



TORONTO FIRE SERVICES 2024

ANNUAL REPORT



2024 HIGHLIGHTS



The Communications Centre achieved the NFPA Call Processing Time standard of **64 seconds, 93% of the time** in 2024.

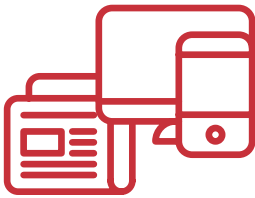
TFS responded to 172,537

emergencies, representing a 6.2% decrease compared to 2023.



TFS coordinated 1,327 station and truck tours, providing Toronto's residents with an up-close view of our operations.

Inspected 99% of all vulnerable occupancies in Toronto in 2024 (including care occupancies, care and treatment occupancies, or retirement homes) to protect the most vulnerable residents in the city.



In 2024, the Public Information office **responded to 1,619 media requests**.



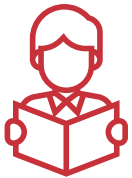
201 new Operations Firefighter recruits graduated from the TFS recruit training program at the Toronto Fire Academy.

25 new Fire inspectors graduated from the Community Risk Reduction training program, as well as **13 Call-taker/Dispatchers** from the Communications training program.

34% of the 201 Operations Firefighter recruits hired in 2024 self-identified as members of a designated group (females, Indigenous Peoples, visible minorities, or 2SLGBTQ+).



9,372 households were reached as part of the Alarmed for Life campaign in 2024.



48,248 children were educated in fire safety through in-person presentations in 2024.

Attended 256 recruitment and community outreach

events across the city raising awareness of the fire service profession and the diverse career opportunities TFS has to offer.



Inspected 97% of all residential high-rise buildings in 2024 (this number represents unique addresses and therefore does not include multiple inspections at the same address).



Inspections of 9,268

properties were conducted across the city throughout 2024. Compared to 9,413 properties in 2023, a decrease of 1.5% (this number represents unique addresses and therefore does not include multiple inspections at the same address).



TFS responded to **903 residential fires** in 2024, including **368 fires in residential high-rise buildings, representing 40% of all residential fires**.

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 an approved 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 eleven firefighters were added to the Honour Roll at the ceremony in 2024, bringing the total to 338.

Every year firefighters and their families and friends come together for this ceremony of remembrance to honour those that have fallen. The 2024 ceremony included remarks and the laying of wreaths by Mayor Olivia Chow 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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Thank you to:

Toronto Professional Fire Fighters’ Association, and
Toronto Fire Services’ Public Information Section
City Clerk’s Office, City of Toronto

Acting Training Captain Samuel Gautreau, Larry Thorne, and
Mykhail Baehr for use of their photos

FIRE CHIEF'S MESSAGE

I am pleased to present the 2024 Annual Report highlighting the achievements and performance by Toronto Fire Services (TFS).

This report includes information on the many services TFS provides, along with a closer look at TFS' service level performance. This includes TFS' core fire protection service levels in public education, fire safety inspection and Fire Code enforcement, and emergency response.

2024 saw many challenges and accomplishments for our service beginning with TFS achieving accreditation for a second time under the Commission on Fire Accreditation International (CFAI) in February 2024. The City of Toronto remains the largest City in North America with an Accredited Fire Service. With a new series of recommendations from CFAI, we are committed to continuing the transparent reporting of all elements of our service, including fire protection service levels, performance and outcome measures.

Some of our 2024 highlights include:

- Running two of the largest recruit classes in TFS History, with classes of 97 and 104 recruits graduating from the Toronto Fire Academy this year;
- Celebrating 150 years of fire protection services in Toronto celebrating the historic milestone since the establishment of the city's first career fire department in 1874, see photos from our celebration on page 15.
- Collaborated with staff to create a special decal in recognition of the Every Child Matters movement in Honour of National Day for Truth and Reconciliation.
- Toronto Fire Services made major contributions to the once-in-a-generation *Eras Tour* by musician Taylor Swift. TFS planners were involved in months of planning leading up to the events. You can read more about it on page 23.
- Toronto Fire Services continues to deliver the critical fire protection services that the residents of the largest, most diverse and vertical city in the Country 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.

I was truly humbled to have Toronto City Council unanimously approve my appointment as Fire Chief and General Manager and bestow upon me both the honour and responsibility of leading TFS into the future. My commitment to City Council, TFS, the Toronto Professional Fire Fighters' Association and the citizens of this great city is to lead with integrity and make every decision based on what is necessary to protect the public and all TFS personnel. My priorities over the next several years include building a workplace culture of respect and civility, ensuring TFS reflects the community we have all chosen to serve - at all levels of the organization - and providing our staff the training, equipment and resources necessary to deliver fire protection services in the most vertical and diverse city in North America.

If you want to stay in touch on an ongoing basis, follow us on X at **@Toronto_Fire**, on Instagram at **@torontofireservices**, and on Facebook at **TOFireServices**.

Jim Jessop
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 2024 COMMAND TEAM



Larry Cocco, Deputy Chief
Community Risk Reduction



Paul Fitzgerald, Deputy Chief
Communications, Technology & Organizational Performance



Kevin Hamilton, (A) Deputy Chief
Administrative Services and
Mechanical Maintenance



Steve Darling, (A) Deputy Chief
Operations, Training and Technical Operations



Melissa Gennaro, Division Chief
Office of the Fire Chief



Simon Wells, Executive Officer
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.

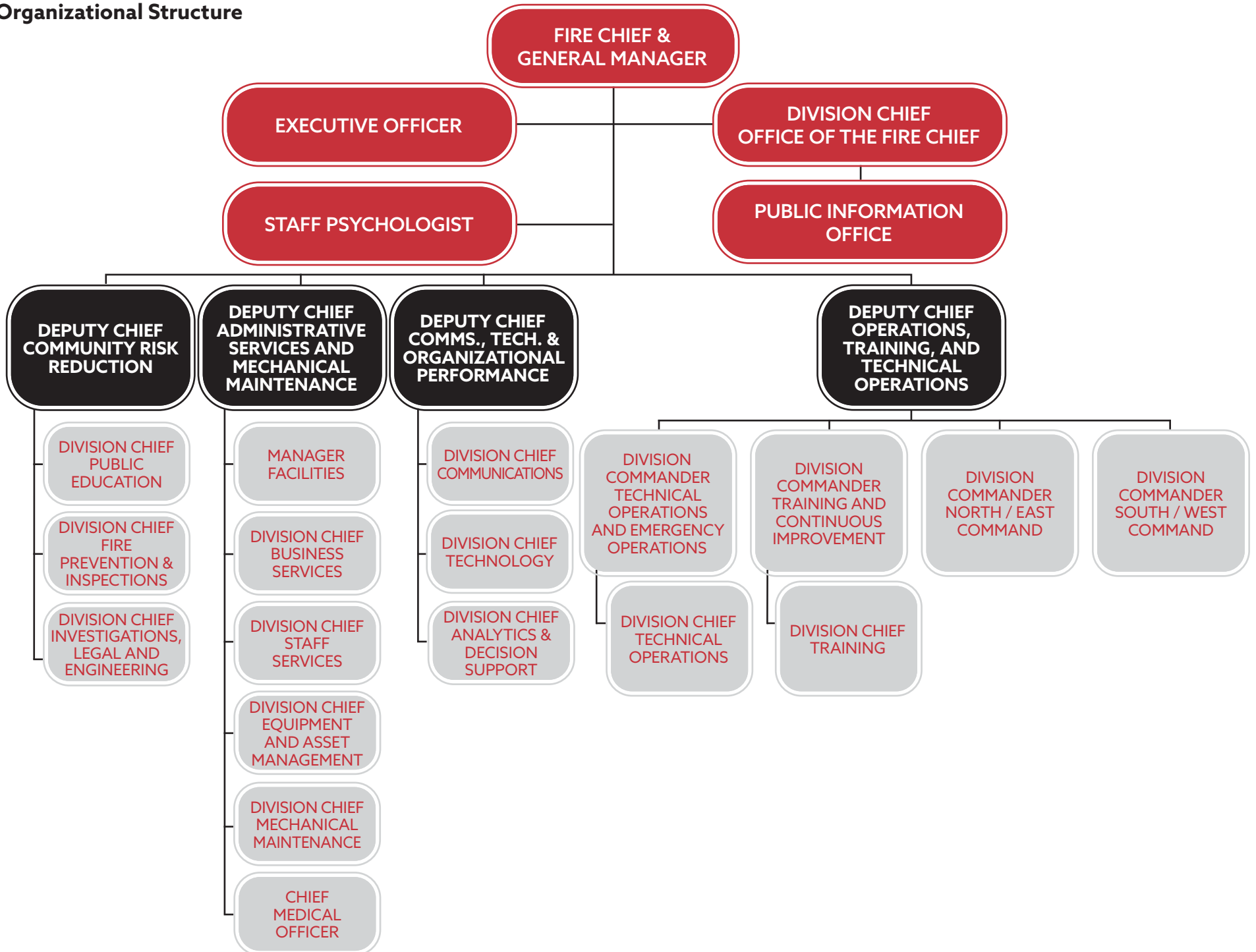
VISION

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

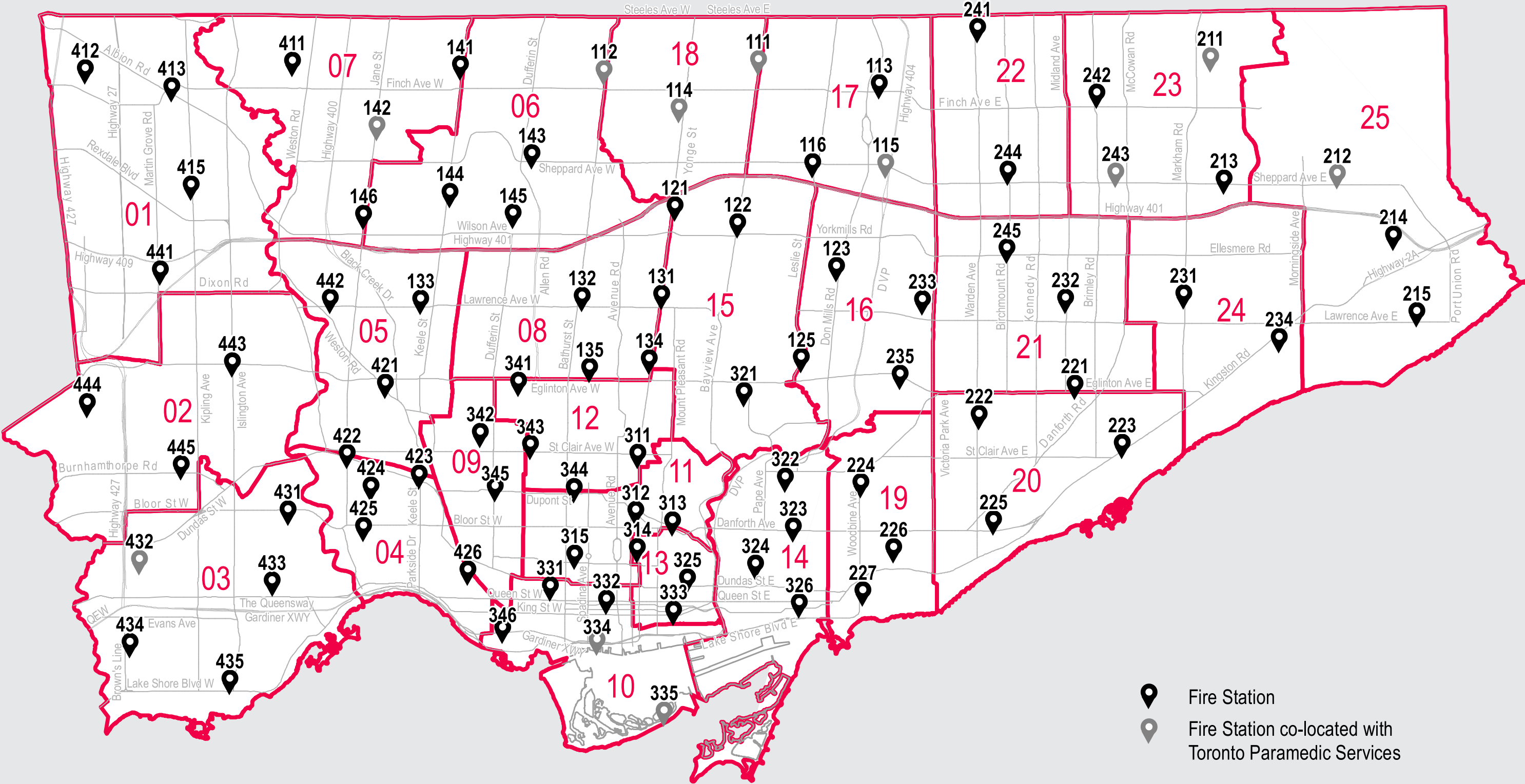


Organizational Structure





TORONTO FIRE SERVICES STATION LOCATIONS



OUR VALUED STAFF

NUMBER OF PERSONNEL	
Operations	2,794
Public Education & Fire Prevention	250
Training, Emergency Planning & Technical Operations	46
Mechanical Maintenance	53
Communications, Technology & Organizational Performance	109
Administrative Services, Recruitment, Policy & Public Information	68
Fire Chief & Senior Management	7
Total	3,327



In October, TFS wished Fire Chief Matthew Pegg well in his retirement after 33 years in the fire service profession. Retired Chief Pegg served as Fire Chief and General Manager for Toronto Fire Services from May 2016 - October 2024.

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.

Total Donations from TPFFA for 2024 was: **\$139,013.25**

Charities supported in 2024:

- Princess Margaret Cancer Foundation
- Cystic Fibrosis Canada
- Battle 416
- Runnymede First Responders PTSD Centre
- Muscular Dystrophy Association of Canada
- Camp Bucko
- City of Toronto United Way Campaign
- SickNotWeak
- Friends of Ruby
- Variety Village
- Easter Seals Ontario
- TPFF Celtic Society
- Wyatt Carr Memorial Event
- Saint John Paul II foundation
- Canadian Labour International Film Festival
- Toronto Police LGBTQ-ISN
- District 13 Benevolent Fund
- Myeloma Canada





OUR DEVOTED VOLUNTEERS

Many volunteers generously devote their time and energy to supporting Toronto Fire Services at emergency events, ceremonies and countless other meaningful causes.

- **Toronto Fire Fighters War Veterans' Association Colour Party**

The Toronto Fire Fighters War Veterans' Association (TFFWVA), founded in 1935 by World War I Veterans, formed a Colour Guard in the early 1950s to march with the TFFWVA flag guarded by two ceremonial riflemen. The Guard also carries a display of various international, national, provincial, military, and other flags, attending department events and ceremonies.

- **Toronto Fire Pipes & Drums**

The Toronto Fire Pipes and Drums band, established in 1998, was formed to serve as the ceremonial band for the newly amalgamated Toronto Fire Services. They provide music for department events and ceremonies and proudly represent TFS.

- **Toronto Fire Honour Guard**

The Toronto Fire Honour Guard was established in 2013 through a collaborative effort between TFS and the Toronto Professional Fire Fighters Association. They are a visible representation of the fire department, showcasing its values and traditions at department events and ceremonies.

- **Box 12 Association**

Formed in 1948, Box 12 supports Toronto's firefighters on scene of incidents with a canteen truck full of much needed refreshments, helping responding Firefighters stay hydrated and maintain energy.

- **Greater Toronto Multiple Alarm Association (Support 7)**

Founded in 1979, the Greater Toronto Multiple Alarm Association (GTMAA), commonly referred to as Support 7, offers fireground rehab services to Toronto Firefighters, originally providing support to the Scarborough Fire Department.

Box 12 Association and GTMAA Support 7 operate 24/7, providing crucial support to our staff during incidents to help Firefighters stay hydrated and maintain energy. The trucks are owned and maintained by Toronto Fire Services, while the Toronto Professional Fire Fighters' Association funds the rehab supplies.



TFS CELEBRATES 150 YEARS OF FIRE PROTECTION SERVICES

In 2024, Toronto Fire Services proudly celebrated 150 years of Fire Protection Services in Toronto. On August 19, 1874, the Toronto City Council of the day approved the creation of the first full time fire department, with just 36 members. The goal of the new, full-time fire service was to establish a fast response time to protect the life, property, and environment within the city of Toronto.

TFS celebrated and honoured this momentous occasion in a number of different ways in 2024.

- A commemorative decal, specially designed by the Toronto Fire Historical Society, was affixed to all TFS apparatus and vehicles.
- Her Worship Mayor Chow recognized August 19, 2024, as "Toronto Fire Services Day" to commemorate 150 years since the council approval of a full-time department.
- On October 6, 2025, a special recognition was held at City Council with staff from across the service in attendance. During that same week, coinciding with Fire Prevention Week, TFS partnered with the Toronto Fire Historical Society to create a display in the City Hall Rotunda. The exhibit showcased



150 years of Toronto's fire service history, including uniforms from all the pre-amalgamation departments and highlights of major incidents throughout the years.

- A special exhibit was set up at the annual Fire Prevention Open House held at the Toronto Fire Academy with historical displays and activities for attendees.



CELEBRATING STAFF SUCCESS

COMMUNICATOR OF THE YEAR

The Tri-Service Communicator Awards ceremony is an annual event held by the City of Toronto's three emergency services in recognition of the work of Telecommunicators. This ceremony is held during Telecommunicators Week in April of each year. The 2024 ceremony, recognizing the actions of our telecommunicators in 2023 was held April 15, 2024.

Communications Platoon 4 was recognized for their incredible work and coordination managing the August 11, 2023 Vulcan Street industrial fire. This incident was one of the largest fire responses in recent history for TFS, and Platoon 4 successfully managed a high volume of transmissions from the scene, coordinated multiple radio channels for the incident, and coordinated relief crews around shift changes while continuing to ensure city coverage and process events across the city. Call-taker/Dispatcher Iyana Phakira and Acting Captain Sarah Jones accepted the award on behalf of the platoon.



Staff from Platoon 4 include: District Chief Karen Happell, Captain Christine Belford, Acting Captain Sarah Jones, Call-taker/Dispatcher Colin Coull, Call-taker/Dispatcher Adam Hansen, Call-taker/Dispatcher Iyana Phakira, Call-taker/Dispatcher Rachael Watters, Call-taker/Dispatcher Mehrdad Pourkamali Call-taker/Dispatcher Maggie Szpakowska, and Call-taker/Dispatcher Stewart Flemming.

Congratulations to Platoon 4!

ONTARIO MEDAL FOR FIREFIGHTER BRAVERY

The Ontario Medal for Firefighter Bravery was established in 1976, to honour Firefighters for their individual acts of outstanding courage. The 2024 investiture ceremony was held on June 17, 2024. The Honourable Edith Dumont, Lieutenant Governor of Ontario presented the medals to the recipients of the Ontario Medal for Firefighter Bravery. TFS proudly extended congratulations to Captain David Tschinkel and Firefighter Eric Hannah for receiving this prestigious recognition for their role in a 2022 incident. Captain Tschinkel and Firefighter Hannah were with their crew on scene of an incident and witnessed a life-threatening situation at a neighbouring property. The firefighters acted swiftly to ensure the safety of a child. Captain Tschinkel and Firefighter Hannah showed exceptional teamwork, prioritizing saving lives without hesitation or regard for their own safety in a challenging, life-threatening situation.



Their bravery is an inspiration to us all.

POLICY, PLANNING, FINANCE AND ADMINISTRATION'S CONFRONTING ANTI-BLACK RACISM CHAMPION AWARDS

Toronto Fire Services was proud to have two staff members recognized as champions in Confronting anti-Black Racism for their work both on and off the job; Captain Brian Porter was awarded the Courageous Allyship Champion award, and Firefighter Frank Jones was awarded the Inclusive Stewardship Champion award. Both Captain Porter and Firefighter Jones are founding members of the Toronto Fire Services Black Staff Network. Congratulations to both Captain Porter and Firefighter Jones for their incredible work supporting anti-Black Racism in the Fire Service.

Policy and Planning Advisor Laurel Sharp was a recipient of a Certificate of Recognition for her exceptional dedication and commitment to Confronting anti-Black Racism within the organization.



TORONTO FIRE SERVICES EARNS ACCREDITED AGENCY STATUS FROM THE COMMISSION ON FIRE ACCREDITATION INTERNATIONAL

For the second consecutive time, Toronto Fire Services (TFS) has received Accredited Agency Status from the Commission on Fire Accreditation International (CFAI) and the Centre for Public Safety Excellence, Inc., recognizing commitment to continuous quality improvement and delivery of world-class fire protection services that meet the needs of Toronto.

The journey to maintaining Accredited Agency Status involved an in-depth review of every aspect of Toronto Fire Services operations, which were evaluated against 250 key performance indicators and international best practices. This included a detailed self-assessment, a comprehensive peer review by a panel of external experts, and formal verification by a 13-member commission, representing a cross-section of fire protection experts, senior municipal executives and labour association leadership executives from across North America.

In February 2024, Fire Chief Matthew Pegg, Deputy Chief Paul Fitzgerald, Division Chief and Accreditation Manager Michelle Stronach, and Toronto Professional Fire Fighters' Association President James Reed attended the Commission hearing to defend the nomination.

The City of Toronto is the largest city in North America to be recognized with an internationally accredited fire service under CFAI and is one of only 310 agencies worldwide to earn CFAI Accredited Agency status, which is now valid from 2024 through 2029.

The accreditation accomplishment was also recognized in a special presentation at City Council in March 2024.



STAFF PROMOTIONS

Toronto Fire Services is proud to announce that 146 team members were promoted in 2024. Congratulations one and all!

Promoted To Platoon Chief	
Thomas Verhaeghe	Platoon Chief
Anthony Wallace	Platoon Chief
Robert A Hewson	Platoon Chief

Promoted To District Chief	
Steven Buckingham	District Chief - Operations
Dwight Carruthers	District Chief - Operations
Robert Cooke	District Chief - Operations
Gary Dolan	District Chief - Operations
John Drimmie	District Chief - Operations
Brent Edmunds	District Chief - Operations
Bruno Flammia	District Chief - Operations
Alison Geronimo	District Chief Fire Prevention
John Getty	District Chief - Operations
Godfrey Greaves	District Chief - Operations
Seamus Hopkins	District Chief - Operations
Robert Jackson	District Chief - Operations
John Kitsco	District Chief - Operations
Richard Maddox	District Chief - Operations
Kevin Mcdonald	District Chief - Operations
Michael Sayers	District Chief - Operations
Cary Stather	District Chief - Operations
Harry Tchalikian	District Chief Fire Prevention
Norman Train	District Chief - Operations

Promoted To Captain	
Marco Acerbi	Captain - Operation
Kenneth Allaby	Captain - Operation
Philip Allister	Captain - Operation
Roger Altieri	Captain - Operation
Robert Altomare	Captain Training
Steven Bayley	Captain - Operation
Alex Borland	Captain Training
Jason Boyd	Captain - Operation
Michael Brown	Captain - Operation
Tony Cardinale	Captain - Operation
Michael Chang	Captain - Operation
Derrick Cherun	Captain - Operation
Christopher Christensen	Captain - Operation
Todd Coe	Captain - Operation
C. Chad Collings	Captain - Operation
Robert Counsel	Captain - Operation
Mark Craig	Captain - Operation
Liam Cullen	Captain - Operation
Christian DeMarco	Captain Fire Prevention
Paul den Hollander	Captain Fire Prevention
Derek Dion	Captain - Operation
Roberto Dizon	Captain Training
Andrew Escott	Captain - Operation
Sean Forrest	Captain - Operation
Pamela Forrest	Captain - Operation
Christopher Forward	Captain - Operation
Franco Gagliardi	Captain - Operation
Angelo Gambrelis	Captain - Operation
Tony Garnavos	Captain - Operation
Glenn Gibson	Captain - Operation
Jason Gilbert	Captain - Operation
Glenn Ginou	Captain - Operation
Peter Graves	Captain - Operation
Samuel Halls	Captain - Operation
Glenn Hand	Captain - Operation
Stacy Hannah	Captain - Operation
Daniel Hjelholt	Captain - Operation
Scott Holloway	Captain - Operation
Robert Howard	Captain - Operation



Promoted To Captain	
Darren Ivins	Captain - Operation
Craig Jansen	Captain - Operation
Michael Kalic	Captain - Operation
Michael Kastely	Captain - Operation
Marcus King	Captain - Operation
Jakob Kosir	Captain - Operation
Joshua Kramer	Captain - Operation
Nick Kyriakopoulos	Captain - Mechanical
Barret Leudke	Captain - Operation
Emile Patrick Lubinski	Captain - Operation
Steven Lummiss	Captain - Operation
Glenn Mackenzie	Captain Training
Michael Maier	Captain - Operation
Kevin Mair	Captain - Operation
Mark Manley	Captain - Operation
Matthew Marchand	Captain Fire Investigation
Michael Mattat	Captain - Operation
Mark McGee	Captain - Operation
Vincent McGee	Captain Fire Prevention
Charles McGregor	Captain - Operation
Roger McIntyre	Captain - Operation
Ryan McKenna	Captain - Operation
Colin McLaughlin	Captain - Operation
Kelly McNabb	Captain - Communications
Patrick Mcphail	Captain - Operation
Karen McRae	Captain - Operation
Philip Menna	Captain Training
Michael Mitchell	Captain - Operation
Robert Morawski	Captain Training
Colin Morrison	Captain - Operation
Robert Morson	Captain - Operation
Ashkan Mozafari	Captain Training
Derek Muir	Captain - Operation
Brad Nearing	Captain - Operation
Gerald Nebel	Captain - Operation
Carl Ng	Captain - Operation
Thomas Osadca	Captain - Operation
Anthony Pace	Captain Training
Stratis Papastratigakis	Captain - Operation
James Park	Captain - Operation

Promoted To Captain	
Cherwin Perdon	Captain Fire Prevention
Gerlando Peritore	Captain - Operation
Hafeez Pisani	Captain - Operation
Ralph Pochadt	Captain - Operation
John Erik Popelyak	Captain - Information & Communications
Ian Porter	Captain - Operation
Irving Quan	Captain - Operation
Neil Reynolds	Captain - Operation
Joseph Rizzuto	Captain - Mechanical
Luigi Rizzuto	Captain - Operation
Steven Robbins	Captain - Operation
Michael Salviato	Captain Training
George Savard	Captain - Operation
Enio Scattolin	Captain - Operation
Daniel Schmidt	Captain - Operation
Cam Schuchardt	Captain - Operation
Blair Smith	Captain - Operation
Christopher Smith	Captain - Operation
Jeff Snoddon	Captain - Operation
David Stinson	Captain - Operation
Yuri Svinoukhov	Captain Fire Prevention
Tamara Sylvan	Captain - Operation
Warren Temple	Captain - Operation
Christopher Tessaro	Captain - Operation
Neil Tullett	Captain - Operation
Sean Wagar	Captain - Operation
Robert Wallace	Captain - Operation
Steven Wood	Captain - Operation

Promoted To Other Roles	
Marissa Dela Cruz	Manager, Finance & Business Services
Sandra Di Filippo	Payroll Operations Analyst
Luigi Ferrante	Accounting Assistant 1
Aidan Mavrak	Accounting Assistant 3
Shamin Naseer	Manager, Finance & Business Services
Bianca Raso	Supervisor, Administrative Services
Camille Rena	Accounting Assistant 3

STAFF RETIREMENTS

We are proud to celebrate the many staff who retired after long and successful careers with TFS in 2024. We wish them all well in their retirement!

Employee Name	Years of Service
Claudio Abballe	22
Timothy Algar	41
Kevin J Ashfield	32
Paul Ashleigh	31
Lorne Babiuk	34
Rocco Barbieri	40
Daniel Baxter	29
Sheldon Beard	32
Darren Bell	27
Richard B Berenz	34
Phillip Bonanno	36
James Borsellino	35
Robert Bowerman	24
Allott Bradshaw	31
Jason Bredin	30
Bertram Buckley	30
Adrian Burtenshaw	33
William Bygrave	39
Shaun Carleton	35
Maurizio Cavagna	25
John Channing	34
Peter Chow	39
Clifford Condran	35
James L Coones	32
Bill Cooney	39
Jack Cooper	45
Joanne Cote	6
William Dimovski	28
David Donnelly	30
Dean Dougall	28
Maurice Doyle	38
Daniel Driscoll	33
Marc Dube	36
Benoit Dugas	30
Blake Ellies	33
Larry Evans	30
Mike Fitzgerald	31
Marc Florian	35
Gerald Fluge	35
Brian M Fogarty	43
Paul Fortuna	25
Robert Fulford	36

Employee Name	Years of Service
Andrew Galica	37
Claude Gallina	28
David Garnett	33
W. Mark Gatensby	28
Glenn Gibbs	31
Claudio Gloazzo	29
Douglas Gordon	32
Randy Grams	24
Gregory Haley	32
Karen Happell	30
Andrew Hauerbach	31
Bruce Hawley	33
Howard Hicks	36
Vernon R Hiller	36
Donald Hilliard	35
William Humphries	35
Kellie Hutchcroft	30
Robert Jackson	34
Stephen Kozai	29
Barret Leudke	24
Keenly Kwan-Yau Leung	18
Nari Lindo	33
Grant Litherland	32
Thomas Lloyd	40
Gerald P Loftus	37
Steven Love	28
Kenneth Mackrell	27
Robin Macleod	35
Christopher Mailhot	35
David Mason	28
Bryce M McDonald	41
Cameron McEachern	33
James Edward Mceachran	20
George McFarlane	35
John Mcfater	39
Neil McKinnon	33
Robert McMillan	28
Paul McWhirter	35
Chris J Morgan	36
Stephen Morris	27
Michael Shinobu Nishihama	34
Maneck Noormahamud	35

Employee Name	Years of Service
Curtis Okazaki	35
Michael R Pare	31
Glenn Partington	37
Robert Patton	29
Matthew Pegg	11
Mary Polsoni	38
Angelo Porcellato	31
Stephan Powell	38
Colin Price	27
Jeffrey F Quigg	36
John Quirin	33
Vaughan Ramey	16
Timothy Riehl	27
Pietro Roccasalvo	37
John Russell	27
Allan Rutland	29
Daniel Salter	15
Marilena Sansosti	30
Manuel Serodio	40
William Severin	32
Michael Sinclair	39
Anthony Smith	28
Michael Smith	43
Stephen Smith	31
Michael Snetsinger	35
Jason Stover	30
Peter Tewari	32
Gordon Tewnton	34
Kelly Theaker	22
James Treloar	33
Ronald Turalinski	33
Scott Tyrrell	33
Toivo Vahi	30
Gary Valliant	40
Paul Verra	30
Blair Waddell	21
John Wales	30
Michael Waller	34
David Whitehead	34
Rose-Marie Wilson	29
Erwin Winkler	31
Geoffrey Woodmansey	34

WHO WE ARE AND 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, 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 initiated or answered **598,715** emergency and non-emergency phone calls in 2024. On an average day they managed 472 emergency phone calls!



In 2024, the citywide call processing time standard of 64 seconds was met in 93% 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 2024, the TFS Technology Division built a second Next Generation 9-1-1 system that will allow TFS to support continued development and security patching cycles. TFS were also the first live endpoint so supported testing with other carriers as Next Generation 9-1-1 continues to roll out.

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 2024 TFS integrated images available on the City's traffic cameras with the TFS Computer Aided Dispatch (CAD) to support TFS operational staff.

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.

This team maintains and supports:

- 30 Data, Console, Radio, Trunking and Repeater sites.
- 10 NG911/Fire Station Alerting Core Services.
- 1000+ Crew Portables and Vehicle Mobile Radios

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 555 external routine data disclosure requests in 2024.**
- **Completed 202 data requests and analysis reports in 2024** for the TFS Command Team, an increase of 43% compared to 2023.



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 has been provided delegated authority, under the supervision of the Ontario Fire Marshal, for 18 NFPA exams and skill sign offs. This includes areas across the service from NFPA 1061 Telecommunicator level I and II, NFPA 1002 Pump operator, NFPA 1041 Fire Service Instructor level I and II, NFPA 1033 Fire Investigator and NFPA 1031 Fire Inspector awareness, levels I and II.

The training division held **1,439 in class training sessions**, an increase of 5% over 2023 completed sessions

As part of officer development, TFS provided NFPA 1021: Fire Officer Level II to 150 staff.



Introduced mobile medical training, creating more opportunities for on-shift staff to complete training.



A total of 201 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.

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 by the province for the delivery of these programs. TFS is certified to deliver these trainings so we can keep up with the demand.

In 2024, TFS delivered training for 8 National Fire Protection Association Training certifications:

- NFPA 1006: Operations/ Technician Ice Water Rescue
- NFPA 1006: Operations/ Technician Swiftwater Rescue
- NFPA 1006: Operations Surface Water Rescue
- NFPA 1006: Operations Rope Rescue
- NFPA 1006: Operations Structural Collapse
- NFPA 1006: Operations Trench
- NFPA 1006: Operations Vehicle Rescue
- NFPA 1006: Operations Confined Space

The TFS Technical Operations Division is responsible for providing the training and administration for Toronto's Heavy Urban Search and Rescue (HUSAR) Team, 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.



- In 2024, TFS offered NFPA 1072 Hazardous Materials Awareness, Operations and Technician, **administering 188 certifications for NFPA exams and skill sign offs** to support staff training.

In 2024, the City of Toronto introduced the CBRNE Assessment Team (CAT) for special events. The team is tasked with identifying and proactively responding to any CBRNE incidents within the controlled event areas or along parade routes at major public events. The implementation of this team aligns Toronto's CBRNE response with global standards in major cities and supports Toronto Fire Services' mandate to enhance preparedness and resiliency capabilities.

- The TFS HUSAR team **currently has 159 active members** including: Sunnybrook Doctors, Toronto Police Officers, K9 teams, and Toronto Paramedics alongside Toronto Fire Services staff from all divisions.
- In 2024, the TFS HUSAR team **successfully completed 10,197 hours of training**.
- TFS's commitment to training, preparedness and resiliency **increased the annual training hours and saw several municipal support requests for special events (Caribbean Carnival, Pride and Taylor Swift concerts)**.

Toronto Fire Services (TFS) has been supporting Toronto Police Service's Public Order Unit (TPS POU) through a partnership established in 1996. There are 72 TFS POU members, including the ranks of Firefighter, Platoon Chief, and Operations Division Commander, who participate in joint planning and coordinated response efforts.

TFS POU members complete a rigorous and intense training led by Toronto Police Service and are deployed to events, as an integral component of POU operations, embedded within their teams to provide dedicated decontamination, fire suppression, and medical aid as required. TFS POU members are utilized for crowd management components during demonstrations, civil unrest, political events, and/or any large-scale events where large crowds may gather. Their role in crowd management is essential to help ensure Toronto Police Officers carry out their duties safely and effectively, while contributing to a well-coordinated and community-focused approach to public order.

In 2024, TFS POU team members attended 93 call outs, which included 6 out of city deployments. The POU team are also prepared and able to be deployed out of Province.



SPECIAL EVENTS

To team supports the major events that come to the City of Toronto such as the Pride Parade, the Honda Indy, Caribbean Carnival Grand Parade and most recently, the Taylor Swift Concerts. Toronto Fire Services often works months in advance of these major events with the event organizers and allied agencies to ensure efficient support and maintain business continuity for TFS.

The TFS team, made up of Suppression and Technical Firefighters, Fire Inspectors and Radio Technicians familiarizes itself with the venue, emergency access routes and exits within the event perimeter to assess the necessary resources for supporting the event and ensuring everyone's safety. Our team works with our emergency service partners to strategically stage crews along parade routes and within the closed zone so that they can respond quickly with little to no interruption to parades.

Eras Tour

Toronto Fire Services made major contributions to the once-in-a-generation *Eras Tour* by musician Taylor Swift. TFS planners were involved in months of planning leading up to the events, which were six concerts that took place over two weeks at the Rogers Centre in downtown Toronto. TFS held the Incident Command role in the Rogers Centre and deployed crews and staff to the north and south of the Rogers Centre, Union Station, the City's Emergency Operations Centre, and the Toronto Police Service Major Incident Command Centre. Despite the large crowds in the area, there were no significant public safety events. The *Eras Tour* was a massive economic, social, and public safety success for Toronto and Ontario, thanks to the crews and staff at TFS who participated.

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:

- **5,600** lengths of fire hose identified, issued, and inventoried.
- **1,145** complete overhauls and flow tests of SCBA units.
- **1,586** individual facepiece flow tests.
- **750** ground ladders were tested.
- **2,493 N95 respirator fit tests** were completed.



MARINE OPERATIONS

Marine Operations at Toronto Fire Services protects lives and property within Toronto Harbour and adjacent waters of Lake Ontario by providing fast and efficient response to fires, water search and rescue, water evacuations, medical emergencies, and other marine emergencies with specialized equipment, two fireboats, highly trained NFPA and Transport Canada marine certified personnel, and cooperative agreements with Toronto Island and Toronto Airport Ferry operations. The TFS Marine crew is comprised of certified Commercial Marine Captains, certified Commercial Marine Engineers, Captains, and firefighters. Land-based firefighters from neighbouring stations are sufficiently trained as Boost Crews to support the Marine Division in fire responses.

Services delivered by the Marine team include water supply for land-based firefighting, marine towing and salvage, and ice breaking/clearing during the winter months to maintain ferry routes and emergency water access in Toronto Harbour.

The William Lyon Mackenzie (WLM) is an 85-foot, all-weather, purpose-built fireboat with 40,000 litre per minute pumping capacity, medical treatment capabilities and a reinforced hull able to break two-foot-thick ice.



The William Thornton (WT) is a 69-foot repurposed Coast Guard Cutter that provides rapid rescue response and assists in accessing areas not passable by the larger WLM fireboat. It also serves as a backup in larger emergency situations.



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 3,327 TFS employees, procurement support for TFS, and management of the TFS budget.

In 2024, this team:

- Provided payroll and complement management support to onboard new recruit classes in Operations (200+), Community Risk Reduction (50+), and Communications (10+).
- Launched a new online payment platform for Routine Disclosure requests which offers members of the public a convenient new way to make payments.
- Provided procurement support to successfully issue a contract through the City's complex cooperative procurement process to buy two (2) 30-meter Smeal Platform Aerial Trucks valued at \$6 Million.
- Managed the development and timely submission of the 2025 Operating (\$574 million), Capital (\$73 million), and Fleet Capital (\$308 million) Budgets totalling \$955 million.

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 2024, this team **successfully outfitted 263 recruits** with their Personal Protective Equipment and Uniform clothing, on top of the daily requests for PPE and replacing damaged supplies.



- **Processed 3,139 clothing orders** submitted by staff in 2024.
- **Completed an average of 50 station** supply deliveries every week.
- **Managed logistics for 7,761 bunker gear** cleanings.
- **7,035 bunker gear repair orders.**

STAFF SERVICES

The Staff Services section of the Administrative Services Division manages all aspects of TFS' labour relations; including Collective Agreement administration, investigations, grievances, arbitration, and human rights complaints in collaboration with the City's Employee Relations and Legal Services teams. Additionally, Staff Services operates the TFS Medical Office which performs recruit medicals, administers disability management and return-to-work and accommodation programs.

In 2024, the staff services team:

- **Completed 30 formal investigations** and provided support on an additional 10 division-led investigations.
- **Successfully resolved 26 grievances**, in collaboration with our TPFFA partners.
- **Arranged modified assignments for 293 staff** who were temporarily restricted from performing regular duties and required an accommodation.



FACILITIES MANAGEMENT

The Facilities Manager is responsible for working in collaboration with the City's Corporate Real Estate and Facilities Management division to manage all TFS facilities. In 2024, the team was hard at work with feasibility studies for a new fire station in Flemington Park, and continued work on development of new fire stations within the Christie and Woodbine developments.

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 2024, Doors Open Toronto, and various TFS ceremonies. This unit also manages the TFS website and social media channels.

- In 2024, the Public Information office **responded to 1,619 media requests, a 15.2% increase in inquiries over 2023.**



RECRUITMENT AND COMMUNITY OUTREACH

The TFS Recruitment and Community Outreach team 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 2024, the TFS Recruitment and Outreach unit:

- Attended **256** events across the City including;
 - 23 Events with Toronto Community Housing which included career fairs, community and outreach events,
 - 98 presentations to high schools and community organizations.
- Reached **63,833 total attendees** across all events.

Learn more about the TFS careers on page 55 and online at www.toronto.ca/fire/careers

OFFICE OF THE FIRE CHIEF

The Office of the Fire Chief 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 128 Freedom of Information Requests** for the division.



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.

2024 by the numbers

48,248 children were educated in schools in 2024.

1,741 fire safety presentations were delivered in schools.



152 educational sessions were conducted for older adults and seniors.



Alarmed for Life Program

Fire safety information packages were delivered to 9,372 households as part of the Alarmed for Life campaign in 2024.

The Alarmed for Life program is a key component of Toronto Fire Services' education strategy. In 2024, the community-based program focused on two core components:

- 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
- 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 in multiple languages.

Fire Safety Education at Canadian National Exhibition (CNE)

We were back at the Canadian National Exhibition in 2024, connecting with visitors and operating an educational interactive display and activities that focused on Lithium Ion Battery risks and fire safety education. Public Education staff directly interacted with 28,113 visitors during the CNE.

Fire Prevention Week

The theme for Fire Prevention Week 2024, was "*Smoke Alarms: Make Them Work for You!*". From October 6-12, TFS organized a variety of educational activities including a series of open houses at fire stations across

the city, where attendees could explore and engage in fire safety displays, activities, and interactive games. TFS Public Education staff engaged with the community by hosting four fire station Open House events and a door-to-door community canvassing event where Community Risk Reduction Inspectors and Public Educators distributed fire safety information regarding the importance of home escape planning, smoke alarms and Lithium-Ion Batteries to over 2,100 individuals attending these events.



TFS hosted its annual Fire Prevention Week Open House event at the Toronto Fire Academy. Welcoming **over 3,000** 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 2024, staff educated 692 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 267 PIER sessions** in 2024.

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 **152 sessions and reached 7,360 older adults.**

Saved by the Beep

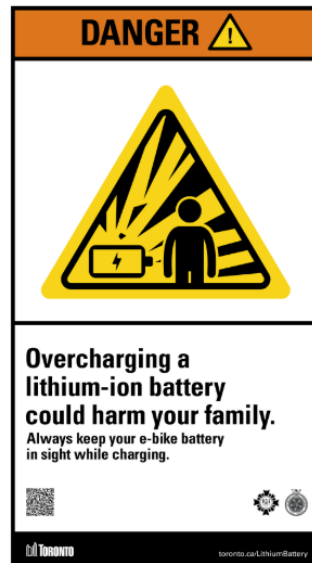
In 2022, the Office of the Ontario Fire Marshal (OFM) launched a yearly smoke alarm awareness campaign, *Saved by the Beep*. September 28th is now Ontario's Test Your Smoke Alarm Day. In 2024 Toronto Fire Services' campaign focused on raising awareness of the importance of working smoke alarms through static displays at the CNE, Fire Prevention Week Open House, and social media posts, focusing on providing education and fire safety information for university and college students at **13** post-secondary institutions providing information to over **650** students.



Program	2024	
	Activity	Reach
Elementary School Fire Safety Programs	1,741 presentations delivered.	48,248 participants
Steps to Safety®	152 presentations delivered.	7,360 participants
Fire Safety Education in High-rise Buildings	525 presentations delivered.	3,799 participants



LITHIUM-ION BATTERY PUBLIC EDUCATION



In 2023, the number of lithium-ion battery related fires in Toronto increased by 90 percent compared to 2022. To address the serious issues around this trending fire risk, Toronto Fire Services and City of Toronto divisions worked in partnership with the Office of the Ontario Fire Marshal (OFM) and the Ontario Association of Fire Chiefs to develop a lithium-ion battery public safety and education campaign called “This is Your Warning” that highlights the fire risks associated with lithium-ion batteries. The campaign covered four key fire safety risks associated with overcharging, improper disposal, modified, and uncertified lithium-ion batteries and chargers. The campaign was launched in June 2024 and used a variety of methods including social media, paid advertising, and educational presentations.

The campaign was also shared with other municipal fire services across Ontario to support fire safety education within their jurisdictions. TFS joined the OFM to host a well-attended symposium that helped to educate other Ontario fire services on the hazards associated with lithium-ion batteries.

Messaging for this campaign has been translated to 10 languages to better serve our diverse communities.

Important Safety Information for Lithium-Ion Batteries!

- Keep the lithium-ion battery in sight while charging
- Never tamper with or modify a battery.
- Only use certified, manufacturer-approved batteries.
- Stop using the lithium-ion battery and contact the manufacturer if there are any of the following problem signs.
 - Odour
 - Change in colour
 - Too much heat
 - Change in shape
 - Leaking
 - Odd noises
- Dispose of old or damaged batteries at a City Drop-off Depot or at a Community Environment Day.

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 99% of the vulnerable occupancies in Toronto (including long-term care occupancies, care and treatment occupancies, nursing homes, hospitals, and retirement homes) in 2024, to protect the most vulnerable residents in the city.

Conducted **1,107 Ontario Fire Code** inspections at **Toronto Community Housing buildings** in 2024.

97% of all residential high-rise buildings were inspected in 2024.

Inspections of **9,268 individual properties** were conducted across the city throughout 2024.



INSPECTION DATA

	Charges Laid			Authorization to Close/ Order to Close			Occurrences where Fire and Life Safety Concerns Required Immediate Action		
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	2022	2023	2024	2022	2023	2024	2022	2023	2024
Total	576	634	915	4	1	1	3	10	4



FIRE INSPECTION DATA BY WARD FOR 2024

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)	494	377	82	96%	36	73
Etobicoke Centre (2)	474	301	109	100%	22	36
Etobicoke- Lakeshore (3)	465	376	125	84%	7	17
Parkdale-High Park (4)	774	479	118	98%	17	37
York South- Weston (5)	690	320	104	100%	17	62
York Centre (6)	183	382	115	100%	10	22
Humber River- Black Creek (7)	185	305	85	86%	33	68
Eglinton-Lawrence (8)	930	390	112	100%	39	63
Davenport (9)	543	526	55	100%	11	26
Spadina- Fort York (10)	846	542	241	82%	22	38
University-Rosedale (11)	1,601	721	184	91%	26	54
Toronto-St. Paul's (12)	810	455	231	100%	16	33
Toronto Centre (13)	1,607	688	305	95%	76	186
Toronto-Danforth (14)	549	354	60	100%	20	40
Don Valley West (15)	270	247	90	100%	10	17
Don Valley East (16)	1,075	328	122	100%	17	39
Don Valley North (17)	563	295	125	98%	9	17
Willowdale (18)	946	333	136	100%	4	18
Beaches- East York (19)	920	265	53	100%	26	55
Scarborough Southwest (20)	756	374	73	100%	22	94
Scarborough Centre (21)	620	360	92	100%	10	31
Scarborough-Agincourt (22)	353	234	90	100%	9	30
Scarborough North(23)	172	200	32	100%	3	3
Scarborough-Guildwood (24)	328	232	83	100%	17	43
Scarborough-Rouge Park (25)	230	185	18	100%	4	5
Total	16,384	9,268	2,840	97%	483	1,107

WHO'S BETTER OFF?

In 2024, six fire fatalities occurred at residential high-rises at six different incidents, with one of the incidents occurring at a high-rise with fire code violations. Annual high-rise inspections were introduced in 2017; from the period of 2010-2016 (before the mandated annual inspections), 41% of high-rise fatal fires occurred at high-rises with fire code violations, compared to 17% of high-rise fatal fires (5 out of 30) from 2017-2024.

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 2024, the training section **delivered NFPA 1031 and 1035 certification training to 222 staff.**

Trained **201** Operations Firefighter Recruits as Inspectors who supplement fire inspections of Toronto properties for up to **53** different violations and conduct re-inspections for the TFS reimbursement program.

Quality Assurance

The Quality Assurance team ensures that *Ontario Fire Code* enforcement follows best practices and meets all legislative requirements. In 2024, the Quality Assurance team processed 271 legal files, resulting in 915 charges being laid, with 92% 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 2024 this team:

- Provided technical assistance to TFS staff on 1 Order to Close and 4 Immediate Threat to Life actions to minimize life safety risks to building occupants
- **Provided technical assistance on fire safety related items on 65 files for other city divisions**, including strong support for the Toronto's transit expansion projects.
- **Reviewed 240 inspection orders** to remedy identified fire safety issues.
- **Reviewed 29 alternative solution proposals** that assisted owners in bring their buildings into compliance with the Fire Code.



FIRE INVESTIGATIONS

The Fire Investigation team 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 Fire Code Inspectors.

The Fire Investigations team **conducted 143 comprehensive fire investigations in 2024**. These investigations have resulted in the following outcomes:

- 115 fire investigations included comprehensive fire inspections which identified and addressed 98 violations of the Ontario Fire Code.
- 52 fire investigations supported Toronto Police Service.
- 63 referrals were made for additional fire inspections to be conducted.
- 26 referrals were made for delivery of a fire safety presentation and/or canvassing in the surrounding area.
- 292 consultations with the operations division to determine cause and origin of fire incidents.

Number of Investigations	2022	2023	2024
Accidental Fires	72	93	72
Intentionally Set Fires	28	44	38
Undetermined Fires*	24	29	33
Total	130	166	143

*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.

2020-2024 Fire Fatalities in Toronto

Year	Number of Fatalities	Number of Accidental Fire Fatalities*
2020	21	13
2021	19	17
2022	14	9
2023	14	13
2024	16	13

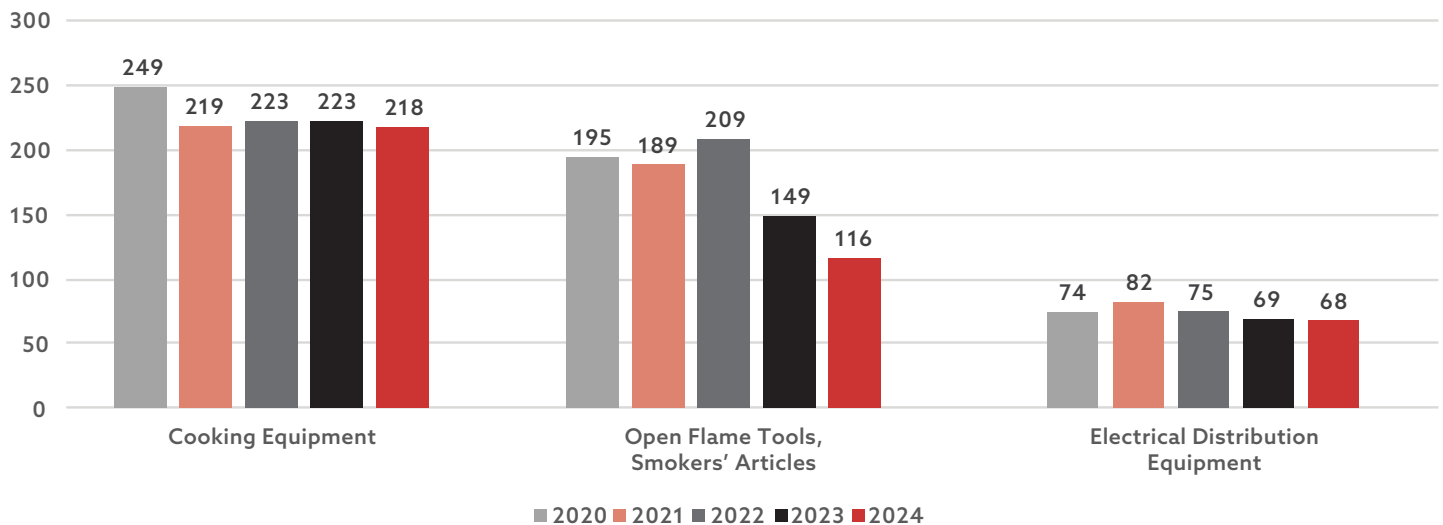
*Accidental fires exclude both homicide and suicide.

2024 Fire Fatality Cause

Cause of Fatality	Number of Fire Fatalities 2024
Accidental	11
Intentionally Set	3
Undetermined	2

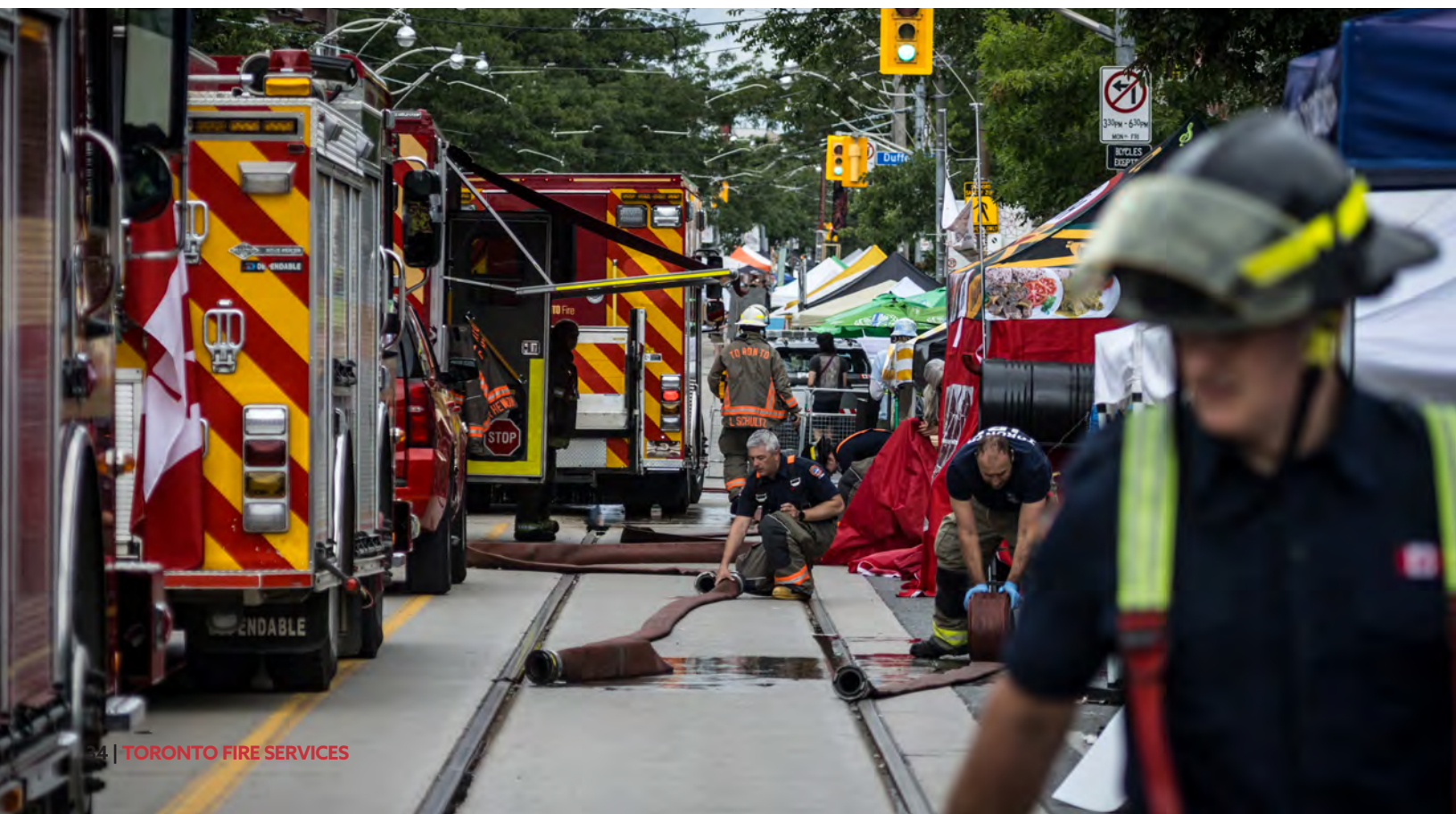


TOP 3 IGNITION SOURCES OF RESIDENTIAL FIRES 2020-2024



1. 33% of residential structure fires were caused by cooking - Never leave cooking unattended – stand by your pan! Keep things that can catch fire away from cooking area, including loose fitting clothing.
2. 25% of residential structure fires were caused by smoking - 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. 11% of residential structure fires were caused by electrical wiring - 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



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 2024, TFS Operations crews responded to 172,537 individual emergency incidents. This resulted in 282,988 emergency responses by our operations crews.
- Service volumes declined by 6.2% in 2024 over 2023 due to changes to tiered response protocols to remove the low acuity medical responses that had been previously added at end of 2021 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.

	2020	2021	2022	2023	2024	2024 % of Total	2024 % Change from Prior
Medical	76,560	86,498	115,213	129,793	116,137	65.7%	-10.5%
Fire Suppression	33,140	33,166	38,047	39,356	41,763	23.6%	6.1%
Hazardous Materials */CBRNE**/ Carbon Monoxide	7,214	6,934	7,267	6,938	6,514	3.7%	-6.1%
Rescue***	3,323	3,595	4,353	4,402	4,735	2.7%	7.6%
Non-Emergency	996	957	1,035	716	4,339	2.5%	506.0%
Other****	3,027	3,081	3,555	3,312	3,105	1.8%	-6.3%
Marine	278	301	307	302	283	0.2%	-6.3%
Total Incidents	124,538	134,532	169,777	184,819	176,876	100%	-10.5%
Total Emergency	123,542	133,575	168,742	184,103	172,537		
<i>% Change Total Emergency</i>		8.1%	26.3%	9.1%	-6.3%		

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

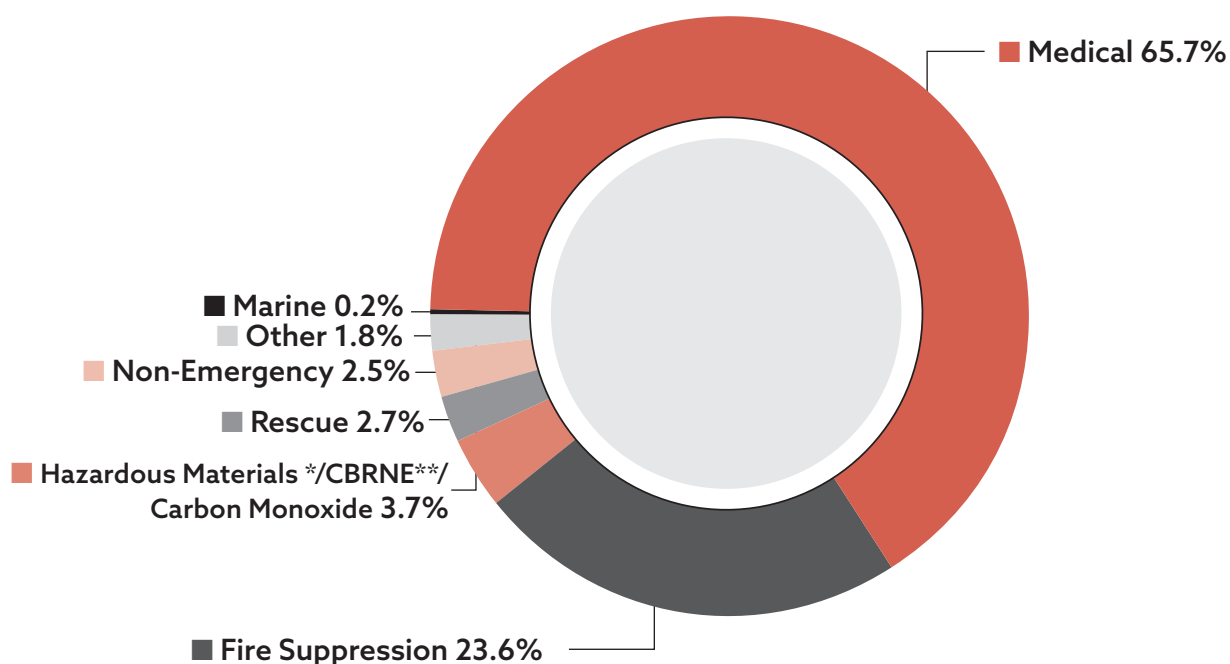
**Chemical, Biological, Radiological, Nuclear and Explosive events

*** Rescue Incidents include: elevator entrapment, vehicle extrication, rope, water and ice rescues, industrial machinery entrapment, trench and excavation collapse, confined space and structural collapse, and streetcar/subway incidents.

**** Other includes incident categories: Check Call, Public Hazard, Police Assist, and Water Problems.

Data Source for CAD Event metrics is Data Analytics BIDW (cross referenced with FireRMS Incident records). Program category is based on initial dispatch code

2024 INCIDENT BREAKDOWN



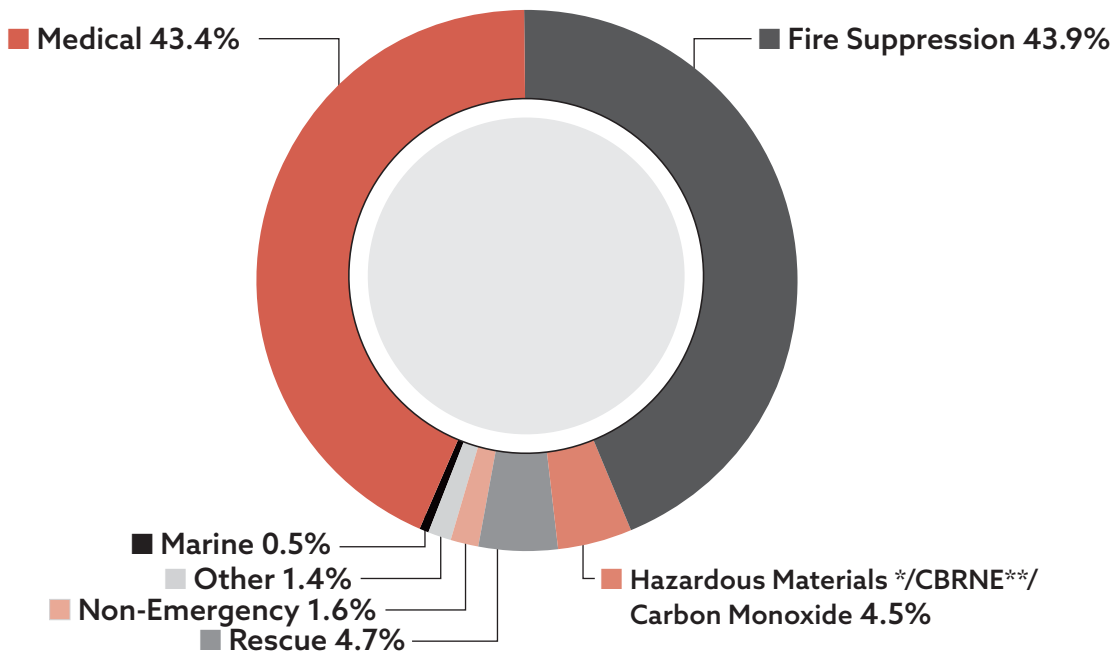
TRUCK / CREW RESPONSES

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	2020	2021	2022	2023	2024	2024 % of Total	2024 % Change from Prior
Medical	81,608	92,472	127,259	148,079	124,807	43.4%	-15.7%
Fire Suppression	159,475	133,202	143,839	141,160	126,372	43.9%	-10.5%
Hazardous Material */CBRNE**/ Carbon Monoxide	14,335	13,412	14,084	13,638	12,960	4.5%	-5.0%
Rescue***	10,296	10,925	12,661	13,220	13,454	4.7%	1.8%
Non-Emergency	1,132	1,022	1,103	797	4,701	1.6%	489.8%
Other****	4,337	4,371	4,785	4,293	4,099	1.4%	-4.5%
Marine	1,659	1,505	1,375	1,438	1,296	0.5%	-9.9%
Total Incidents	272,842	256,909	305,106	322,625	287,689	100.0%	-10.8%
Total Emergency	271,710	255,887	304,003	321,828	282,988		
% Change Total Emergency		-5.8%	18.8%	5.9%	-12.1%		

*Hazardous Materials Incidents are accidental in nature; CBRNE incidents are intentional in nature
**Chemical, Biological, Radiological, Nuclear and Explosive events
***Rescue Incidents include: elevator entrapment, vehicle extrication, rope, water and ice rescues, industrial machinery entrapment, trench and excavation collapse, confined space and structural collapse, and streetcar/subway incidents.
****Other includes incident categories: Check Call, Public Hazard, Police Assist, and Water Problems.
Data Source for CAD Event metrics is Data Analytics BIDW (cross referenced with FireRMS Incident records). Program category is based on initial dispatch code.

2024 TRUCK / CREW RESPONSE BREAKDOWN



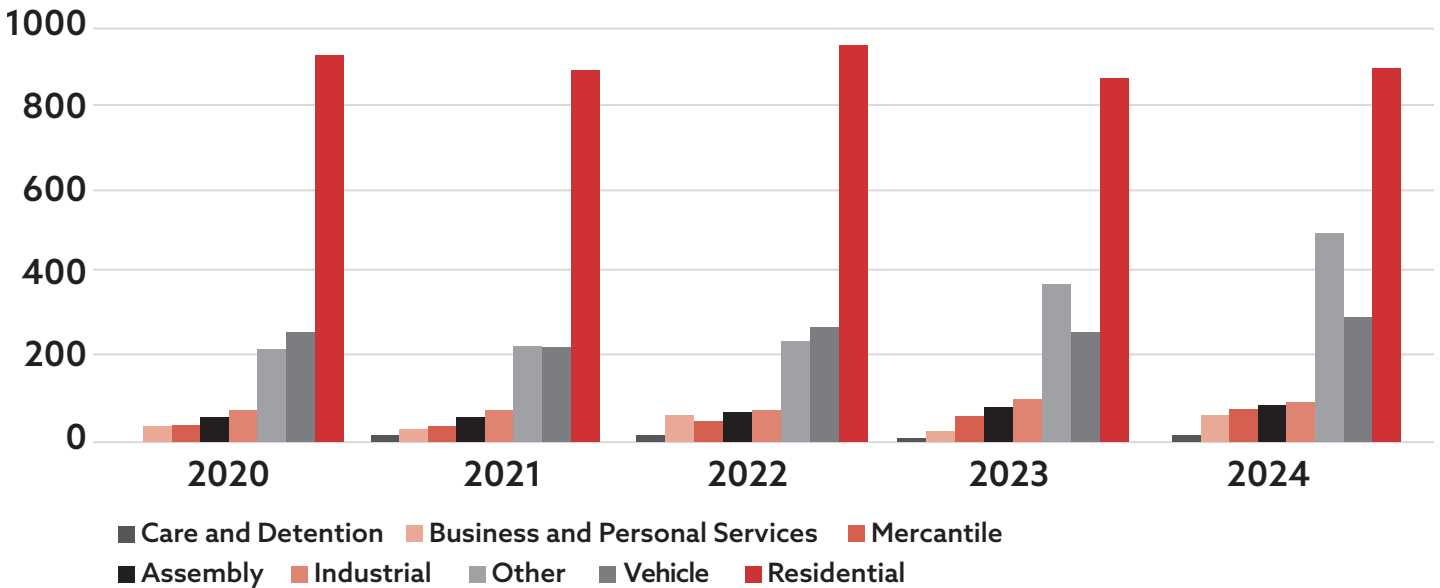


RESIDENTIAL FIRES

Toronto Fire Services responded to 903 residential fires in 2024 representing 46% of the total fire incidents in 2024

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

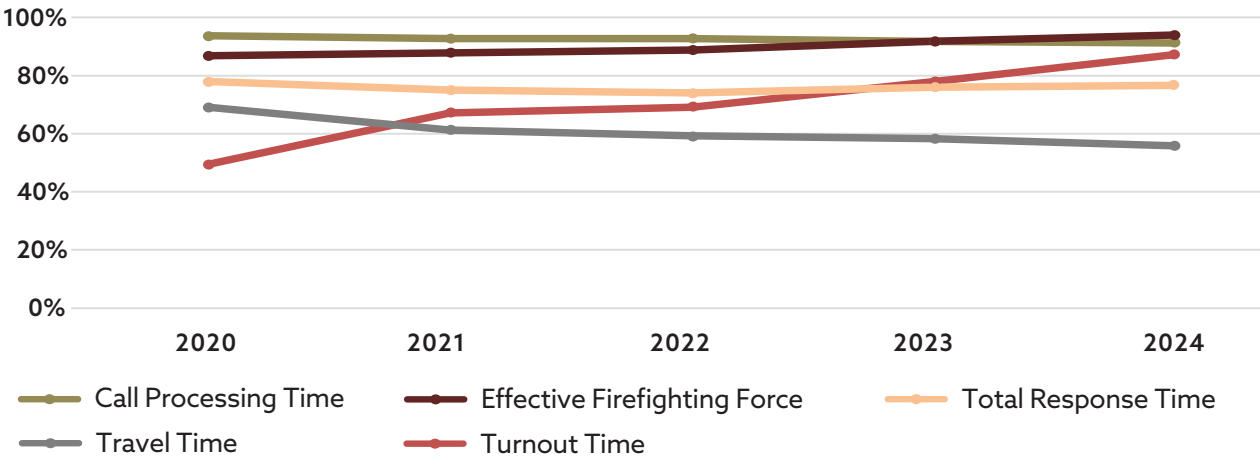
Measure	Definition	Target Time (based on NFPA 1710 Standards)
Call Processing Time	Call Processing Time is the elapsed time from when TFS receives an emergency call at the communications centre until emergency response information begins to be transmitted to the responding truck(s).	1:04 min
Turnout 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

			2020	2021	2022	2023	2024
All Emergency Events	Call Processing Time 1:04min	90 th Percentile	00:48	00:52	00:53	00:54	00:56
		% of Standard Achieved	95%	94%	94%	94%	93%
Response Times	Turnout Time 1:20min	90 th Percentile	02:17	01:56	01:55	1:42	1:26
		% of Standard Achieved	50%	68%	70%	79%	87%
	Travel Time 4:00min	90 th Percentile	05:25	05:51	06:00	5:57	6:06
		% of Standard Achieved	70%	62%	60%	59%	56%
	Total Response Time 6:24min	90 th Percentile	07:26	07:38	7:48	7:36	7:38
		% of Standard Achieved	79%	76%	75%	77%	77%
Effective Firefighting Force Response	Total Response Time 10:24min	90 th Percentile	10:44	10:40	10:28	9:41	8:59
		% of Standard Achieved	88%	89%	90%	93%	95%

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

PERCENTAGE OF NFPA TARGET MET 2020-2024, 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, perform rescue, 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 interior finishes use more synthetic materials and plastics, which burn hotter and faster than natural fibres and products. Firefighters are also having to contend with new and emerging risks like lithium-ion batteries, which are becoming increasingly common in household items such as consumer electronics, power tools, micromobility devices, and electric vehicles. Lithium-ion batteries can take as little as 15 seconds from the first sign of smoke until it becomes an uncontrolled fire and explosion.

As the city with the second largest number of high-rise buildings in North America, TFS continues to strive for the fastest response possible to high-rise fires to address their unique challenges including the sheer scope and scale of conducting search and rescue operations, moving people and equipment vertically to the fire area, the fire growth based on the time it takes to reach the fire floor with the required resources, and the significant logistical management of the numerous firefighters and equipment required to complete critical tasks simultaneously on scene. High-rise residential fires represented 40% of the residential fire incidents TFS responded to in 2024.

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.

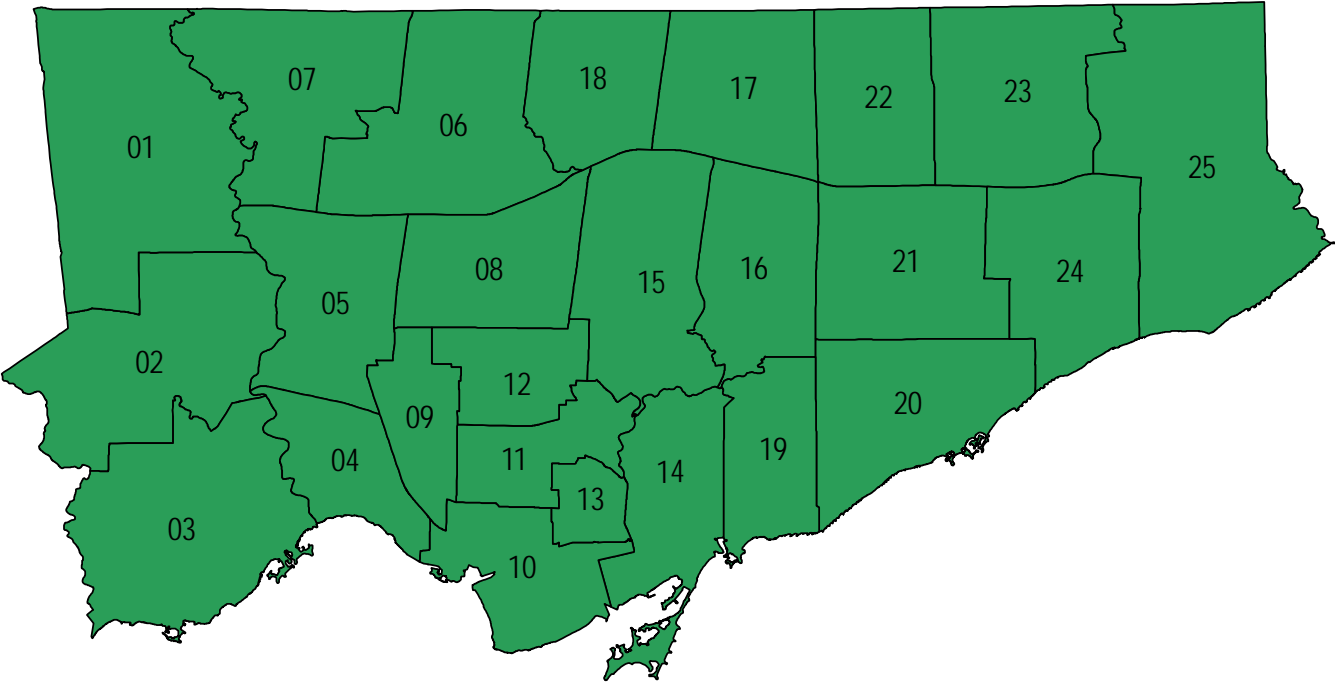


ANNUAL WARD REPORT CARD

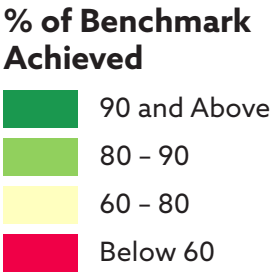
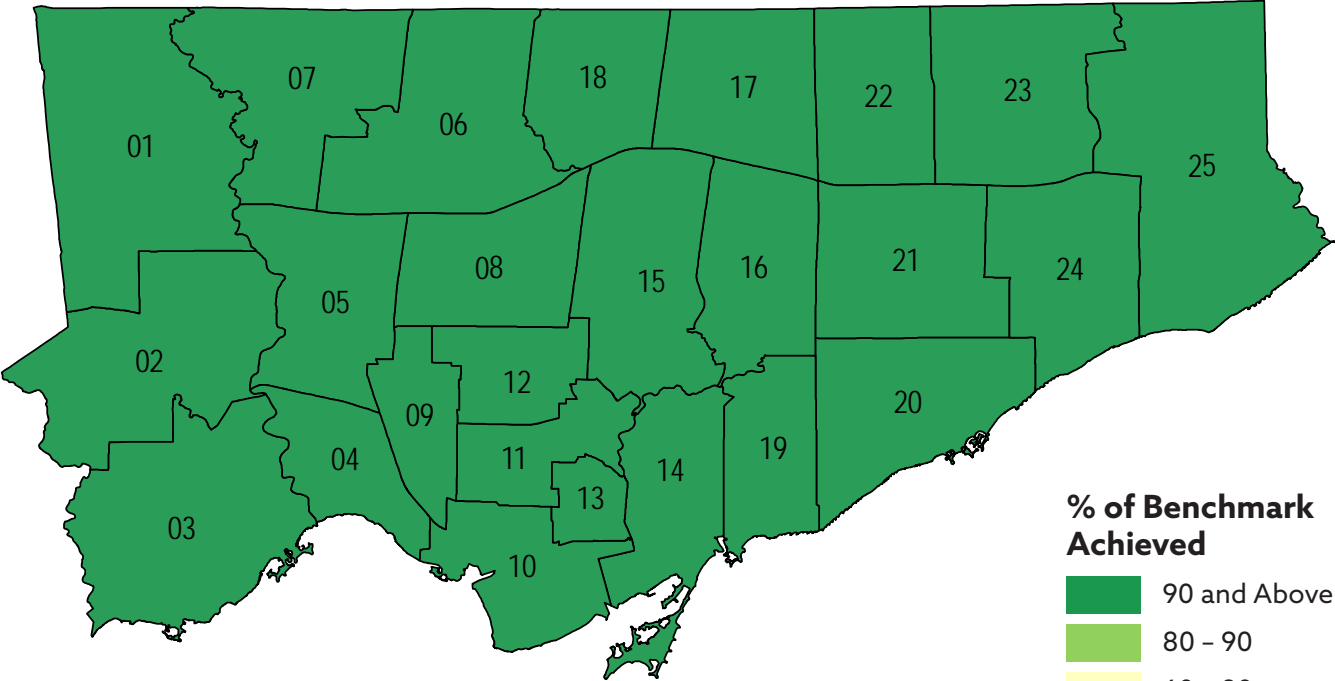
CALL PROCESSING TIME

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.

2023



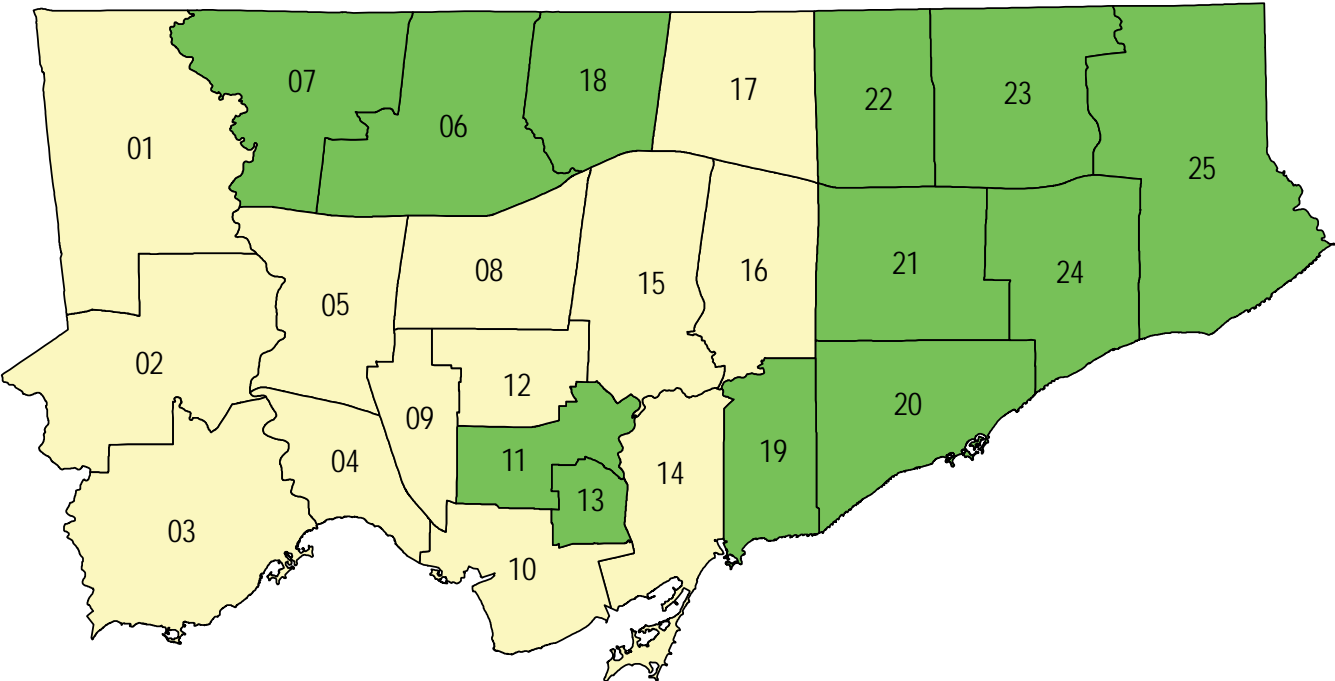
2024



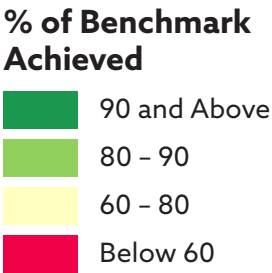
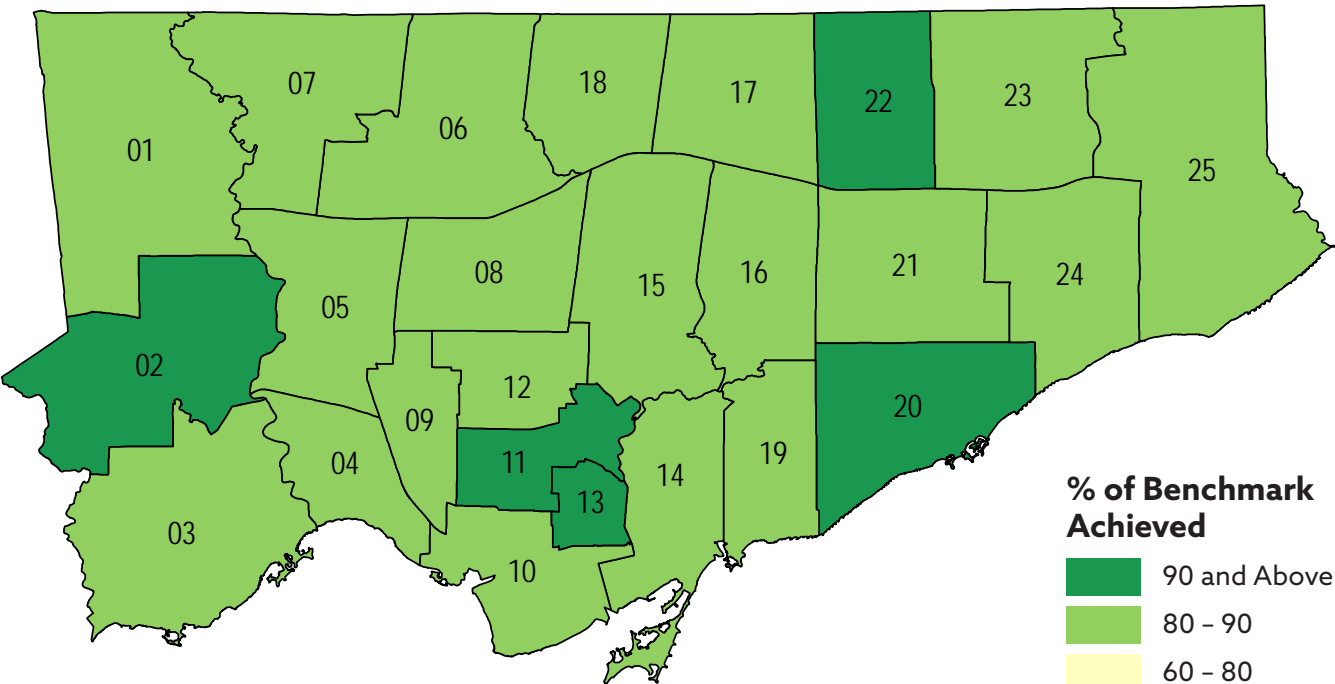
TURNOUT TIME

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.

2023



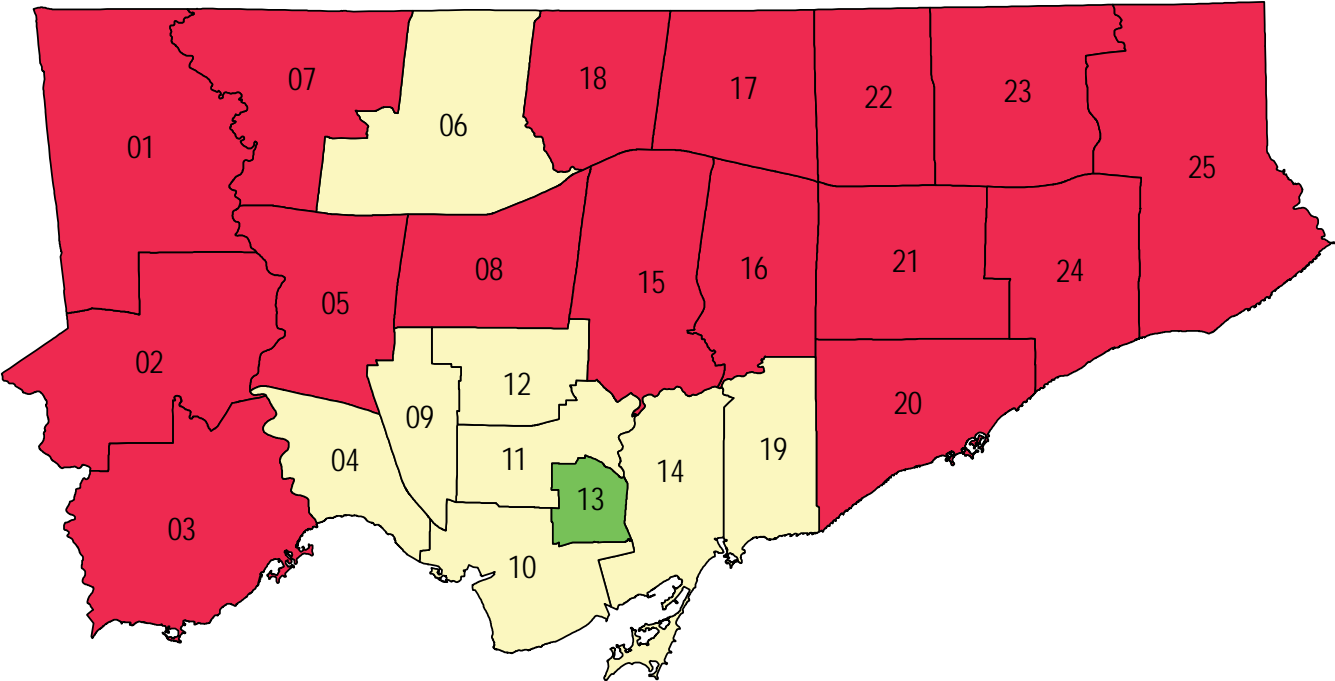
2024



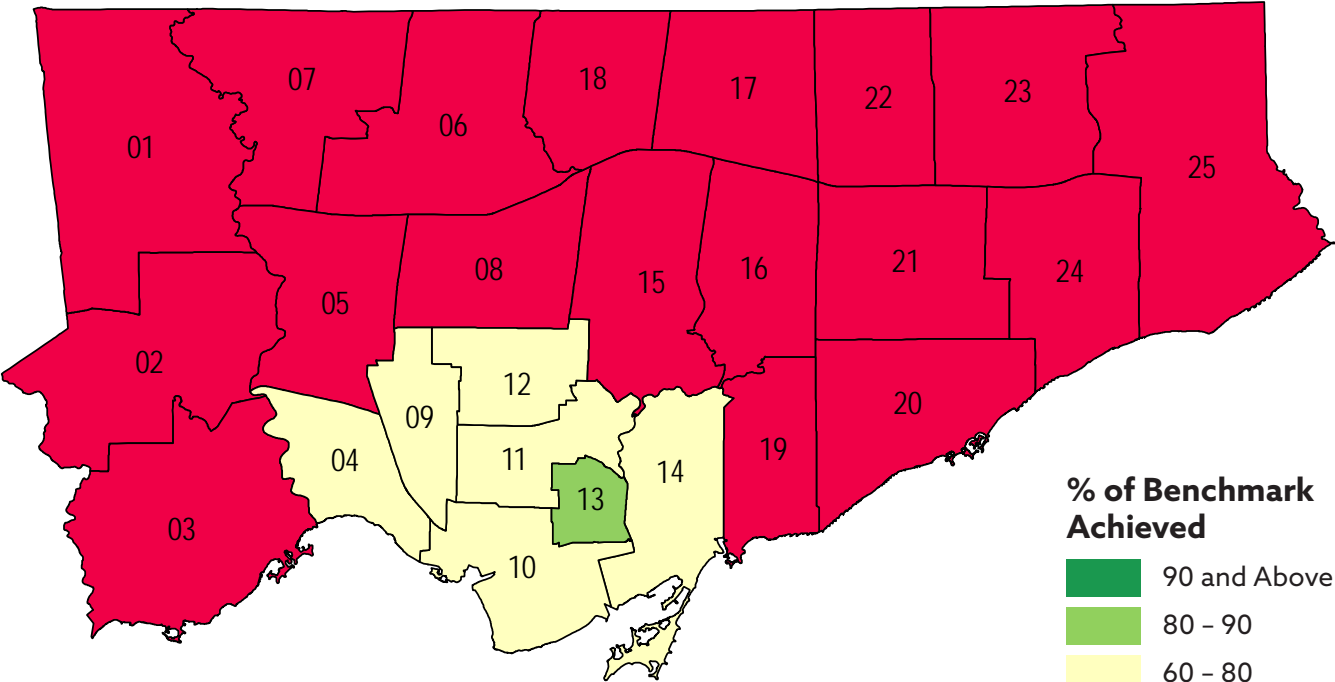
TRAVEL TIME

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.

2023



2024



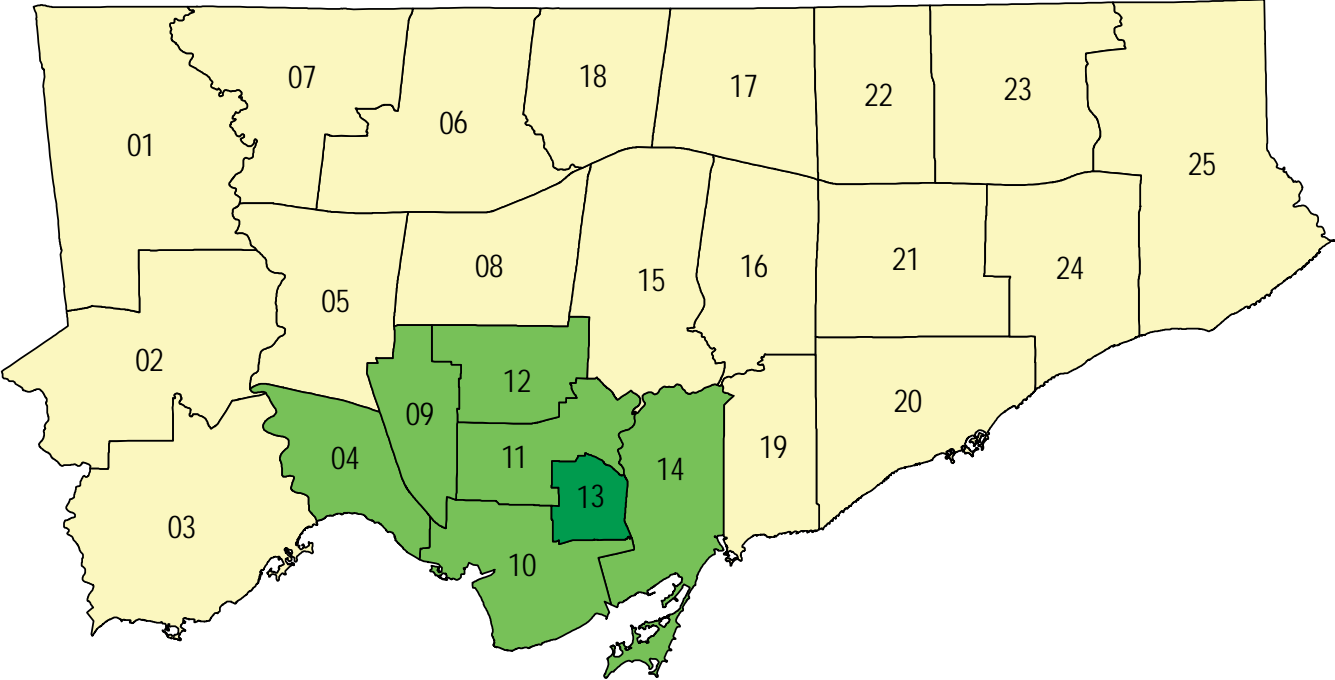
% of Benchmark Achieved

- 90 and Above
- 80 - 90
- 60 - 80
- Below 60

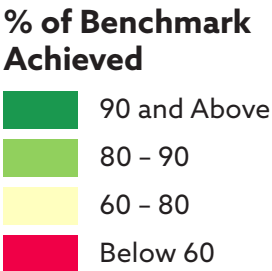
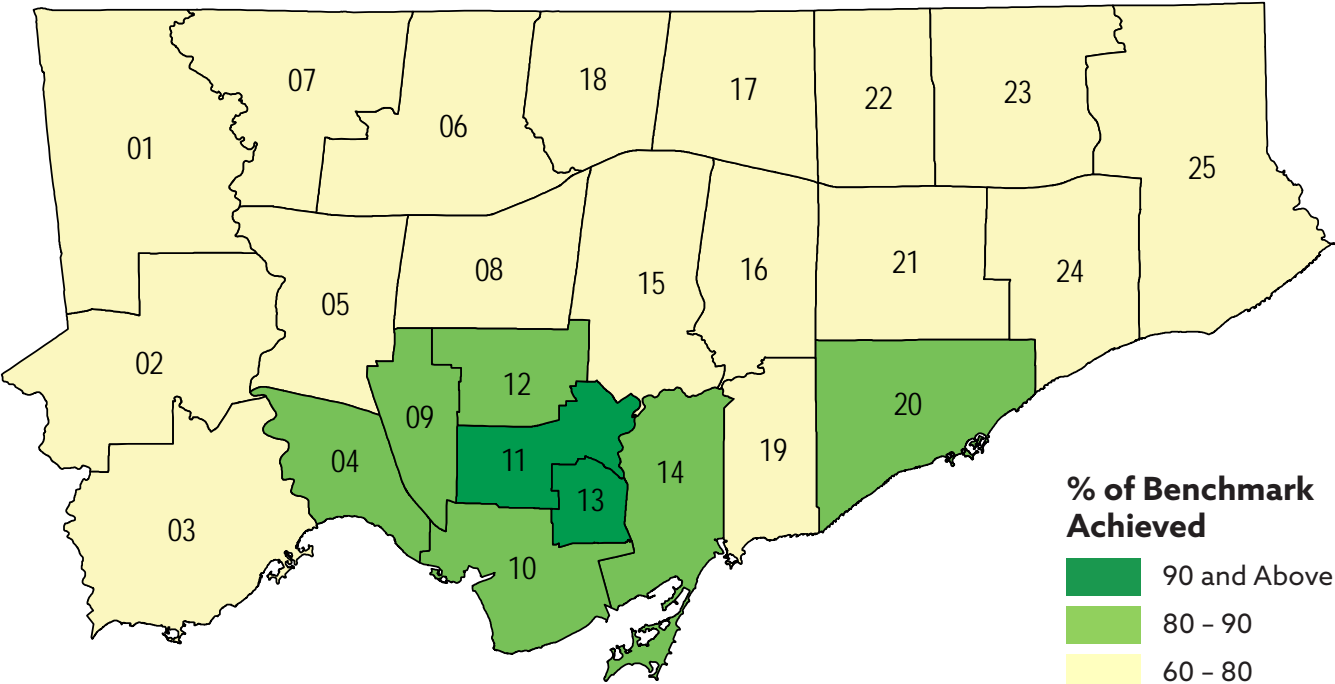
TOTAL RESPONSE TIME

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.

2023



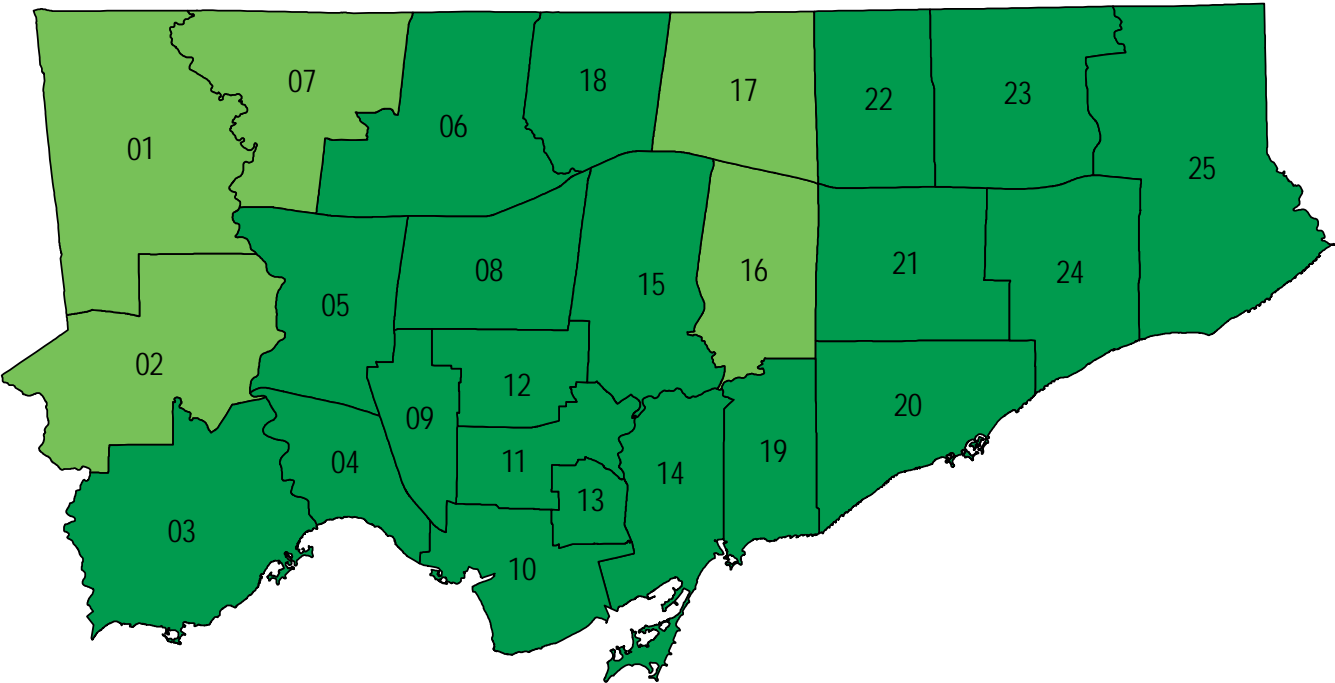
2024



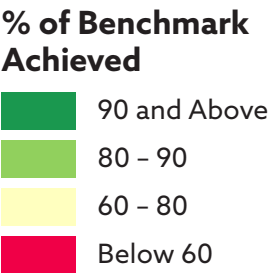
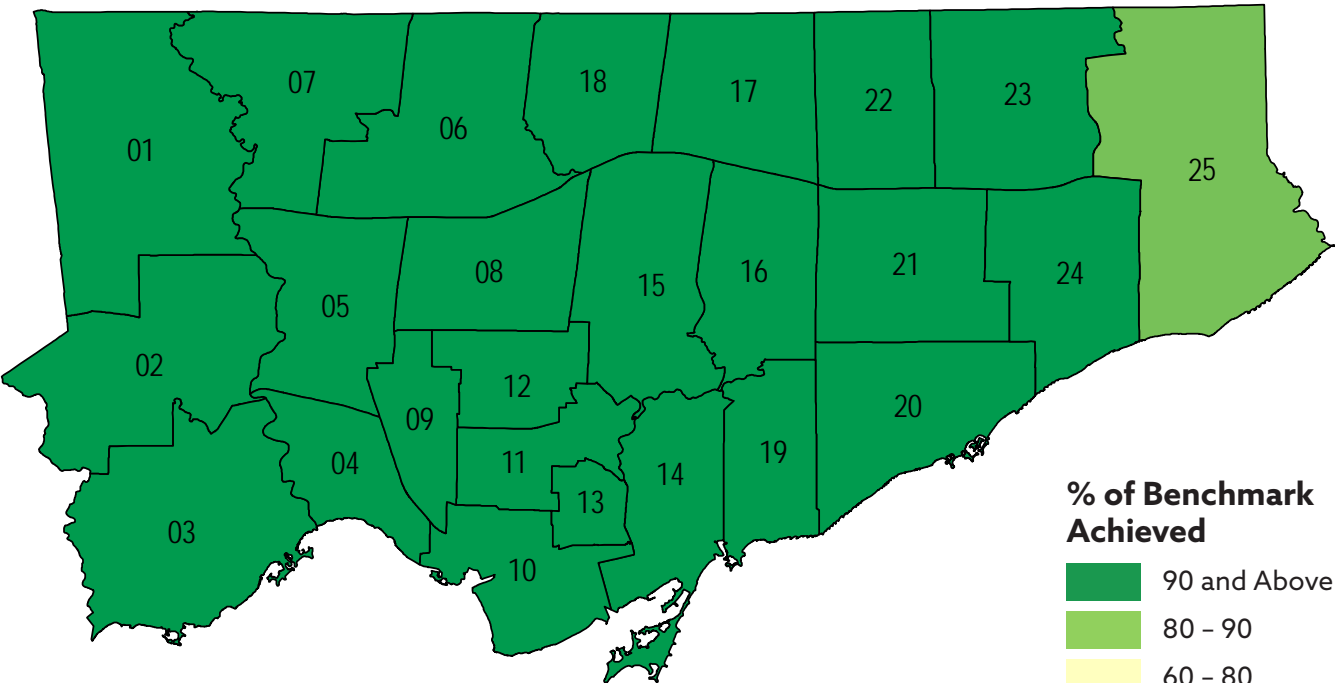
EFFECTIVE FIREFIGHTING FORCE

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.

2023



2024



2022-2024 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 2024, maintaining 2023 performance.

Year	Total Response (6:24)		Difference from standard (6:24)
2022	75%	07:48	1:24
2023	77%	07:36	1:12
2024	77%	07:38	1:14

Ward	Total Response 6:24						
	2022		2023		2024		2024 Difference from Standard
Etobicoke North (1)	59%	8:49	62%	8:45	66%	8:35	2:11
Etobicoke Centre (2)	66%	8:16	69%	7:58	70%	8:00	1:36
Etobicoke-Lakeshore (3)	70%	8:12	71%	7:59	70%	8:06	1:42
Parkdale-High Park (4)	82%	7:24	83%	7:15	84%	7:08	0:44
York South- Weston (5)	73%	7:51	75%	7:42	74%	7:48	1:24
York Centre (6)	75%	8:01	78%	7:42	77%	7:54	1:30
Humber River-Black Creek (7)	63%	8:46	67%	8:32	70%	8:05	1:41
Eglinton-Lawrence (8)	74%	7:52	76%	7:36	74%	7:47	1:23
Davenport (9)	82%	7:06	83%	7:05	84%	6:59	0:35
Spadina-Fort York (10)	84%	7:09	84%	7:05	85%	6:59	0:35
University-Rosedale (11)	89%	6:36	89%	6:31	90%	6:26	0:02
Toronto- St. Paul's (12)	78%	7:24	83%	7:05	82%	7:03	0:39
Toronto Centre (13)	93%	6:04	93%	5:58	93%	5:56	-0:28
Toronto- Danforth(14)	78%	7:41	83%	7:17	84%	7:10	0:46
Don Valley West (15)	60%	8:27	65%	8:11	61%	8:26	2:02
Don Valley East (16)	58%	8:46	65%	8:02	62%	8:29	2:05
Don Valley North (17)	68%	8:10	72%	7:54	68%	8:20	1:56
Willowdale (18)	74%	7:46	76%	7:34	74%	7:40	1:16
Beaches- East York (19)	78%	7:23	79%	7:22	78%	7:27	1:03
Scarborough Southwest (20)	77%	7:35	79%	7:22	80%	7:20	0:56
Scarborough Centre (21)	76%	7:33	77%	7:26	78%	7:25	1:01
Scarborough- Agincourt (22)	66%	8:14	70%	7:52	67%	8:11	1:47
Scarborough North (23)	66%	8:12	67%	8:04	67%	8:13	1:49
Scarborough- Guildwood (24)	66%	8:12	66%	8:07	69%	7:54	1:30
Scarborough- Rouge Park (25)	57%	8:58	60%	8:43	60%	8:46	2:22

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.
- TFS exceeded this performance benchmark, on a city-wide basis, 95% of the time in 2024, an improvement of 2% from 2023.

Year	Effective Firefighting Force (10:24)		Difference from standard (10:24)
2022	90%	10:28	0:04
2023	93%	09:41	-0:43
2024	95%	08:59	-1:25

Ward	Effective Firefighting Force 10:24						
	2022		2023		2024		2024 Difference from Standard
Etobicoke North (1)	79%	11:56	88%	10:47	92%	9:54	-0:30
Etobicoke Centre (2)	85%	11:12	88%	10:55	94%	9:30	-0:54
Etobicoke - Lakeshore (3)	89%	10:37	91%	10:04	93%	9:42	-0:42
Parkdale - High Park (4)	92%	10:04	95%	9:07	95%	8:45	-1:39
York South - Weston (5)	85%	11:09	91%	10:16	94%	9:20	-1:04
York Centre (6)	86%	11:08	90%	10:30	92%	9:58	-0:26
Humber River - Black Creek (7)	81%	11:44	87%	10:55	93%	9:50	-0:34
Eglinton - Lawrence (8)	93%	9:50	94%	9:21	96%	8:53	-1:31
Davenport (9)	95%	9:02	94%	8:50	96%	8:09	-2:15
Spadina - Fort York (10)	93%	9:38	96%	8:44	97%	8:11	-2:13
University - Rosedale (11)	97%	8:36	97%	7:58	98%	7:41	-2:43
Toronto - St. Paul's (12)	92%	10:02	93%	9:31	97%	8:24	-2:00
Toronto Centre (13)	97%	8:40	98%	7:50	98%	7:17	-3:07
Toronto - Danforth (14)	93%	9:46	95%	8:39	95%	8:39	-1:45
Don Valley West (15)	88%	10:43	90%	10:21	93%	9:42	-0:42
Don Valley East (16)	77%	11:57	87%	10:58	95%	9:21	-1:03
Don Valley North (17)	83%	11:25	89%	10:51	93%	9:41	-0:43
Willowdale (18)	89%	10:34	94%	9:25	96%	8:59	-1:25
Beaches - East York (19)	89%	10:37	94%	9:04	97%	8:46	-1:38
Scarborough Southwest (20)	87%	10:58	92%	9:51	96%	8:51	-1:33
Scarborough Centre (21)	88%	10:39	91%	10:01	97%	8:37	-1:47
Scarborough - Agincourt (22)	81%	11:44	90%	10:29	94%	9:38	-0:46
Scarborough North (23)	86%	11:01	91%	10:13	92%	9:43	-0:41
Scarborough - Guildwood (24)	84%	11:00	91%	10:19	94%	9:09	-1:15
Scarborough - Rouge Park (25)	86%	10:58	90%	10:26	89%	10:54	0:30

ENGAGING THE PUBLIC

Public Satisfaction Survey Results

In 2024, TFS conducted a public opinion survey, to understand the experience of Torontonians when interacting with our service, and what they expect from us. This survey is conducted every few years with the last survey conducted in 2020.

- 90% have a favourable opinion of Toronto Fire Services; representing a 1% increase over 2020.
- 99% are satisfied with the services Toronto Fire Services provide, representing a 1% increase over 2020.
- **Prompt response time** continues to be cited as the main reason for satisfaction, whereas **dependability** and **perceived efficacy** are the main reasons the public is confident in TFS.
- 99% continue to believe emergency response is an important service.
- 98% believe that TFS employees are professional, representing a 2% increase over 2020.
- 97% believe fire safety education is an important service.
- 96% trust TFS to determine appropriate service levels.
- 89% believe TFS is an easily accessible service when the public needs them, a 5% decline from 2020.
- 99% are confident that TFS is able to meet their and their families' needs today, and 97% are confident that TFS will be able to meet their needs and their families' needs five years from now.

TFS values public opinion and will continue to identify opportunities to engage the public in its planning processes and projects.

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 1,619 media inquiries in 2024, an increase of 15% over 2023.

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: 41,500, an increase of 3.5% over 2023

Posts: 482

Engagements: 77,028

Instagram

Posts: 281

Followers: 10,767, an increase of 23.5% over 2023

Engagements: 42,500 and reaching 174,500 accounts

Connect with us on social media at:



@Toronto_Fire



Toronto Fire Services



@torontofireservices



TOFireServices



Toronto Fire Services

TESTIMONIALS FROM MEMBERS OF THE PUBLIC

"Thank you so much for the arrangements and beautiful informative visit... the children enjoyed the special attention they received from the firefighters that visited. The interview, stickers, question answer session and turns in the vehicle created a lasting impression on the boys. It was a memorable visit that will never be forgotten. Thanks again and warmest regards."

"We had a follow-up visit a couple of times during the last month, and the inspectors in question were very friendly and professional and helpful in their ability to give answers... Many thanks for your help!"

"When all other ideas were exhausted, someone said, call the fire department and we did and you came to our rescue... three firemen carried the heavy scooter down 3 flights of stairs... the men were lovely to us. They instilled confidence, generosity, calmness and hope that we would not be stuck on the third floor. I wanted to bring a potted plant to the fire station, but at a community event, a firefighter, said NO write to us. Thank you seems inadequate. It's all I've got. You, Toronto Fire Services were wonderful..."

"My husband became injured and fell unconscious for a while... thank you so much for your friendly, quick, and skilled response. We are very grateful for the professional way you handled this."

"I want to thank the crew for their efforts on a call they attended with us in 2024. The crew provided all the support and care we could have asked for in a situation that was highly acute for a very critically ill patient. Every member of the crew played their role to the standard above what you would expect from Toronto Fire Services, and I wanted to say thank you on behalf of myself and my partner, who were the Advanced Care Paramedics on the call. These calls can be emotionally taxing, and the crew tackled every aspect of care with professionalism and resolve. You all did an amazing job. Thank you again, from your allied services at EMS..."



A Heartfelt Reunion

December 2024, in a heartfelt reunion, Toronto Fires Services firefighters and our Toronto Paramedic Services colleagues who responded to a fire on November 11, 2023, were reunited with the families they helped. Their prompt and professional actions profoundly affected the lives of a critically injured mother and her two children who were rescued from the fire by our firefighters.

"On behalf of my family and I, we just wanted to thank everyone from TFS that interacted with us last evening...it was the most terrifying night of my life but made mercifully easier thanks to the compassion and professionalism of everyone we interacted with. We take great comfort knowing that every effort was made... it is front of mind to me today, NYE, that many Firefighters are standing guard to ensure everyone may greet 2025 safely. Our sincere thanks and all the best in the new year."

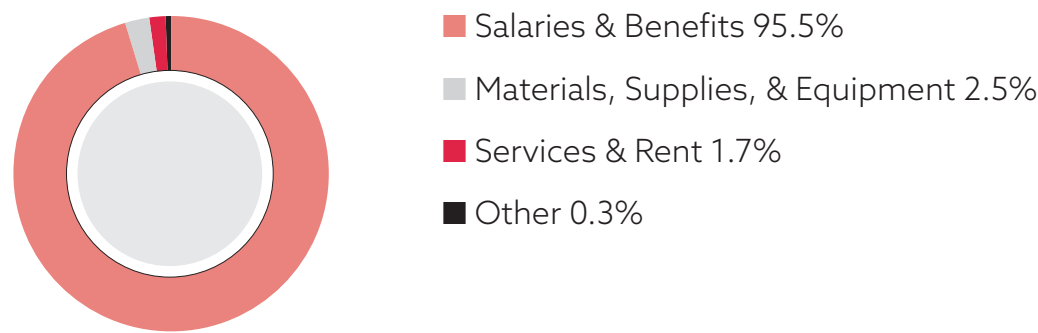


FINANCIAL HIGHLIGHTS

OPERATING BUDGET

The 2024 TFS' approved gross operating budget was \$562,000,000. Salaries and benefits comprised 95.5% of the budget. The Operations Division represented the largest proportion of overall spending at 81.5% of total expenditures.

2024 Approved Gross Operating Budget by Expenditure Type

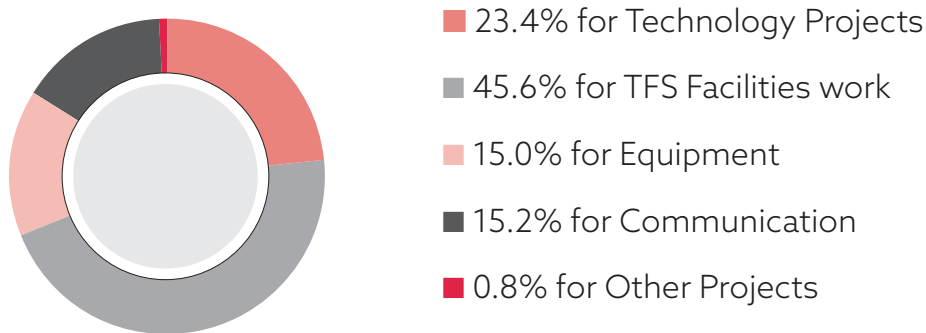


2024 Approved Net Operating Budget by Division



CAPITAL BASE BUDGET

The 2024 TFS' Approved Capital Budget was \$17,810,000. The majority of the budget was allocated to two categories: various divisional technology projects including Next Generation 9-1-1 and the Toronto Radio Infrastructure Project, and TFS Facility projects including feasibility studies for a new station and new training facility and decontamination equipment for stations. Other projects included repairs for the fire boat docks, replacement of various equipment elements, and training simulators.



SUPPORTING MENTAL HEALTH AND WELLNESS

Toronto Fire Services is committed to promoting psychological 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 across TFS in 2017, as part of the implementation of the TFS Post Traumatic Stress Injury and Suicide 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 2024, TFS delivered four of the four R2MR modules to staff, with 2,124 participants.

Training Module	Number of staff
TFS - R2MR: Optimizing Performance	587
TFS - R2MR: Persons in Crisis	251
TFS - R2MR: Recovery	643
TFS - R2MR: Suicide Awareness	643

Peer Support Team

The TFS Peer Support Team plays a pivotal role in Toronto Fire Services, offering our staff mental health and wellness assistance. The dedicated support of this volunteer team is aimed at helping those who may be grappling with the effects of stress, trauma, and other challenges, whether stemming from their duties or personal lives. Peer support provides a safe space for staff to seek help to navigate these challenging experiences, obtain referrals and build resilience, underscoring the importance of their role and contributions.

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 provides short-term counselling, guidance, advice and coaching to staff. Additionally, the Psychologist offers referrals to both internal and external resources as needed. In addition to individual support, our Staff Psychologist develops and leads workshops and training programs aimed at enhancing the psychological well-being of staff. They also offer consultation on clinical, organizational, and labour relations matters related to employees facing personal challenges that may affect work performance. The Psychologist provides oversight and training for the Peer Support Team and conducts regular wellness checks to ensure ongoing support.

The TFS Chaplaincy Program

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 staff with a foundation of non-denominational emotional, physical, and social health supports.

The 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.



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.

Here are some of the ways we continue to engage in this work.

34% of the 201 Operations Firefighter recruits hired in 2024 self-identified as members of a designated group (females, Indigenous, peoples, visible minorities or 2SLGBTQ+).

Black History Month at TFS

In 2024, TFS proudly celebrated Black History Month with a series of events across the city. The TFS Black Staff Network, in partnership with TFS, hosted a roadshow that travelled to various shopping malls, offering engaging fire safety education, career information, and a showcase of firefighter equipment. This provided the public with an interactive and informative opportunity to learn about the Fire Service. The month-long celebration culminated in an Open House at the Toronto Fire Academy, featuring rope rescue demonstrations, fire trucks, and key elements from the road show, as well as the participation of our colleagues from Toronto Paramedic Services. It was an amazing opportunity for the community to join TFS and the TFS Black Staff Network in honouring on all the amazing contributions of Black staff to our service.



The TFS Black History Month Decal was also once again featured on all TFS apparatus during the month of February.



National Indigenous Peoples Day

TFS was honoured to participate in the National Indigenous Peoples Day event at Harbourfront Centre on June 21st to celebrate the culture and heritage of Indigenous communities. Our staff shared fire safety and career information and provided the opportunity to explore a fire truck, which proudly displayed and publicly announced the design of a new truck decal that TFS would later display on all apparatus for National Day for Truth and Reconciliation in September.



This decal, created by a TFS Firefighter incorporates a number of important elements bringing together the Fire Service and Indigenous Community to honour and respect the importance of National day for Truth and Reconciliation including:

- The Seven Sacred Teachings followed First Nation people: Love, Respect, Courage, Honesty, Wisdom, Humility and Truth.
- Medicine Wheel
- Both male and female children embraced by male and female firefighters, all as corn husk dolls.
- The entire logo is encircled with eagle feathers, which is a sacred symbol for First Nation people.
- Circles have significant symbolism, and as such, the children are surrounded by multiple layers of circles to represent the layers of protection around them.
- An eight-point Maltese cross to represent the fire service, and the protection provided to the children.



Showing our Pride!

TFS proudly participated in the annual Toronto Pride Parade, displaying specially designed decals and staff showing their support with special pride station wear t-shirts. Together with family, and friends, staff celebrated with the thousands of members of the 2SLGBTQ+ community and allies in downtown Toronto.

TCHC Day in the Life

On July 19, 2024, TFS opened the doors to our Toronto Fire Academy to 92 Toronto Community Housing Youth, working in the TCH YouthWorx program. Youth spent an exciting day at the Academy, where they received an interactive overview of the diverse careers within TFS and gained insight into the day-to-day work of our dedicated staff. We had staff from every division of TFS present, allowing youth to cycle through various stations that showcased each division in an engaging and interactive way, which included live demonstrations and the opportunity to connect with TFS staff and learn about potential career paths. This event was inspiring for our staff as well!



Jump up and Wave!

TFS was honoured to once again participate in the Toronto Caribbean Carnival Parade as the Grand Marshal. TFS attended a number of the 2024 Toronto Caribbean Carnival festivities, celebrating with residents and parade revellers from across Toronto and the world!



National Day for Truth and Reconciliation

During the month of September, TFS was honoured to recognize National Day for Truth and Reconciliation, and *Every Child Matters* movement with a special decal that was placed on all Toronto Fire Services Apparatus and vehicles for the month of September as a visual reminder.

Additionally, 70 Staff attended a special educational session to learn about the history of land acknowledgements, treaty lands and their colonial history. This educational session provided valuable insights into the significance of land acknowledgements, fostering a deeper understanding and respect for Indigenous peoples and their heritage.

Dreamer Day

TFS was happy to once again participate in Dreamer Day, an annual event in celebration of the United Nations' International Day of the Girl. TFS staff connected with event goers to provide TFS career information. Our staff also participated in a panel discussion with women from other emergency services highlighting their career experiences.



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 150,000 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 150,000 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 fire inspections can help prevent fires? Fire Prevention staff conduct fire inspections and enforce the Ontario Fire Code, leading 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



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