

Toronto Fire Services 2025 Annual Report

Presentation to Economic and Community Development Committee

July 14, 2026



A Glimpse of Toronto Fire Services' 2025



Responded to **172,412** emergency incidents



Answered and processed **611,013** emergency and non-emergency phone calls



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



9,428 properties inspected to mitigate fire risk and address priority enforcement



1,968 fire safety presentations conducted in schools

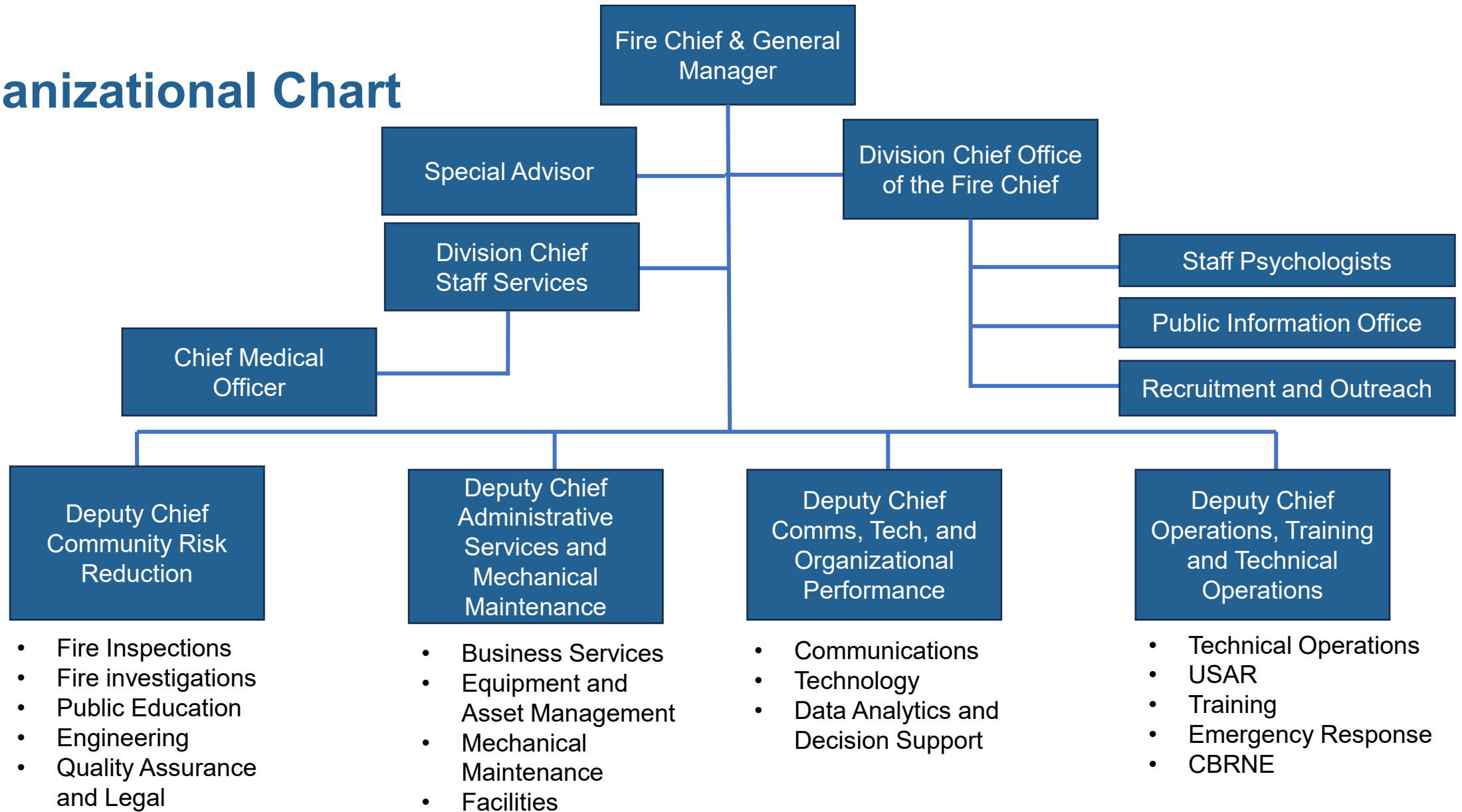


302 events attended to increase recruitment and enhance succession planning



Continuing to lead the charge on Lithium-Ion Battery safety through education, awareness and advocacy

Organizational Chart



Public Education

In 2025...

- Delivered 339 high rise fire safety presentations.
- Delivered public education to 35,867 school-aged children.
- Conducted 339 education sessions for older adults.
- Launched a fire safety pilot program focused on culturally appropriate fire safety for Indigenous youth.



Lithium-Ion Batteries: Trend on the Rise

- In 2025, the number of lithium-ion battery-related fires in Toronto was 91 compared to 29 in 2022. That represents a 214% increase.
- Toronto Fire Services has implemented the following mitigation initiatives to address the public fire safety risks associated with unregulated and uncertified lithium-ion batteries:
 - Runs an annual public education campaign “This is Your Warning”
 - Formed a Lithium-Ion Battery Working Group with internal and external stakeholders
 - Inter-governmental advocacy to the Federal and Provincial Governments
 - Supports public and private building owners in developing mitigation strategies for their buildings.

TFS Encampment Team

- Toronto Fire Services has intensified its outreach to persons experiencing homelessness as part of the City of Toronto's *Interdivisional Protocol for Encampments in Toronto*.
- Since 2020, approximately 20% of the Public Education staffing complement has been reallocated to engaging unhoused residents living outdoors, delivering core fire safety guidelines to focus on several critical life-safety measures designed for high-risk environments.

Provided education to **2,144** residents living in encampments.

Visited **1,188** sites and engaged with **3,142** distinct encampments.

Identified and facilitated the removal of **172** fire hazards.

There were **78** fewer fires in encampments (**37% reduction**) in 2025 compared to 2024.

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 2025...

- Conducted inspections at **9,428** unique properties.
- Inspected **99%** of vulnerable occupancies in Toronto.
- Inspected **95%** of all residential high-rise buildings.
- Charged **1,246** property owners or occupants of a property for violations of the Ontario Fire Code.

Emergency Response Performance

	2021	2022	2023	2024	2025
Call Processing Time 1:04min 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%	94%
Turnout Time 1:20min 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%	89%
Travel Time 4:00min Elapsed time from when the first responding truck is responding to when that truck arrives at the incident location.	62%	60%	59%	56%	53%
Total Response Time 6:24min Elapsed time from when TFS receives the emergency call to the arrival of the first truck at the incident location.	76%	75%	77%	77%	76%
Effective Firefighting Force 10:24min 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%	95%

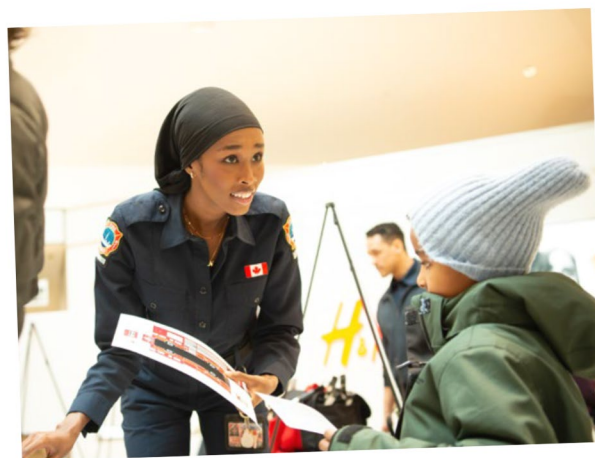
Public Order Unit

- The Public Order Unit (POU) is a Toronto Emergency Services joint operations supporting public safety at large-scale events, demonstrations, and civil unrest incidents.
- 100 Toronto Fire Services members trained annually by Toronto Police Service in crowd dynamics, public order operations, and specialized response procedures.
- Provides fire suppression, decontamination, and medical support within Toronto Police Public Order Unit deployments.
- Responded to 50 call-outs in 2025 in support of public safety and emergency operations.



Recruitment and Community Outreach

Hosted 150 TCHC YouthWorx youth for a “Day in the Life” at the Toronto Fire Academy.



Outreach and Recruitment team attended 302 events in 2025.



37.9% of Operations recruits self-identified as a member of an equity deserving group.

Looking Forward

Toronto Radio Infrastructure Program (TRIP)

- Mission-Critical Communications Infrastructure that is central to emergency response and public safety. The system is used by Toronto Police, Fire and Paramedic Services in the City as a core communications system.
- Major upgrades to the physical infrastructure, cyber security, and system backups are planned for 2026 and procurement design in 2027 and 2028 in advance of the 15-year Motorola contract expiring in 2029.

Total Response Time

- In 2025, Toronto Fire Services saw a decline in Total Response Time due to an increase in Travel Time. The ongoing challenge is influenced by factors such as rising call volumes and unit availability,
- Toronto Fire Service is developing short – and long-term operating and capital plans to mitigate the continued decline in Total Response Time.

Staffing Challenges

- Toronto Fire Services is developing short- and long-term strategies to address gaps and pressures related to ongoing staffing challenges primarily resulting from WSIB claims, legislative leaves, and anticipated retirements.

Thank You!

