



TORONTO
FIRE SERVICES

2016

ANNUAL REPORT



TORONTO

2016 HIGHLIGHTS



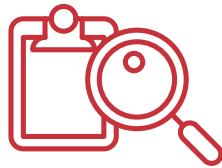
The Communications Centre achieved the NFPA Call Processing Time standard of **64 seconds 95% of the time**, surpassing the NFPA performance benchmark by 5%.



1245 TFS staff responded to an employee survey.



17 new Fire Prevention staff were hired in 2016.



Conducted **314 vulnerable occupancy inspections** (including care occupancies, care and treatment occupancies, and retirement homes) to protect the most vulnerable residents in the city.

TFS responded to **117,016 incidents**, representing a 1.2% increase over 2015.



TFS conducted **278,080 unit responses** representing a 1.8% decrease over 2015.



Firefighters attended **61,450 homes** as part of the Alarmed for Life campaign.



24 senior staff completed Road to Mental Readiness (R2MR) training with both Association members and Management staff participating.

The acquisition of **200 thermal imaging cameras**, which will improve firefighter safety, public safety, and reduction of property loss, was completed in the 2nd Quarter.



TFS received **1,677 truck requests** and station tours, a 3.5% increase over 2015.



New Fire Station 135 on Chaplin Crescent opened in October 2016.



100% of all highrise residential buildings were inspected.

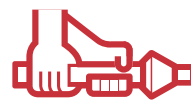
During 2016, TFS **responded to 1,262 media inquiries** which accounted for 24% of all City of Toronto media inquiries.



Dynamic staging software has been in beta testing phase by the Communications Centre since early 2016 and will go into full production in 2017.



Replaced **18 heavy emergency response apparatus** and maintained the largest fire fleet in Canada.



Trained **82 new operational firefighter recruits** in 2016.



75 staff members participated in customized customer service training.

The recently acquired and refurbished **William Thornton fireboat** is now in service and actively running emergency calls on the water.



Published **Pan Am After Action Report** to share lessons learned with City of Toronto partners, future planners and other fire departments.

40% of the 85 operations firefighter recruits hired in 2016 represent a **minority group** (females, Indigenous peoples, and visible minority groups).



13,427 high-rise residents received fire safety information during Safety Awareness Week.



Completed **Excellence Toronto Divisional Assessment Report** for Bronze Level in July 2016.

In co-operation with the Office of the Fire Marshal and Emergency Management, **developed and delivered a pilot program to over 500 Toronto Community Housing supervisory staff**, outlining fire safety duties and responsibilities per the Ontario Fire Code.



HONOURING OUR FALLEN

The Fallen Firefighter Memorial Service held on June 12, 2016 was 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 a 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 nine fallen firefighters were added to the Honour Roll, bringing the total to 254.

Firefighters and their families and friends come together annually for this ceremony of remembrance to honour those who have fallen. The 2016 ceremony included remarks and the laying of wreaths by Mayor John Tory and 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.



CONTENTS

Toronto Fire Services 2016 Highlights	2
Honouring Our Fallen	4
Fire Chief's Message & Executive Management Team	6
Our City	8
Your Fire Service	8
Who We Are & What We Do	10
Our Valued Staff	12
Giving Back	13
Our Devoted Volunteers.....	14
Celebrating Success	15
In the Community	16
Emergency Response Statistics	18
Fire Facts	20
Our Performance	22
Engaging Our Stakeholders	29
Testimonials from the Public	30
Financial Highlights	31
Looking Ahead	33
Career Opportunities	38
Connect with Us	39

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Toronto Fire Services' Public Information Section, and

City Clerks Office, Design Services (design@toronto.ca)



FIRE CHIEF'S MESSAGE

On behalf of Toronto Fire Services (TFS), I am pleased to present the 2016 Annual Report.

Included in this report are examples of TFS' achievements and accomplishments in 2016, described through success stories, statistics, and photographs.

Also included in this report is a description of the services provided by TFS; both the services provided to the public and also internal services that make this organization operate successfully every day.

2016 has been a demanding yet rewarding year and I am very proud of all that TFS accomplished. Together, we have worked hard to improve fire safety for Toronto residents, businesses and visitors.

In 2016, TFS pursued many opportunities in support of continuous improvement and excellence. Examples include inviting staff to participate in town halls, focus groups and surveys to provide input and feedback on current initiatives; increasing public education and fire prevention staff and associated efforts; identifying partnership opportunities with other City Divisions through the Toronto Strong Neighbourhood Strategy; initiating the Road to Mental Readiness (R2MR) program by training senior staff to support the mental wellness of employees; and introducing new customer service training across TFS' various Divisions.

We want to continue to improve and in order to do so, we must embrace change. For this reason the TFS Transformation Plan was introduced through the 2017 budget process. In addition to implementing the initiatives established in the 2015-2019 Master Fire Plan, the Transformation Plan was developed to bring critical, transformational tasks to the top of the priority list. Examples include:

- Enhancing training and leadership development;
- Developing a comprehensive Diversity and Inclusion Plan; and
- Developing efficiency models to improve deployment and service delivery.

Reflecting on 2016, I would like to take this opportunity to thank each and every member of the Toronto Fire Services team for your courageous, compassionate and dedicated service to our city.



Matthew Pegg
Fire Chief & General Manager

OUR EXECUTIVE MANAGEMENT TEAM



Mike McCoy, Deputy Chief
Operations



Debbie Higgins, Deputy Chief
Professional Development and Training & Mechanical Maintenance



Jim Jessop, Deputy Chief
Investigations, Fire Prevention & Public Education



Michael Pitoscia, Acting Deputy Chief
Administrative Services



Tony Bavota, Deputy Chief
Communications, Technology & Organizational Performance

OUR CITY

Toronto has the largest fire service in Canada and the fifth largest in North America serving the **2.8 million** people of the city and its visitors.

The following information was gathered from Statistics Canada 2016 Census Data and Toronto's City Planning Division.

POPULATION

- Toronto's population of approximately 2.8 million people represents 30.6% of the Greater Toronto and Hamilton Area's (GTHA) population and 7.8% of Canada's total population.
- Toronto's population grew by 116,511 residents between 2011 and 2016, representing a growth rate of 4.5%.
- Toronto is home to 228,290 more people than it was 10 years ago.
- Approximately 1/2 of Toronto's population growth over the last 5 years was south of Bloor Street, between Victoria Park Avenue and the Humber River.
- Toronto's highest growth took place in downtown neighbourhoods including the Waterfront, Bay Street, and Moss Park.

DWELLINGS

- Toronto's occupied private dwellings grew from 1,047,877 to 1,112,929 between 2011 and 2016, representing a growth rate of 6.2%. In 2016, the city of Toronto housed 43.9% of all GTHA dwellings.
- There were 321,200 residential units in active development projects between July 1, 2011, and June 30, 2016. Of these, approximately 127,200 proposed units were approved but not yet built. Most of these proposed units are apartments. If these proposed units were occupied at the same rate as apartments in buildings of 5 or more storeys built between 2006 and 2011, they would house about 213,500 persons.

YOUR FIRE SERVICE

Toronto Fire Services is the City's only 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

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

INTEGRITY

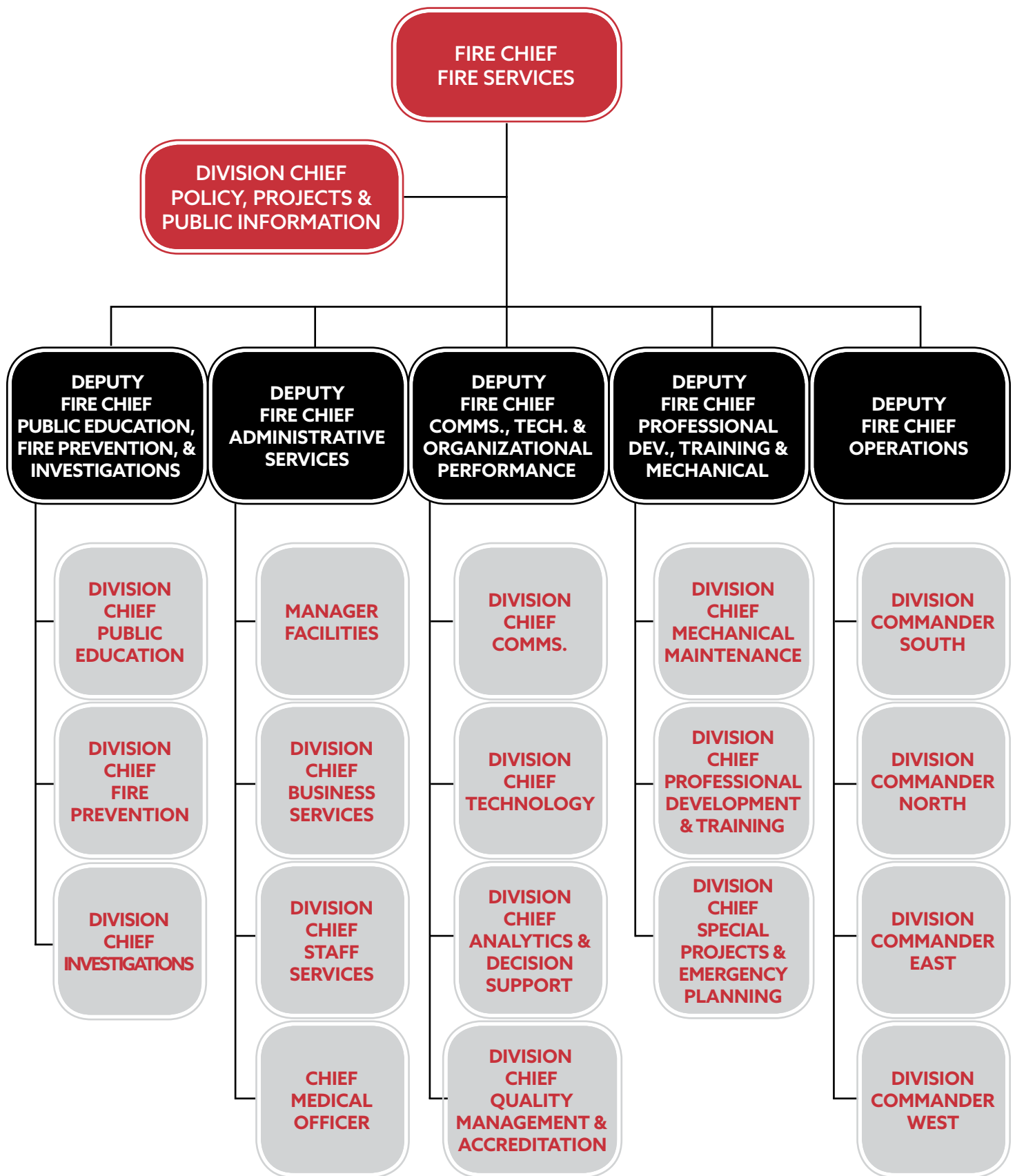
PROFESSIONAL
DEVELOPMENT

ACCOUNTABILITY

TEAMWORK

INNOVATION

ORGANIZATIONAL STRUCTURE



WHO WE ARE & WHAT WE DO

PUBLIC EDUCATION

The Public Education Division educates the public about fire safety and fire safety regulations. The delivery of Public Education and Fire Prevention is mandated for every municipality under the Fire Protection and Prevention Act. TFS is committed to educating the residents of Toronto about how to be fire safe.

FIRE PREVENTION

The Fire Prevention Division conducts inspections to enforce the Ontario Fire Code. Thorough fire inspections and re-inspections are the backbone of effective fire prevention work and a major factor in reducing the loss of life and property. Thorough inspections not only prevent fires but also present the opportunity to study and plan for more efficient ways of extinguishing fires.

PROFESSIONAL STANDARDS

The Professional Standards Section is responsible for the training, certification and professional development of all Fire Prevention and Public Education staff.

INVESTIGATIONS, QUALITY ASSURANCE AND ENGINEERING

The Fire Investigation Section conducts comprehensive investigations to ensure the community fire risk is measured using evidence-based findings. The investigation into the origin, cause and circumstances of fires provides TFS with data to inform public education, inspection and enforcement strategies. A quality assurance capacity in Fire Prevention has been developed to ensure Ontario Fire Code enforcement follows best practices and applicable limitation periods. TFS also has a team of Fire Protection Engineers who provide advice and assistance in regard to the application of the Ontario Fire Code and ensure the fire safety risk is properly addressed in complex situations.

OPERATIONS

124 operations crews are deployed from 83 fire stations across the city on a 24/7, 365/year. Operations crews provide critical fire suppression services, first response to medical emergencies, hazardous materials response, road accident response, and response to other disasters and emergencies. Other operations include technical rope rescue, water rescue, auto extrication, confined space rescue, and trench rescue.

DISASTER RESPONSE AND EVENT SUPPORT

TFS provides specialized support and response to emergencies involving Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) hazards and those with mass victims or where Heavy Urban Search and Rescue (HUSAR) is needed, both within the City and as requested by the provincial and/or federal governments. TFS also provides support for a variety of large-scale events, including the Canadian National Exhibition.

MEDIA RELATIONS

The Public Information Office establishes and maintains relationships with external stakeholders including the media and members of the public. The Office facilitates critical events such as the annual Fallen Firefighter Memorial Service, Doors Open Toronto, and Rescue Merit Awards Ceremonies. This Office also manages the website and social media channels.

POLICY AND PLANNING

The Policy and Planning Team conducts research to facilitate evidence-based decision making amongst Senior-level decision makers at TFS and at the City of Toronto. The Team prepares Staff Reports for Committee Meetings and City Council. The Team also develops strategic documents, reports, and presentations.



COMMUNICATIONS

The Communications Division is responsible for call-taking and dispatching, Incident Management System support, Department Operations Centre support, and 9-1-1/tiered response. Communications staff are the primary point of contact at TFS for members of the public and they are responsible for sending appropriate apparatus to calls and for maintaining radio communications with fire suppression staff.

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.

QUALITY MANAGEMENT AND ACCREDITATION

The Quality Management and Accreditation Division is responsible for quality assurance across the organization, continuous improvement, project documentation, and facilitating organization change. This Division is leading the preparation, documentation, and application for accreditation through two processes: Excellence Toronto and the Commission of Fire Accreditation International (CFAI).

ANALYTICS

The Analytics and Decision Support Division is responsible for supporting decision-makers with comprehensive analytical tools and robust business intelligence, applying analytics to measure and improve TFS performance, and developing and implementing analytical tools and systems to improve TFS efficiencies and effectiveness.

PROFESSIONAL DEVELOPMENT AND TRAINING

The Professional Development and Training Division is responsible for training new recruits and delivering ongoing training for all operations staff including special operations, emergency medical services, officer development, and training on all new trucks and equipment. This Division is also responsible for employee development opportunities and succession planning initiatives.

MECHANICAL MAINTENANCE

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.

EMERGENCY PLANNING

The Emergency Planning Division assists in managing growth and change through City studies, committees and meetings by providing strategic oversight of life safety issues. The Division liaises with external stakeholders on a daily basis to reduce possible consequences of emergencies by preventing fatalities and injuries, reducing damage to buildings, equipment and the environment, and accelerating the return of normal operations of the city. This Division also coordinates specialized responses to events within the city and manages the City's Emergency Operations Centre during major emergencies.

FACILITIES MANAGEMENT

The Facilities Management section of the Administrative Services Division is responsible for the repair, maintenance and management for each of the 83 fire stations and other TFS buildings and facilities, in collaboration with the City's Chief Corporate Officer and Facilities teams.

BUSINESS SERVICES

The Business Services section of the Administrative Services Division is responsible for all aspects of TFS' finance and budget management. Additionally, this section is responsible for all aspects of TFS' Quartermaster section, including personal protective equipment and warehouse management.

STAFF SERVICES

The Staff Services section of the Administrative Services Division is responsible for managing all aspects of TFS' labour relations in collaboration with the City's Labour Relations and Legal Services teams. This includes return-to-work initiatives as well as operating and managing the TFS Medical Office.

TFS WORK ACTIVITIES

Committee Relations
 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/Call-Taking
 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
 Succession Planning
 Awards & Recognition
 Recruit Graduations
 Website Maintenance
 Social Media
 Reporting
 Ice Breaking
 Swift Water Rescue
 Special Operations
 Stakeholder Relations
 Marine Unit Response
 Quality Management
 Risk Management

OUR VALUED STAFF

NUMBER OF PERSONNEL	
Operations	2,670
Public Education & Fire Prevention	209
Professional Development and Training & Emergency Planning	38
Mechanical Maintenance	46
Communications, Technology & Organizational Performance	92
Administrative Services, Recruitment, Policy & Public Information	14
Excluded Staff (Exempt Professional/Clerical)	27
Local 79	32
Management	34
Fire Chief & Senior Management	6
Total	3,168

EMPLOYEE OPINIONS

In 2016 staff participated in a City of Toronto Employee Engagement Survey and a Toronto Fire Services Continuous Improvement Survey. Some of the results are presented below. Survey findings have been used to inform improvement plans for TFS.

73% of staff feel that TFS is committed to advancing access, equity, diversity and human rights.

85% of staff feel that they are encouraged to provide a high quality of service.

95% of staff understand that the needs of customers is an important part of their job.

86% of staff feel that their work unit meets the needs of customers.

This Canadian flag, made of decommissioned fire hoses, is now a permanent art installation at Fire Station 332. The idea came from Firefighter Robert Burland, HAZ332, who had some help from his colleagues at Adelaide Station. It took the summer of 2016 and 20 lengths of fire hose, intricately placed, to make Robert's vision a reality. The final touch was using charcoal to create a subdued flag, similar to that worn by the Canadian Armed Forces when in combat. Congratulations and thank you to Robert and all TFS staff who contributed to provide a beautiful legacy for TFS and the City of Toronto.



GIVING BACK

Giving back to the community is extremely important to The Toronto Professional Fire Fighters' Association (TPFFA).



2016 HIGHLIGHT: CARE ENOUGH TO WEAR PINK CAMPAIGN

The Canadian Cancer Society has confirmed that breast cancer is the most common cancer among Canadian women and is the second leading cause of death from cancer; which is why supporting the Louise Temerty Breast Cancer Centre at Sunnybrook Health Sciences Centre, raising awareness, and educating our loved ones and the public about the realities of breast cancer (or any cancer for that matter) is so important.

In 2011, the TPFFA committed to raising \$100,000 over a six-year period for the Louise Temerty Breast Cancer Centre. Before 2016, the TPFFA had raised \$77,300 of the \$100,000 pledge.

In 2016, the TPFFA launched the Care Enough to Wear Pink Campaign. To build awareness for the Campaign, all members who purchased a TPFFA Pink baseball cap and/or a Pink breast cancer awareness pin, wore those items for the entire month of October, both on and off-duty. Members volunteered to sell them to the public at local community events showcasing a Pink fire truck, which was named 'Louise' for the occasion. Louise was a hit with Torontonians; both children and adults alike.

TPFFA members were committed to achieving their goal of raising \$100,000. Campaign awareness and fundraising initiatives included appearing on Breakfast Television and interacting with the public throughout the neighborhoods of Toronto at various Loblaws stores, restaurants, Blue Jays games, concerts at the Air Canada Centre, community hockey tournaments, Steam Whistle Brewery, the Women's Half Marathon, the CN Tower Climb, and of course, at the Louise Temerty Breast Cancer Centre at Sunnybrook Hospital. The Chair of the TPFFA Charity Committee, Gerlando Peritore, also organized personal home visits for victims of terminal breast cancer, who were invited to go for a ride in the Pink fire truck.

In 2016 alone, through the Care Enough to Wear Pink Campaign, an incredible \$62,359 was raised! The success of the Campaign, allowed TPFFA to surpass the original pledge of \$100,000, raising a total of \$140,545!

OUR DEVOTED VOLUNTEERS



Many volunteers dedicate their spare time to supporting TFS:

- Toronto Fire Fighters War Veterans' Association Colour Party
- Box 12 Association
- Operation Christmas Tree (Toronto Fire Fighters' Toy Drive)
- Greater Toronto Multiple Alarm Association (Support 7)
- Toronto Fire Services Peer Support and Critical Incident Stress Team
- Toronto Fire Services' Pipes & Drums
- Toronto Fire Services Honour Guard

Thank you to the volunteers who have touched many lives through their willingness to help at emergencies, ceremonies, and other worthy causes.



CELEBRATING SUCCESS

ONTARIO MEDAL FOR FIREFIGHTER BRAVERY

On November 24, 2016, Firefighter Dave Archer was awarded the Ontario Medal of Firefighter Bravery for the courageous actions he took to save a man's life. Firefighter Archer was taking a break from a CPR course he was teaching, when he detected the smell of smoke nearby. Informed by a passersby that 9-1-1 had been called, Firefighter Archer, who was off-duty at the time, immediately circled the building intending to brief the firefighters about the situation as they arrived. When he discovered a man leaning out of a top floor window surrounded by thick smoke, he yelled to the man that help was on the way. The man said he was unable to hold on for much longer because of the heat and smoke. Dressed in only street clothes and sandals, Firefighter Archer made the decision to enter the building to rescue the man.

Firefighter Archer assessed the smoke conditions while travelling up the stairwell to locate the man, pull the man from the window and escort him to safety. The situation could have been fatal but the man survived because of the quick action taken by Firefighter Dave Archer, and his willingness to confront a dangerous situation.

RESCUE MERIT AWARDS

On October 13, 2016, firefighters, paramedics, police officers and civilians were formally recognized for going above and beyond the call of duty. A few examples are presented below.

In the middle of a cold February night, 8 trucks and 25 firefighters were called to the bottom of a 30 foot ravine where a pick-up truck was found on its side on a frozen creek bed. Crews immediately observed two people pressed against the passenger window. The initial size-up indicated the need for a multi-faceted rescue; one which would involve heavy vehicle extrication tools, ice water rescue, low angle rescue, and protecting the individuals from any further injury. Chain link fencing was cut to provide a pathway for hydraulic equipment, electrical power cords, and rope, which was anchored to a large tree for lifting the two vehicle occupants in a stokes basket. With Captain Dave Quinn supervising the rescue, Firefighter Steve Connell operating the saw, Firefighter Mike Cairns operating the hydraulic tools, and Firefighter Craig McManus controlling the ropes, the extrication began. The weight of the truck forced it to slowly lower into the ice, causing water to accumulate, increasing the urgency of the rescue. After only 30 minutes both individuals were rescued and brought to waiting paramedics who transported them to Scarborough General Hospital. Because they performed a complex extrication in extreme weather conditions, Squad Crew 232 was awarded a Team Citation.



Left to right: Fire Chief Matthew Pegg, Firefighter Craig McManus, Captain Dave Quinn, Councillor Paula Fletcher.



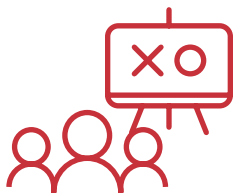
Left to right: Fire Chief Matthew Pegg, David Dearman, Councillor James Pasternak.

David Dearman was riding his bike near Runnymede and Dundas when he noticed smoke coming from the rear of a two-storey apartment. He took a closer look and found a rear deck fully engulfed in flames. It appeared the occupants were unaware of the danger outside their units, therefore David gained access to the common area of the building. Alarms, while present and functional, had not yet begun to sound. David took it upon himself to quickly run from door to door alerting the tenants of the fire, which by this point was starting to spread. David, risking his own safety, managed to ensure that all of the people within the units evacuated safely, and even took the extra time to help remove frightened cats from a woman's basement apartment. This fire progressed to a two alarm level, which means 17 fire trucks were called to the scene. For alerting sleeping residents of a life-threatening fire, David Dearman was awarded a Certificate of Merit.

IN THE COMMUNITY

FIRE SAFETY EDUCATION

TFS strives to be a leader in developing and implementing effective fire safety programs and initiatives to make Toronto the most fire safe community in Canada.



Total number of presentations, events and workshops run by Public Education staff in 2016 was **2,122**, which represents a **26% increase** over 2015.

99,676 residents of Toronto attended a fire safety presentation, event or workshop in 2016, which represents a **35% increase** over 2015.



2016 ALARMED FOR LIFE PROGRAM

Firefighters attended **61,450** homes from May 24, 2016 through September 30, 2016

The Alarmed for Life program is a key component of Toronto Fire Services' comprehensive education strategy. This community-based program focuses on three core components:

1. Providing fire and life safety education to the public with an emphasis on all homes having a working smoke alarm on every storey and outside all sleeping areas, a working carbon monoxide alarm outside all sleeping areas and the importance of home escape planning;
2. Distribution of the Alarmed for Life Home Fire Safety Kit; and
3. Reinforcing the role of Toronto firefighters in the communities they serve.

Home Fire Safety Kits and materials are available for residents at **toronto.ca/Fire/Prevention** in 12 different languages.

FIRE PREVENTION WEEK

The theme for Fire Prevention Week, hosted October 30-31, 2016 was "Don't Wait – Check the Date! Replace Smoke Alarms Every 10 Years". Residents were invited to attend open houses at fire stations across the city to learn about the importance of having working smoke alarms at home and preparing and practicing a fire escape plan.

SAFETY AWARENESS WEEK

During Safety Awareness Week, staff visited 63 seniors' buildings reaching 5,260 seniors and left fire safety materials behind for an additional 8,167. Staff also delivered four half-day seminars to 500+ TCHC property managers and superintendents with fire safety education catered specifically to TCHC Supervisory Staff.

REMEMBERING WHEN

The Public Education Division facilitated a program using NFPA's Remembering When program focusing on older adults and seniors.

Staff conducted **143 presentations** reaching **5,116** seniors.

EDUCATION FOR CHILDREN



Total number of presentations, events, workshops and displays was **1,620** in 2016.

51,881 children were educated through presentations, events, workshops and displays in 2016.





SWING INTO SUMMER SAFETY



The Swing into Summer Safety event was held on June 14, 2016 and was hosted by TFS, in partnership with the Toronto Blue Jays and the Fire Marshal's Public Fire Safety Council. 35,000 school children from across Ontario attended the game to learn about fire safety. TFS staff distributed 25,000 packs of player cards with fire safety messages and an additional 25,000 packs of card at various events and presentations. Blue Jays Brett Cecil and Marco Estrada were the campaign spokespersons.

HOLIDAY FIRE SAFETY CAMPAIGN



TFS and the Fire Marshal's Public Fire Safety Council partnered with the Toronto Raptors Basketball Club for a Holiday Fire Safety Campaign. With DeMar DeRozan and Corey Joseph as the lead campaign spokespersons, TFS' social media campaign, alongside a press conference, trended #3 in Canada. As part of the Holiday Fire Safety Campaign, TFS hosted a one day Public Education seminar focussing on messaging and social media

for over 100 Fire Safety Educators from across Ontario.

DOORS OPEN

On May 28 and 29, the City hosted Doors Open Toronto. TFS participated and opened its doors to Station 227 in the Beaches and Station 334 at the Harbour Front. Visitors to Station 227 received a tour of the station and truck and visitors to Station 334 were able to see the fire boats and live water rescue demonstrations. All visitors also received education about fire safety. TFS staff interacted with over 2,000 visitors at both Fire Stations over two days, which represented the highest attendance to date.

FIRE PREVENTION

TFS strives to develop proactive risk mitigation awareness through enhanced prevention, investigation, and enforcement strategies.



Conducted **314 vulnerable occupancy inspections** (including care occupancies, care and treatment occupancies, or retirement homes) to protect the most vulnerable residents in the city.



Conducted **6,669** complaint-based and requested inspections.



Inspected **396** rooming houses/multi-residential apartment buildings/vacant buildings.

EMERGENCY RESPONSE STATISTICS

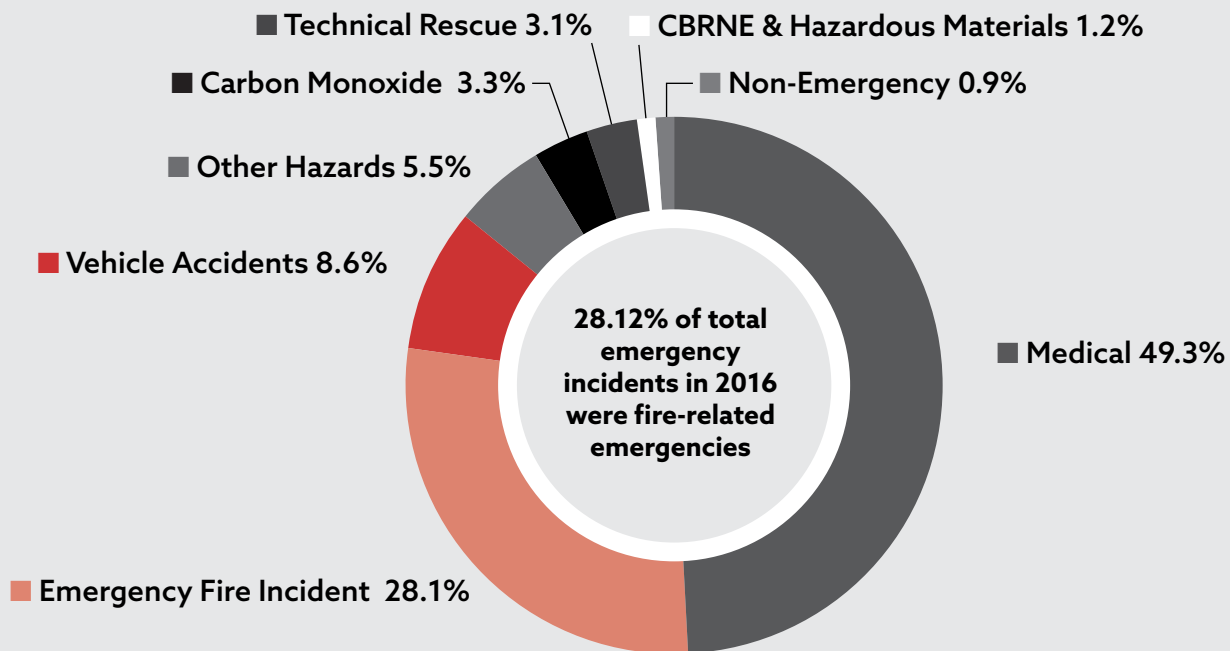
In 2016, crews were dispatched to a total of 117,016 incidents that required 278,080 apparatus responses.

EMERGENCY INCIDENT BREAKDOWN

	2015	2016	2016 % of Total	% Change from 2015-2016
Medical	54,340	57,684	49.30%	6.15%
Emergency Fire	35,104	32,891	28.12%	-6.30%
Vehicle Accidents	10,025	10,004	8.55%	-0.21%
Other Hazards	6,721	6,432	5.49%	-4.29%
Carbon Monoxide	3,562	3,817	3.26%	7.16%
Technical Rescue	3,538	3,668	3.13%	3.67%
CBRNE & Hazardous Materials	1,460	1,431	1.22%	-1.98%
Non-Emergency	917	1,089	0.93%	18.76%
Total	115,667	117,016		1.17%

Source: Toronto Fire Services, Computer Aided Dispatch (CAD) – Intergraph Business Solution, 2017

2016 EMERGENCY INCIDENT BREAKDOWN



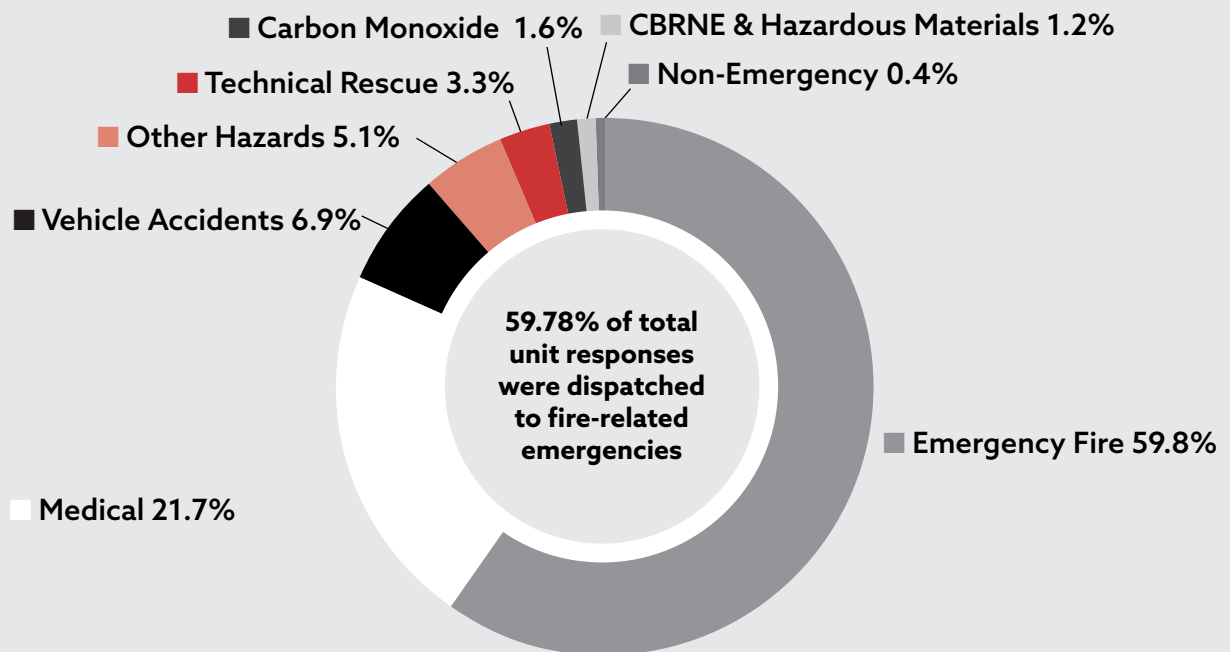
Unit response represents how Operations resources are utilized, as multiple fire vehicles are often dispatched to a single event.

UNIT RESPONSE SUMMARY

	2015	2016	2016 % of Total	% Change from 2015-2016
Medical	56,868	60,381	21.72%	6.18%
Emergency Fire	174,918	166,221	59.78%	-4.97%
Vehicle Accidents	19,253	19,194	6.90%	-0.30%
Other Hazards	15,055	14,038	5.05%	-6.75%
Carbon Monoxide	4,195	4,571	1.64%	8.96%
Technical Rescue	9,006	9,236	3.32%	2.55%
CBRNE & Hazardous Materials	3,013	3,207	1.15%	6.44%
Non-Emergency	1,010	1,232	0.44%	21.98%
Total	283,318	278,080		-1.84%

Source: Toronto Fire Services, Computer Aided Dispatch (CAD) - Intergraph Business Solution, 2017

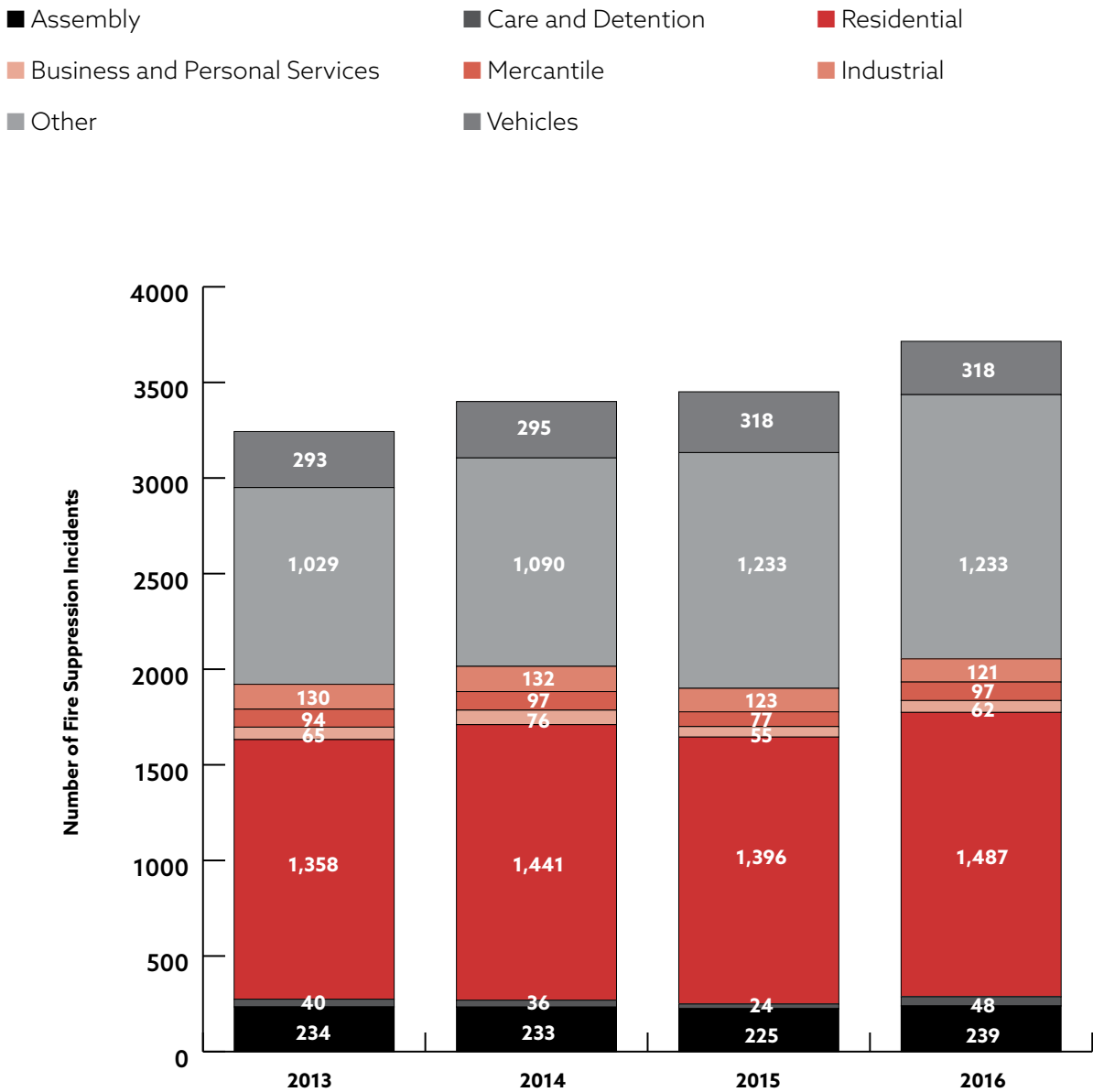
2016 UNIT RESPONSE SUMMARY



FIRE FACTS

Firefighters are dispatched to all incidents, but the nature and severity of the incident is not always known until they arrive on scene. The following graph represents actual fire suppression incidents by property class. As shown, the number of fires has slightly increased each year since 2013. In 2016, the number of fires in all property classes have increased except for a slight decrease in vehicle fires and industrial fires.

FIRE SUPPRESSION INCIDENTS BY PROPERTY CLASS





DAY IN THE LIFE



On average, TFS responds to **320 incidents** per day

On average, **762 vehicles** are dispatched per day in Toronto



RESIDENTIAL FIRE STATS

Toronto fire attended over **947 residential property fires** in 2016

44% (418) of these fires were at **single family dwelling properties** (attached, detached, semi-detached)



TOP 5 IGNITION SOURCES OF RESIDENTIAL FIRES



1. Cooking 30.8% - Be alert when cooking and keep things that can catch fire, away from cooking area.



2. Smoking 11.6% - If you smoke, smoke outside, and before you throw away cigarette butts, make sure they are out.



3. Electrical 7.8% - Ensure electrical cords are not running across doorways or under carpets and have a qualified electrician add more receptacle outlets so you don't have to use extension cords.



4. Appliances 4.9% - Don't overload your dryer and make sure you clean the lint filter before or after each load of laundry.



5. Candle 3.6% - Blow out all candles when you leave a room or go to bed and keep candles at least 30cms away from anything that can burn.

For more fire safety and fire prevention tips, please visit: toronto.ca/firesafety

OUR PERFORMANCE

OPERATIONAL PERFORMANCE

Call Processing Time, Turnout Time, Travel Time, and Total Response Time are key performance indicators for the Operations Division. Response time targets are contained in the National Fire Protection Association (NFPA) Standard 1710.

As shown below, operations crews have improved performance.

Response Time Measure	Definition	NFPA 1710 Standards (90th percentile)	2015		2016	
			Performance	% of Standard Achieved	Performance	% of Standard Achieved
Total Response Time	Elapsed time from the notification of emergency to the arrival of the first truck "at scene"	6:24min	7:11min	82%	7:03	83%

The following measures represent the individual components that are used to calculate Total Response Time.

Response Time Measure	Definition	NFPA 1710 Standards (90th percentile)	2015		2016	
			Performance	% of Standard Achieved	Performance	% of Standard Achieved
Call Processing Time	Elapsed time from the time a call is received to the time resources are dispatched	64sec	0:52	94%	0:50	95%
Turnout Time	Notification of emergency to the beginning point of Travel Time	1:20min	2:09min	47%	2:05	52%
Travel Time	Elapsed time from the time a unit is enroute to arrival "at scene"	4:00min	5:02min	76%	5:02	75%

Source: Toronto Fire Services, Computer Aided Dispatch (CAD) – Intergraph Business Solution, 2017

The Effective Firefighting Force is a unique metric in that it is used specifically for responses to fire-related events.

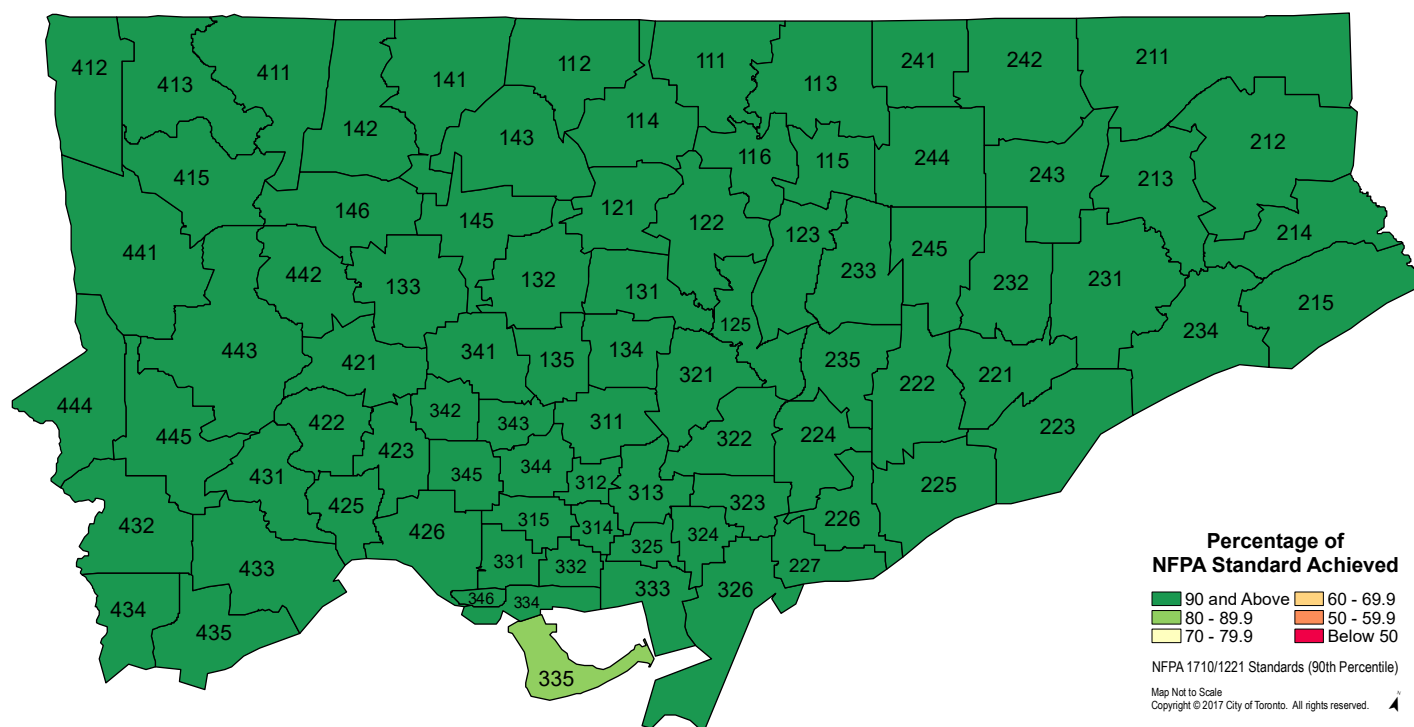
Response Time Measure	Definition	NFPA 1710 Standards (90th percentile)	2015		2016	
			Performance	% of Standard Achieved	Performance	% of Standard Achieved
Effective Firefighting Force	Overall response time for fire suppression events from call acknowledgement to arrival of initial full alarm assignment at incident location	10:24min	10:49	87.53%	10:47	87.72%

RUN AREA BENCHMARKS

NFPA 1710-16 / 1221-16 STANDARDS
(90TH PERCENTILE)

CALL PROCESSING TIME

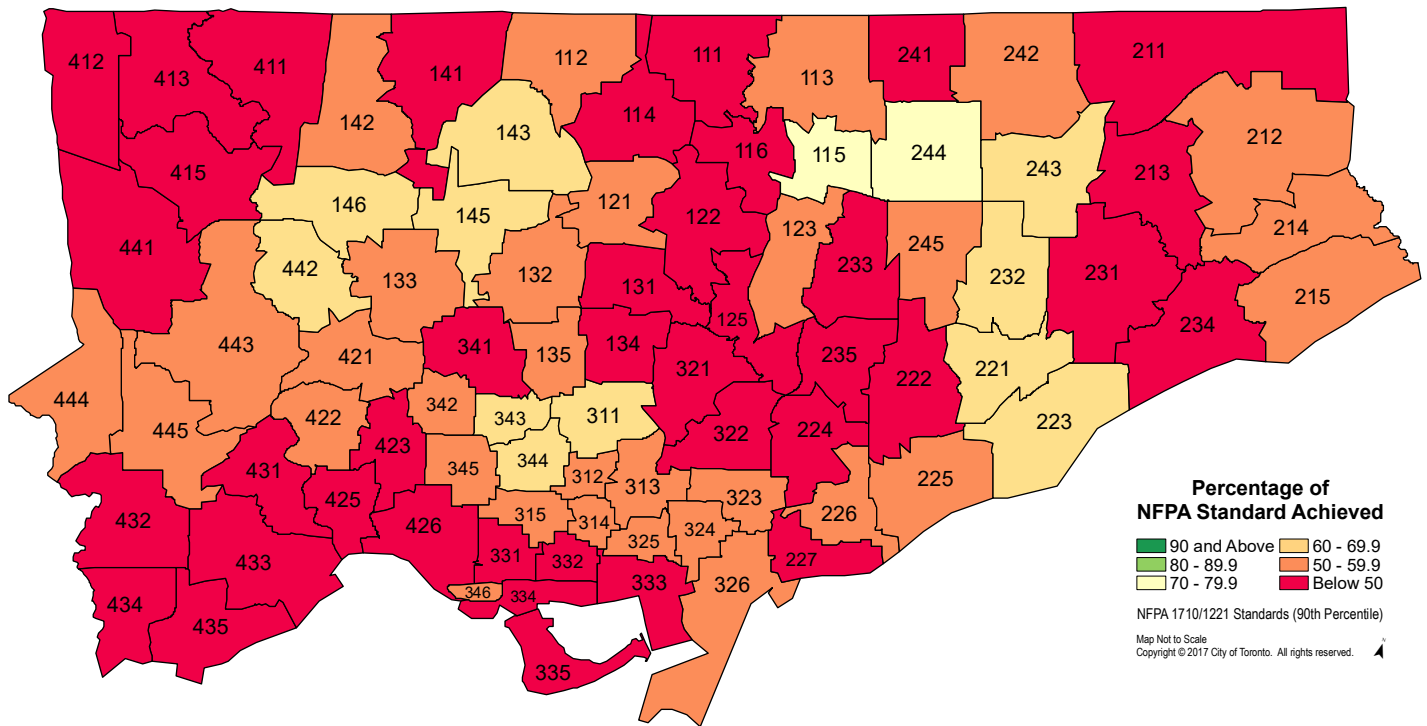
Benchmark: 1:04min



Call Processing Time is the time from when an emergency call is acknowledged at the communication centre until response information begins to be transmitted to emergency response station(s) or unit(s).

TURNOUT TIME

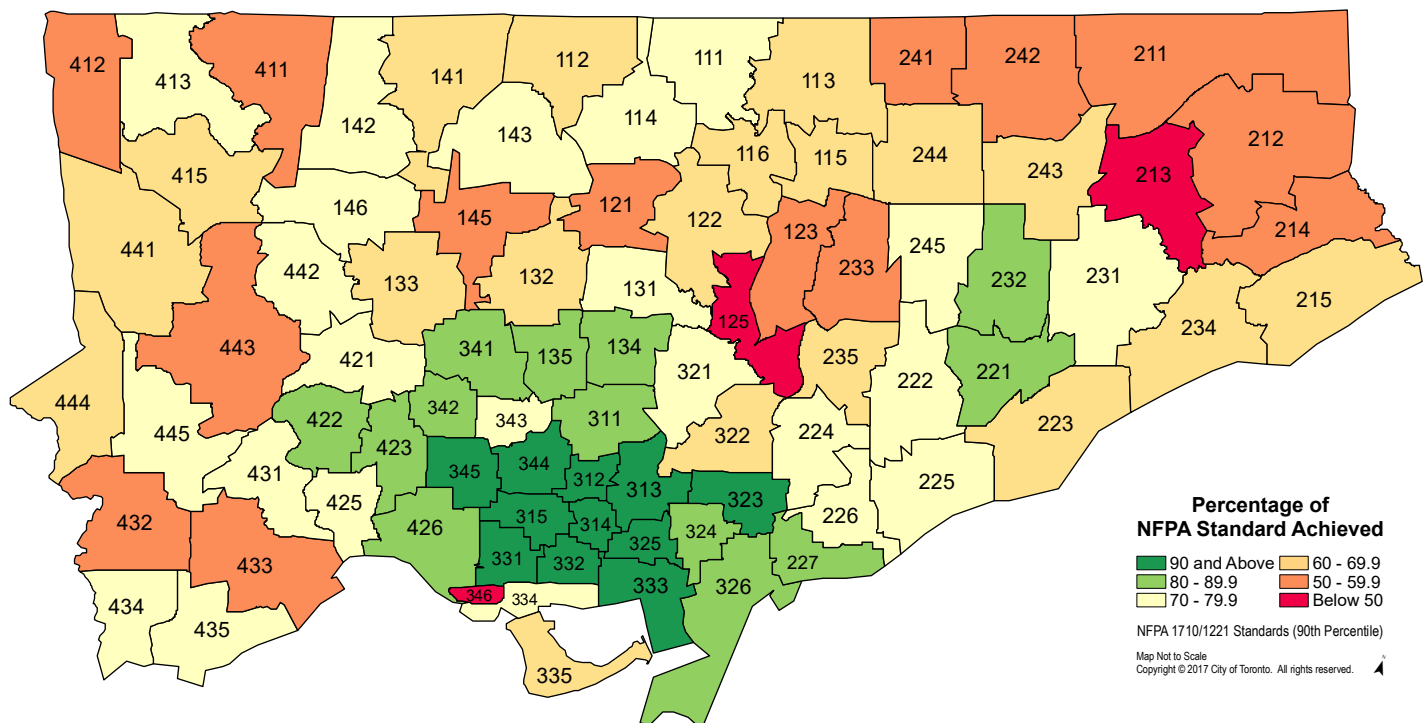
Benchmark: 1:20min



Turnout Time is the time from the start of the notification process at emergency response station or unit to the time when unit is enroute.

TRAVEL TIME

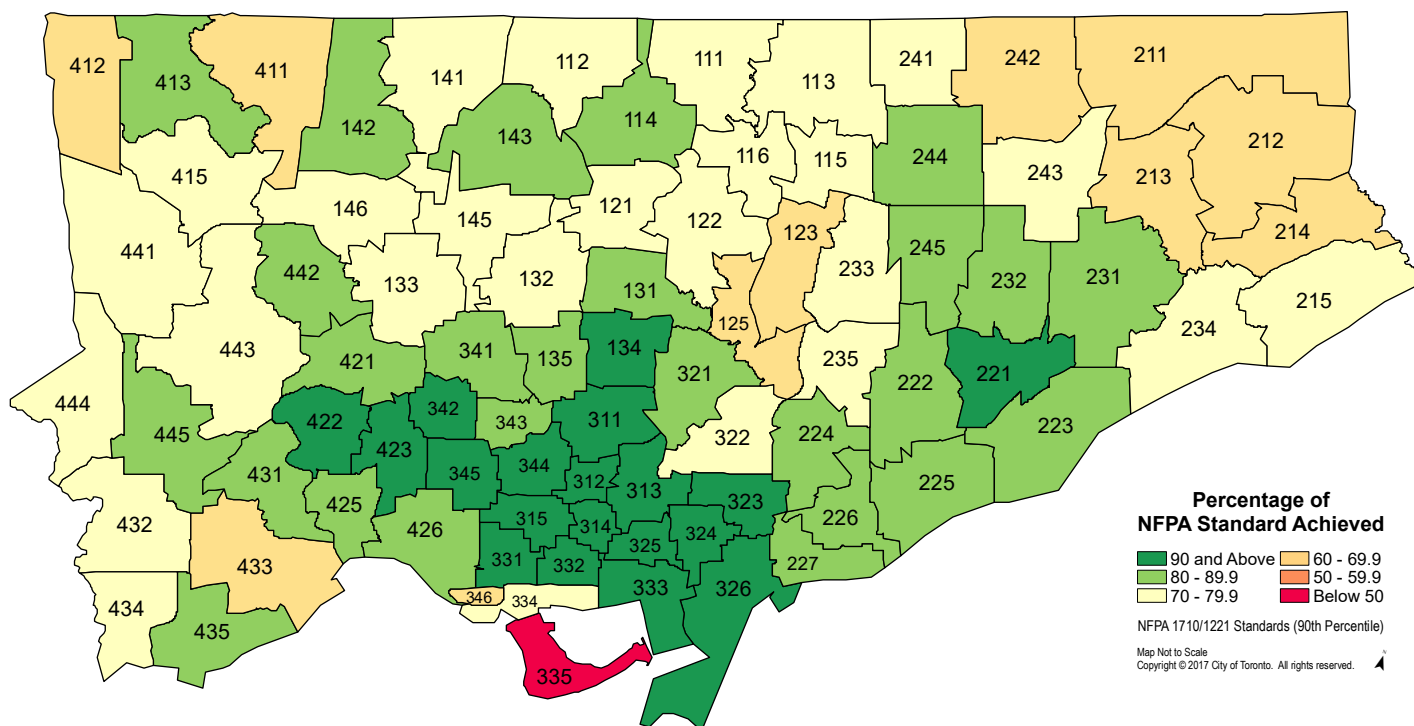
Benchmark: 4:00min



Travel Time is calculated from the time that the responding unit is enroute to when the unit arrives at incident location.

TOTAL RESPONSE TIME

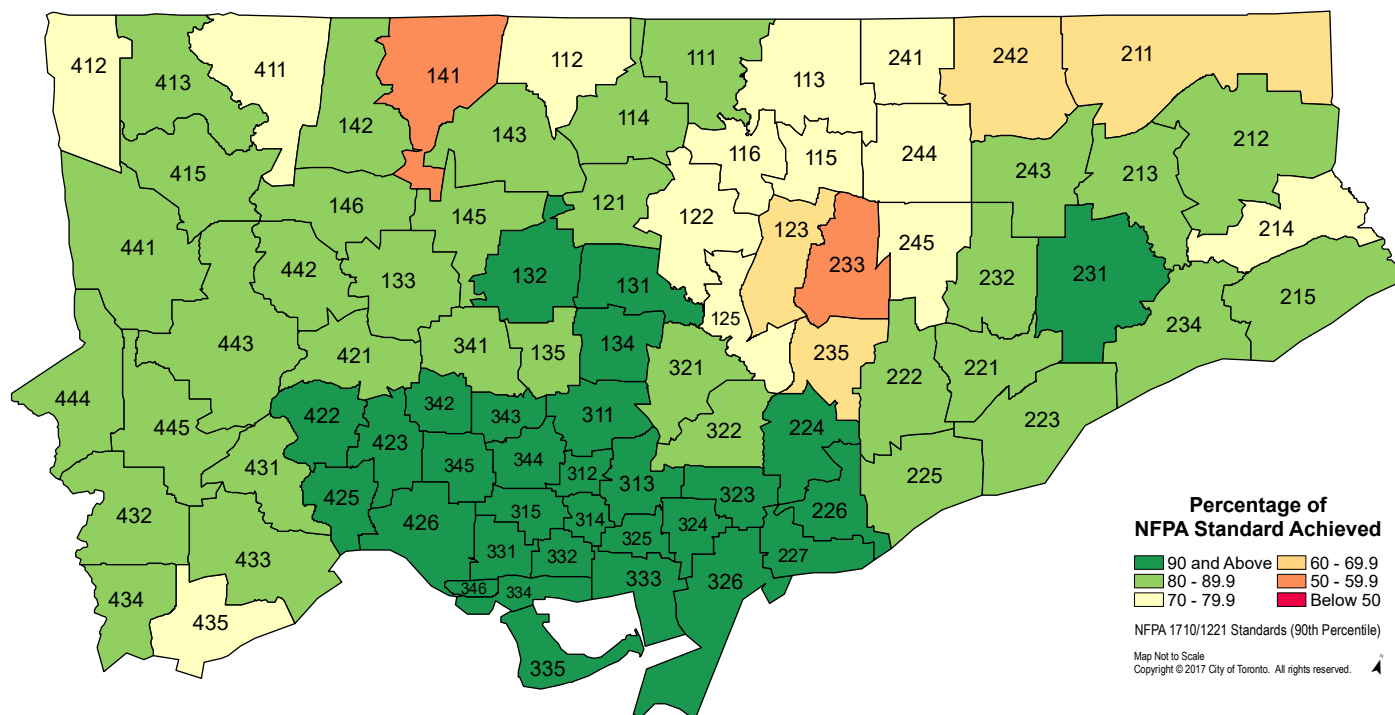
Benchmark: 6:24min



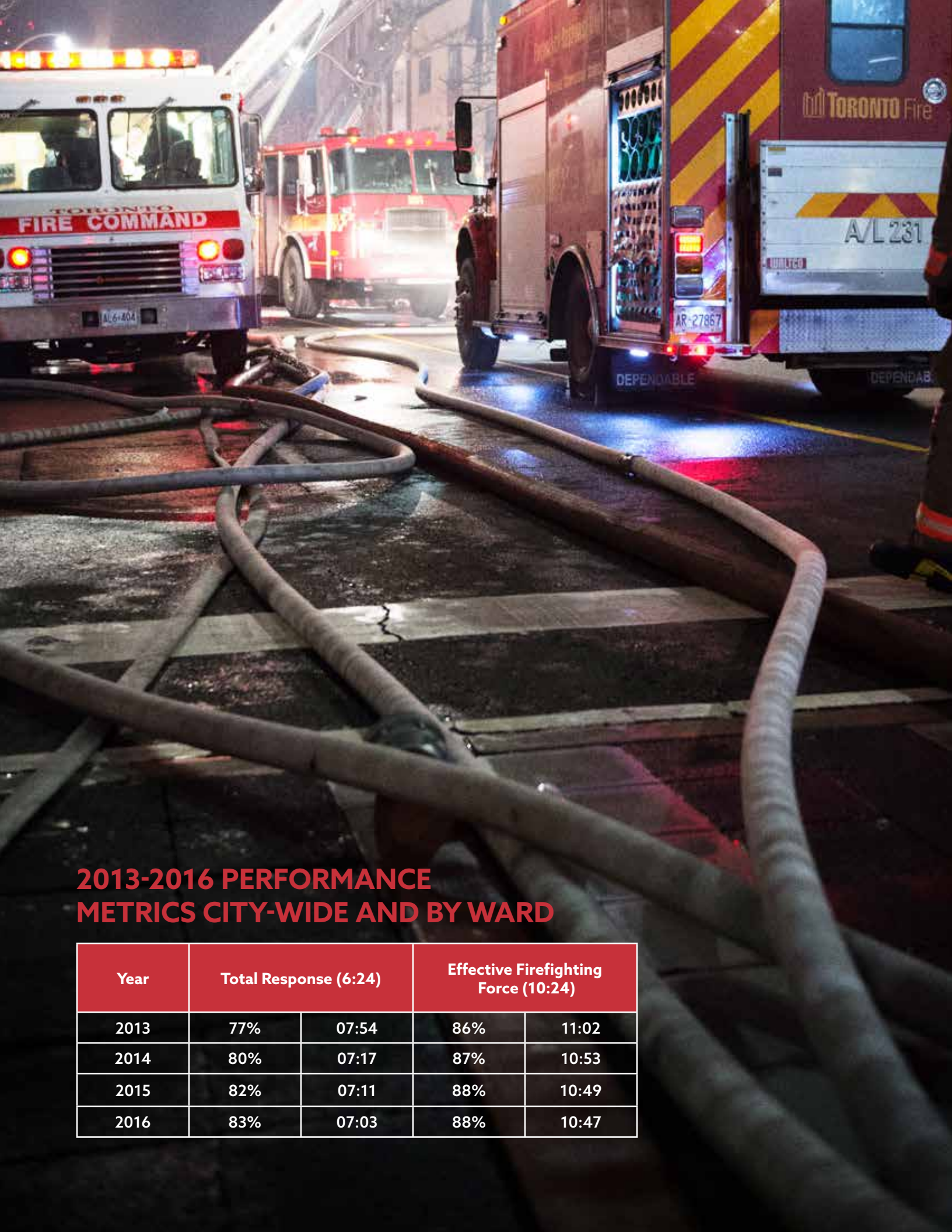
Total Response Time is the overall time from acknowledgement of the emergency call to arrival of first response unit at incident location.

EFFECTIVE FIREFIGHTING FORCE

Benchmark: 10:24min



Effective Firefighting Force is the overall response time for fire suppression events from call acknowledgement to arrival of initial full alarm assignment at incident location.



**2013-2016 PERFORMANCE
METRICS CITY-WIDE AND BY WARD**

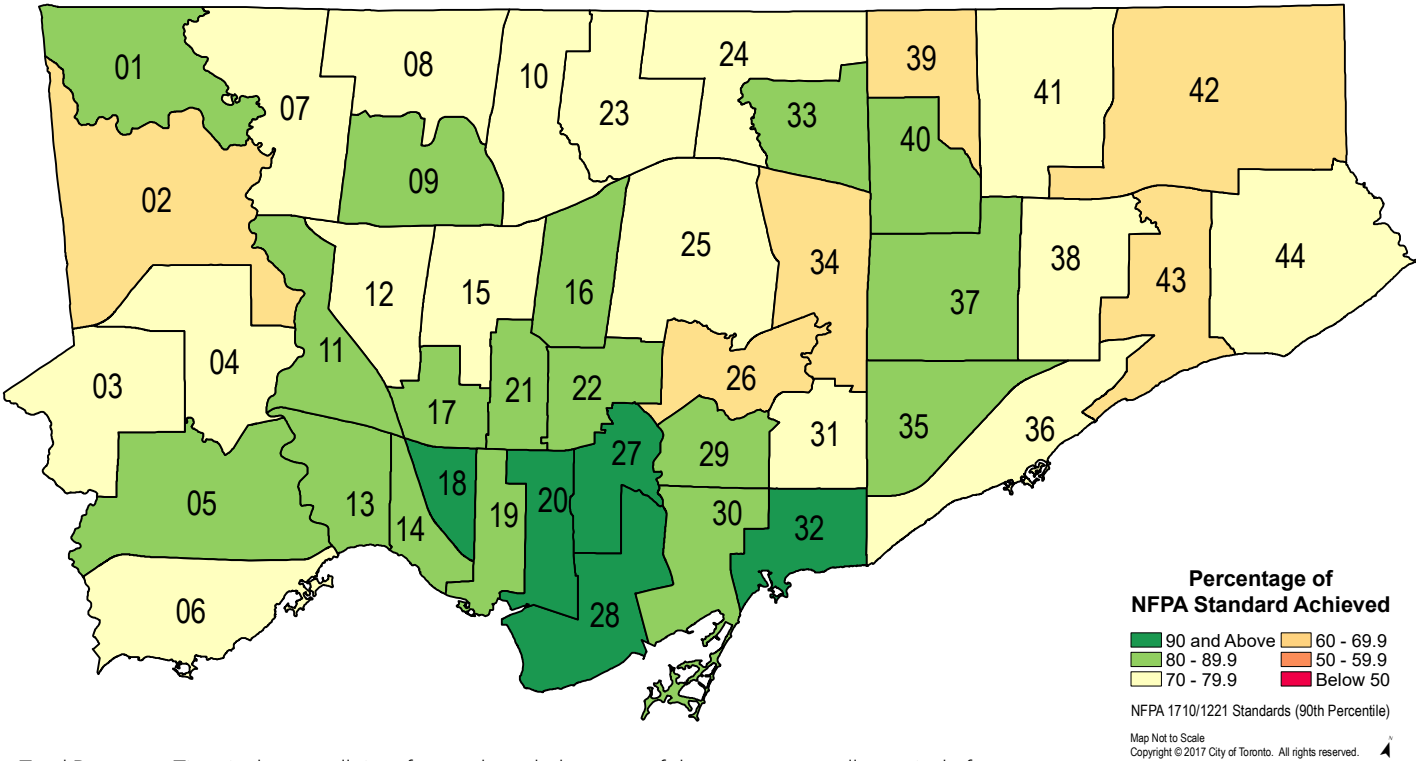
Year	Total Response (6:24)		Effective Firefighting Force (10:24)	
2013	77%	07:54	86%	11:02
2014	80%	07:17	87%	10:53
2015	82%	07:11	88%	10:49
2016	83%	07:03	88%	10:47

Ward	Total Response (6:24)								Effective Firefighting Force* (10:24)							
	2013		2014		2015		2016		2013		2014		2015		2016	
1	80%	07:26	77%	07:27	77%	07:26	82%	07:04	86%	11:05	81%	12:25	82%	11:58	80%	12:35
2	60%	09:16	61%	08:26	64%	08:22	67%	08:03	79%	11:38	76%	12:32	80%	11:40	83%	11:17
3	66%	08:59	72%	07:56	72%	07:54	75%	07:50	81%	11:53	85%	11:23	79%	12:08	87%	10:45
4	67%	09:00	74%	07:40	73%	07:37	76%	07:31	90%	10:21	88%	10:45	82%	11:26	89%	10:36
5	75%	08:05	81%	07:18	81%	07:23	83%	07:07	84%	11:28	87%	11:02	86%	10:43	87%	10:57
6	68%	08:25	68%	08:07	71%	08:03	74%	07:37	66%	12:49	66%	12:44	73%	12:05	77%	11:59
7	69%	08:41	72%	07:50	73%	07:47	73%	07:44	80%	11:32	81%	11:45	81%	11:30	83%	11:22
8	72%	07:54	74%	07:40	76%	07:31	77%	07:22	71%	12:37	69%	12:57	74%	12:09	64%	12:39
9	75%	07:59	78%	07:32	80%	07:18	83%	07:09	87%	11:12	86%	11:05	85%	11:12	91%	10:15
10	72%	09:06	76%	07:41	81%	07:23	81%	07:21	72%	12:56	67%	12:45	74%	12:09	76%	12:14
11	78%	07:44	83%	07:05	83%	07:07	84%	06:56	85%	11:01	88%	10:53	84%	11:03	86%	10:56
12	69%	08:27	74%	07:43	75%	07:44	77%	07:35	81%	11:18	84%	10:58	85%	11:28	87%	10:41
13	82%	07:48	87%	06:51	88%	06:39	90%	06:23	90%	10:26	89%	10:37	92%	09:57	94%	09:41
14	84%	07:21	86%	06:58	85%	07:04	88%	06:42	92%	09:51	94%	09:49	91%	10:01	91%	09:59
15	71%	08:46	76%	07:35	78%	07:29	81%	07:18	88%	11:01	90%	10:23	88%	10:39	93%	10:05
16	72%	09:57	80%	07:31	82%	07:19	83%	07:17	81%	11:40	89%	10:36	90%	10:28	92%	09:53
17	81%	07:23	87%	06:41	89%	06:34	89%	06:28	92%	10:04	92%	09:49	94%	09:42	93%	09:39
18	90%	06:24	91%	06:12	91%	06:19	91%	06:16	96%	08:35	95%	08:51	93%	09:14	94%	08:50
19	85%	06:52	88%	06:41	87%	06:44	90%	06:23	94%	09:45	93%	09:33	95%	09:24	95%	09:22
20	92%	06:09	93%	06:05	93%	05:59	93%	06:03	94%	09:17	95%	09:26	95%	09:12	94%	09:19
21	80%	07:58	86%	06:51	88%	06:35	89%	06:32	87%	10:41	89%	10:35	92%	09:51	93%	10:03
22	82%	07:25	88%	06:35	89%	06:32	90%	06:23	86%	11:21	89%	10:36	90%	10:26	90%	10:24
23	70%	08:48	74%	07:36	78%	07:20	80%	07:18	84%	11:44	85%	11:10	87%	10:50	87%	11:17
24	75%	08:13	77%	07:23	77%	07:24	78%	07:26	77%	12:12	79%	11:58	77%	12:20	80%	11:59
25	66%	09:05	72%	07:42	73%	07:45	77%	07:30	77%	12:52	77%	11:54	78%	12:12	84%	11:07
26	67%	08:10	68%	07:35	68%	07:40	71%	07:30	81%	11:44	85%	11:26	83%	11:31	79%	11:49
27	94%	05:49	96%	05:37	96%	05:34	96%	05:28	97%	08:30	96%	08:49	97%	08:29	96%	08:41
28	92%	06:06	93%	06:05	94%	05:57	94%	05:48	96%	09:00	96%	09:09	96%	08:56	96%	08:58
29	83%	07:40	88%	06:41	90%	06:26	88%	06:45	92%	09:52	94%	09:21	92%	09:53	91%	10:04
30	87%	06:50	90%	06:25	90%	06:21	90%	06:26	93%	09:35	93%	09:33	94%	09:14	96%	09:05
31	72%	08:12	78%	07:15	80%	07:11	81%	07:05	92%	10:05	91%	10:14	91%	10:13	90%	10:24
32	83%	07:21	92%	06:14	92%	06:09	91%	06:15	93%	09:30	92%	10:03	94%	09:55	93%	09:28
33	76%	07:57	82%	07:13	81%	07:16	82%	07:03	69%	13:10	72%	12:03	75%	12:42	72%	12:04
34	69%	08:47	73%	07:45	71%	08:00	70%	07:49	72%	12:40	63%	13:12	69%	11:58	62%	12:32
35	74%	07:47	81%	07:02	87%	06:40	88%	06:33	86%	10:58	92%	10:09	88%	10:36	84%	11:07
36	69%	09:39	77%	07:17	81%	07:12	80%	07:10	80%	12:16	87%	10:48	85%	11:04	83%	11:08
37	77%	07:51	82%	07:03	87%	06:43	86%	06:44	82%	11:38	79%	11:40	81%	11:11	84%	11:05
38	69%	08:28	75%	07:37	81%	07:11	81%	07:07	89%	10:37	90%	10:29	91%	10:21	87%	10:51
39	70%	07:43	75%	07:28	75%	07:36	72%	07:40	86%	10:58	82%	11:12	78%	11:26	80%	11:26
40	78%	07:41	81%	07:10	80%	07:14	82%	07:16	81%	11:26	81%	11:19	74%	12:06	73%	12:21
41	70%	08:07	74%	07:27	73%	07:32	74%	07:21	68%	13:05	69%	12:46	69%	12:04	70%	12:27
42	64%	08:29	62%	08:14	68%	07:55	69%	07:46	78%	12:13	75%	12:04	79%	12:30	83%	11:41
43	65%	08:58	66%	07:56	69%	07:47	71%	07:45	86%	11:04	84%	11:02	87%	10:40	86%	10:58
44	69%	09:05	71%	08:08	72%	07:51	77%	07:41	77%	12:01	84%	11:24	84%	11:12	82%	11:46

*Effective Firefighting Force performance is for structure fires.

TOTAL RESPONSE TIME

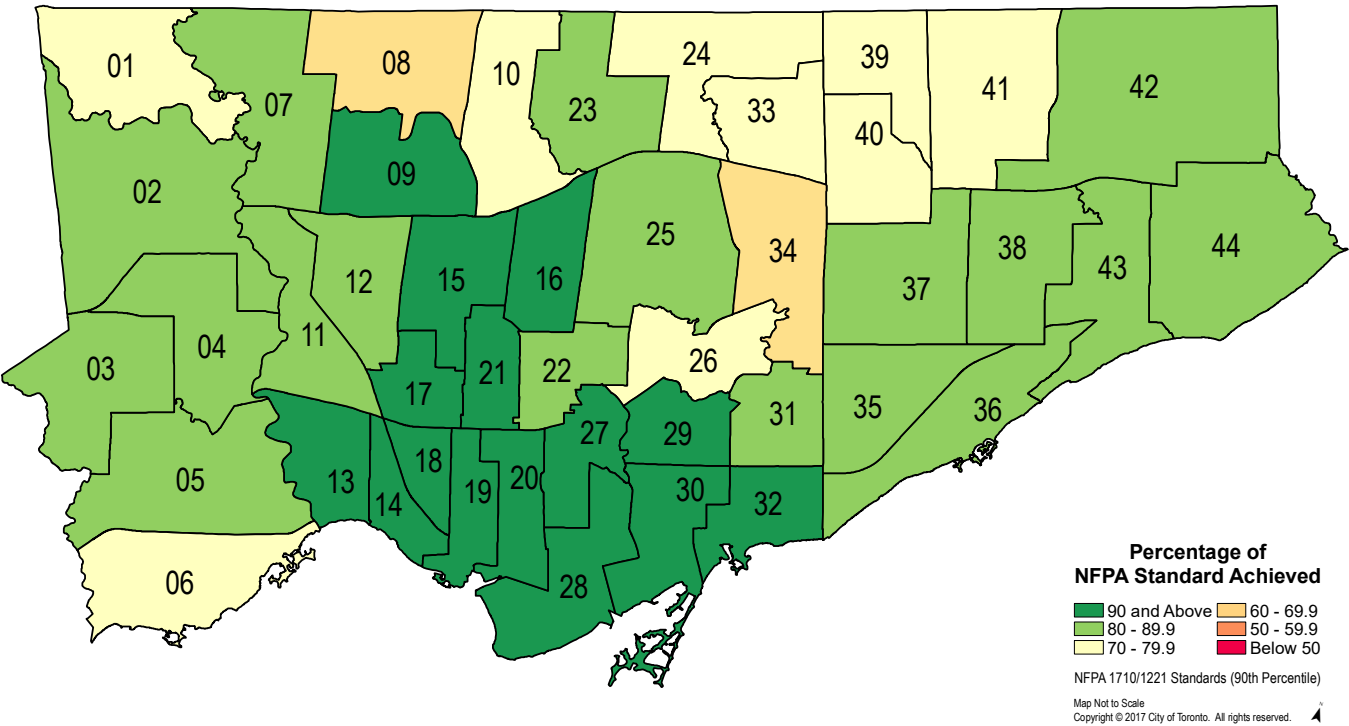
NFPA Benchmark: 6:24 min



Total Response Time is the overall time from acknowledgement of the emergency call to arrival of first response unit at incident location.

EFFECTIVE FIREFIGHTING FORCE

NFPA Benchmark: 10:24 min



Effective Firefighting Force is the overall response time for fire suppression events from call acknowledgment to arrival of initial full alarm assignment at incident location.

ENGAGING OUR STAKEHOLDERS

ENGAGING THE MEDIA

During 2016, TFS responded to **1,262 media inquiries** which accounted for 24% of all City of Toronto media inquiries.

TFS has a dedicated phone line and email address for media inquiries that can be accessed 24/7.

Information regarding active incidents can also be found on the TFS website **toronto.ca/fire**. The active incident information is updated at five minute intervals from the Computer Aided Dispatch (CAD) system.

The TFS Twitter feed also provides regular updates regarding active incidents.



ENGAGING THE PUBLIC

PUBLIC SATISFACTION SURVEY RESULTS

 **83%** have a favourable opinion of **Toronto Fire Services**

83% are satisfied with the services that Toronto Fire Services provides

Prompt response time was cited as the main reason for satisfaction, confidence and an overall positive opinion of TFS



 **97%** believe **emergency response** is an important service

90% believe that TFS employees are professional



94% believe **fire inspection and enforcement** is an important service



 **92%** believe **fire safety education** is an important service

Respondents most likely to have contacted 9-1-1 and received services from TFS are between

55-65 years old



Respondents most likely to have contacted 9-1-1 and received services from TFS are located in **Scarborough**

91% trust TFS to determine appropriate service levels



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



ENGAGING THROUGH SOCIAL MEDIA

Twitter

- **4.38 million** unique tweet impressions in 2016, representing a 108.5% increase over 2015
- **81,831 engagements**, 36.5% more than in 2015
- **917 posts**
- **15,900 followers**; Number of followers increased by 20% in 2016

YouTube

- **22 videos** published
- **28,859 views** from around the world
- **59,558 minutes** of watch time
- **2:03mins** of average view time

facebook

- **9,605 facebook "likes"**, representing a 41.2% increase over 2015
- **131 posts** with over 1 million total impressions
- **42,332 engaged followers**

TESTIMONIALS FROM MEMBERS OF THE PUBLIC

"The Fire crew worked alongside Paramedics in a potentially dangerous environment all in the effort to save the life of a man who was the victim of a terrible and deadly assault. They acted with extreme courage and were of valuable assistance to the attending Paramedics."

"I would like to express my appreciation to the crew for their professionalism and how wonderful they were to me."

"We wanted to thank you so much for attending the event this past weekend. It was a sincere pleasure to meet all of you, and I know the families LOVED it as well. Thank you for engaging with the community and especially the kids. We hope you enjoyed it as much as we enjoyed having you."

"I appreciate speaking with one person and be provided with useful information, not having to be transferred several times. I did not feel rushed; thank you for your empathetic approach and taking time with my call."

"There were many amazing paramedics, firefighters and police who responded. Particularly one who stood out was the firefighter who looked after me. He got me out of the apartment, and made sure I had someone caring to talk to me."

"We would like to thank the Officer for assisting with an opinion on a fire route boundary location. She attended the scene and was instrumental in assisting to properly outline the fire route which had previously caused much confusion. As a direct result of her actions, the anxiety and confusion over the boundaries of the fire route were settled."

"The community appreciates all the work that your Officers do each and every day to ensure that Toronto is the safest place to be."

"We would like to express our appreciation and admiration for the care and understanding your crew showed to our students and teachers. The crew mindfully remained to ensure that our bus was loaded and all students were safe on their way before leaving. The crew personnel are amazing role models for our young people; our students have seen how others show respect and caring in the real world."

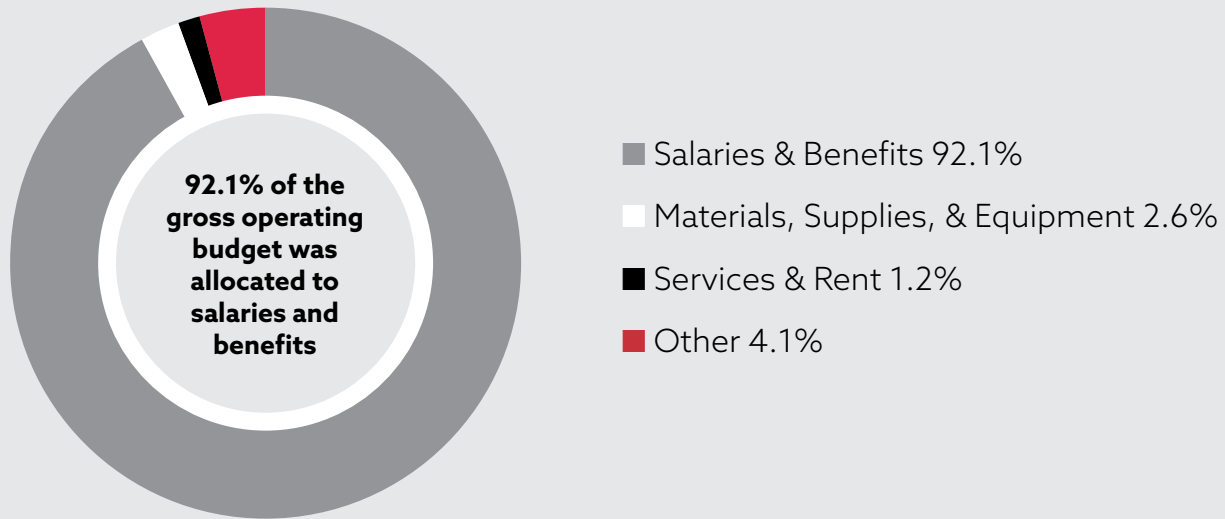
"Thank you to all of your responders for the wonderful and important work they do and dedication to our communities."

FINANCIAL HIGHLIGHTS

OPERATING BUDGET

Gross Operating Budget spending in 2016 was \$443,652,200. Salaries and benefits comprised over 92% of the budget. The Operations Division represented the largest proportion of overall spending at 77.7% of total expenditures.

2016 GROSS OPERATING BUDGET ACTUALS BY EXPENDITURE TYPE

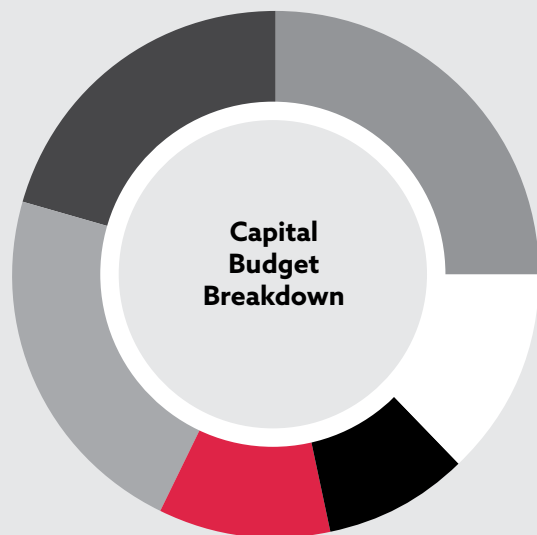


2016 NET OPERATING BUDGET ACTUALS BY DIVISION



CAPITAL BASE BUDGET

The 2016 Capital Budget was \$16,634,000. The majority of the budget was used for stations and equipment. Other projects included thermal imaging cameras and the replacement of bunker suits.



- Station B(144) - Downsview 25.2 %
- Station A(414) - Woodbine 12.8%
- Station Replacement/Renovation 8.9%
- Technology Projects 10.4%
- Bunker Suits Lifecycle Replacement 22.2%
- Other Projects 20.5%



TFS' Business Services section is made up of several staff members who are involved in supporting ongoing payments, accounting, payroll, general finance administration for TFS, and the City's Budget Process. A lot of hard work and dedication goes into meeting the requirements for Budget Committee, Executive Committee and City Council review of the TFS' annual Operating and Capital Budget submissions.



In 2016, 200 thermal imaging cameras were acquired, which will improve firefighter safety, public safety, and reduction of property loss.

LOOKING AHEAD

TFS must keep pace with the changing environment in order to keep our residents safe.

CHALLENGES AND OPPORTUNITIES

VERTICAL GROWTH

DENSIFICATION
AND CONGESTION

DIVERSITY AND
INCLUSION

FISCAL SUSTAINABILITY
AND BUDGET CHALLENGES

IMPORTANCE OF FIRE PREVENTION
AND PUBLIC EDUCATION

SUCCESSION
PLANNING



OUR STRATEGIC DIRECTION FOR 2015-2019

OUR WORK IS GUIDED BY FOUR STRATEGIC DIRECTIONS:

**1. KEEPING OUR
COMMUNITIES SAFE**

**2. EMPOWERING
OUR PEOPLE**

**3. STRENGTHENING
OUR PARTNERSHIPS**

**4. IMPROVING OUR
PERFORMANCE**

STRATEGIC OBJECTIVES

SAFE COMMUNITIES

- The Public Education section within TFS will be a leader in developing and implementing effective fire safety programs and initiatives to make Toronto the most fire safe community in Canada.
- TFS will develop proactive risk mitigation awareness through enhanced prevention, investigation, and enforcement strategies.
- TFS will strive to continuously improve service response times to maximize fire protection for people and property.

EMPOWERED WORKFORCE

- TFS will continue to strive to attract and select the most qualified candidates.
- TFS will engage and empower staff through relevant training and ongoing staff development.
- TFS seeks to continue to build an inclusive and diverse workforce that is reflective of the communities it serves.
- TFS will work to improve administrative processes that support staff and their needs.
- TFS will work to create a staffing pipeline that enables the Division to effectively achieve its objectives.

STRONG PARTNERSHIPS

- TFS will strengthen relationships with external partners and work to identify new collaboration opportunities.
- TFS will strengthen relationships with internal partners and work to identify new collaboration opportunities.

EFFECTIVE PERFORMANCE

- TFS will ensure its governance structure helps to facilitate the achievement of its objectives.
- TFS will monitor, benchmark, and evaluate performance metrics to ensure the delivery of services is aligned with the needs of the residents of Toronto.
- TFS will leverage research and technology to identify opportunities to improve service delivery.

TRANSFORMATION PLAN: A YEAR OF TRANSFORMATION AHEAD

Toronto Fire Services (TFS) has developed a Transformation Plan, which prioritizes the objectives and strategic direction of the TFS 2015-2019 Master Fire Plan.

The TFS Transformation Plan is comprised of six objectives:

1. Improve Service Delivery
2. Make Organizational Improvements
3. Build an Inclusive and Diverse Workforce
4. Enhance Training and Development
5. Prioritize Leadership Development and Employee Wellness
6. Commit to Continuous Improvement

Within the six objectives, the TFS Transformation Plan identifies several key initiatives.

Throughout 2017, TFS will be launching several of these initiatives that will transform the way we deliver services to the public. These will include:

- Introducing NFPA 1031 and 1035 training into Operations Recruit Programs;
- Developing and implementing the Operations-Based Fire Code Re-inspection Program;
- Developing and implementing the TFS Inclusion Plan that will focus on maintaining an inclusive workplace culture;
- Continuing to drive improvements in Fire Station Alerting and Turnout Time performance programs;
- Commissioning a comprehensive review of apparatus deployment protocols in accordance with NFPA 1710-2016 performance standards; and
- Reviewing staff vehicle fleet program to identify opportunities for improvement.



2015-2019 MASTER FIRE PLAN

The Master Fire Plan, unanimously adopted by Council on April 2, 2015, provides strategic direction for TFS and outlines critical initiatives that TFS will implement over a 5 year period in order to achieve its objectives. The Master Plan supports ongoing efforts to increase fire safety and fire prevention through education and prevention mechanisms and to provide high quality, efficient, and effective emergency response such that life safety outcomes are improved for all residents across the city.



CURRENT ORGANIZATIONAL INITIATIVES

CONTINUOUS IMPROVEMENT

TFS is currently creating a culture of continuous improvement and seeking accreditation through 2 processes:

- The purpose of the **Commission on Fire Accreditation International (CFAI)** is to assist TFS in setting goals, developing strategic action plans, and continuously evaluating and improving services provided to the public.
- The purpose of **Excellence Toronto** is to continue to build a culture of organizational excellence and to increase the quality of service TFS provides to the residents and visitors of Toronto.

In 2016, TFS prepared and submitted its Self-Assessment Report as part of the City of Toronto's submission for bronze-level accreditation with Excellence Canada. The report produced a list of recommendations for organizational improvements to be made in the coming years. In order to ensure that staff input was considered in the report and recommendations, the following opportunities were organized to engage staff on key topic areas related to excellence:

- Four Town Hall meetings were held with 133 participants
- Four Focus Group sessions were held with 222 participants
- An online survey was conducted with 1245 respondents

SUPPORTING MENTAL HEALTH AND WELLNESS

EMPLOYEE WELLNESS PROGRAM

In partnership with the Centre for Addiction and Mental Health (CAMH), TFS will develop and implement a comprehensive wellness program focusing on key areas such as staff selection and training, supervisor education, peer support, and a variety of supports both internal and external. As part of this program, in 2017, TFS will examine ways to roll-out Road to Mental Readiness (R2MR) Training to all staff and provide reference materials in all TFS work locations.

DIVERSITY & INCLUSION

TFS INCLUSION PLAN

The Strategic Framework for the TFS Inclusion Plan includes the following pillars:

1. Conduct focused community outreach and education on TFS career opportunities
2. Develop optimized and enhanced recruitment and hiring processes
3. Identify and eliminate systemic biases and barriers
4. Develop a comprehensive post-recruitment support network
5. Foster an increasingly inclusive and welcoming culture across TFS

In 2017, the TFS Inclusion Plan will be developed. An Inclusion Plan Working Group, with representation from both Management and the TPFFA, will commence meeting in early 2017 to inform the development of the Inclusion Plan and to support implementation of key initiatives set out in the plan.

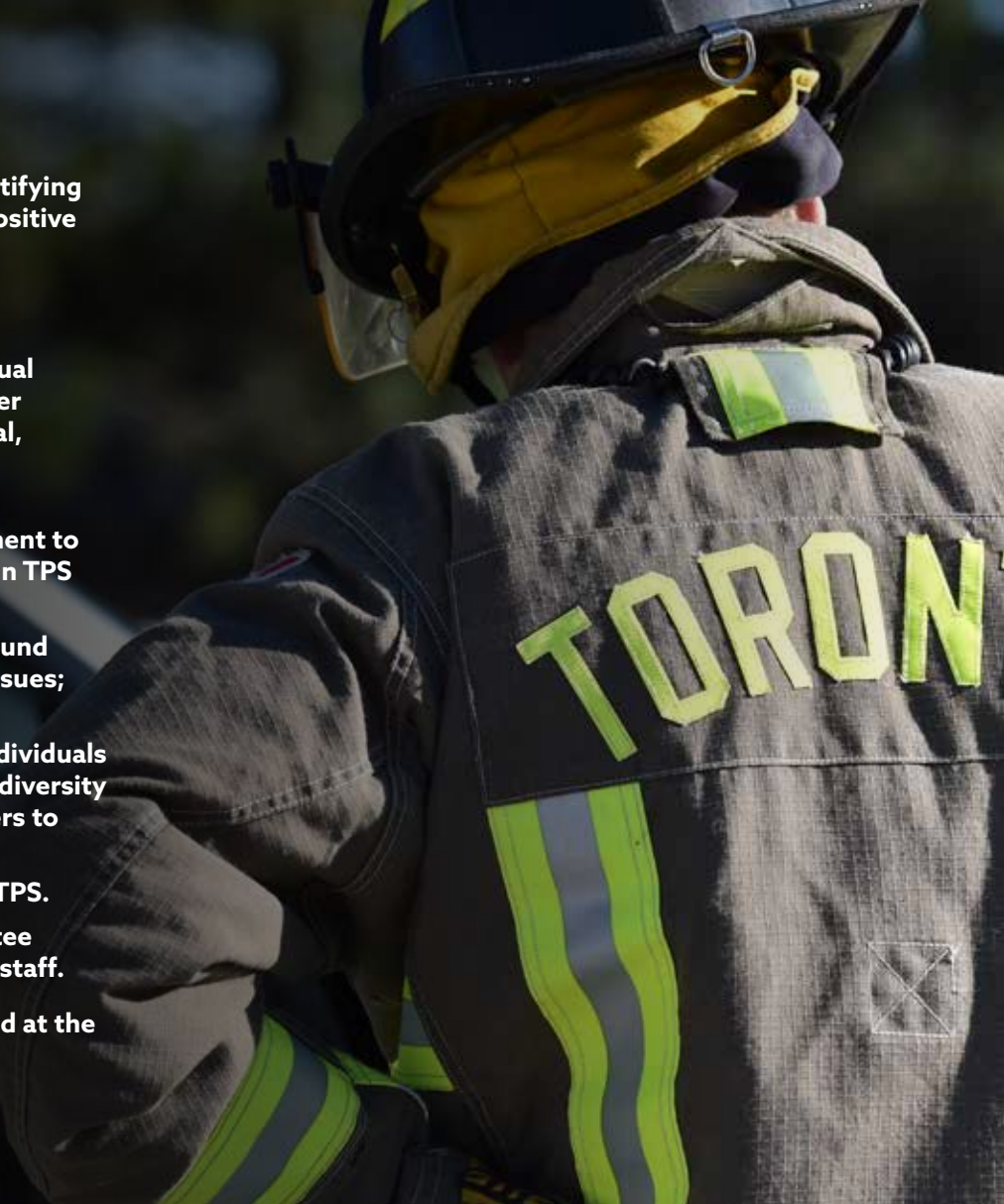
POSITIVE SPACE COMMITTEE

In June, a Positive Space Committee was established at TFS for the purpose of identifying initiatives that will support the goals of Positive Space Toronto. These goals include:

- Ensuring Toronto Public Service (TPS) workplaces are free from harassment and discrimination on the basis of sexual orientation, gender identity and gender expression (i.e., Lesbian, Gay, Bi-sexual, Transgender, Queer and Two-spirit or LGBTQ2S);
- generate a broad and visible commitment to welcome sexual and gender diversity in TPS workplaces;
- increase awareness and education around sexual and gender identity diversity issues; open up discussion;
- create workplaces where LGBTQ2S individuals feel confident that sexual and gender diversity is respected and celebrated and barriers to their engagement are removed; and
- create avenues of support across the TPS.

Positive Space Ambassadors and committee members will act as a resource for all TFS staff.

All of TFS Management staff will be trained at the Ambassador level by the end of 2017.



TORONTO STRONG NEIGHBOURHOOD STRATEGY 2020



Through the Toronto Strong Neighbourhood Strategy (TSNS), TFS has identified opportunities to increase public access to fire safety information and

employment information by working with other City Divisions and their program areas. For example, TFS has developed a partnership with Children Services staff to expand the delivery of fire safety education in before and after school programs in neighbourhood improvement areas (NIAs).

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 116,000 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 to 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 116,000 emergency incidents per year? Call-Taker/Dispatchers are the primary point of contact for members of the public facing an emergency. Dispatchers 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 thorough fire inspections can help prevent fires? Fire Prevention staff conduct fire inspections and enforce the Fire Code, which leads 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? Toronto Fire Services is committed to teaching Toronto's residents and visitors how to adopt fire safe behaviours and a Public Education Division was recently created to fulfill this commitment. 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? toronto.ca/fire/careers

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