

Toronto Fire Services 2025 Annual Report

Date: June 29 2026

To: Economic and Community Development Committee

From: Fire Chief and General Manager, Toronto Fire Services

Wards: All

SUMMARY

The Toronto Fire Services 2025 Annual Report provides an overview of the fire protection services provided to Toronto's residents and visitors, along with a clear and transparent reporting of outcomes and service level performance. Toronto Fire Services provides Toronto residents, visitors, and businesses with world class fire protection services, through public education, fire prevention and all-hazards emergency response services.

Toronto Municipal Code Chapter 79, Fire Services, requires the Fire Chief to prepare and present an annual report to City Council. This report fulfills that requirement and provides Council with an update on fire protection service levels, service level performance, and an overview of the numerous achievements and accomplishments in 2025.

RECOMMENDATIONS

The Fire Chief and General Manager, Toronto Fire Services recommends that:

1. City Council receive this report for information.

FINANCIAL IMPACT

There are no financial implications resulting from the recommendation in this report.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

Toronto Municipal Code Chapter 79, Fire Services, requires the Fire Chief to prepare an annual report on the Service and present it to City Council.

https://www.toronto.ca/legdocs/municode/1184_079.pdf

COMMENTS

Fire protection services in Ontario are governed by the Fire Protection and Prevention Act (FPPA). The FPPA enables the City of Toronto to establish a fire department, appoint a Fire Chief, and to both establish, and set, fire protection service levels in accordance with the unique needs and circumstances in the city of Toronto. Only City Council is authorized to set fire protection service levels. In accordance with the FPPA and the Office of the Ontario Fire Marshal, the Fire Chief is accountable directly and individually to City Council for all aspects of fire safety and the delivery of fire protection services for the City of Toronto.

Toronto Municipal Code Chapter 79, Fire Services, sets out the framework for the delivery of fire protection services in the City of Toronto, establishes Toronto Fire Services, and requires the Fire Chief to prepare and present the annual report of the fire service to the Economic and Community Development Committee and City Council (79-8.10). This staff report, and the 2025 Annual Report, found in Attachment 1, respond to the requirement of the by-law.

Toronto Fire Services provides Toronto residents, visitors, and businesses with fire protection services, through public education, fire safety inspections, and provides 24/7, all-hazards emergency response services.

In 2025, Toronto Fire Services responded to 174,412 emergency incidents, conducted inspections of 9,428 addresses and delivered 1,968 fire safety presentations.

Our Staff

Toronto Fire Services is a team of 3,379 dedicated team members, who deliver fire protection services to Toronto residents every day. In 2025, Toronto Fire Services successfully recruited and onboarded 241 new team members, including replacements for personnel who retired or left through attrition across various roles such as Operations Firefighters, Fire Inspectors, Emergency Vehicle Technicians, and Call-takers / Dispatchers, as well as additional new hires to meet the continued rise in operational demands. Toronto Fire Services also promoted 113 staff to leadership positions, including three Division Commanders, four Platoon Chiefs, 13 District Chiefs, and 86 Captains. Combined with the election of an entirely new Toronto Professional Firefighters' Association (TPFFA) Executive Board, this represents the largest transition of senior leadership in both the TPFFA and the Toronto Fire Services Command team in the Service's history.

Community Risk Reduction

The Toronto Fire Services Community Risk Reduction portfolio is under the command of Acting Deputy Fire Chief Marla Friebe.

The Community Risk Reduction portfolio includes inspections to enforce the Ontario Fire Code, providing public fire safety education to residents of Toronto, investigating the origin, cause and circumstances of fires, delivering fire protection engineering services, and working in collaboration with City of Toronto's Legal Services on all matters pertaining to prosecutions under the FPPA.

In 2025, Fire Inspectors conducted 9,428 fire inspections, inspecting 99% of all vulnerable occupancies within Toronto, and 95% of all residential high-rise buildings in Toronto. A ward level breakdown of fire prevention inspection activity is on page 33-34 of Attachment 1.

Public Educators delivered 339 high-rise fire safety presentations and attended 1,371 elementary school classrooms to deliver presentations on fire safety.

Toronto Fire Services has intensified its outreach to unhoused populations as part of the City's broader encampment approach and strategy in recent years. Public Educators work alongside Streets to Homes and the Encampment Office to bridge any fire safety gaps and support the transition of residents to indoor shelter when possible. In 2025, Public Educators provided education to 2,144 residents living in encampments and facilitated the removal of 172 fire hazards. This proactive encampment outreach has contributed to a notable reduction in fire incidents, with citywide encampment fires declining significantly year over year. There were 78 fewer fires in encampments (37% reduction) in 2025 compared to 2024.

In 2025, Public Educators worked with the Indigenous Affairs Office and the National Indigenous Fire Safety Council to build a new fire safety program that focused on culturally relevant fire safety for Indigenous youth. The program was piloted at the Kâpapâmahchakwêw - Wandering Spirit School, and resource materials were developed by Indigenous artist Jay Odjick including Toronto themed graphic images for a children's fire safety activity book. Toronto Fire Services will be exploring opportunities to expand the reach of this program in 2026.

The Fire Investigations team completed 228 comprehensive investigations into the origin, cause, and circumstances of fires in Toronto. This team works in direct collaboration with Toronto Police Service and the Ontario Office of the Fire Marshal.

Lithium-Ion Batteries

Toronto Fire Services continues to lead the way in developing timely and critical fire safety campaigns to alert and educate the public. Toronto Fire Services has been monitoring an increasing trend of fires related to lithium-ion batteries over the past several years; in 2025, the number of lithium-ion battery related fires in Toronto increased by 47% compared to 2022. To combat this trend, Toronto Fire Services has run a city-wide campaign for the last few years on lithium-ion battery safety to support residents' understanding and awareness of the risks of improper use. The campaign highlights fire risks associated with overcharging, improper disposal, and the use of

modified and uncertified lithium-ion batteries and their chargers. It reached residents citywide through social media, transit shelters, and paid advertising, complementing the ongoing educational presentations delivered by our Public Educators. At the direction of City Council, Toronto Fire Services also continues to work with the provincial and federal governments, as well as fire service partners, to advocate for stronger regulatory measures, including potential amendments to provincial legislation and the Ontario Fire Code, to address the public fire safety risks associated with unregulated and uncertified lithium-ion batteries.

Operations, Training and Technical Operations

The Toronto Fire Services Operations, Training and Technical Operations portfolio is under the command of Deputy Fire Chief Paul Fitzgerald.

Operations crews respond to emergencies that include fires, rescues, medical emergencies, hazardous materials incidents, structural collapse incidents, road and industrial accidents, and other disasters and emergencies.

In 2025, Toronto Fire Services experienced a 1.1% increase in the number of emergency calls. This is on par with what the service would anticipate with regular population growth. A detailed breakdown of Toronto Fire Services' service volumes is found on pages 38-39 of Attachment 1.

Emergency response time performance is constantly being assessed and monitored by the Toronto Fire Services Command Team and is reported publicly in the Annual Report. Data from the report is presented in Table 1.

Table 1: Emergency Response Time Performance, Toronto Fire Services 2025 Annual Report

			2021	2022	2023	2024	2025
All Emergency Incidents	Call Processing Time 1:04min	90th Percentile	00:52	00:53	00:54	00:56	00:54
		% of Standard Achieved	94%	94%	94%	93%	94%
Response Times	Turnout Time 1:20min	90th Percentile	01:56	01:55	1:42	1:26	1:23
		% of Standard Achieved	68%	70%	79%	87%	89%
	Travel Time 4:00min	90th Percentile	05:51	06:00	5:57	6:06	6:15
		% of Standard Achieved	62%	60%	59%	56%	53%
		90th Percentile	07:38	7:48	7:36	7:38	7:44

			2021	2022	2023	2024	2025
	Total Response Time 6:24min	% of Standard Achieved	76%	75%	77%	77%	76%
Effective Firefighting Force Response	Total Response Time 10:24min	90th Percentile	10:40	10:28	9:41	8:59	8:59
		% of Standard Achieved	89%	90%	93%	95%	95%

A more detailed breakdown of city-wide emergency response time performance and ward-by-ward response time performance is found on pages 41-46 of Attachment 1. As in previous years, Toronto Fire Services continues to see an increase in Travel Time and Total Response Time, which is an ongoing challenge influenced by factors such as rising call volumes, unit availability, and changing traffic conditions. All are actively monitored, with measures in place to support improvements to response times, including collaboration on traffic pre-emption initiatives and planned station development in growing communities.

207 Operations Firefighter recruits were trained in two recruit classes. The Toronto Fire Services Recruit Training Program is a rigorous training program, with each Recruit Firefighter graduating with formal National Fire Protection Association (NFPA) professional qualifications as Firefighters (NFPA 1001).

Toronto Fire Services continues to operate the Urban Search and Rescue (USAR) team and the only municipal Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) team in Canada, both of which also operate under agreement with the Province of Ontario, whereby these specialized teams are available for Provincial deployment, on a full cost-recovery basis, as authorized by the Ontario Office of the Fire Marshal.

Toronto Fire Services continues to work towards meeting Ontario Regulation 343/22 - Fire Fighter Certification which has upcoming deadlines in both 2026 and 2028. To accomplish this body of work, Toronto Fire Services has been provided delegated authority, under the supervision of the Ontario Office of the Fire Marshal, for 24 National Fire Protection Association (NFPA) exams and skill signoffs. In 2025, Toronto Fire Services processed 2,571 certifications in the various disciplines under the delegated authority. A large part of this certification work is related to the technical rescue program and skills required to deliver these specialized rescues across the city. For full compliance of our Squad crews, each staff member requires 672 hours of training in eight (8) different certifications under NFPA 1006 in areas including confined space, ice water rescue, surface water rescue, swift water rescue, trench rescue, rope rescue and structural collapse. The delivery of these technical rescue disciplines is informed by our Community Risk Assessment pursuant to Ontario Regulation 378/18. This training is vital to ensure that Toronto Fire Services can continue to deliver the services Torontonians expect.

Toronto Fire Services continues to be embedded in the Toronto Police Public Order Unit (POU) deployment model to provide immediate fire suppression when fire is used as a weapon, decontamination of team members, and medical response support for members of Paramedic and Police services. Toronto Fire Services has 100 trained staff members who are part of the POU team which deploys under the guidance of the Toronto Police.

Toronto Fire Services also operates a marine firefighting and rescue unit, operating two specialized boats: the William Lyon Mackenzie and the newly introduced Fire Boat 334. The Toronto Fire Services marine unit responds to emergencies across Toronto's waterfront, including the Toronto islands, and has high volume water pumping capabilities to assist with on-land operations. The Toronto Fire Services William Lyon Mackenzie fire boat also breaks ice and maintains the ferry route between Toronto and Toronto Island during the winter months.

Administrative Services and Mechanical Maintenance

The Toronto Fire Services Administrative Services and Mechanical Maintenance portfolio is under the command of Deputy Fire Chief Therese Chen.

The Business Services division includes the financial administration, procurement, payroll and complement management units. This team works in direct collaboration with Corporate Finance and Treasury Services to manage and administer the Toronto Fire Services operating and capital budgets, and all aspects of complement management.

The Quartermaster division distributes and manages personal protective equipment for all staff including bunker gear, protective clothing, uniforms, and medical supplies. In 2025, this team managed the logistics for 7,365 bunker gear cleanings and 5,689 bunker gear repair orders to keep our firefighters safe and ready for duty.

The Mechanical Maintenance and Equipment Management division operates the Toronto Fire Services mechanical maintenance shop and mobile service trucks, which provide both preventative maintenance and on-demand repairs for the 193 heavy vehicles, two Fire Boats, and 230 small vehicles that comprise the Toronto Fire Services fleet. This team also supported the introduction of the two electric pumpers that came into service in 2025 at stations 115 and 116.

In 2025, 2,654 self-contained breathing apparatus facepieces were tested and / or issued, and staff tested 750 ground ladders.

Communications, Technology and Organizational Performance

The Toronto Fire Services Communications, Technology and Organizational Performance portfolio is under the command of Deputy Fire Chief Ian Williams.

The Communications Centre answered and processed 611,013 incoming emergency and non-emergency telephone calls in 2025, achieving best in class emergency call processing time performance, of 1 minute and 4 seconds, 94% of the time. Our 90th percentile performance in 2025 was 54 seconds.

The Data Analytics and Decision Support team is responsible for providing data and analytics support to the Service and the Command Team, conducting 193 data requests and analysis reports in 2025, supporting evidence-based and data-informed decision making. The team works closely with all areas of Toronto Fire Services to identify data needs and reporting capabilities to support both day-to-day operations and specific requests. The team has developed a series of internal dashboards to provide the Command Team with up-to-date information and manage the publishing of Toronto Fire Services emergency response data to the City's Open Data portal.

The Technology and Radio teams continue to support Toronto Fire Services in their implementation of the new Next Generation 911 system and technological efficiencies for the Service. These teams explored potential efficiencies that can be made available through modern smart technologies and Next Generation 9-1-1 now that all three Toronto Emergency Services have moved over. Additionally, the team supported the implementation of new networks to enable service improvement projects including an emergency vehicle pre-emption system with Transportation Services.

Toronto Fire Services continues to work closely with our emergency service partners on the Toronto Radio Infrastructure Program, a critical system that provides voice radio communications for the City's first responders to ensure coordinated public safety emergency response.

Toronto Fire Services continues to enhance its cybersecurity posture through coordination with City of Toronto partners, vendors, and internally. Radio communication encryption, network monitoring, and system updates are key priorities to ensure the security of our mission critical public safety systems.

Office of the Fire Chief

The Office of the Fire Chief is comprised of five staff, who champion policy development, public information, strategic planning, compliance, horizontal collaborations across all city divisions, agencies and commissions and continuous improvement functions within the Office of the Fire Chief. Office of the Fire Chief staff are responsible for managing the coordination of reports to Council and Committees of Council, alongside the Deputy City Manager, Community and Emergency Services team.

Toronto Fire Services has two full-time Staff Psychologists who provide short-term counselling, as well as advice, guidance, and coaching to employees. They also develop and deliver workshops and training programs to support psychological well-being, including the Road to Mental Readiness curriculum. In addition, the Staff Psychologists provide oversight, support, and training for the Toronto Fire Services Peer Support Team and conduct regular wellness checks for its members.

The Staff Services division includes the Employee Relations unit, oversight of the Toronto Fire Services Medical Office, direct liaison with the Toronto Fire Services Chief Medical Officer, and all aspects of disability, return to work, attendance management and collective bargaining. This team functions as a small in-house professional

standards unit, leading numerous internal investigations and working in direct collaboration with the Corporate Employee Relations, Legal Services and Disability Management teams.

The Public Information Section manages engagement with the public and media through various traditional and social media channels. This includes providing public information about emergencies, having responded to 1,448 formal media requests in 2025. The Public Information Section collaborates daily with the City's Corporate Communications team.

The Recruitment and Outreach unit attends events across the city to share information on Toronto Fire Services' careers and opportunities. In 2025, this team attended 302 events including 124 presentations to high schools and community organizations, and 19 events specifically for Toronto Community Housing residents. Across all the events, the Recruitment and Outreach unit connected 69,748 attendees with information on Toronto Fire Services' careers.

A highlight of the 2025 outreach efforts was the continued partnership with Toronto Community Housing through a "Day in the Life" event. Through this initiative, 150 youth from their YouthWorx program had the opportunity to explore career paths at Toronto Fire Services by engaging directly with staff in various roles. Participants also took part in hands-on activities to experience the work firsthand, while gaining valuable fire safety knowledge.

Diversity, Equity, and Inclusion at Toronto Fire Services

Toronto Fire Services is committed to building an increasingly inclusive and positive workplace culture that reflects the diversity of the population we serve. Of the 207 Operations recruits hired in 2025, 37.9% self identified as a member of an equity deserving group.

In 2025, the Toronto Fire Services Black Staff Network, in partnership with Toronto Fire Services, travelled to various shopping malls across the city, offering engaging fire safety education, career information and showcasing firefighter equipment. This provided the public with an interactive and informative opportunity to learn about Toronto Fire Services. The month-long celebration culminated in what has become an annual event, an Open House at the Toronto Fire Academy. This Open House featured rope rescue demonstrations, fire trucks, and key elements from the road show, as well as the participation of our colleagues from Toronto Paramedic Services.

Toronto Fire Services continues to be proud supporters of the 2SLGBTQ+ community, especially during Pride month, with special decals placed on all our trucks, as well as participation in the Toronto Pride Parade alongside staff, friends, and family.

Toronto Fire Services recognized the National Day for Truth and Reconciliation and the Every Child Matters movement by placing a special decal on all apparatus and vehicles throughout September as a visual reminder. To honour the Indigenous origin of Lacrosse, staff from the Toronto Fire Lacrosse team, affiliated with the Toronto

Professional Fire Fighters' Association, organized a Fire versus Police lacrosse game to reflect on the day.

Toronto Fire Services was also excited to once again participate in the 2025 Caribbean Carnival festivities, including Junior Carnival, Junior Kings and Queens, and walking in the Grand Parade.

Looking Forward

As Toronto continues to grow and densify, Toronto Fire Services is proactively planning for the impact on future call volumes and evolving emergency response demands across the city. Toronto Fire Services will continue to bring forwarded recommendations to City Council to ensure the capital investments, station infrastructure, staffing, training and technology needed to provide adequate and effective fire protection services are in place. Toronto Fire Services is proactively advancing station planning, including evaluating future station locations and capacity, to ensure infrastructure keeps pace with the needs of the growing and evolving communities. Long term service planning across the Service also includes plans to acquire two new high-rise apparatus to support the unique demands of Canada's most vertical city.

Toronto Fire Services continues to manage daily Operations staffing challenges and is making every effort to maintain the current Council-approved 125 fire apparatus in service each day. These pressures are primarily related to WSIB claims and legislative leaves; compounded with the pending number of retirements. Toronto Fire Services continues to closely monitor these trends, adjust as needed, and bring forward staffing considerations, as required, to ensure the Service remains well positioned to deliver adequate and effective fire protection services to Torontonians now and in the years ahead.

CONTACT

Melissa Gennaro, Division Chief, Melissa.Gennaro@toronto.ca 416 338 9550

SIGNATURE

Jim Jessop
Fire Chief and General Manager

ATTACHMENTS

Attachment 1: Toronto Fire Services 2025 Annual Report