

## **2024 Update on Fire and Life Safety Compliance at the City of Toronto**

**Date:** November 24, 2025

**To:** General Government Committee

**From:** Executive Director, Corporate Real Estate Management

**Wards:** All

### **SUMMARY**

---

This report provides the annual status update on fire and life safety compliance at the City of Toronto (the City), as directed by City Council via item AU13.11. The report presents the 2024 compliance rates against the 2018 to 2023 baseline data. The completion and compliance rates have continued to improve since the implementation of the Safety and Compliance team (formerly the Fire and Life Safety Program Office) within Corporate Real Estate Management (CREM).

Throughout 2024, CREM finalized the centralization of all City Divisions into the Safety and Compliance program. CREM has made significant progress implementing the Master Fire Program, awarded new competitive procurements for inspections, tested and maintained services, and recruited new staff to enable the hybrid service model.

In collaboration with the City of Toronto's Auditor General's Office (AGO), staff have confirmed that the requirement to report annually to City Council on compliance levels stemming from AU13.11 has been fulfilled. Since the AGO's report in 2017, the City has seen a steady increase in fire and life safety compliance rates, maintaining over 90% compliance for the past two years. Given this progress, starting in 2026, staff will report compliance rates internally to all City Divisions, impacted Agencies, Boards, and Corporations, and will provide this information to Councillor Offices upon request. The AGO is supportive of this approach.

### **RECOMMENDATIONS**

---

The Executive Director, Corporate Real Estate Management, recommends that:

1. The General Government Committee receive the report for information.

### **FINANCIAL IMPACT**

---

There are no financial implications to the City as a result of this report.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial implications as identified in the Financial Impact Section.

## DECISION HISTORY

---

At its meeting on November 20, 2024, General Government Committee adopted GG18.36 "2023 Update on Fire and Life Safety Compliance at the City of Toronto," which provided an update on the City's work to address the Council-adopted recommendations put forth by the Auditor General in AU13.11 "Raising the Alarm: Fraud Investigation of a Vendor Providing Life Safety Inspection Services to the City of Toronto."

<https://secure.toronto.ca/council/agenda-item.do?item=2024.GG18.36>

At its meeting on May 30, 2023, General Government Committee adopted GG4.30 "2022 Update on Fire and Life Safety Compliance at the City of Toronto," which provided an update on the City's work to address the Council-adopted recommendations put forth by the Auditor General in AU13.11 "Raising the Alarm: Fraud Investigation of a Vendor Providing Life Safety Inspection Services to the City of Toronto."

<https://secure.toronto.ca/council/agenda-item.do?item=2023.GG4.30>

At its meeting on December 15, 2021, City Council adopted GL27.27 "Update on Fire and Life Safety Compliance at the City of Toronto," which provided an update on the City's work to address the Council-adopted recommendations put forth by the Auditor General in AU13.11 "Raising the Alarm: Fraud Investigation of a Vendor Providing Life Safety Inspection Services to the City of Toronto."

<https://secure.toronto.ca/council/agenda-item.do?item=2021.GL27.27>

At its meeting on December 16, 2020, City Council adopted GL19.10 "Update on Fire and Life Safety Compliance at the City of Toronto," which provided an update on the City's work to address the Council-adopted recommendations put forth by the Auditor General in AU13.11 "Raising the Alarm: Fraud Investigation of a Vendor Providing Life Safety Inspection Services to the City of Toronto."

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.GL19.10>

At its meeting on March 9, 2020, the General Government and Licensing Committee adopted GL12.15 "Status of the Auditor General's Recommendations Pertaining to Fire and Life Safety at the City of Toronto," which provided an update on the City's work to address the Council-adopted recommendations put forth by the Auditor General. C.R.E.M. presented a one-page progress matrix that responded to the Auditor General's findings, and provided an update on the operationalization of the Fire and Life Safety Program Office and centralization of fire and life safety functions City-wide.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.GL12.15>

At its meeting on October 29, 2019, City Council adopted GL8.8 "Update on Fire and Life Safety at the City of Toronto and Non-Competitive Agreement with Building Reports Canada for the Provision of Fire and Life Safety Tracking and Compliance Software" and issued multiple directions to the Executive Director, C.R.E.M. and other City staff to report annually to the General Government and Licensing Committee with a one-page progress matrix that responds to the Auditor General's findings.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.GL8.8>

At its meeting on May 21, 2019, the General Government and Licensing Committee

adopted GL5.14 "Interim Status Report on Fire and Life Safety," which provided an update on the City's work to address the Council-adopted recommendations put forth by the Auditor General, including the establishment of a City-wide Fire and Life Safety Program Office.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.GL5.14>

At its meeting on July 23, 2018, City Council adopted AU13.11 "Raising the Alarm: Fraud Investigation of a Vendor Providing Life Safety Inspection Services to the City of Toronto," and issued multiple directions to the General Manager, Facilities Management and other City staff to improve the management and delivery of fire and life safety service at City buildings. In adopting the item, City Council directed the General Manager, Facilities Management to report back to City Council annually on the level of fire and life safety compliance.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.AU13.11>

## COMMENTS

---

### **2024 Fire and Life Safety Compliance in City Facilities**

In 2024, the Safety and Compliance team within CREM conducted a comprehensive review of fire and life safety inspection records from 2024 across a sample of City Divisions and Agencies. The Auditor General's 2018 findings (AU13.11) served as the baseline for the review, requiring 10% of City owned buildings be assessed annually.

Reports are considered compliant if the scheduled work was completed and the applicable requirements of the Ontario Fire Code, National Fire Protection Association and Underwriters Laboratories of Canada were met. All City fire and life safety responsibilities have been centralized to the Safety and Compliance team within CREM as part of the City's ongoing effort to centralize real estate and facilities management activities across the City. The improvement in compliance rates within City Divisions outlined in Tables 1 and 2 can be attributed to the centralization of service delivery and increased quality assurance oversight. The establishment of a comprehensive preventative maintenance program and electronic record management system ensures all legislated reports are completed and tracked.

Fire and life safety inspection, testing and maintenance responsibilities for all City Divisions have successfully transitioned to Safety and Compliance, including Toronto Water and Solid Waste Management Services in 2023. The only City facilities which have not fully transitioned under the oversight of Safety and Compliance are third-party organizations who occupy City facilities. These third-party tenants have a legal agreement in place which requires the tenant to provide fire and life safety services at their own expense. City staff are actively reviewing these leases to ensure compliance with the Ontario Fire Code.

In 2025, CREM completed the award of a new Request for Proposal (RFP) which specifically includes scope of work to transition third-party occupied facilities into the City program and ensure that compliance continues to improve. Tables 1 and 2 below show the continued trend towards full compliance.

Table 1 - Fire and Life Safety Annual City-wide Compliance Rates

Year	2017	2018	2019	2020	2021/ 2022	2023	2024
Report Compliance	27%	36%	56%	68%	83%	93%	93%

Table 2 - Ontario Fire Code Compliance Rates in 2024

<b>Program Owner</b>	
Safety and Compliance, Corporate Real Estate Management	94%
City Agencies and Corporations	90%
<b>City-Wide Average Ontario Fire Code Compliance</b>	<b>93%</b>

## 2024 Achievements

### *Centralizing Service Delivery*

In 2024, Safety and Compliance completed the documentation of all City-wide fire and life safety devices. This exercise was conducted through the existing monthly and annual inspection process and documented in the Building Reports Canada electronic database, which is a holistic compliance system. The inventory of fire and life safety devices is fully digital and integrated into the monthly and annual preventative maintenance program. This permits the inventory to be continuously updated as maintenance is carried out and updated live in the field. Table 3 below identifies the inventory, and which is expected to continue to grow as the City onboards new buildings.

Table 3 - Fire and Life Safety (FLS) Device Documentation

Year	2020	2021	2022	2023	2024
Total FLS devices documented	71,915	106,363	154,955	184,921	198,904
Total FLS devices inspected	5,029	97,539	359,887	535,589	623,193

Safety and Compliance also experienced continued success with an on-call process to establish a 24/7 response presence within the City. Launched in 2022, this new process reduces the need for third-party emergency service calls, and leverages internal Fire Safety Officers to efficiently assess the situation prior to dispatching any emergency service calls or scheduled maintenance.

### *Staff Training Initiatives*

Safety and Compliance has also expanded its training program to include fire and life safety related courses. These courses enhance City staff understanding of the risks associated with fire and provide key skills to mitigate those risks in the event of an emergency.

Since 2023, Safety and Compliance has achieved 33,202 training session completions, delivered both in-person and online. Table 4 highlights the courses and newly introduced training sessions, including Portable Fire Extinguisher, Building Operator Curriculum, Fire Safety Plan Review, and Fire Warden Refresher.

Table 4 - Training Completion Rates

<b>Training Title</b>	<b>No. of Employees Completed the Training</b>
Fire Extinguisher Practical	723
Fire Safety Plan Review	15
Fire Warden/Supervisory Staff Training	3196
Fire Watch Procedures	110
Conducting Fire Drills	116
Building Operator Curriculum	284
Fire Safety at Work	28396
Fire Warden Refresher	45
Portable Fire Extinguishers	317
<b>Total</b>	<b>33,202</b>

All training modules are available to City staff in the online ELI learning system.

Safety and Compliance has successfully rolled out the Fire Warden refresher module and a prerequisite fire extinguisher course to enhance the existing fire extinguisher course. Both courses heighten City staff understanding of fire and life safety and create and City-wide culture of safety.

## **Future Objectives**

### *Contracted Services*

In 2025, Safety and Compliance is focused on executing six new contracts which will enhance the City's annual inspections and fire and life safety-related project

management capabilities. The new contracts allow Safety and Compliance to respond to system failures faster and provide a more competitive work package distribution framework to ensure a cost effective and high-quality service.

The partnerships with fire and life safety suppliers continue to provide a positive path forward. All suppliers that Safety and Compliance engaged have demonstrated a clear commitment to helping the City achieve its goals of being a leader in fire safety compliance.

### *Insourcing Services*

In 2024, Safety and Compliance conducted a pilot project to explore transitioning outsourced buildings where only fire extinguishers and emergency lights existed to internal technicians. Based on the positive results, in 2025, 500 buildings are being transitioned from external contracts to internal technicians. Safety and Compliance fire technicians can perform inspections at a lower cost and with less administrative burden compared to external service providers.

### *Capital Planning*

In 2025, the modernization of Union Station and 703 Don Mills Road fire alarm systems is nearing completion. The modernization of the fire alarm systems will improve life safety and increase compliance at two critical locations.

Safety and Compliance is also focusing on addressing the fire and life safety related state of good repair backlog and is in the process of completing capital projects to address the deferred maintenance. Completion of these projects will lead to significant increase in compliance City-wide.

### *Conclusion*

Safety and Compliance has completed the consolidation and standardization of the City's fire and life safety services. Safety and Compliance will continue to refine the program in 2026 to generate improved efficiencies and enhanced safety for occupants of City buildings.

In collaboration with the City of Toronto's Auditor General's Office (AGO), staff have confirmed that the requirement to report annually to City Council on compliance levels stemming from AU13.11 has been fulfilled. Since the audit report in 2017, the City has seen a steady increase in fire and life safety compliance rates, maintaining over 90% compliance for the past two years. Given this progress, starting in 2026, staff will report compliance rates internally to all City Divisions, impacted Agencies, Boards, and Corporations, and will provide this information to Councillor Offices upon request. The AGO is supportive of this approach.

## **CONTACT**

---

Ryan Duggan, Director, Safety and Compliance, Corporate Real Estate Management,

416-338-7283, [Ryan.Duggan@toronto.ca](mailto:Ryan.Duggan@toronto.ca)

**SIGNATURE**

---

Patrick Matozzo  
Executive Director, Corporate Real Estate Management