5	3	10



# FIRE INSPECTION DATA BY WARD FOR 2023

Ward	All Property Types		High-Rise Residential		Toronto Community Housing	
	Fire Code Violations identified and addressed	# of individual Properties Inspected	# of individual Properties Inspected	% of individual Properties Inspected	# of Properties inspected	Total # of inspections
Etobicoke North (1)	533	380	85	100%	23	67
Etobicoke Centre (2)	675	353	109	100%	22	38
Etobicoke- Lakeshore (3)	845	464	139	94%	7	18
Parkdale-High Park (4)	914	496	106	88%	13	44
York South- Weston (5)	748	352	103	100%	17	77
York Centre (6)	331	380	113	100%	8	17
Humber River- Black Creek (7)	294	282	89	90%	19	49
Eglinton-Lawrence (8)	797	331	108	100%	35	54
Davenport (9)	641	462	55	100%	10	26
Spadina- Fort York (10)	1,161	576	265	90%	24	38
University-Rosedale (11)	1,136	709	178	88%	23	46
Toronto-St. Paul's (12)	1,467	483	228	99%	16	39
Toronto Centre (13)	1,710	676	297	93%	75	171
Toronto-Danforth (14)	427	384	59	100%	21	39
Don Valley West (15)	293	271	93	100%	9	15
Don Valley East (16)	1,046	297	121	100%	14	27
Don Valley North (17)	915	299	123	97%	14	19
Willowdale (18)	1,569	361	133	99%	4	11
Beaches- East York (19)	565	256	52	100%	23	41
Scarborough Southwest (20)	604	385	73	100%	23	88
Scarborough Centre (21)	679	330	91	99%	10	27
Scarborough-Agincourt (22)	556	260	89	100%	9	27
Scarborough North(23)	384	209	32	100%	1	1
Scarborough-Guildwood (24)	397	241	83	100%	16	44
Scarborough-Rouge Park (25)	177	176	18	100%	2	3
<b>Total</b>	<b>18,864</b>	<b>9,413</b>	<b>2,842</b>	<b>97%*</b>	<b>438</b>	<b>1,026</b>

\*Challenges associated with meeting the 100% goal for High-Rise inspections included staff vacancies and a 10% increase in complaint-based inspections.

## WHO'S BETTER OFF?

For the period of 2010-2016 before the High-Rise inspection program was implemented, 41% of fatal fires occurred in residential high-rise buildings that were not in compliance with the Ontario Fire Code at the time of the fire. From 2017-2023, that number has declined to 17%, which is a direct result of the annual high-rise inspection program.

## COMMUNITY RISK REDUCTION TRAINING SECTION

This team is responsible for the training, certification and professional development of all Fire Prevention and Public Education staff, as well as any fire prevention and public education-related training delivered to other staff members.

- In 2023, the training section **delivered NFPA 1031 and 1035 certification training to 158 staff.**
- Delivered training to 122 staff on the Operations Re-inspection program
- **163 staff received legal foundations training supporting our duties in enforcing the Ontario Fire Code**, and 167 staff received training on the TFS inspection portal, OneStep.

### Quality Assurance

The Quality Assurance team ensures that *Ontario Fire Code* enforcement follows best practices and meets all legislative requirements. In 2023, the Quality Assurance team processed 293 legal files, resulting in 634 charges being laid, with 88% of the files processed proceeding with charges.

### Engineering

The Fire Protection Engineering team provides expert advice and assistance regarding the interpretation and application of the *Ontario Fire Code*, ensuring that fire safety risks are properly addressed in complex situations.

In 2023 this team:

- Provided technical assistance to TFS staff on 20 files including Immediate Threat to life solutions, and orders to close properties to Fire and Life safety risks.
- Provided technical assistance on 19 files for other city divisions.
- Drafted 245 legal orders to remedy identified fire safety issues.
- Evaluated 14 alternative solution proposals.

## FIRE INVESTIGATIONS

The Fire Investigation Unit conducts comprehensive investigations into the fire origin, cause, and circumstances of major fires. The results of these investigations, ensure that TFS is able to effectively understand and mitigate fire risk in our city, using an evidence-based approach. This data enables the development and delivery of impactful public education, inspection and enforcement strategies. The TFS Fire Investigators are also cross trained as Ontario Fire Code Inspectors / Enforcement Officers.

The Fire Investigations team conducted 166 comprehensive fire investigations in 2023. These investigations have resulted in the following outcomes:

- 125 fire investigations included comprehensive fire inspections which identified and addressed 115 violations of the Ontario Fire Code.
- 50 fire investigations supported Toronto Police Services.
- 86 referrals were made for additional fire inspections to be conducted.
- 40 referrals were made for delivery of a fire safety presentation and/or canvassing in the surrounding area.

Number of Investigations	2021	2022	2023
Accidental Fires	88	72	93
Intentionally Set Fires	47	28	44
Undetermined Fires*	25	24	29
<b>Total</b>	<b>160</b>	<b>130</b>	<b>166</b>

\*In accordance with NFPA standards and following the Scientific Method, when the cause of a fire cannot be proven conclusively, it must be classified as undetermined.

### 2019-2023 Fire Fatalities in Toronto

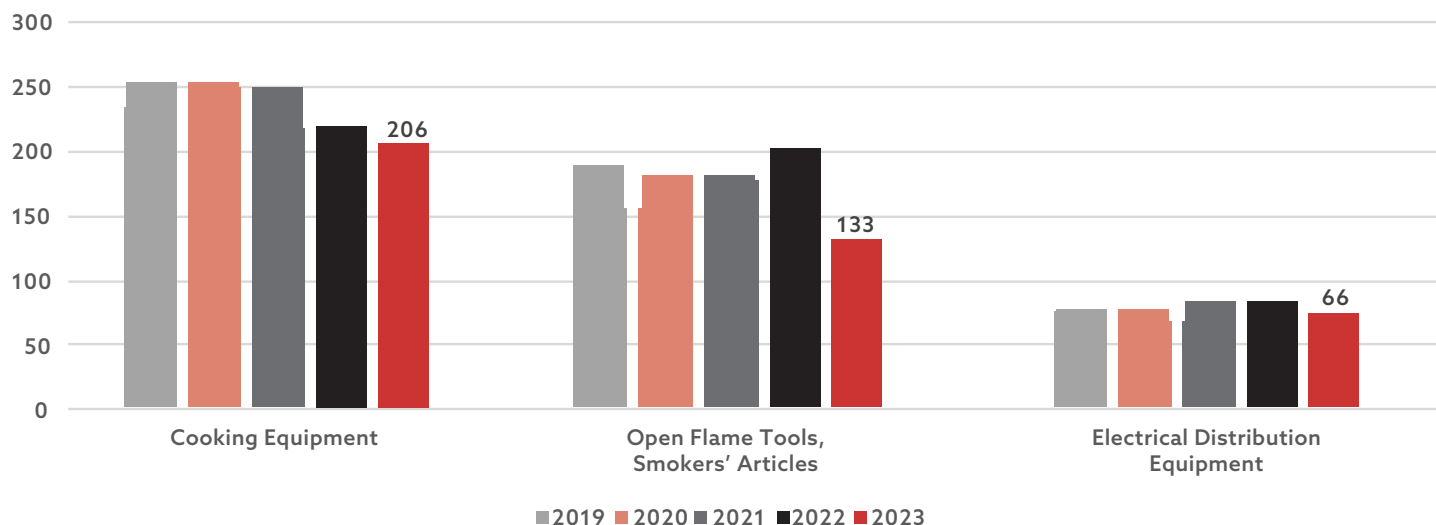
Year	Number of Fatalities	Number of Accidental Fire Fatalities*
2019	12	8
2020	20	13
2021	19	17
2022	13	10
2023	14	13

\*Accidental fires exclude both homicide and suicide.

### 2023 Fire Fatality Cause

Cause of Fatality	Number of Fire Fatalities 2023
Accidental	6
Intentionally Set	1
Undetermined	7

# TOP 3 IGNITION SOURCES OF RESIDENTIAL FIRES 2019-2023



1. Cooking 23% - Never leave cooking unattended – stand by your pan! Keep things that can catch fire away from cooking area, including loose fitting clothing.
2. Smoking 15% - Fires are easily started by smoker's articles being carelessly discarded. If you smoke, smoke outside and safely dispose of your cigarette butts – never in planter boxes and never dispose from your balcony.

3. Electrical 7% - Ensure electrical cords are not running across doorways, or under carpets, and have a qualified electrician add more receptacle outlets to prevent the need for extension cords.

For more fire safety and fire prevention tips, please visit:  
[www.toronto.ca/firesafety](http://www.toronto.ca/firesafety)



# EMERGENCY RESPONSE STATISTICS

Emergency response crews are deployed from 84 fire stations across the city on a 24/7, 365 days per year basis. Operations crews respond to emergencies that include fires, rescues, medical emergencies, hazardous materials incidents, road accidents, and other disasters and emergencies. Technical operations include technical rope rescue, ice/water rescue, auto extrication, confined space rescue, heavy urban search and rescue operations and trench rescue.

In 2023, TFS Operations crews responded to 184,076 individual emergency incidents. This resulted in 321,795 emergency responses by our operations crews.

## Highlights

In 2023, TFS emergency call volumes increased by 9.1% as compared to 2022, largely as a result of TFS being dispatched to additional emergency medical incidents, in support of Toronto Paramedic Services.



## EMERGENCY INCIDENT RESPONSE SUMMARY

Emergency incident response data is categorized based on the information received by the Communications Division at the time of the initial call.

	2019	2020	2021	2022	2023	% of 2023 Total Incidents	% Chg from Prior
Carbon Monoxide	2,898	2,822	2,783	2,532	2,553	1.4%	0.8%
CBRN* & Hazardous Materials**	1,535	1,571	1,441	1,429	1,640	0.9%	14.8%
Fires	35,334	32,403	32,283	36,975	38,267	20.7%	3.5%
Medical Emergencies	71,336	67,786	77,544	104,552	118,084	63.9%	12.9%
Technical Rescue	3,814	2,641	2,934	3,558	3,573	1.9%	0.4%
Vehicle Incident	10,094	9,663	9,911	11,779	12,913	7.0%	9.6%
Other Emergency Incidents**	8,070	6,587	6,637	7,870	7,046	3.8%	-10.5%
Non-Emergency	1,348	1,074	1,006	1,089	765	0.4%	-29.8%
Total Incidents	134,429	124,547	134,539	169,784	184,841		
Total Emergency Incidents	133,081	123,473	133,533	168,695	184,076		
% Change Total Emergency Incidents	0.3%	-7.2%	8.1%	26.2%	9.1%		

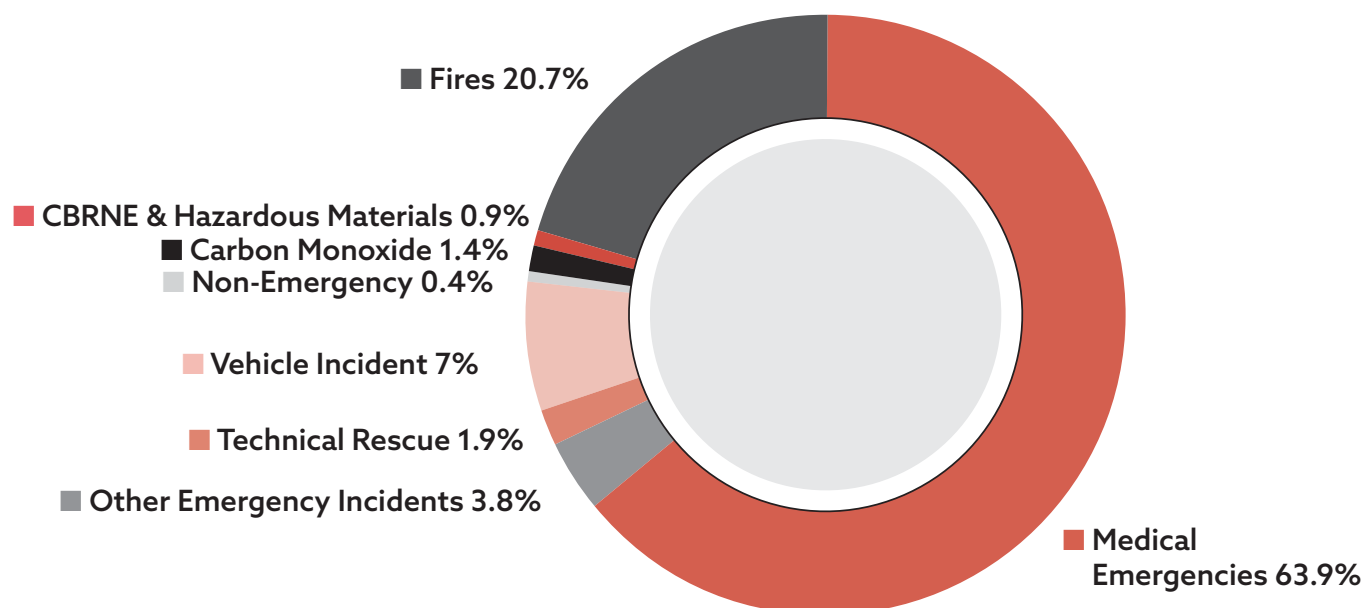
\*Chemical, Biological, Radiological, Nuclear and Explosive events

\*\*Hazardous Materials Incidents are accidental in nature; CBRNE Incidents are intentional in nature

\*\*Other Emergency Incidents include Police Assist, Public Hazard, Lake Rescue, Wires Down, Natural Gas Leak, and Vehicle Spill Clean Up

Source: Toronto Fire Services, Computer Aided Dispatch (CAD) - Intergraph Business Solution, 2024

## 2023 INCIDENT BREAKDOWN



## TRUCK / CREW RESPONSES

Truck / Crew response data illustrates how TFS emergency response crews and trucks are utilized, as multiple trucks / crews are often required to manage a single incident.

Unit Responses	2019	2020	2021	2022	2023	% of 2023 Total Incidents	% Chg from Prior
Carbon Monoxide	3,440	3,280	3,227	2,961	3,013	0.9%	1.8%
CBRN & Hazardous Materials	3,180	2,992	3,013	2,821	3,033	0.9%	7.5%
Emergency Fire	179,524	159,163	132,442	142,982	140,306	43.6%	-1.9%
Medical	72,848	69,166	79,307	111,778	131,183	40.8%	17.4%
Technical Rescue	9,764	7,710	8,420	9,487	9,809	3.0%	3.4%
Vehicle Incident	19,743	16,169	16,933	19,827	21,634	6.7%	9.1%
Non Emergency	1,606	1,191	1,081	1,149	852	0.3%	-25.8%
Other Emergency Events	16,989	13,182	12,497	14,108	12,817	4.0%	-9.2%
<b>Total Unit Responses</b>	307,094	272,853	256,920	305,113	322,647		
<b>Total Unit Emergency Responses</b>	305,488	271,662	255,839	303,964	321,795		
<b>% Change Total Emergency Incidents</b>	<b>0.3%</b>	<b>-11.1%</b>	<b>-5.8%</b>	<b>18.8%</b>	<b>5.9%</b>		

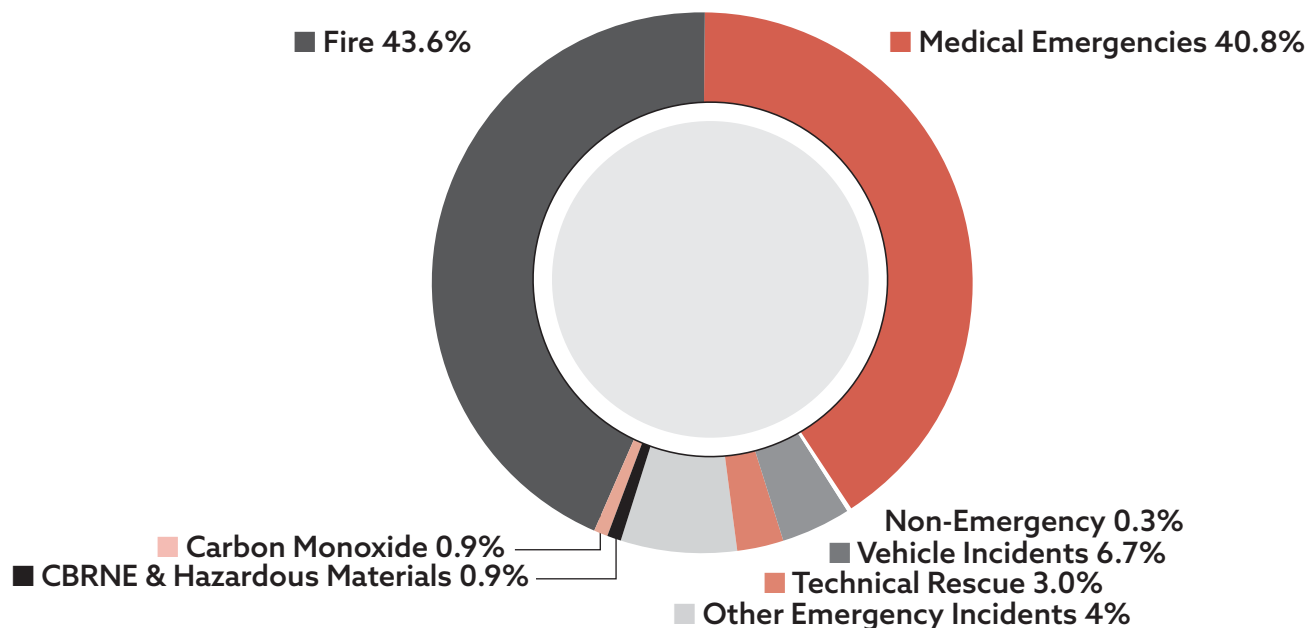
\*Chemical, Biological, Radiological, Nuclear and Explosive events

\*\*Hazardous Materials Incidents are accidental in nature; CBRNE incidents are intentional in nature

\*\*\*Other Emergency Incidents include Police Assist, Public Hazard, Lake Rescue, Wires Down, Natural Gas Leak, and Vehicle Spill Clean Up

Source: Toronto Fire Services, Computer Aided Dispatch (CAD) - Intergraph Business Solution, 2024

## 2023 TRUCK / CREW RESPONSE BREAKDOWN



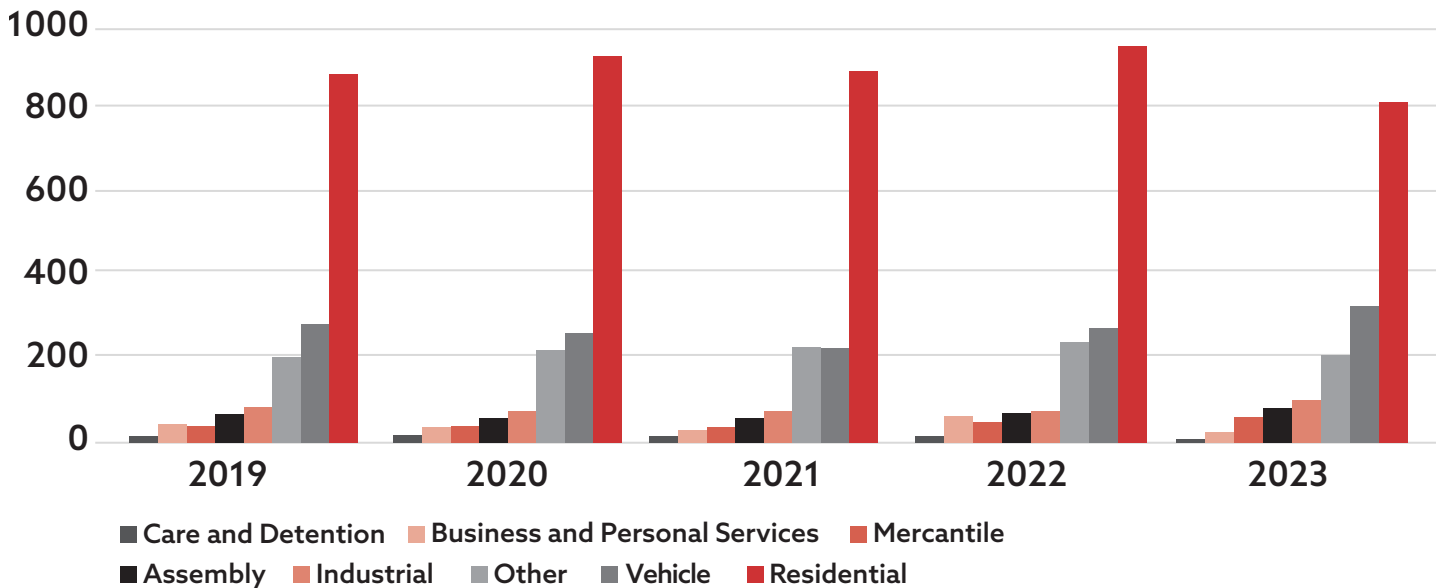


## RESIDENTIAL FIRES

Toronto Fire Services responded to 880 residential fires in 2023 representing 50.9% of the total fire incidents in 2023.

### FIRE SUPPRESSION BREAKDOWN BY PROPERTY CLASS

Firefighters are dispatched to all emergency incidents, but the nature and severity of the incident is not known until they arrive on scene. The following graph represents actual fire suppression incidents by property class over the last five years.



Source: Toronto Fire Services, Records Management System (RMS), 2024



# OUR PERFORMANCE

## OPERATIONAL PERFORMANCE

Call Processing Time, Turnout Time, Travel Time, and Total Response Time are key performance indicators for Toronto Fire Services. Response time targets are drawn directly from the National Fire Protection Association (NFPA) 1710-2020 Standard.

### Definitions

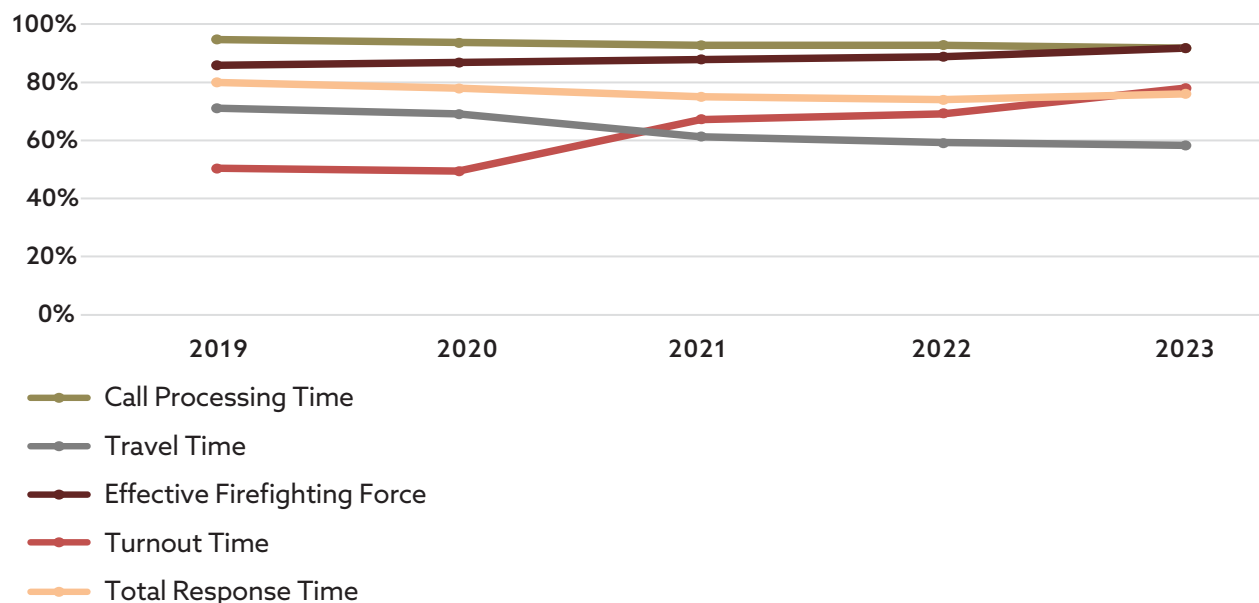
Measure	Definition	Target Time (based on NFPA 1710 Standards)
Call Processing Time	Call Processing Time is the elapsed time from when TFS receives an emergency call at the communications centre until emergency response information begins to be transmitted to the responding truck(s).	1:04 min
Turnout Time	Turnout Time is the elapsed time from the start of the notification process until the first responding truck is responding to the scene of the emergency.	1:20 min
Travel Time	Travel Time is the elapsed time from when the first responding truck is responding to when that truck arrives at the incident location.	4:00 min
Total Response Time	Total Response Time is the elapsed time from when TFS receives the emergency call to the arrival of the first truck at the incident location.	6:24 min
Effective Firefighting Force	Effective Firefighting Force is the elapsed time from when TFS receives the emergency call to the arrival of the number of firefighters required to complete each of the critical tasks that must be performed at a structure fire, based on the hazard classification of the building.	10:24 min

### Performance

			2019	2020	2021	2022	2023
All Emergency Events	Call Processing Time 1:04min	90th Percentile	00:47	00:48	00:52	00:53	00:54
		% of Standard Achieved	96%	95%	94%	94%	94%
Response Times	Turnout Time 1:20min	90th Percentile	02:17	02:17	01:56	01:55	1:42
		% of Standard Achieved	51%	50%	68%	70%	79%
	Travel Time 4:00min	90th Percentile	05:18	05:25	05:51	06:00	5:57
		% of Standard Achieved	72%	70%	62%	60%	59%
	Total Response Time 6:24min	90th Percentile	07:17	07:26	07:38	7:48	7:36
		% of Standard Achieved	81%	79%	76%	75%	77%
Effective Firefighting Force Response	Total Response Time 10:24min	90th Percentile	10:50	10:44	10:40	10:28	9:41
		% of Standard Achieved	87%	88%	89%	90%	93%

Source: Toronto Fire Services, Computer Aided Dispatch (CAD), 2024

## PERCENTAGE OF NFPA TARGET MET 2019-2023, CITY-WIDE



## IMPORTANCE OF FAST RESPONSE

TFS is constantly working to improve both Total Response Time and Effective Firefighting Force performance, because arriving seconds earlier can change outcomes. Fires have changed with modern building construction and modern furnishings, and the way that we respond to these fires must constantly evolve to meet these changes. Industry-wide, the amount of time firefighters have to fight a fire, and prevent it from spreading, is shrinking. This window is getting smaller every year as building design changes and modern furnishings result in increased heat release rates during fire situations. Increasingly, our home furnishings and finishes use more synthetic materials and plastics, which burn hotter and faster than natural fibres and products. These synthetics contain hydrocarbons, which create thick, black, toxic smoke when they burn. This smoke is also fuel that will ignite as temperatures rise during a fire.

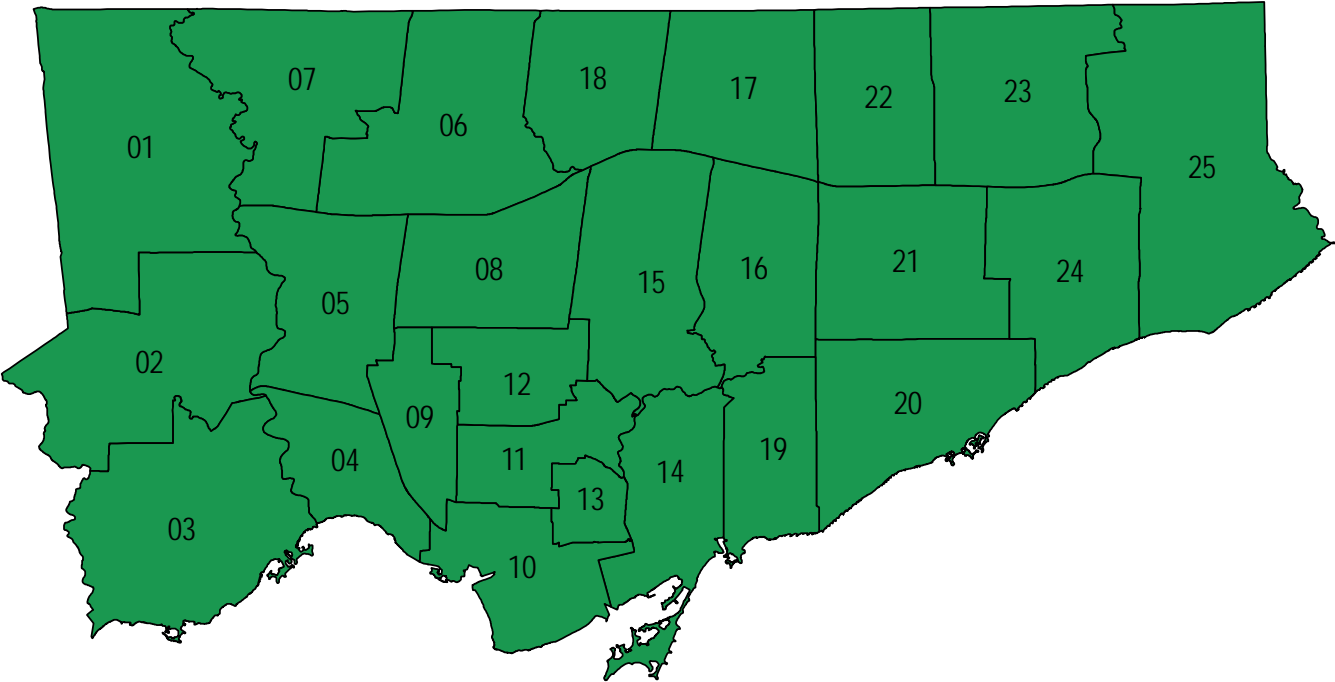
The faster our crews can arrive on scene and attack the fire, the better we can contain the fire, prevent further spread and reduce the amount of damage that results from the fire.

# ANNUAL WARD REPORT CARD

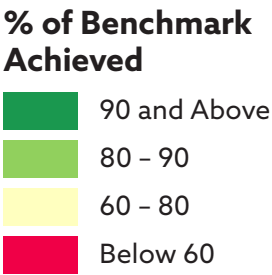
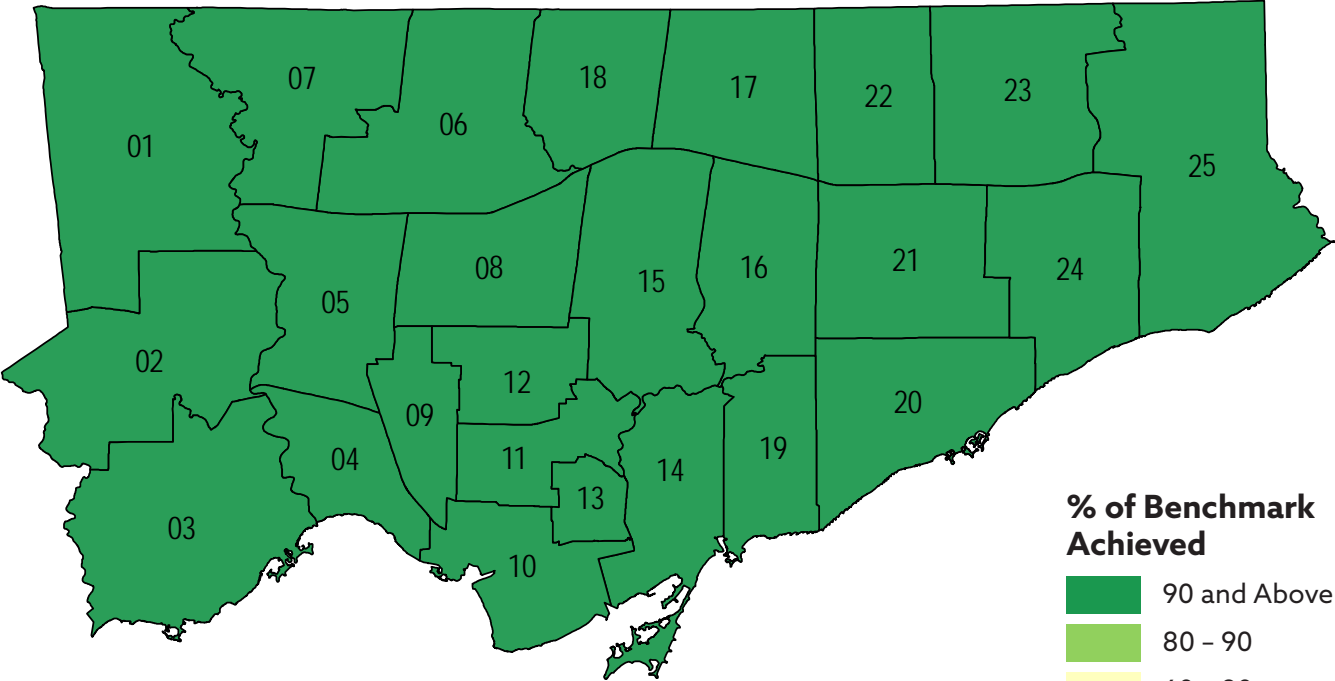
## CALL PROCESSING TIME

Call Processing Time is the elapsed time from when TFS receives an emergency call at the communications centre until emergency response information begins to be transmitted to the responding truck(s). Toronto Fire Services' goal is to process all emergency response calls in 64 seconds or less, 90% of the time.

2022



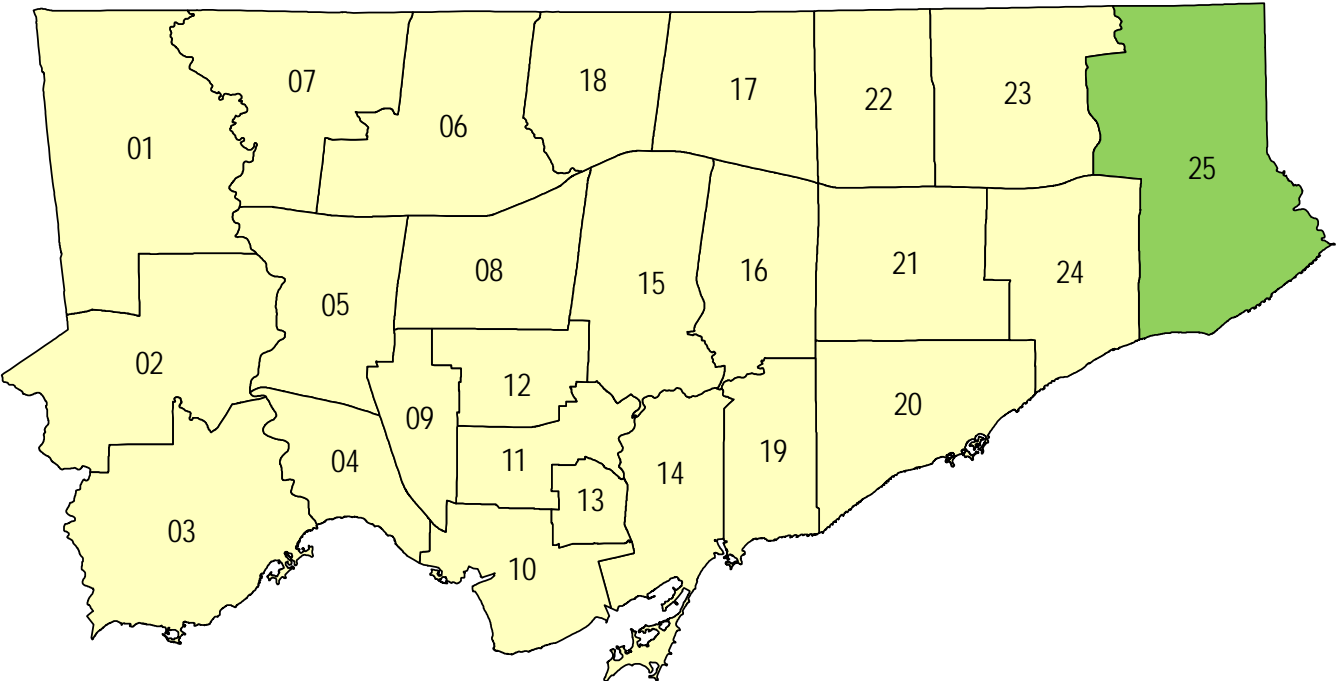
2023



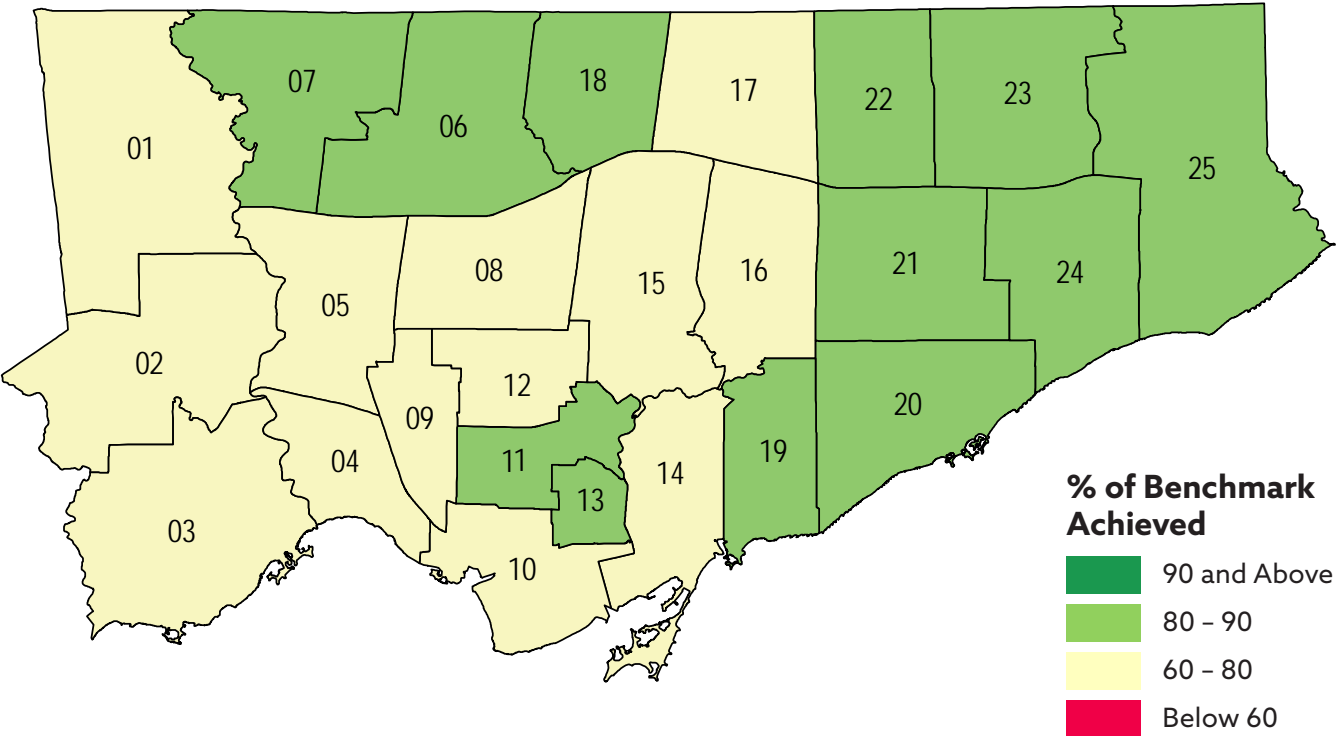
# TURNOUT TIME

Turnout Time is the elapsed time from the start of the notification process until the first responding truck is responding to the scene of the emergency. Toronto Fire Services' goal is to achieve Turnout Time performance of 80 seconds or less, 90% of the time.

2022



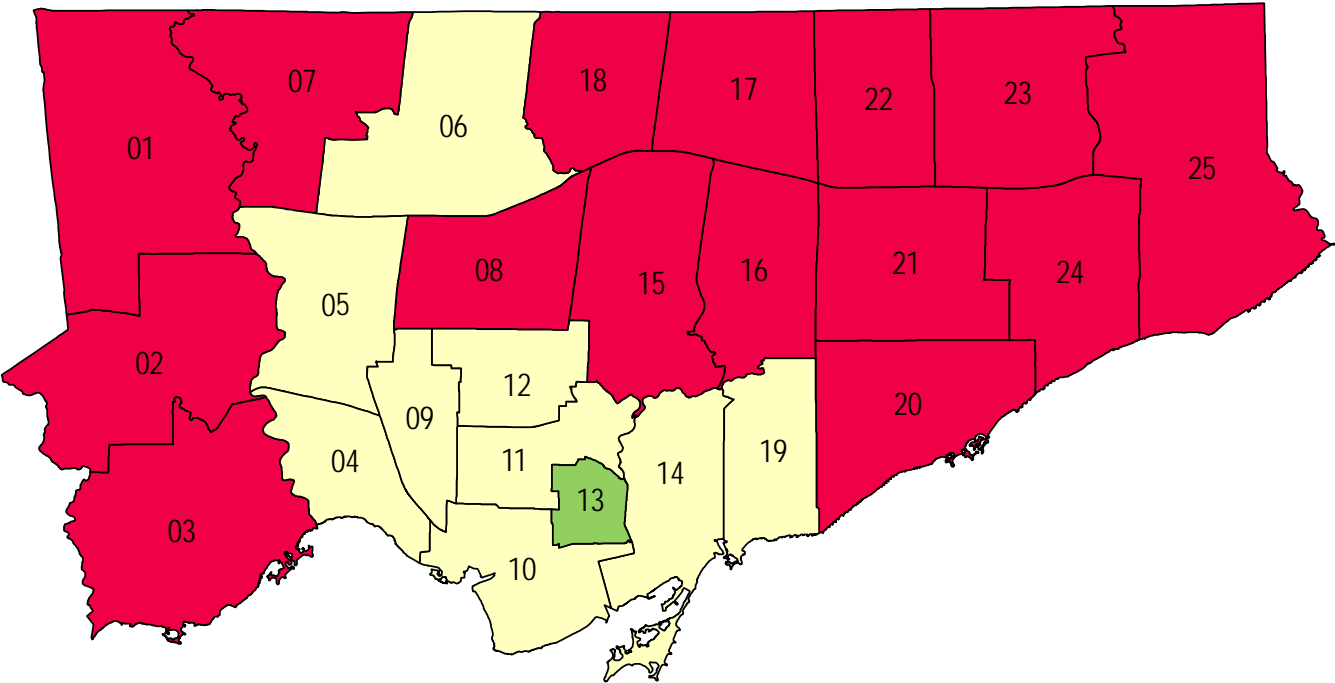
2023



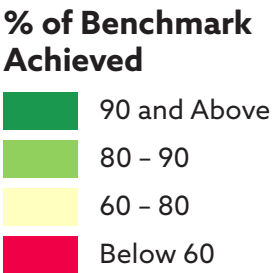
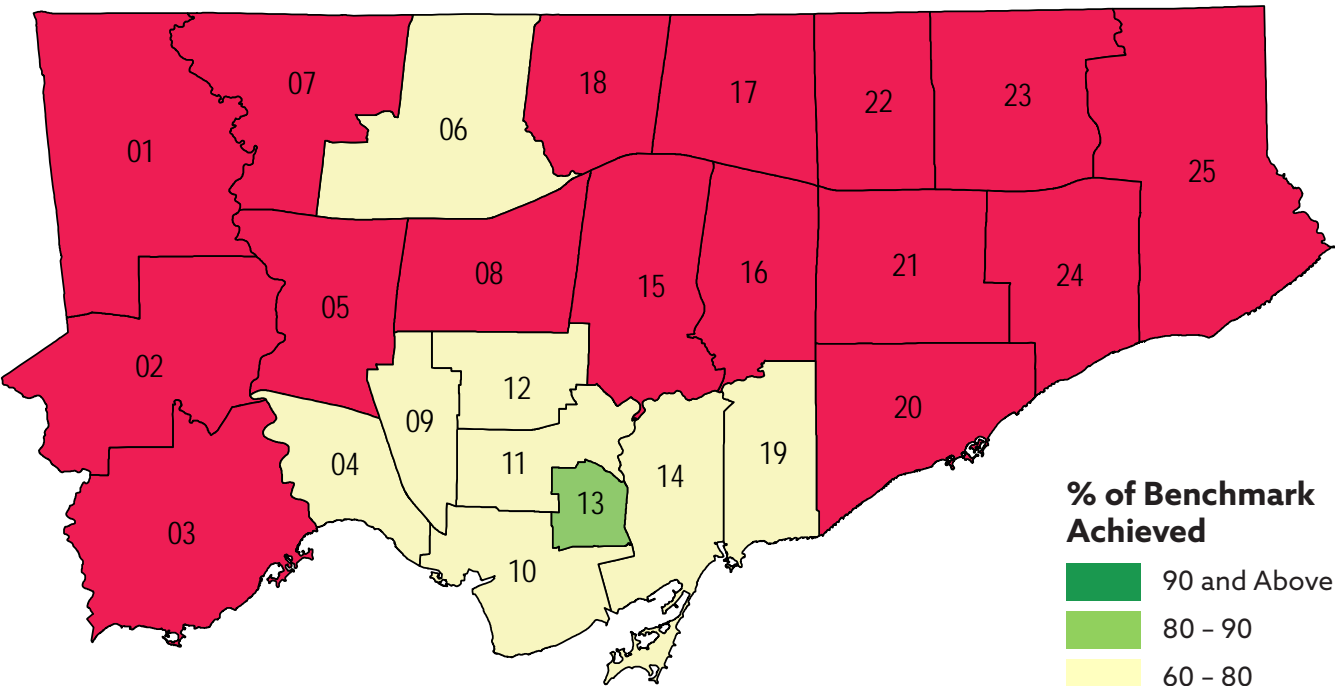
# TRAVEL TIME

Travel Time is the elapsed time from when the first responding truck is responding to when that truck arrives at the incident location. Toronto Fire Services' goal is to achieve Travel Time performance of 4 minutes or less, 90% of the time.

2022



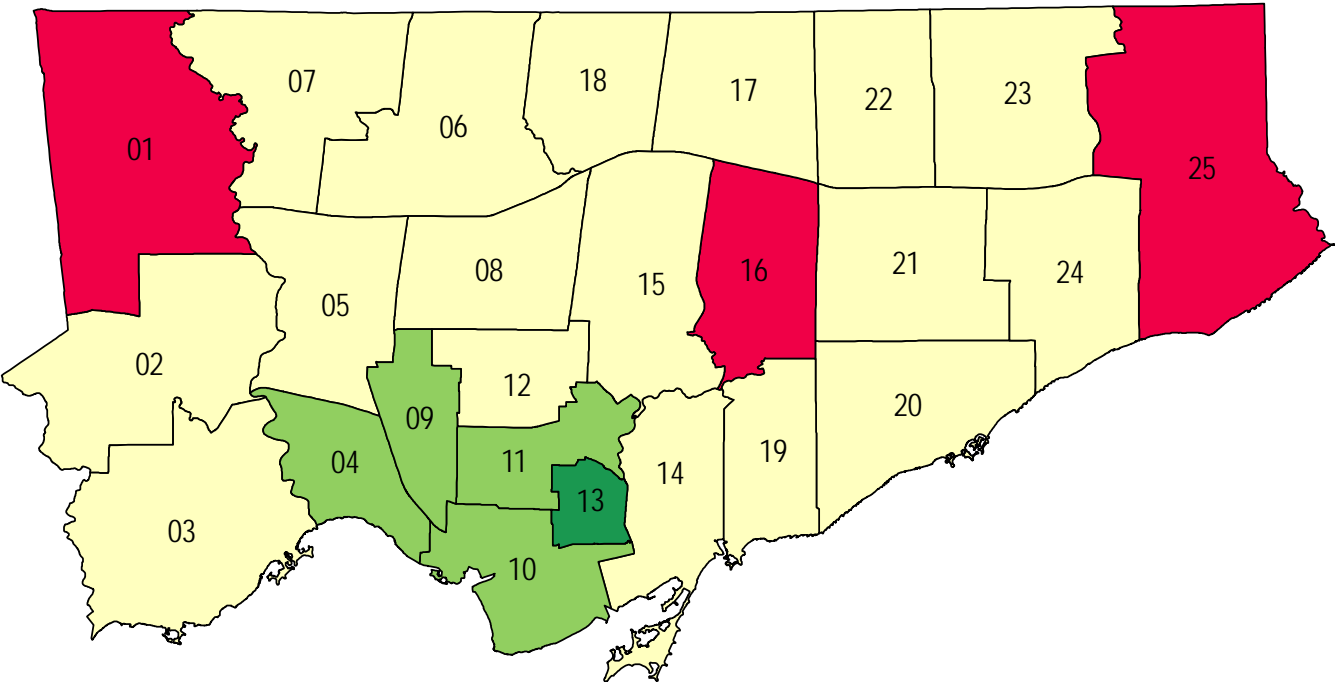
2023



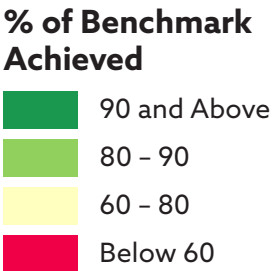
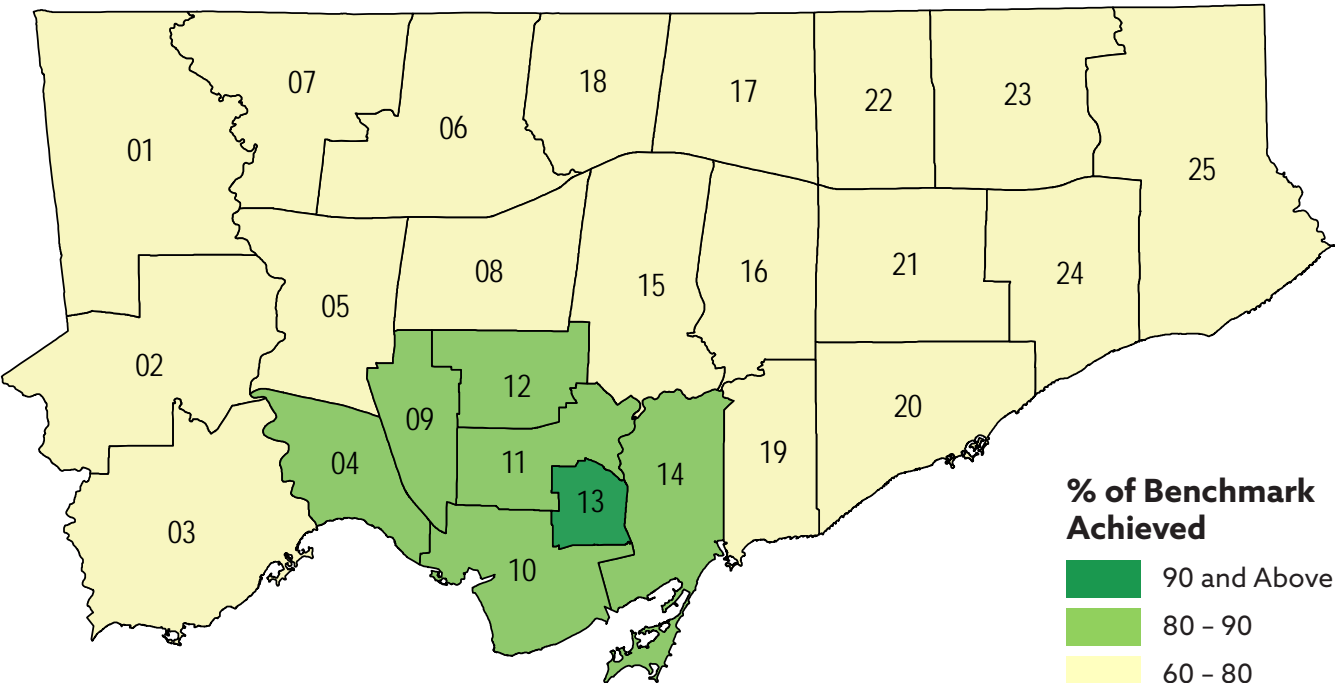
# TOTAL RESPONSE TIME

Total Response Time is the elapsed time from when TFS receives the emergency call to the arrival of the first truck at the incident location. Toronto Fire Services' goal is to achieve Total Response Time performance of 6 minutes and 24 seconds or less, 90% of the time.

2022



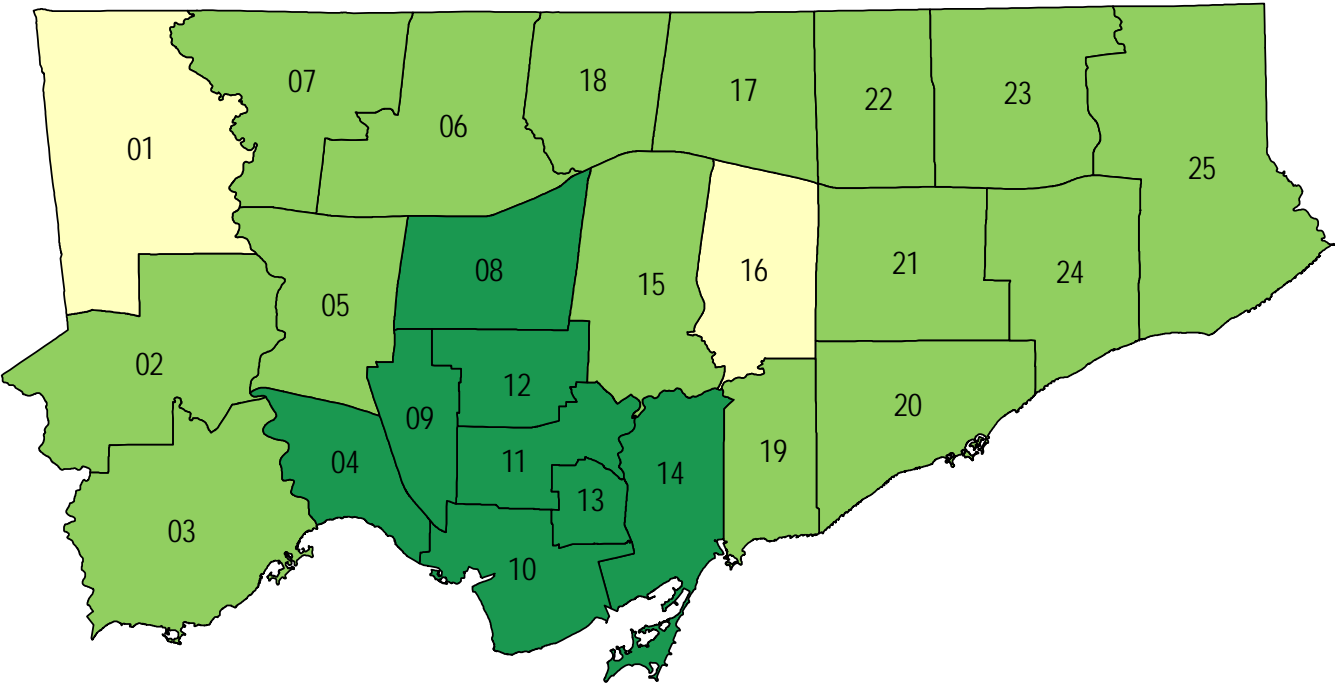
2023



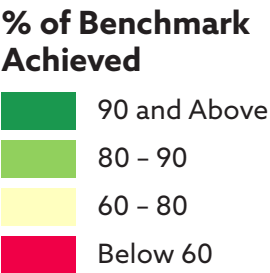
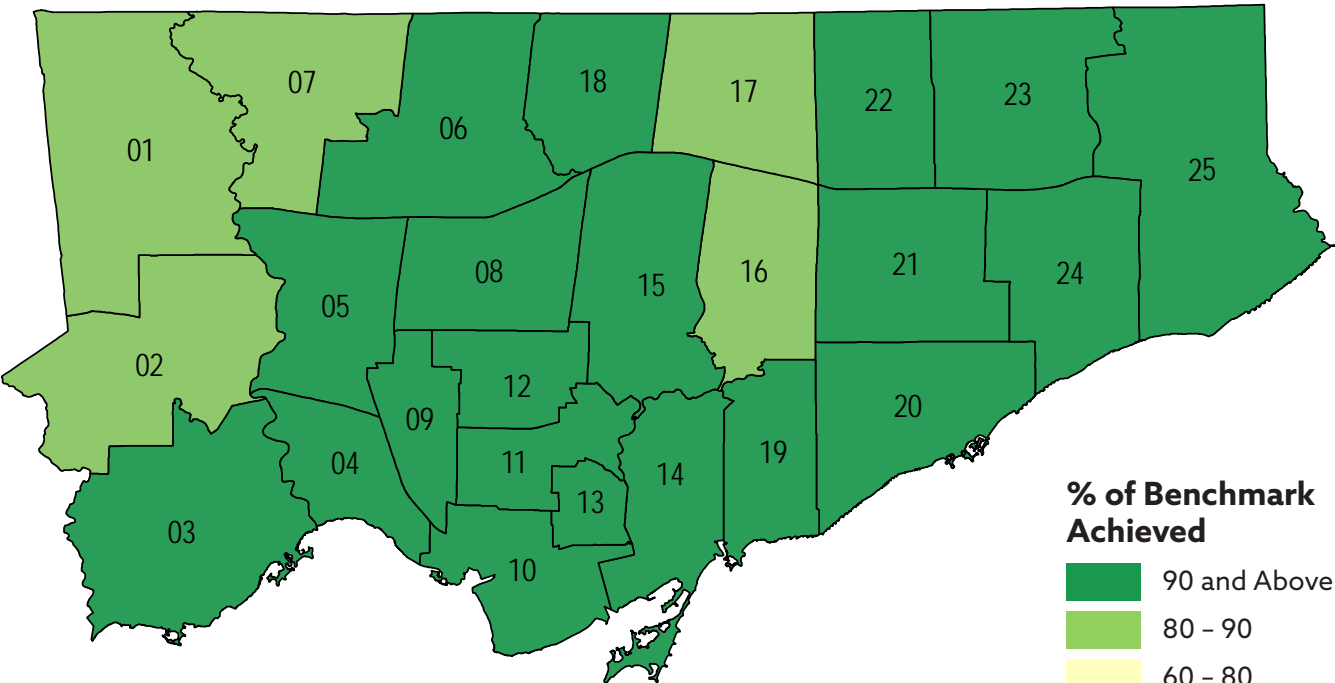
# EFFECTIVE FIREFIGHTING FORCE

Effective Firefighting Force (EFF) is the elapsed time from when TFS receives the emergency call to the arrival of the number of firefighters required to complete each of the critical tasks that must be performed at a structure fire. In accordance with NFPA 1710-2016 standards, Toronto Fire Services’ goal is to assemble an EFF performance in 10 minutes and 24 seconds or less, 90% of the time.

2022



2023



# 2021-2023 PERFORMANCE METRICS CITY-WIDE AND BY WARD

## Total Response Time

- Total Response Time refers to the elapsed time between when TFS receives the emergency call until the arrival of the first truck on the scene of the emergency.
- The NFPA Performance Benchmark for Total Response Time is 6:24min, 90% of the time.
- TFS met this performance benchmark, on a city-wide basis, 77% of the time in 2023, an improvement of 2% over 2022.

Year	Total Response (6:24)		Difference from standard (6:24)
2021	76%	07:37	1:13
2022	75%	07:47	1:23
2023	77%	07:36	1:12

Ward	Total Response 6:24						
	2021		2022		2023		2023 Difference from Standard
Etobicoke North (1)	61%	8:42	59%	8:49	62%	8:45	2:21
Etobicoke Centre (2)	69%	8:02	66%	8:16	69%	7:58	1:34
Etobicoke-Lakeshore (3)	71%	8:01	70%	8:12	71%	8:00	1:36
Parkdale-High Park (4)	83%	7:09	82%	7:24	83%	7:15	0:51
York South- Weston (5)	76%	7:40	73%	7:52	75%	7:42	1:18
York Centre (6)	71%	8:12	75%	8:01	78%	7:42	1:18
Humber River-Black Creek (7)	60%	8:40	63%	8:45	67%	8:32	2:08
Eglinton-Lawrence (8)	75%	7:38	74%	7:52	76%	7:36	1:12
Davenport (9)	84%	7:04	82%	7:06	83%	7:04	0:40
Spadina-Fort York (10)	87%	6:48	84%	7:09	84%	7:05	0:41
University-Rosedale (11)	90%	6:25	89%	6:36	89%	6:31	0:07
Toronto- St. Paul's (12)	80%	7:19	78%	7:24	83%	7:05	0:41
Toronto Centre (13)	95%	5:49	93%	6:04	93%	5:58	-0:26
Toronto- Danforth(14)	83%	7:14	78%	7:41	83%	7:17	0:53
Don Valley West (15)	64%	8:16	60%	8:27	65%	8:11	1:47
Don Valley East (16)	57%	8:34	58%	8:46	65%	8:02	1:38
Don Valley North (17)	70%	7:57	68%	8:10	72%	7:54	1:30
Willowdale (18)	76%	7:27	74%	7:46	76%	7:34	1:10
Beaches- East York (19)	80%	7:18	78%	7:23	79%	7:22	0:58
Scarborough Southwest (20)	80%	7:15	77%	7:34	79%	7:22	0:58
Scarborough Centre (21)	78%	7:24	76%	7:34	77%	7:27	1:03
Scarborough- Agincourt (22)	66%	8:03	66%	8:14	70%	7:52	1:28
Scarborough North (23)	68%	8:10	66%	8:12	67%	8:04	1:40
Scarborough- Guildwood (24)	66%	7:57	66%	8:13	66%	8:07	1:43
Scarborough- Rouge Park (25)	60%	8:30	57%	8:58	60%	8:44	2:20

## Effective Firefighting Force

- Effective Firefighting Force refers to the elapsed time between when TFS receives the emergency call until the arrival of the number of firefighters required to complete each of the critical tasks at a structure fire. The required number of firefighters varies depending on the building type and use.
- The NFPA Performance Benchmark for the assembly of an Effective Firefighting Force is 10:24min, 90% of the time.
- In 2023, on a city-wide basis, TFS exceeded this performance benchmark, representing world-class response time performance.

Year	Effective Firefighting Force (10:24)		Difference from standard (10:24)
2021	89%	10:40	0:16
2022	90%	10:28	0:04
2023	93%	09:41	-0:43

Ward	Effective Firefighting Force 10:24						
	2021		2022		2023		2023 Difference from Standard
Etobicoke North (1)	76%	12:09	79%	11:56	88%	10:46	0:22
Etobicoke Centre (2)	84%	11:16	85%	11:12	88%	10:55	0:31
Etobicoke - Lakeshore (3)	87%	10:51	89%	10:38	91%	10:04	-0:20
Parkdale - High Park (4)	93%	9:50	92%	10:04	95%	9:07	-1:17
York South - Weston (5)	85%	10:59	85%	11:08	91%	10:16	-0:08
York Centre (6)	83%	11:30	86%	11:07	90%	10:28	0:04
Humber River - Black Creek (7)	68%	12:51	81%	11:44	87%	10:55	0:31
Eglinton - Lawrence (8)	91%	10:08	93%	9:50	94%	9:21	-1:03
Davenport (9)	94%	9:34	95%	9:02	94%	8:50	-1:34
Spadina - Fort York (10)	94%	9:23	93%	9:38	96%	8:44	-1:40
University - Rosedale (11)	96%	8:38	97%	8:36	97%	7:58	-2:26
Toronto - St. Paul's (12)	91%	10:18	92%	10:02	93%	9:31	-0:53
Toronto Centre (13)	97%	8:33	97%	8:40	98%	7:50	-2:34
Toronto - Danforth (14)	92%	9:54	93%	9:46	95%	8:39	-1:45
Don Valley West (15)	88%	10:38	88%	10:42	90%	10:21	-0:03
Don Valley East (16)	75%	12:21	77%	11:57	87%	10:58	0:34
Don Valley North (17)	84%	11:01	83%	11:25	89%	10:51	0:27
Willowdale (18)	85%	11:05	89%	10:34	94%	9:26	-0:58
Beaches - East York (19)	93%	10:00	89%	10:37	94%	9:04	-1:20
Scarborough Southwest (20)	87%	10:41	87%	10:58	92%	9:51	-0:33
Scarborough Centre (21)	85%	11:12	88%	10:39	91%	10:02	-0:22
Scarborough - Agincourt (22)	80%	11:31	81%	11:44	90%	10:29	0:05
Scarborough North (23)	84%	11:14	86%	11:01	91%	10:13	-0:11
Scarborough - Guildwood (24)	90%	10:29	84%	11:00	91%	10:19	-0:05
Scarborough - Rouge Park (25)	79%	12:13	86%	10:59	90%	10:28	0:04

# ENGAGING OUR STAKEHOLDERS

## ENGAGING THE MEDIA

In collaboration with the City of Toronto's Strategic Public and Employee Communications team, we work with our media partners to provide important, timely and accurate public safety information to our residents during emergency incidents.

**TFS responded to 1,405 media inquiries in 2023, an increase of 29% over 2022.**

Our relationship with the media is also vital to our ability to provide our residents with important fire prevention and fire safety messaging.

## ENGAGING THROUGH SOCIAL MEDIA

### X (formerly Twitter)

**Followers:** 40,100, an increase of 3.6% over 2022

**Posts:** 502

**Engagements:** 91,000 and more than 3 million impressions

### Instagram

**Posts:** 168

**Followers:** 8,709, an increase of 14% over 2022

**Engagements:** 14,000 and reaching 80,000 accounts

Connect with us on social media at:



@Toronto\_Fire  
@ChiefPeggTFS



Toronto Fire Services



@torontofireservices  
@ChiefPeggTFS



TOFireServices



Toronto Fire Services



## TESTIMONIALS FROM MEMBERS OF THE PUBLIC

"I attended a children's holiday event with my daughter... in late December, and a fire alarm went off about 20 minutes into the show. A Jane and Finch fire truck showed up as we were hiding in our cars from pouring rain after evacuating. I thought I'd spotted a female firefighter on their way into the library, so I thought we'd move closer as the "all clear" was announced to point them out to my kid (I can tell her that she can be whomever she wants to be all I want, it's another thing for her to see it). I was so pleasantly stunned when we saw the team walk out – and they were all women..... These firefighters were quite aware that a gaggle of little girls with their mouths hanging open (kids under 7 are not subtle or quiet) were staring at them. The firefighters were professional, polite, and took the time to hand out some stickers.

I can tell you this even has come up in several variations in my daughter's pretend play – "and then girl firefighters came and helped" is always how it concludes in her eyes. This is lasting impact."

..."Your insights on fire procedures were not only informative but also thought-provoking. Your vast experience and dedication to fire safety truly shone through as you discussed various strategies and best practices. I was particularly impressed by your emphasis on the importance of clear communication, thorough training, and continuous improvement in our fire procedures. Your passion for ensuring the safety and well-being of our team and the community is truly inspiring..."

"We would like to extend an additional THANK YOU to...2 firefighters!! These 2 #322 crew members did not hesitate to step up and step in when asked to join us in painting the PRIDE flag!"

"Unbelievable how fast your service was able to travel to the site where the skaters fell into the lake. To have the boat winter ready to go and staff ready is truly a credit to your fire service. As much as we all know time is of the essence, you completed the rescue with record speed. Great work!"

"P234 Toronto Fire was on the cul de sac behind my home. My nephew loves fire trucks and took a look at the fire truck. The driver was so kind and greeted him and gave him stickers. I just want to recognize this firefighter who showed such amazing community involvement and professionalism and made the day of my nephew. Way to go Toronto Fire and this awesome firefighter!"

"...I feel much better about living in Toronto with such devoted firefighters at 3:30am putting the energy into saving a life or lives. The stress on the firefighters faces will stick with me for a long time what they must go through and I am extremely grateful of their service..."

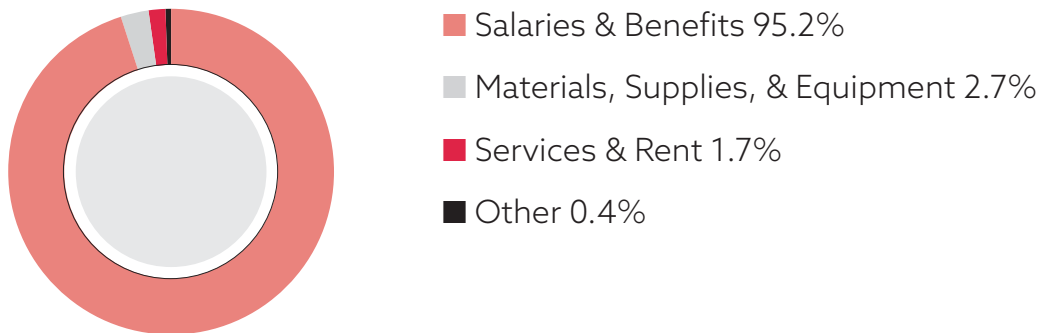
"...Your team's professionalism, expertise, and unwavering dedication to saving lives were evident throughout the entire process. Your swift response and collaboration played an instrumental role in ensuring the best possible care for our patient. We are immensely grateful for your team's selfless service and the crucial role you play in our community's safety and well-being. Your teamwork and support during challenging moments like these are a testament to your commitment and bravery..."

# FINANCIAL HIGHLIGHTS

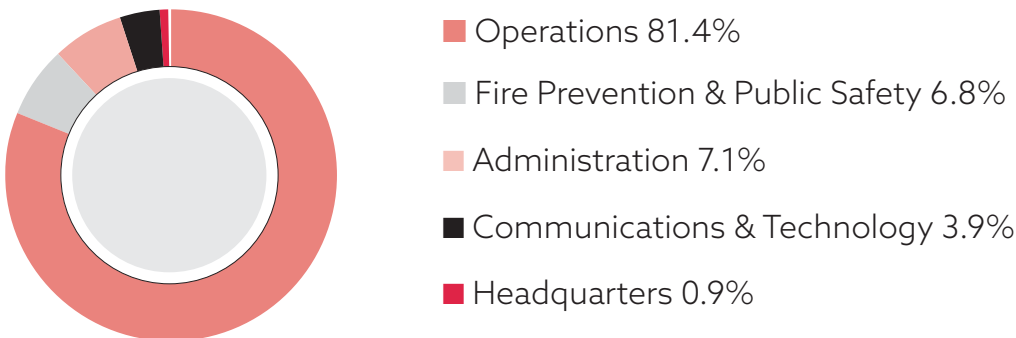
## OPERATING BUDGET

The 2023 TFS' gross operating budget was \$524,440,300. Salaries and benefits comprised 95.2% of the budget. The Operations Division represented the largest proportion of overall spending at 81.4% of total expenditures.

### 2023 Approved Gross Operating Budget by Expenditure Type

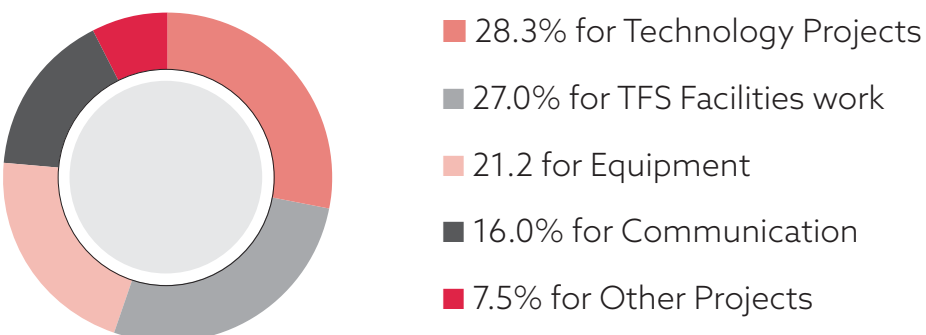


### 2023 Approved Net Operating Budget by Division



## CAPITAL BASE BUDGET

The 2023 TFS' Approved Capital Budget was \$16,838,000. The majority of the budget was allocated to two categories: various divisional technology projects including Next Generation 9-1-1, and TFS Facility projects including the HUSAR building expansion, and feasibility studies for a new station and new training facility. Other projects included a live fire training simulator, bunker suit extractor installations, and updating the training burn house.





## CFAI: WHO'S BETTER OFF

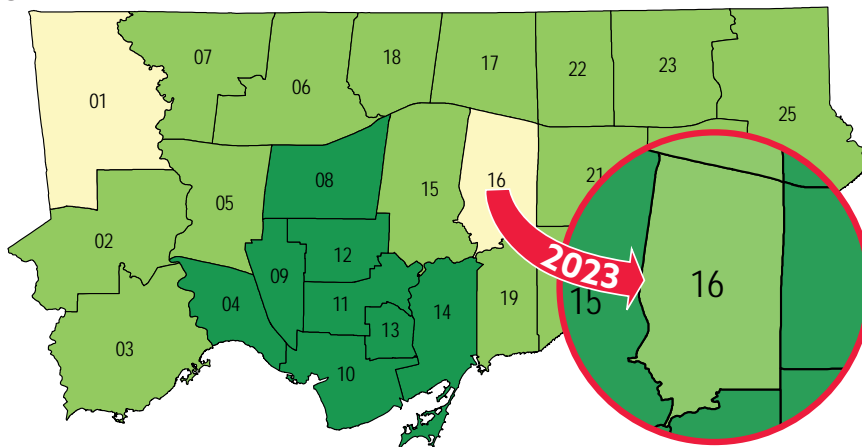
In 2019, Toronto Fire Services earned accredited agency status from the Commission on Fire Accreditation International (CFAI), confirming our commitment to continuously monitoring and improving performance, evaluating results against industry best practices and delivering world-class fire protection services that meet the needs of Toronto. The City of Toronto is the largest city in North America with an accredited fire service under CFAI.

TFS has implemented several process changes that are already resulting in improved service level performance. These improvements are successfully enhancing both Total Response Time (TRT) and Effective Firefighting Force (EFF) performance.

## OPTIMIZING RESOURCE DEPLOYMENT

During the Operations Deployment Review, staff conducted an analysis of response time performance across the city and identified opportunities to enhance response time performance through enhanced resource utilization. This included the relocation of specific emergency response trucks and crews to locations where the demand was greatest and adjusting staffing to increase the availability of resources available for emergency response.

**2022**



As an example, in Ward 16, the data analytics team identified that two factors for missed performance targets were the response time for the District Chief, and the availability of aerial apparatus. In response, the District Chief and one aerial truck and crew were relocated to optimized locations, resulting in improvements to both TRT and EFF performance in Ward 16, by 7% and 10% respectively. Both these optimizations are examples of zero cost performance improvements.

## DEPLOYING BASED ON RISK: SINGLE SOURCE ALARMS

Additionally, through the Operations Deployment Review, staff reviewed the deployment of resources to emergency incidents, based on the risk category of the property types being responded to. This resulted in more resources being initially deployed to higher risk occupancies and building types and fewer resources being initially deployed to lower risk events based on the analysis of TFS response and loss data. This resulted in a 1.7% decrease in the number of resources being dispatched to fires in 2023, despite a 3.5% increase in call volumes over the same period of time.

Resource allocation was also amended for single source fire alarm incidents, on the basis of key building factors such as the age of the building, the existence of automatic sprinklers and the installation of various fire safety systems.

## TURNOUT TIME

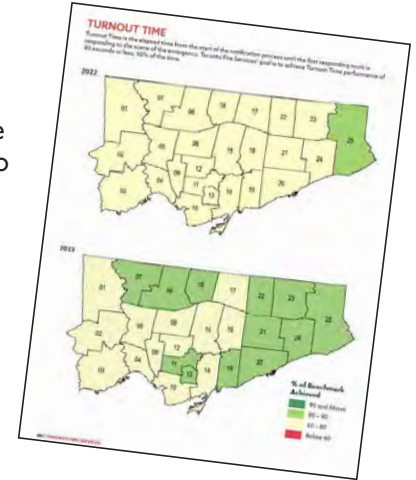
Improvements to turnout time performance were also achieved, with turnout time performance improving by 9% in 2023 over 2022. While this work remains ongoing, our crews are now achieving turnout time performance benchmark of 1 minute and 20 seconds, more than 60% of the time. This performance enhancement is, in large part, the result of the complete installation of turnout time displays that are used to pre-alert responding crews in fire stations. You can learn more about the displays and the great work of our technology team to implement this project on page 15.

## WHO'S BETTER OFF?

These process improvements enabled TFS to not only maintain, but improve response time performance in the face of increasing call volumes and service demands. This includes a 9.1% emergency call volume increase in 2023, as compared to 2022.

By optimizing resource deployment, TFS achieved a 47 second EFF response time performance improvement in 2023.

These are examples of the value of the continuous quality improvement, and data-informed decision-making foundations that form the basis for our CFAI accreditation framework.



# SUPPORTING MENTAL HEALTH AND WELLNESS

Toronto Fire Services is committed to promoting mental and physical health and well-being for all staff, and we continue to enhance the portfolio of services and training available across TFS.

## Road to Mental Readiness

Road to Mental Readiness (R2MR) training was initiated in 2017, as part of the Implementation of the TFS Post Traumatic Stress Disorder Prevention Plan. This training increases firefighter resiliency and mental health awareness. The rollout of this training continues and has been permanently incorporated as part of our recruit training programs.

In 2023, TFS delivered 3 of the 4 R2MR modules to staff, with 2,978 participants.

Training Module	Number of staff
TFS - R2MR: Optimizing Performance	155
TFS - R2MR: Persons in Crisis	2668
TFS - R2MR: Recovery	155

## Peer Support Team

Staffed by a volunteer team of active and retired TFS employees, the Peer Support Team offers peer support and suggest community-based resources. They assist with physical, emotional, financial, legal, and spiritual concerns at the request of an individual.

## Critical Incident Stress Response

Critical Incident Stress Response is facilitated by trained senior members of the Peer Support Team. They provide psychological first aid and ongoing support to staff that may be experiencing operational stress.

## Staff Psychologist

TFS has one full-time Psychologist who offers short-term counselling, advice, guidance, and coaching to our employees. Additionally, the psychologist can offer suggested referrals to appropriate internal and external resources. Our Staff Psychologist also develops and leads workshops and other training programs to promote our employees’ psychological well-being. They provide consultation on clinical, organizational, and labour relations matters relating to employees experiencing personal issues that affect their work performance. Our psychologist provides training for our peer support team while reviewing and suggesting external training opportunities. They also conduct regular wellness checks with our Peer Support Team.

## The TFS Chaplains

The TFS Chaplains provide care and support for the members of our service. Through regular onsite services, one-on-one counselling and support, the Chaplains provide our staff with a foundation of non-denominational emotional, physical, and social health supports.

Our Chaplains support TFS staff in times of trial and difficulty, provide strength in times of challenge, and provide leadership, care, and support during times of sadness and mourning following the passing of one of our own. They encourage, understand, and willingly share the various burdens that our staff often carry. In 2023, they attended more than 60 peer support related calls, spending more than 250 hours with TFS staff.



# DIVERSITY & INCLUSION

Toronto Fire Services is committed to building an increasingly inclusive and positive workplace culture that reflects the diversity of the population we serve.

## 2023 achievements:

- TFS continued our internship support and hired an administrative trainee through the Corporate Next Generation: Youth Career Development Program.
- More than 160 staff participated in Confronting Anti-Black Racism training in 2023, with more sessions being planned for 2024.
- TFS hosted a National Day for Truth and Reconciliation staff event that brought more than 75 staff together to spend time understanding the City's Reconciliation Action Plan and how TFS is contributing to Reconciliation in our daily work.
- TFS was happy to participate in Dreamer Day, an event in celebration of the United Nations' International Day of the Girl that allowed staff to connect with women and girls to learn more about TFS.
- 37% of the 154 operations recruits hired in 2023 self reported as a member of a designated group (Female, Indigenous peoples, Visible minority or member of 2SLGBTQ+ community).

## Black History Month at TFS

In 2024, TFS was excited to introduce a decal that was prominently featured on all TFS apparatus for Black History Month. The design was created by a group of staff, to incorporate the colours of Black History Month in the Maltese Cross of the Fire Service. Staff participated in a launch event for the Decal and were featured in content throughout the month celebrating our Black Staff.

## Showing our Pride!

TFS proudly participated in the Toronto Pride parade, culminating a successful pride month that saw TFS trucks decaled and staff showing their support with special pride uniforms. Staff, family, and friends celebrated with the thousands of members of the 2SLGBTQ+ community and allies in downtown Toronto.



## Jump up and Wave!

TFS was honoured to be asked to be the Grand Marshal for the Toronto Caribbean Carnival Parade. TFS attended a number of events throughout July and the Toronto Caribbean Carnival festivities, celebrating with residents and parade revellers from across Toronto and the world!



# RECRUITMENT AND OUTREACH AT TFS

In 2023, TFS re-introduced the Recruitment and Outreach Unit. This unit is responsible for making connections in the community and providing information on careers at TFS. With a special focus on reaching equity deserving communities to advance the goal of better reflecting the diverse communities that we serve.

The unit attended 60 events through 2023 and interacted with 12,705 residents sharing information

about TFS and our career opportunities. Nearly half of the events we attended had been organized for specific communities including Newcomers to Canada, Black Youth, and Young Women.

Contact [tfsoutreach@toronto.ca](mailto:tfsoutreach@toronto.ca) to learn more about our careers or to schedule a presentation.



# CAREER OPPORTUNITIES

Did you know that we have exciting and rewarding career opportunities at Toronto Fire Services?



## Operations Firefighter

Did you know that Toronto Fire Services operations crews respond to over 130,000 emergency incidents per year? Firefighters provide critical fire suppression services, first response to medical emergencies, hazardous materials response, road accident response, and response to other disasters and emergencies. If you are passionate about the safety of Toronto residents and visitors, consider a career with Toronto Fire Services.



## Mechanic

Did you know that Toronto Fire Services has its own internal Mechanical Maintenance Division? Mechanical staff perform preventative maintenance and important repairs on emergency fire vehicles, firefighting equipment, and medical equipment. If you are a licensed heavy truck mechanic with the skills and desire to repair and maintain emergency service vehicles, consider a career with Toronto Fire Services.



## Call-Taker/Dispatcher

Did you know that Toronto Fire Services dispatches emergency response vehicles to over 180,000 emergency incidents per year? Call-Taker/Dispatchers are the primary point of contact for members of the public facing an emergency. As a dispatcher you are responsible for sending appropriate apparatus to calls and for maintaining radio communications with fire suppression personnel. If you are interested in a rewarding career where you can provide immediate assistance to people faced with an emergency, consider a career with Toronto Fire Services.



## Fire Inspector

Did you know that thorough fire inspections can help prevent fires? Fire Prevention staff conduct fire inspections and enforce the Fire Code, which leads to the safety of occupants and the protection of property. If you are passionate about the safety of Toronto residents and visitors, consider a career with Toronto Fire Services.



## Public Educator

Did you know that public education is an important part of keeping Toronto residents and visitors safe? The Toronto Fire Services Public Education Division is committed to teaching Toronto's residents and visitors how to adopt fire safe behaviours. If you have education experience and are passionate about the safety of Toronto residents and visitors, consider a career with Toronto Fire Services.

**Do you have what it takes? Visit us at [www.toronto.ca/fire/careers](http://www.toronto.ca/fire/careers) or contact our outreach team at [tfsoutreach@toronto.ca](mailto:tfsoutreach@toronto.ca)**



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