

# Toronto Fire Services 2024 Annual Report

Presentation to Economic and Community Development Committee  
September 16 2025



# A Glimpse of Toronto Fire Services' 2024



Responded to **172,537** emergency incidents



Managed an average of **472** daily emergency phone calls



Met Effective Firefighting Response performance **95%** of the time



**9,268** properties inspected



**1,714** fire safety presentations conducted in schools

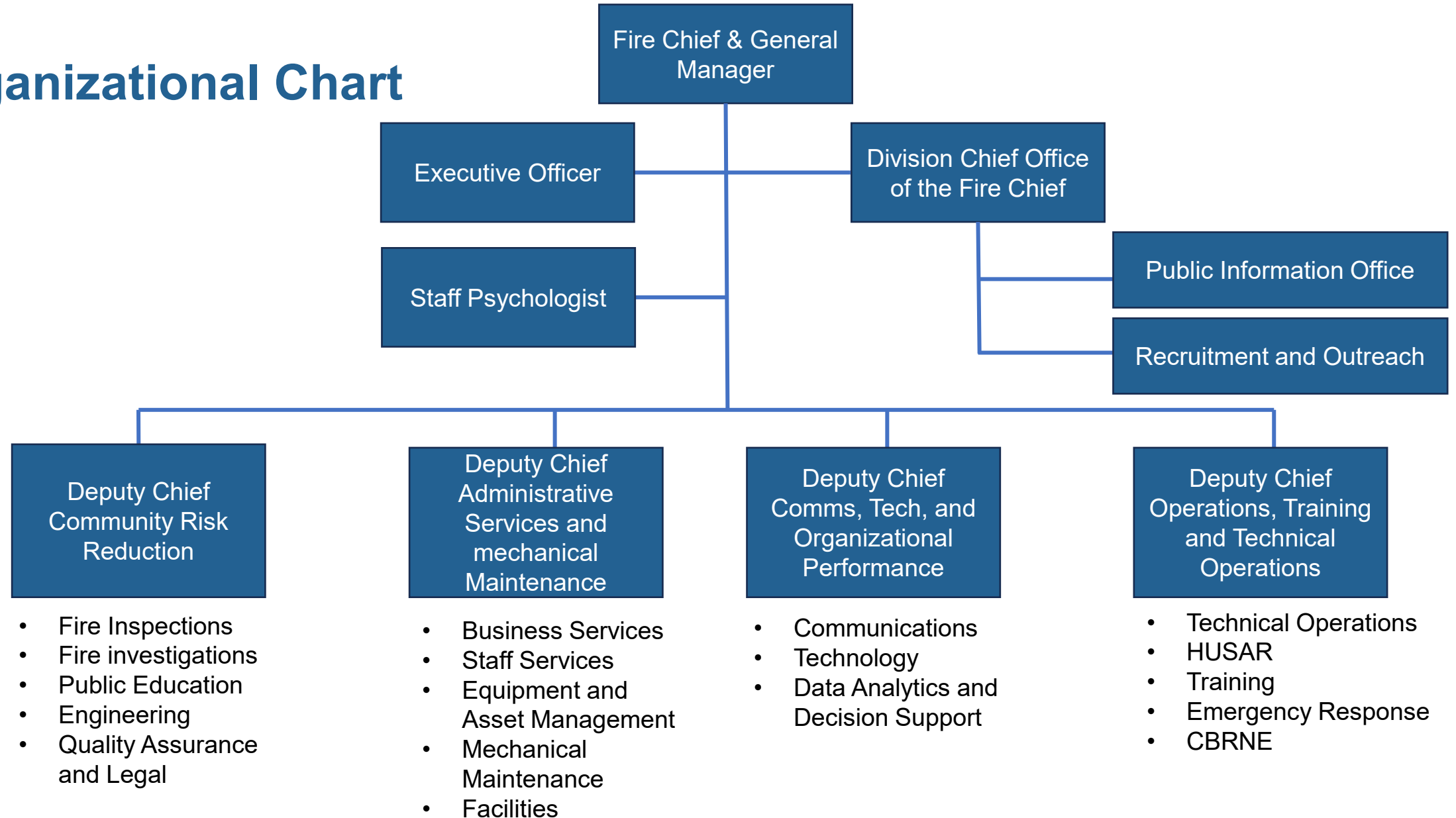


**256** events attended to deliver career information



Launched a Public Campaign on Lithium-Ion Battery Safety

# Organizational Chart



# Public Education

- The delivery of Public Education and certain components of Fire Prevention is mandated for every municipality under the *Fire Protection and Prevention Act (FPPA)*.
- This team develops and delivers data driven fire safety information and campaigns to all residents of Toronto.



- TFS develops fire safety programs and presentations for specific demographics, including seniors, children, high-rise residents, TCHC residents, and post secondary students.

## In 2024...

- Delivered **525** high rise fire safety presentations.
- Delivered public education to **48,248** school-aged children.
- Conducted **152** education sessions for older adults.
- Launched a Public Campaign for Lithium-ion battery fire safety

# This is your Warning- Lithium-Ion Battery Campaign

- TFS began tracking Lithium-ion battery (LIBs) fires in 2020 and saw a 591% increase in incidents involving LIBs between 2020 and 2024, increasing from 11 to 76 incidents.
- This concerning trend has led TFS to develop a new campaign aimed at educating residents on the risks associated with lithium-ion batteries.



# Fire Prevention and Code Enforcement

- 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.
- 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*.

## In 2024...

- Conducted inspections at **9,268** unique properties.
- Inspected **99%** of vulnerable occupancies in Toronto.
- Inspected **97%** of all residential high-rise buildings.
- Charged **915** property owners or occupants of a property for violations of the Ontario Fire Code.

# Emergency Response Performance

	2021	2022	2023	2024
<b>Call Processing time 1:04min</b> 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).	94%	94%	94%	93%
<b>Turnout Time 1:20min</b> Elapsed time from the start of the notification process until the first responding truck is responding to the scene of the emergency.	68%	70%	79%	87%
<b>Travel Time 4:00min</b> Elapsed time from when the first responding truck is responding to when that truck arrives at the incident location.	62%	60%	59%	56%
<b>Total response Time 6:24min</b> Elapsed time from when TFS receives the emergency call to the arrival of the first truck at the incident location.	76%	75%	77%	77%
<b>Effective Firefighting Force 10:24min</b> 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.	89%	90%	93%	95%



# Recruitment and Community Outreach



34% of recruits self identified as from an equity deserving group

TFS attended 256 outreach events in 2024

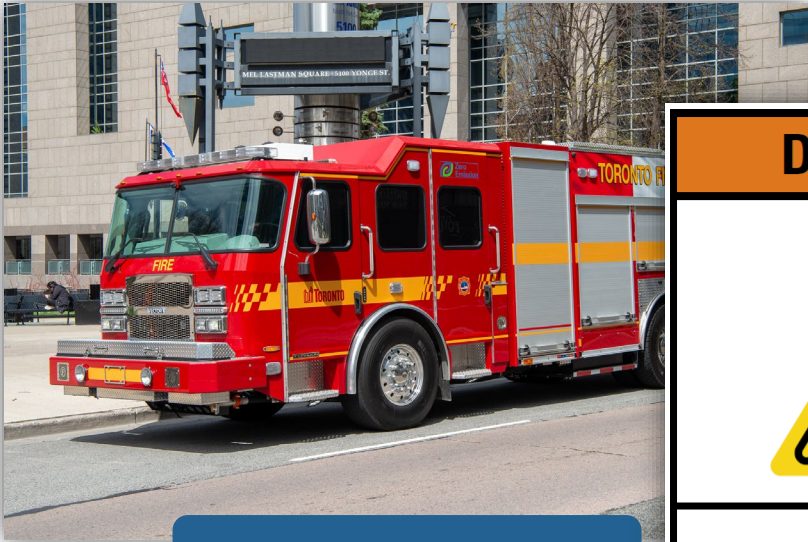


Hosted 92 TCHC youth for a "Day in the Life" at TFS





# Looking Forward



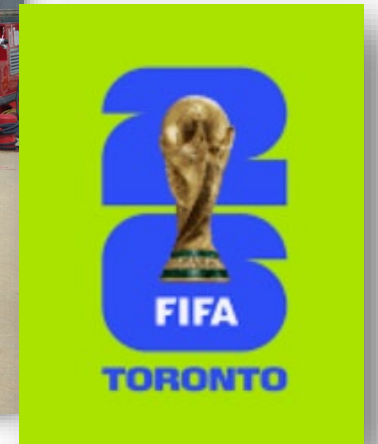
May 2025



June 2025



July 2025



**O. Reg. 343/22: FIREFIGHTER CERTIFICATION**

Filed April 14, 2022 under [Fire Protection and Prevention Act, 1997, S.O. 1997, c. 4](#)

Ongoing

# Thank You!

