

### **2017 HIGHLIGHTS**



The Communications Centre achieved the NFPA Call Processing Time standard of **64 seconds 96% of the time**.

During 2017, TFS responded to **1,435 media inquiries** which accounted for 27.6% of all City of Toronto media inquiries.



In October 2017, **TFS enhanced public service** by supplying
Naloxone and by
training all firefighters
to recognize, assess, and
provide care for opioid overdose
patients.



Conducted Fire Code inspections of **over 50 shelters and social housing sites** where clients were referred by Streets to Homes.

Responded to **121,131 emergencies,** representing a 4.6% increase over 2016.





Conducted **311 vulnerable occupancy inspections** and timed evacuation drills (in care occupancies, care

and treatment occupancies, and retirement homes) to protect the most vulnerable residents in the city.



**73,237 homes** as part of the Alarmed for Life campaign.

Fulfilled **1,543 truck requests** for events and station tours.



213 staff and 53 recruits

completed Road to Mental Readiness (R2MR) training.





Trained 100 new operations firefighter recruits in 2017.

**134,880** residents of Toronto attended a fire safety presentation, event or workshop in 2017, representing a 35%increase over 2016.



Provided all staff with **Positive Space** training to promote an inclusive work environment.





**48%** of the **42 operations firefighter recruits** hired in the first class of 2017 self-identified as members of a designated group

(females, Indigenous peoples, and visible minority groups).



were conducted in 2017 (this number represents unique addresses and therefore does not include multiple inspections at the same address).



Trained **50 Fire Prevention staff** to the Building Code Fire Protection certification level established by the Ministry of Municipal Affairs and Housing.



282,798 times, TFS crews responded to

emergency incidents, representing a 4.3% increase over 2016.

**14,954 inspections** were conducted across the city throughout 2017.





The Fallen Firefighter Memorial Service held on June 25, 2017 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 18 fallen firefighters were added to the Honour Roll, bringing the total to 272.

Firefighters and their families and friends come together annually for this ceremony of remembrance to honour those that have fallen. The 2017 ceremony included remarks and the laying of wreaths by Councillor Frances Nunziata 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.







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#### Thank you to:

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### FIRE CHIEF'S MESSAGE

On behalf of Toronto Fire Services, I am pleased to present the 2017 Annual Report.

Each and every day, our dedicated staff provide exceptional fire protection services in the challenging heavy urban and increasingly vertical environment that is Toronto. This report highlights some of the great work our staff do on a daily basis.

This report includes a detailed and comprehensive analysis of TFS service level performance along with data and information on all aspects of TFS operations. In keeping with my ongoing commitment to provide as much open and transparent data and information as possible, numerous sections in this annual report have been expanded and enhanced. This includes additional information relating to both fire prevention and public education, along with a comprehensive analysis of critical injury and fatal fires that occurred within our city.

The TFS business model is built on leading-edge data and analysis, which both enable and inform the evidence-based decision making process. This report provides a snapshot of some of the analytics and decision support outcomes that were developed in 2017.

2017 was the first full year of Transformation Plan implementation, with a number of leading-edge initiatives being launched. Examples include:

- Enhancing staff training and leadership development;
- Developing recommendations for a comprehensive Employee Wellness Plan and continuing to roll out mental health resiliency training for all TFS staff;
- Developing deployment models that improve response efficiency and effectiveness;
- Introducing formal Inspection and Public Education professional qualifications into Operations Firefighter recruit program;
- Developing and implementing the Operations-based Fire Code Reinspection Program;
- Continuing the implementation of the TFS Inclusion Plan including the launch of the TFS Inclusion Plan Working Group.

I want to express my sincere appreciation to each member of our service for the extraordinary amount of work and effort that took place over the course of the year. 2017 was a challenging yet rewarding year and I am very proud of the accomplishments that we have achieved together. I am deeply proud of each and every member of TFS who come to work in service to the City each day.

On behalf of the TFS Executive Management Team,

Matthew Pegg Fire Chief & General Manager

### **OUR EXECUTIVE MANAGEMENT TEAM**



Mike McCoy, Deputy Chief Operations



Jim Kay, Deputy Chief Training & Technical Operations



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



**Debbie Higgins**, 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.

### 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.



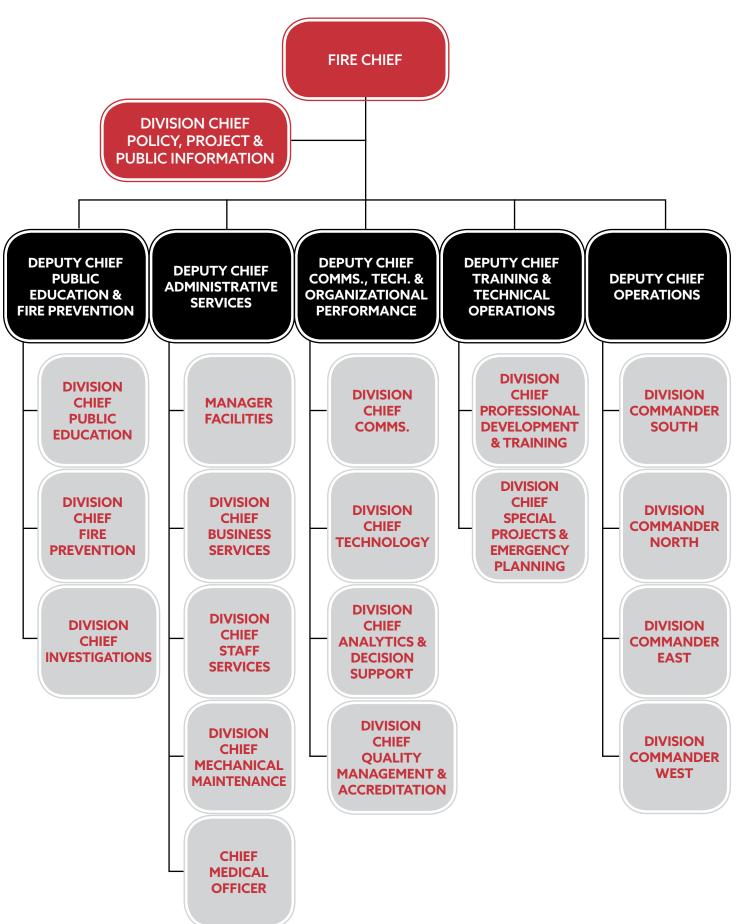
### **VISION**

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**



#### 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 certain components of 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.

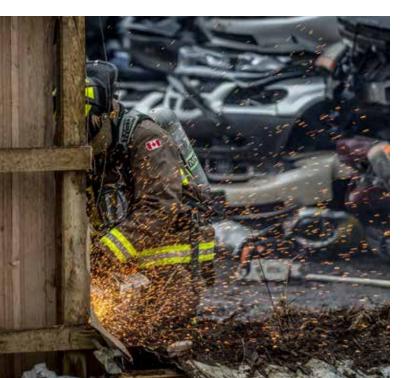
#### FIRE PREVENTION

The Fire Prevention Division conducts inspections to enforce the 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.

The Fire Prevention Division is responsible for conducting fire safety inspections in all types of occupancies within Toronto. TFS Inspectors are delegated assistants to the Fire Marshal under the Fire Protection and Prevention Act (FPPA) and Provincial Offences Officers under the Provincial Offences Act. 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 and accompanying Regulations and Fire Marshal Directives.

#### 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 & 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 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 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 days per year basis. 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 calltaking 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 personnel.

#### **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 Ouality 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, RESEARCH AND** DEVELOPMENT

The Emergency Planning, Research and Development 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 Facilities Management and Real Estate teams.

#### **BUSINESS SERVICES**

The Business Services section of the Administration 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	2,693
Public Education & Fire Prevention	219
Professional Development and Training & Emergency Planning	43
Mechanical Maintenance	49
Communications, Technology & Organizational Performance	101
Administrative Services, Recruitment, Policy & Public Information	63
Fire Chief & Senior Management	6
Total	3,174

#### TFS POSITIVE SPACE COMMITTEE

The TFS Positive Space Committee was established in July 2016. The Committee is composed of members from TPFFA Local 3888 and TFS Management. Committee members are dedicated to the core principle of Positive Space which is to create a work place that is respectful, accommodating and inclusive to staff who come from the Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirited communities and to staff who share their lives with family and friends from these communities. Since its inception, the Committee has made significant progress in accomplishing its goals. Some achievements include online Level 1 Training in Positive Space for all our employees, Ambassador Level Positive Space Training for the majority of TFS Management and Executive Members of the TPFFA, visits to each recruit class since the fall of 2016; and positive representation at the Pride Parade/Festivities in 2017.



Provided all staff with Positive Space training to promote an inclusive work environment.

#### **DESIGNATED SAFETY OFFICERS**

An enhanced Designated Safety Officer (DSO) on-call program was launched in early 2017 to increase safety and support for frontline staff when they are potentially exposed to high health and safety risks while performing their duties. Firefighters have volunteered to perform SDO duties and have been provided with specialized training so they can be deployed to any incident with potential exposure risks and/or critical injuries. SDOs use their knowledge and skills to help assess the level of risk present and to ensure firefighters get necessary and immediate treatment. SDOs also assist with any documentation and investigation required to remedy the situation, adhere to Ministry of Labour guidelines, and capture and share lessons learned for improvement and prevention.

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### **GIVING BACK**

Giving back to the community is extremely important to The Toronto Professional Fire Fighters' Association (TPFFA). Toronto firefighters spend countless hours out in their communities raising awareness and funds in support of many meaningful causes.











#### **TOP HIGHLIGHTS FROM 2017**

- Through the 4th annual partnership with the Canadian Cancer Society, Toronto firefighters volunteered to fundraise and promote Cancer awareness at various locations around the city during Daffodil Month.
- Toronto firefighters were proud title sponsors of the 11th annual 'Danforth Dash' Bed Race benefiting the Michael Garron Hospital Foundation. Congratulations to the TPFFA team for winning the "Golden Bed Pan" trophy!
- The Princess Margaret Cancer Foundation (PMCF) was the beneficiary of the TPFFA's annual Care Enough to Wear Pink breast cancer awareness and fundraising campaign. Toronto firefighters donated funds in exchange for pink epaulettes which they proudly wore on-duty for the month of October. Maggie, the pink fire truck, helped promote the campaign at various locations and events throughout October along with many Toronto firefighters who volunteered their time to increase awareness and raise funds for critical research at the PMCF. In total, \$49,070.25 was raised and donated to the PMCF.
- The 2017 Movember campaign saw a significant increase in participation by Toronto firefighters to successfully defend TPFFA's "Great Canadian Fire Challenge" fundraising championship title. Thank you to all who supported the campaign, helping firefighters raise and donate \$30,000 in support of men's health initiatives.
- · As part of the Toy Drive, firefighters hand delivered toys to local hospitals on Christmas Day.

#### **Additional Fundraising Highlights**

- \$50,000 raised for Muscular Dystrophy Canada
- \$35,000 for Variety Village
- \$15,000 for the United Way Toronto & York Region
- \$12,000 for the Internal Association of Fire (IAFF) Hurricane Harvey Disaster Relief Fund
- \$5,000 for the Easter Seals through the Telethon

# OUR DEVOTED VOLUNTEERS



# IRE







### 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**



#### PEOPLE'S CHOICE MAPPS AWARD

Patricia Morphet from TFS' Analytics & Decision Support Division was recognized at URISA Ontario's BeSpatial 2017 Conference. The BeSpatial Conference is an annual industry training, program and expo showcase that attracts Geographic Information Systems (GIS) and Information Technology (IT) managers, analysts, consultants, industry partners, technicians, professors and students from across Ontario.

A map of residential building construction created by Patricia won the People's Choice MApps (Maps and Apps) Award. This map was created by Patricia as a part of the TFS Community Risk Assessment examining residential development patterns between 2003 and 2016.

Congratulations Patricia!

#### 2017 YOU MAKE THE DIFFERENCE EXTRAORDINARY ACHIEVEMENT AWARDS

You Make the Difference Awards recognize City staff who go above and beyond in their work serving Torontonians. Staff are recognized for achieving excellence in the following categories:

- · Service Excellence;
- Innovation;
- · Community Engagement;
- · Leadership Excellence; and
- · Commitment.

Patricia Morphet from TFS' Analytics & Decision Support Division was a recipient of the 2017 You Make the Difference Award and was recognized in the Innovation category for improving services and increasing efficiencies with creative solutions. Patricia has the knowledge and ability to assess and interpret complex layers of data into visual and innovative maps and other products. Her work continues to increase the analytics and evidence-based decision making capacity at Toronto Fire Services. Congratulations Patricia and thank you for your amazing work and dedication!



#### PLANNING AND OPERATIONAL SUPPORT: INVICTUS GAMES

The Invictus Games, created by Prince Harry, is an international sports competition for armed forces personnel and veterans who suffered injuries while serving their country. A number of TFS staff spent countless hours working with emergency service partners to ensure the safety of the 550 athletes from 17 nations, 1,500 volunteers, and 75,000 attendees who participated and observed the many events and activities running from September 23-30, 2017. These efforts included a detailed Information Report containing Fire Prevention guidelines and Designated Waiting Areas for athletes in the event of an evacuation, as well as Venue Emergency Response plans and details around the enhanced security measures put in place for each venue.

Congratulations to all TFS staff whose efforts helped contribute to the success and safety of the 2017 Invictus Games hosted in Toronto.

### IN THE COMMUNITY

#### FIRE SAFETY EDUCATION

TFS is committed to educating the residents of Toronto about fire safety and fire safety regulations.



Total number of presentations, events and workshops run by Public Education staff in 2017 was **3,969**, an **87% increase** over **2016**.

#### 134,880 residents of

Toronto attended a fire safety presentation, event or workshop in 2017, which represents a **35% increase** over **2016**.





### 2017 ALARMED FOR LIFE PROGRAM

Firefighters attended **73,237** homes from May to September 2017

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:

- Providing fire and life safety education to the public with an emphasis on ensuring that all homes have working smoke alarms on every storey and outside all sleeping areas, a working carbon monoxide alarm outside all sleeping areas and stressing the importance of home escape planning;
- 2. Distribution of the Alarmed for Life Home Fire Safety Kit; and
- 3. Providing additional opportunities for Toronto firefighters to connect and engage with members of the communities that they serve.

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

#### REMEMBERING WHEN

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

Staff conducted **189 presentations**reaching **6,468** seniors.



#### FIRE PREVENTION WEEK

The theme for Fire Prevention Week 2017, hosted October 8-14, was Every Second Counts – Plan Two Ways Out! 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. TFS Public Education and Fire Prevention staff engaged residents at community centres throughout the city and held its annual Fire Prevention Week Open House and BBQ at the Toronto Fire Academy on Saturday, October 13. The Open House included live fire demonstrations, fire safety displays, and activities for children including the Junior Firefighter Challenge, a reading room, and a puppet show. **1,000 people attended**.

#### SAFETY AWARENESS MONTH

During Safety Awareness Month staff visited 70 Toronto Community Housing (TCH) senior's buildings delivering fire safety materials focusing on safe cooking and safe smoking to **9,711 seniors**. TFS Public Education staff also delivered 42 *Remembering When* presentations to 1,115 seniors and hosted two Seniors Safety Symposiums, with presentations by Toronto Public Health, Police, Transportation, and the Office of Emergency Management. 155 seniors attended the two Symposiums.

#### **EDUCATION FOR CHILDREN**

Total number of presentations, events, workshops and displays was **1,947** in 2017.



#### 59.975 children were educated

through presentations, events, workshops and displays in 2017, which represents a 16% increase over 2016.





#### **SWING INTO SUMMER SAFETY**



In partnership with the Fire Marshal's Public Fire Safety Council, the Swing into Summer Safety event was held on May 31, 2017 at the Rogers Centre for a game between the Toronto Blue Jays and the Cincinnati Reds. Thousands of children from schools across Ontario attended and TFS staff distributed 25,000 special edition baseball collector card decks with fire safety messages showcasing Blue Jays players. Blue Jays pitcher Jason Grilli was the spokesperson for the 2017 'Get Fired Up for Fire Safety' campaign.

#### **DOORS OPEN**

On May 27 and 28, 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. At both Fire Stations over the two days, TFS staff interacted with over 2,000 visitors.

#### **CANADA 150 AT THE CNE**

This summer, Toronto Fire Services staff presented a historical photographic and artifact display as part of the Canadian National Exhibition (CNE) festivities.

The CNE Fire Station 346 (circa 1912) featured the exhibit, 150 Years of Keeping Toronto Safe from Fire. In addition to historical photos, Canada's oldest surviving firefighting apparatus, an 1837 solid mahogany hand-operated pumper, was loaned from Pioneer Village for CNE visitors to enjoy. This pumper played a pivotal role in the Upper Canada Rebellion of 1837 where it helped to fend off 700 American rebels at the Don Bridge. The pumper was originally stationed at the "Fireman's Hall" station on Bay Street.

The exhibit also featured an exact replica uniform of that worn by Fire Chief James Ashfield, the very first Fire Chief of the Toronto Fire Brigade. The replica was produced by Sarah Tracey, a Black Creek Pioneer Village costume designer. Toronto Fire Inspector Chris Tuskey wore the uniform for the CNE parade.



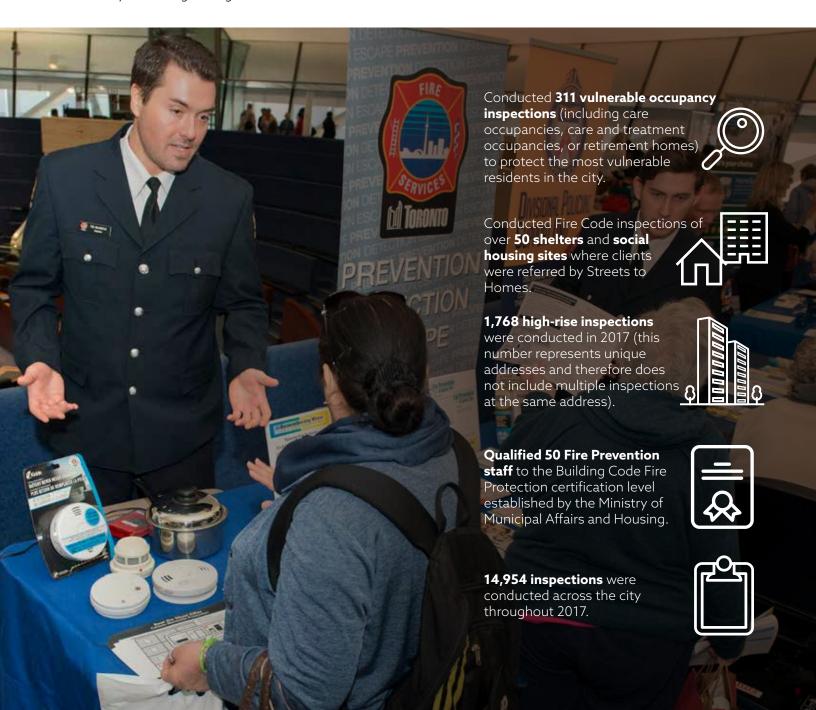
### FIRE SAFETY EDUCATION AND CAREER OUTREACH BY WARD

Ward	Fire Trucks & Station Tours	Fire Safety Presentations (Seniors)	Fire Safety Presentations (Elementary & Middle Schools)	Fire Safety Materials for TCH Residents (Units Visited)	Career Presentations (Grade 10)
1	23	5	5	0	8
2	19	4	80	0	0
3	17	1	23	0	1
4	13	6	21	0	2
5	76	6	24	344	0
6	23	6	33	906	2
7	20	2	12	0	5
8	9	4	35	301	1
9	42	4	42	368	2
10	29	9	14	457	2
11	29	7	36	261	0
12	18	3	28	207	0
13	80	1	57	0	0
14	31	5	20	216	0
15	18	14	37	660	6
16	72	4	28	122	2
17	13	0	73	0	0
18	24	0	9	0	0
19	42	2	15	156	0
20	91	6	28	639	6
21	26	0	49	0	0
22	26	7	5	774	6
23	18	12	61	513	4
24	24	9	21	914	2
25	69	11	44	293	0
26	26	4	29	463	1
27	35	12	34	482	2
28	53	1	29	714	3
29	30	4	87	723	2
30	84	3	16	194	6
31	22	5	71	198	6
32	69	5	55	478	2
33	48	1	101	0	2
34	49	1	54	269	0
35	38	3	53	358	2
36	33	2	50	331	12
37	36	3	47	0	5
38	25	4	51	364	2
39	14	1	74	0	6
40	20	3	93	450	6

Ward	Fire Trucks & Station Tours	Fire Safety Presentations (Seniors)	Fire Safety Presentations (Elementary & Middle Schools)	Fire Safety Materials for TCH Residents (Units Visited)	Career Presentations (Grade 10)
41	31	1	52	0	0
42	32	3	0	126	0
43	29	2	122	414	3
44	17	3	66	0	0
Total	1,543	189	1,884	12,695	109

### FIRE PREVENTION

The Fire Prevention Division conducts inspections to enforce the Fire Code. Thorough fire inspections and reinspections 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.



### **INSPECTION DATA**

	Informations Sworn	Authorization to Close/ Order to Close	Immediate Threat to Life Identified
Definition	Properties with violations where charges were laid under the Ontario Fire Code	Closure of Building due to serious violations of the Ontario Fire Code	Fire Code violations identified with threat of fire and life safety (requires immediate attention)
Total	428	8	49

### **FIRE INSPECTION DATA BY WARD**

All Property Types		Retirement Homes & Long-Term Care Facilities			Residential lings	Toronto Community Housing	
Ward	Informations Sworn & Charges Laid	# of Properties Inspected	Total # of Inspections	# of Properties Inspected	Total # of Inspections	# of Properties Inspected	Total # of Inspections
1	11	5	19	37	109	6	22
2	4	3	11	26	81	9	36
3	1	10	25	32	63	1	2
4	0	5	12	45	86	1	7
5	1	8	25	41	83	4	20
6	4	5	8	59	115	4	10
7	17	6	12	26	69	7	14
8	19	4	9	37	84	9	34
9	2	3	8	18	41	7	23
10	5	9	19	43	71	5	9
11	8	9	22	42	87	6	22
12	8	5	12	27	62	8	17
13	0	4	6	21	42	4	14
14	15	11	30	73	123	10	21
15	1	6	11	30	50	22	33
16	2	4	11	17	33	1	3
17	5	1	1	6	11	3	10
18	21	7	15	32	49	4	7
19	28	10	18	34	53	3	5
20	67	15	47	114	215	27	61
21	4	8	16	31	44	10	21
22	20	10	17	102	161	7	22
23	22	10	24	62	102	3	33
24	0	13	32	27	41	5	8
25	0	15	49	35	57	9	15
26	7	7	18	46	119	3	8
27	14	15	46	144	250	20	50
28	12	5	11	109	292	53	154

	All Property Types Retirement Homes & Long-Term Care Facilities				Residential lings	Toronto Community Housing		
Ward	Informations Sworn & Charges Laid	# of Properties Inspected	Total # of Inspections	# of Properties Inspected	Total # of Inspections	# of Properties Inspected	Total # of Inspections	
29	1	2	5	27	52	3	13	
30	12	4	8	11	22	11	22	
31	8	5	11	22	71	2	15	
32	14	5	14	11	26	15	33	
33	8	4	9	48	102	0	0	
34	4	5	15	47	87	4	10	
35	3	8	35	39	91	10	32	
36	2	6	17	32	89	5	34	
37	1	11	28	33	44	7	22	
38	9	6	13	40	86	3	11	
39	9	8	20	28	57	1	9	
40	13	6	15	63	121	6	18	
41	7	5	10	10	10	0	0	
42	21	2	7	17	35	2	6	
43	4	9	22	34	94	4	12	
44	14	12	29	5	11	0	0	
Total	428	311	792	1,783	3,591	324	918	





## INCREASING TRANSPARENCY IN FIRE PREVENTION: A FOCUS ON HIGH-RISE RESIDENTIAL

On December 19, 2017, fire prevention inspection results for high-rise residential properties were made available to the public, via a leading-edge online portal, providing Toronto residents with additional information related to the fire safety of their high-rise residences. This initiative is one of the results of TFS' ongoing commitment to transparency in data reporting.

Fire prevention inspection results, available at **www.toronto.ca/fire-inspection-results**, are provided for high-rise properties inspected as of January 1, 2017. The list includes properties where violations of the Ontario Fire Code have been found and addressed, as well as properties that had no observable violations. High-rise safety materials are available at **www.toronto.ca/firesafety**.

TFS will continue to identify additional opportunities to increase the release and access of data through the City's Open Data portal.

#### **SPIDER**

The Specialized Program for Inter-Divisional Enhanced Response (SPIDER) is a partnership designed to increase the coordination of City and Community Services for better supporting vulnerable populations in the City of Toronto. In 2017, TFS contributed as follows:

- 19 SPIDER situations were referred by TFS
- 11 SPIDER situations included fire safety risks
- TFS has collaborated in 35% of all SPIDER situations since the program's inception in mid-2015

#### ADDITIONAL FIRE PREVENTION INITIATIVES

- Established a rooming house operating guideline for Fire Code inspections, supporting a strategy to mitigate the serious concerns associated with non-conforming rooming houses.
- Implemented a Quality Assurance and Audit program to review completed inspection files, ensuring efficiencies in the inspection process and identifying growth opportunities to develop training for staff.

### FIRE INVESTIGATIONS

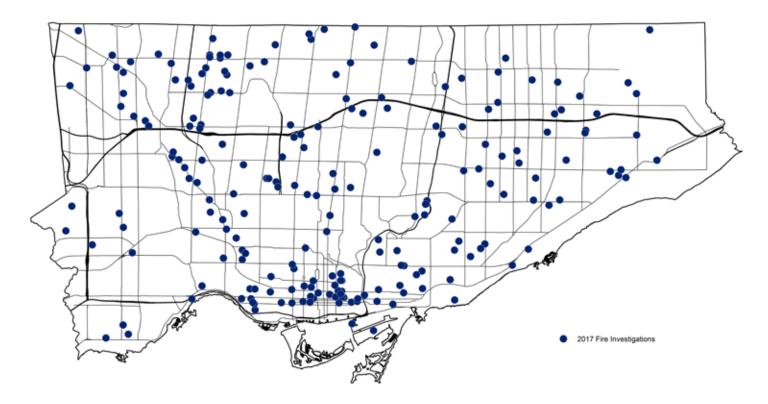
The Fire Investigation Section conducts comprehensive investigations to ensure the community fire risk is measured using evidence-based findings. The investigation into the origin, cause and circumstances of fires provides TFS with data to inform public education, inspection and enforcement strategies. TFS' Fire Investigations Team provides 24/7 on-scene investigation support with a team of nine Fire Investigators.

Total Number of Investigations	216
Accidental Fires	115
Intentionally Set Fires	56
Undetermined Fires	14
Under Investigation	31

In 2017, 216 comprehensive fire investigations were conducted. These investigations have resulted in the following outcomes:

- Identification of 55 Fire Code violations, of which 49% were related to smoke alarms
- 41 charges were laid for Fire Code violations, 18 of which were criminal in nature
- 36 referrals were made for a Fire Inspection to be conducted as well as delivery of a fire safety presentation and/or canvassing in the surrounding area

#### **2017 MAJOR FIRE INVESTIGATIONS**



#### 2017 FIRE FATALITIES AND CRITICAL INJURIES

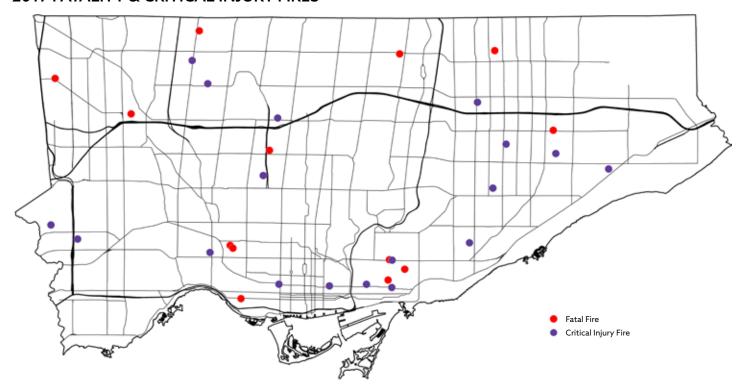
Fire fatalities are defined as those people who lose their lives as a result of a fire-related injury within one year of the fire incident. In 2017, 15 people lost their lives as a result of 13 fires in the City of Toronto.

Three of the fatalities took place in single family detached residences, 7 in multi-unit residential buildings with more than 12 units, and 2 in multi-unit residential buildings with 2-6 units.

There were also 18 serious fire-related injuries in 2017 requiring hospitalization. The causes of these fires included careless smoking, smoking in bed, unattended and/or careless cooking, unattended candles, and electrical failures.



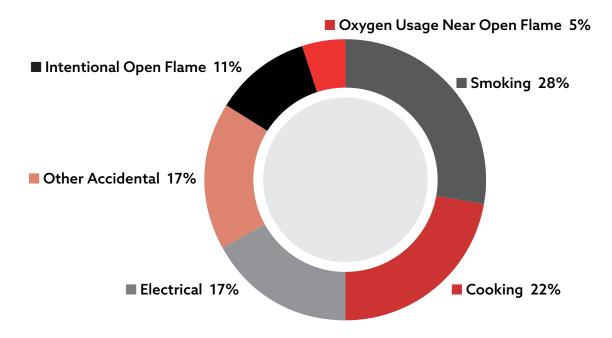
#### **2017 FATALITY & CRITICAL INJURY FIRES**



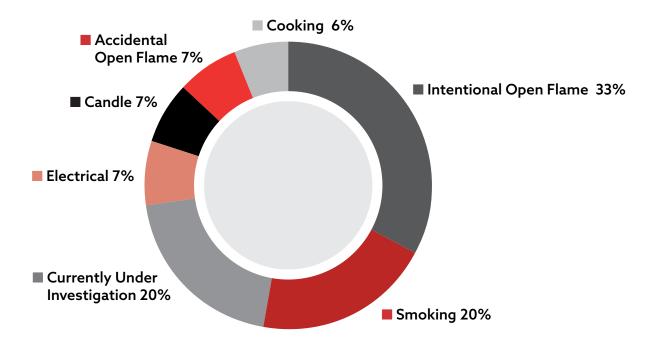
Source: Toronto Fire Services' Fire Investigations Unit - 2018



#### **2017 CRITICAL INJURY FIRES**



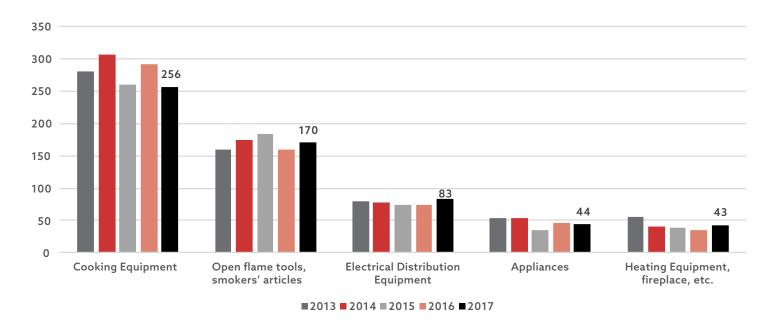
#### **2017 FATAL FIRES**





Toronto Fire Services responded to 914 residential property fires in 2017, representing 42% of the total number of fires in 2017

# **TOP 5 IGNITION SOURCES OF RESIDENTIAL FIRES 2013-2017**



### TOP 5 IGNITION SOURCES OF RESIDENTIAL FIRES 2017

- 1. **Cooking 28.0%** Be alert when cooking and keep things that can catch fire away from cooking area.
- 2. **Smoking 18.6%** In 2017, TFS responded to 50 fires caused by cigarettes being carelessly discarded from balconies. If you smoke, smoke outside and safely dispose of your cigarette butts.
- 3. **Electrical 9.1%** 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 4.8%** Don't overload your dryer and make sure you clean the lint filter before or after each load of laundry.
- Heating Equipment 4.2% Keep anything that can burn at least one metre away from heating equipment, including the furnace, fireplace, or portable space heater.

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



### **EMERGENCY RESPONSE STATISTICS**

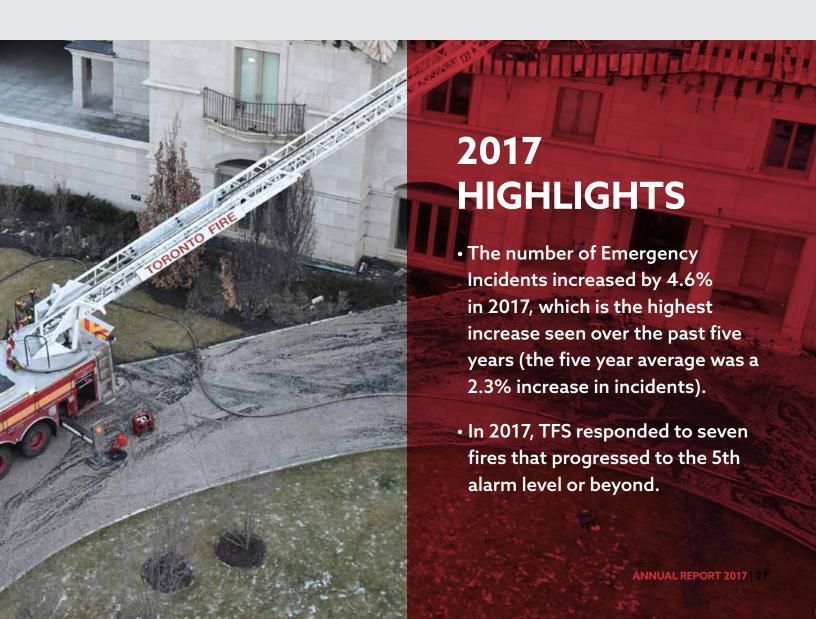
In 2017, crews were dispatched to a total of 121,131 emergency incidents, resulting in 282,798 emergency responses by TFS Operations crews.

#### **REPORTING UPDATES FOR 2017**

Upgrades to the Computer Aided Dispatch system (CAD), completed during 2017, have allowed for increased accuracy in reporting. The following business rules have now been put into place for counting distinct response events:

- · At least one truck/crew was dispatched
- · All test and cancelled events are excluded

Total Response Events	2013	2014	2015	2016	2017
As Previously Reported	109,463	111,758	115,667	117,016	122,224
Re-Stated to reflect new business rules	109,436	111,726	115,620	116,871	122,088
Difference to total count	-27	-32	-47	-145	-136

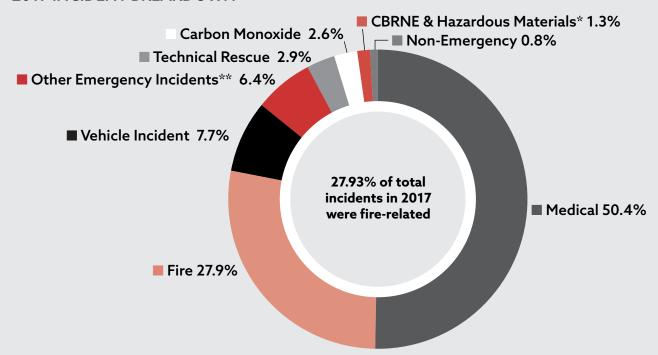


#### **INCIDENT RESPONSE SUMMARY**

	2013	2014	2015	2016	2017	2017 % of Total	% Change from 2016-2017
Carbon Monoxide	3,721	3,720	3,562	3,814	3,238	2.65%	-15.10%
CBRNE & Hazardous Materials*	1,242	1,309	1,459	1,429	1,608	1.32%	12.53%
Fires	34,251	34,647	35,093	32,879	34,095	27.93%	3.70%
Medical Emergencies	47,982	51,963	54,318	57,574	61,511	50.38%	6.84%
Non-Emergency	894	882	917	1,089	957	0.78%	-12.12%
Other Emergency Incidents**	11,368	7,677	7,710	7,361	7,766	6.36%	5.50%
Technical Rescue	3,349	3,346	3,531	3,655	3,572	2.93%	-2.27%
Vehicle Incident	6,629	8,182	9,030	9,070	9,341	7.65%	2.99%
Total Incidents	109,436	111,726	115,620	116,871	122,088	100%	4.46%
Total Emergency Incidents	108,542	110,844	114,703	115,782	121,131	99.22%	4.62%
% Change Total Emergency Incidents		2.1%	3.5%	0.9%	4.6%		

Source: Toronto Fire Services, Computer Aided Dispatch (CAD) - Intergraph Business Solution, 2018

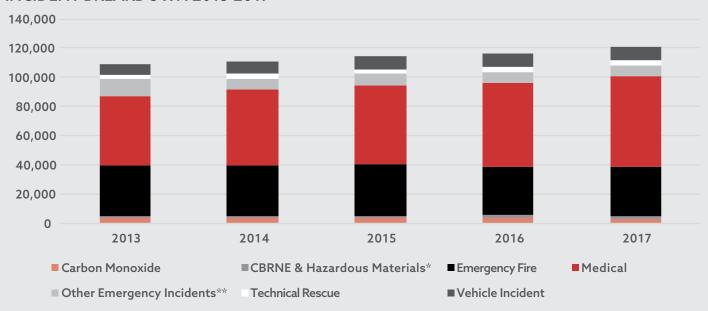
#### **2017 INCIDENT BREAKDOWN**



<sup>\*</sup>Hazardous Materials Incidents are accidental in nature; Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE)

<sup>\*\*</sup>Other Emergency Incidents include Police Assist, Public Hazard, Lake Rescue, Wires Down, Natural Gas Leak, and Vehicle Spill Clean Up

#### **INCIDENT BREAKDOWN 2013-2017**



#### TRUCK / CREW RESPONSES

Truck / Crew response data illustrates how emergency response resources are utilized, as multiple trucks/crews often respond to a single emergency incident.

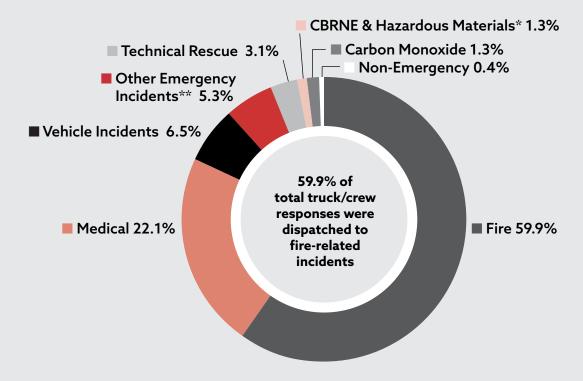
	2013	2014	2015	2016	2017	2017 % of Total	% Change from 2016-2017
Carbon Monoxide	4,196	4,348	4,052	4,457	3,809	1.34%	-14.54%
CBRNE & Hazardous Materials*	2,258	2,558	2,914	3,085	3,633	1.28%	17.76%
Fires	166,533	171,448	171,550	163,453	170,274	59.9%	4.17%
Medical	48,981	53,098	55,576	59,014	62,678	22.08%	6.21%
Non-Emergency	963	942	989	1,198	1,063	0.37%	-11.27%
Other Emergency Incidents**	18,935	15,246	15,793	14,808	15,168	5.34%	2.43%
Technical Rescue	7,874	8,054	8,652	8,894	8,888	3.13%	-0.07%
Vehicle Incident	14,415	15,838	17,360	17,455	18,348	6.46%	5.12%
Total Incidents	264,155	271,532	276,886	272,364	283,861	100%	4.22%
Total Emergency Incidents	263,192	270,590	275,897	271,166	282,798	99.63%	4.29%
% Change Total Emergency Incidents		2.8%	2.0%	-1.7%	4.3%		

<sup>\*</sup>Hazardous Materials Incidents are accidental in nature; Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE)

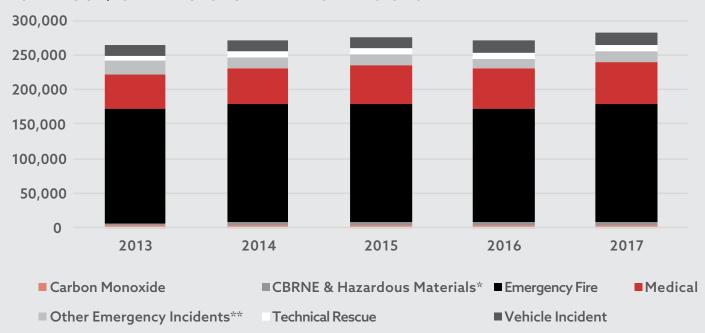
Source: Toronto Fire Services, Computer Aided Dispatch (CAD) - Intergraph Business Solution, 2018

<sup>\*\*</sup>Other Emergency Incidents include Police Assist, Public Hazard, Lake Rescue, Wires Down, Natural Gas Leak, and Vehicle Spill Clean Up

#### 2017 TRUCK / CREW RESPONSE BREAKDOWN



#### 2017 TRUCK / CREW RESPONSE BREAKDOWN 2013-2017



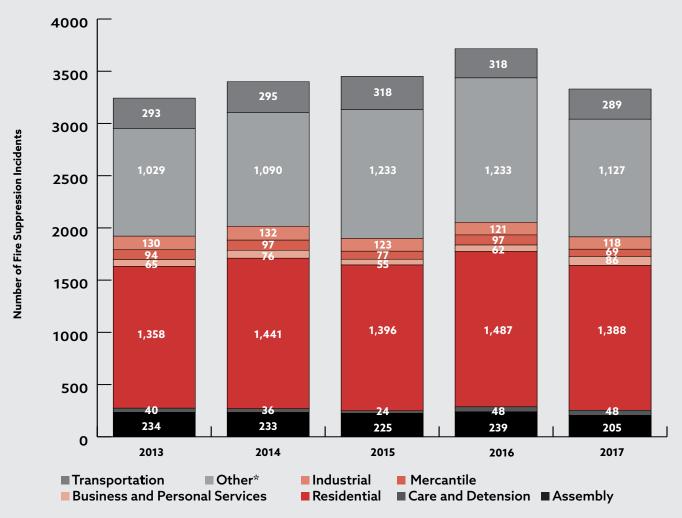
<sup>\*</sup>Hazardous Materials Incidents are accidental in nature; Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE)

<sup>\*\*</sup>Other Emergency Incidents include Police Assist, Public Hazard, Lake Rescue, Wires Down, Natural Gas Leak, and Vehicle Spill Clean Up



#### FIRE SUPPRESSION BREAKDOWN BY PROPERTY CLASS

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 over the last 5 years.



<sup>\*</sup>Other includes areas not classified by the Ontario Building Code (e.g. sidewalks, outdoor parking areas, etc.)

Source: Toronto Fire Services, Records Management System (RMS), 2018



### **MAJOR FIRES IN 2017**

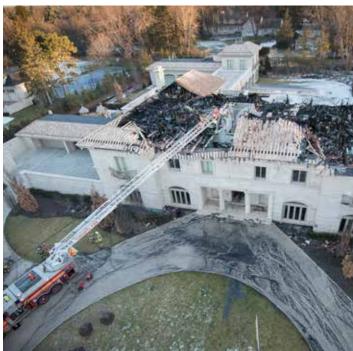
The alarm level of a fire refers to the number of vehicles dispatched to an emergency fire incident. Any incident that reaches or exceeds the 4th alarm level is considered a major incident.

In 2017 there were two fires that escalated to the 4th alarm level, five fires that reached the 5th alarm level, and two immense fires that reached the 6th alarm level.

Alarm Level	Location	Ward	Date (2017)	Property Type	Number of Responding Trucks / Crews
4	Park Lane Circle	25	Jan 10	Detached Dwelling	51
4	Argyle Street	19	July 5	Attached Dwelling	43
5	Mulock Avenue	11	Feb 11	Dry Cleaning Plant	96
5	Sewell's Road	42	April 6	Vehicles or Vehicle Parts	60
5	Baldwin Street	20	June 9	Attached Dwelling with Business	48
5	Crockford Boulevard	37	Sept 18	General Business Office	45
5	Lake Shore Boulevard West	6	Oct 19	Attached Dwelling	51
6	St. Clair Avenue West	22	Feb 14	Sports Club	167
6	Cherry Street	30	May 25	Recycling Facility	166















### **OUR PERFORMANCE**

#### **OPERATIONAL PERFORMANCE**

Call Processing Time, Turnout Time, Travel Time, and Total Response Time are key performance indicators for Toronto Fire Services. Response time targets are drawn from the National Fire Protection Association (NFPA) 1710-2016 Standard.

#### **DEFINITIONS**

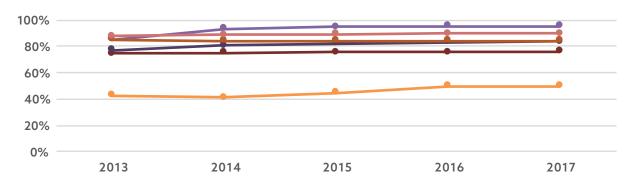
Response Time Measure	Definition	NFPA 1710 Standards (90th percentile)
Call Processing Time	Elapsed time from the time a call is received to the time crews are dispatched.	64sec
Turnout Time	Notification of emergency to the beginning point of Travel Time.	1:20min
Travel Time	Elapsed time from the time a truck is en route to arrival "at scene".	4:00min
Total Response Time	Elapsed time from the notification of emergency to the arrival of the first truck "at scene".	6:24min
Effective Firefighting Force	Overall response time for fire emergencies from call acknowledgement to arrival of initial full alarm assignment at incident location. The Effective Firefighting Force is a unique metric in that it is used specifically for responses to fire-related events.	10:24min

#### **PERFORMANCE**

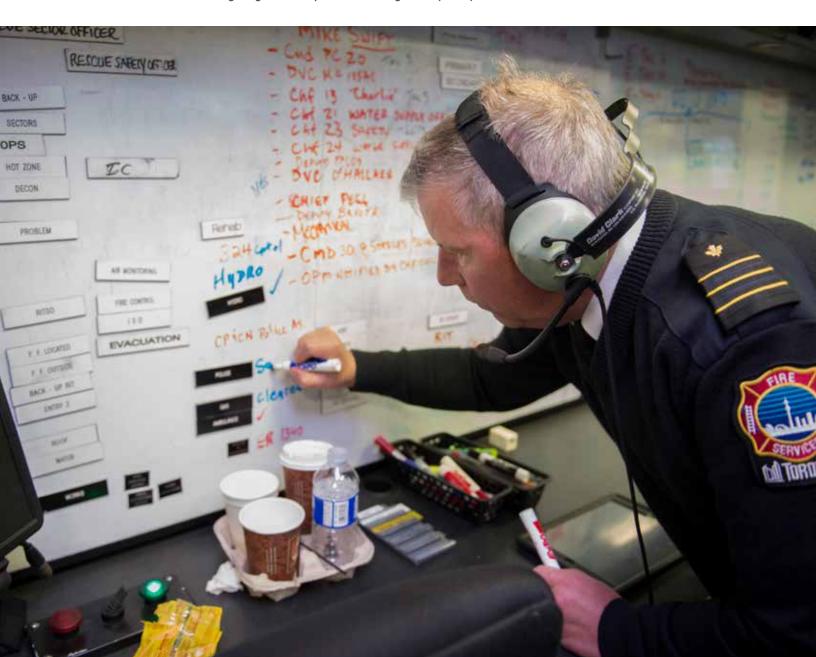
			2013	2014	2015	2016	2017
# of Emergency Events		108,542	110,844	114,703	115,782	121,131	
# Effective Firefighting Force Events (Limited to Structure Fire Incidents)		18,119	17,938	18,379	17,525	17,484	
All Emergency Events	Call Processing Time 1:04min	Performance	1:21	0:55	0:51	0:49	0:48
		% of Standard Achieved	85%	93%	95%	95%	96%
First-In Response	Turnout Time 1:20min	Performance	2:12	2:12	2:12	2:08	2:20
		% of Standard Achieved	43%	41%	45%	50%	50%
	Travel Time 4:00min	Performance	5:14	5:06	5:03	5:02	5:02
		% of Standard Achieved	75%	75%	76%	75%	76%
	Total Response Time 6:24min	Performance	7:55	7:17	7:11	7:03	7:03
		% of Standard Achieved	77%	81%	82%	83%	83%
Effective Firefighting Force Re- sponse	Travel Time 8:00min	Performance	8:43	8:49	8:46	8:50	8:50
		% of Standard Achieved	85%	84%	84%	84%	84%
	Total Response Time 10:24min	Performance	10:45	10:37	10:29	10:28	10:29
		% of Standard Achieved	88%	89%	89%	90%	90%

Source: Toronto Fire Services, Computer Aided Dispatch (CAD) - Intergraph Business Solution, 2018

#### PERCENTAGE OF NFPA TARGET MET 2013-2017

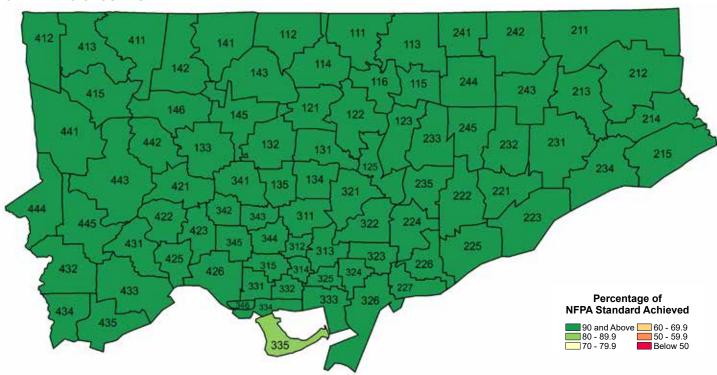


- Call Processing Time Target Met for all Emergency Events (64sec)
- First-In Turnout Time Target Met (1:20)
- First-In Travel Time Target Met (4:00)
- First-In Total ResponseTime Target Met (6:24)
- Effective Firefighting Force Travel Target Met (8:00)
- Effective Firefighting Force Response Time Target Met (10:24)



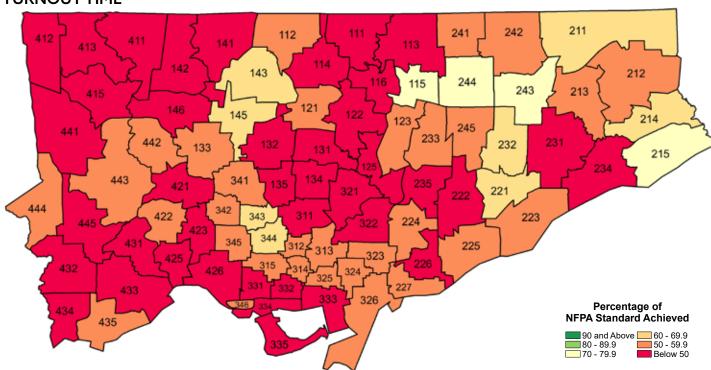
### **RUN AREA BENCHMARKS** (90TH PERCENTILE)

#### **CALL PROCESSING TIME**



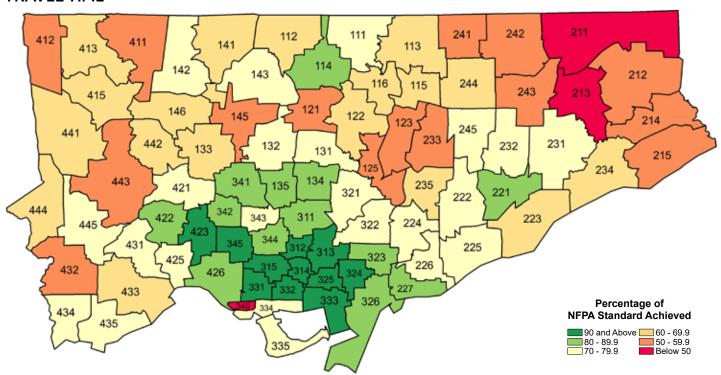
Call Processing Time is the time from when an emergency call is acknowledged at the communication centre until response information begins to be transmitted to emergency response station(s) or unit(s).

#### **TURNOUT TIME**



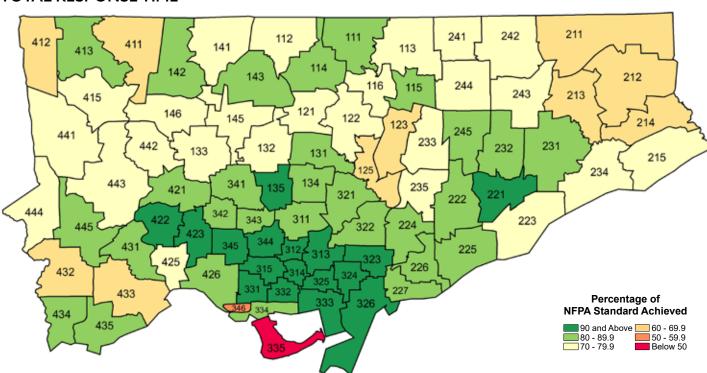
Turnout Time is the time from the start of the notification process at emergency response station or unit to the time when unit is enroute.

#### TRAVEL TIME



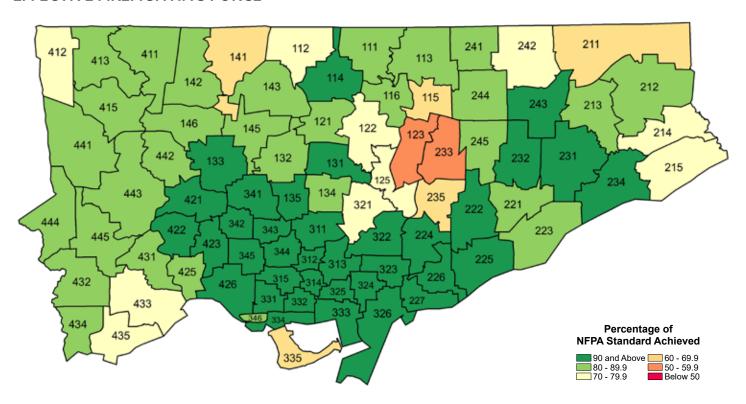
Travel Time is calculated from the time that the responding truck is enroute to when the unit arrives at incident location.

#### **TOTAL RESPONSE TIME**



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**

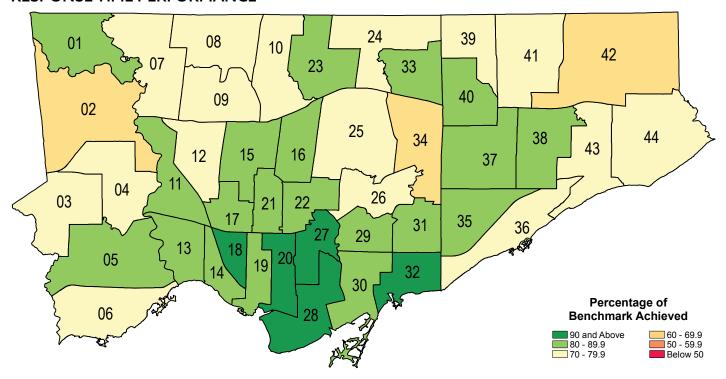


Effective Firefighting Force is the overall response time for fire emergencies from call acknowledgment to arrival of initial full alarm assignment at incident location.

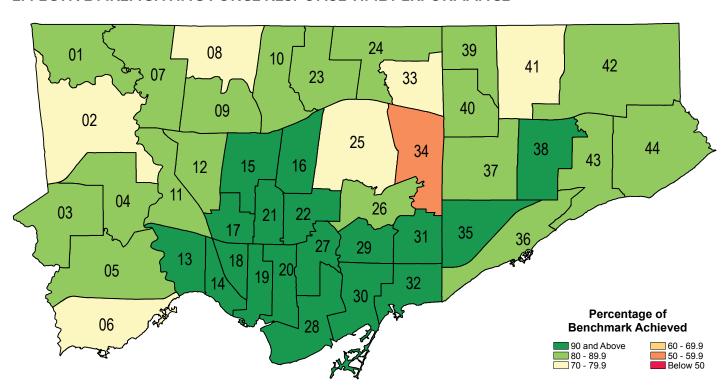


Ward	Total Response (6:24)						Effective Firefighting Force (10:24)					
	2015		2016		2017		2015		2016		2017	
1	77%	7:27	82%	7:05	80%	7:22	84%	11:38	84%	11:34	84%	11:09
2	65%	8:25	68%	8:08	66%	8:17	82%	11:24	84%	11:15	<b>79</b> %	11:51
3	72%	7:54	75%	7:54	74%	7:52	83%	11:47	88%	10:39	87%	10:41
4	73%	7:39	74%	7:34	77%	7:36	84%	11:04	92%	10:15	88%	10:41
5	81%	7:21	83%	7:05	83%	7:10	89%	10:30	89%	10:34	88%	10:35
6	70%	8:06	74%	7:43	76%	7:41	75%	11:46	79%	11:36	77%	11:43
7	76%	7:41	76%	7:36	72%	7:39	85%	11:09	88%	10:35	85%	11:06
8	74%	7:41	76%	7:28	79%	7:27	76%	11:58	69%	12:21	74%	12:15
9	78%	7:22	81%	7:12	79%	7:23	88%	10:46	92%	10:09	87%	10:36
10	81%	7:24	81%	7:25	79%	7:45	77%	11:22	78%	11:56	82%	11:21
11	83%	7:08	84%	7:01	83%	7:14	88%	10:51	88%	10:34	88%	10:34
12	74%	7:49	77%	7:40	77%	7:40	87%	10:59	89%	10:26	89%	10:30
13	88%	6:42	91%	6:25	88%	6:42	94%	9:31	95%	9:37	93%	9:54
14	85%	7:11	88%	6:45	89%	6:32	94%	9:26	94%	9:29	95%	9:31
15	78%	7:33	80%	7:22	82%	7:07	91%	10:16	95%	9:43	91%	10:16
16	82%	7:19	83%	7:21	85%	7:07	90%	10:02	92%	9:53	91%	10:17
17	89%	6:34	90%	6:28	89%	6:31	95%	9:32	95%	9:15	97%	9:15
18	91%	6:21	91%	6:22	93%	6:09	96%	8:56	96%	8:36	96%	9:01
19	87%	6:43	90%	6:25	89%	6:33	96%	9:14	96%	9:19	94%	9:30
20	93%	6:01	93%	6:06	93%	6:06	96%	9:02	96%	8:56	97%	8:36
21	88%	6:40	89%	6:34	88%	6:38	92%	9:41	94%	9:37	94%	9:37
22	89%	6:33	90%	6:25	88%	6:38	92%	10:02	93%	9:57	93%	10:08
23	78%	7:25	79%	7:23	80%	7:17	89%	10:35	89%	10:29	89%	10:35
24	77%	7:25	78%	7:27	79%	7:23	80%	11:45	84%	11:11	84%	11:18
25	71%	7:57	75%	7:36	77%	7:37	80%	12:03	84%	11:16	77%	12:02
26	68%	7:45	70%	7:35	73%	7:32	85%	11:14	82%	11:35	81%	11:18
27	96%	5:32	97%	5:26	96%	5:36	98%	8:20	97%	8:18	98%	8:27
28	93%	6:04	93%	6:01	95%	5:43	96%	8:47	97%	8:42	97%	8:31
29	89%	6:30	88%	6:48	89%	6:46	96%	9:17	93%	9:41	96%	8:53
30	90%	6:25	90%	6:28	90%	6:29	97%	8:48	96%	9:09	96%	9:07
31	81%	7:09	82%	7:03	83%	7:00	93%	9:56	92%	10:10	92%	9:57
32	92%	6:11	91%	6:15	91%	6:24	96%	9:27	96%	9:10	94%	9:27
33	80%	7:16	83%	7:05	84%	7:01	79%	11:36	72%	11:52	73%	12:34
34	71%	8:00	70%	7:50	69%	7:55	73%	11:53	64%	12:33	59%	13:06
35	87%	6:43	88%	6:35	88%	6:38	91%	10:15	88%	10:39	91%	10:12
36	81%	7:18	80%	7:13	80%	7:20	89%	10:45	86%	10:41	88%	10:34
37	87%	6:44	86%	6:48	87%	6:42	84%	11:01	89%	10:26	89%	10:39
38	81%	7:12	81%	7:07	81%	7:15	91%	10:09	91%	10:23	92%	10:04
39	74%	7:42	72%	7:44	74%	7:35	82%	11:10	79%	11:21	83%	11:15
40	81%	7:15	81%	7:23	80%	7:22	79%	11:20	78%	11:52	81%	11:22
41	73%	7:35	74%	7:27	77%	7:19	75%	11:33	76%	11:38	78%	11:24
42	68%	7:54	69%	7:46	69%	7:57	82%	11:28	87%	11:00	80%	11:30
43	68%	7:52	71%	7:46	73%	7:36	88%	10:34	88%	10:32	90%	10:25
44	72%	7:54	76%	7:47	74%	7:57	83%	11:27	86%	11:08	87%	10:57

#### **RESPONSE TIME PERFORMANCE**



#### EFFECTIVE FIREFIGHTING FORCE RESPONSE TIME PERFORMANCE



# ENGAGING OUR STAKEHOLDERS

#### **ENGAGING THE MEDIA**

During 2017, TFS **responded to 1,435 media inquiries** which accounted for 27.6% of all City of Toronto media inquiries. This represents a 14% increase over 2016.

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



**93%** have a favourable opinion of

**Toronto Fire Services;** representing a 10% increase over 2015

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**89%** are satisfied with the services that Toronto Fire Services provides; representing a 6% increase over 2015

Prompt response time was cited as the main reason for satisfaction, confidence and an

overall positive opinion of TFS



98% believe emergency response is an important service 94% believe that
TFS employees
are professional;
representing a 4% increase
over 2015

96% believe fire inspection and enforcement is an important service





**94%** believe **fire safety education** is an important service

In the past 2 years, 32% of Torontonians have had contact with TFS, most commonly during a Fire Code inspection (12%) or a fire-related emergency (10%); this represents a 9% increase over 2015

**92%** 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**

- **5.18 million** unique tweet impressions in 2017
- · 137,429 engagements
- · 882 posts
- 19,204 followers

#### YouTube

- 21 videos published in 2017
- 97,418 views from around the world
- 214,331 minutes of watch time
- 2:12 minutes of average view time

#### facebook

- · 11,715 facebook "likes"
- 162 posts with over 1 million total impressions
- **92,897** engaged users

## TESTIMONIALS FROM MEMBERS OF THE PUBLIC

## COMPLIMENTS RELATED TO THE FEBRUARY 14, 2017 ST. CLAIR WEST FIRE

"What your team of brave firefighters, police, and other City staff, achieved, February 14th and the coordination of an extremely dangerous and difficult fire and situation, is an absolute miracle!!!"

"You saved lives, buildings, businesses, dogs, our neighbourhood. All due to the amazingly, well trained team of caring, passionate extraordinary human beings who we are immensely proud of."

"This seems so small compared to the sacrifices you make every day, but I wanted to say thank you. Thank you for putting your lives on the line to keep us safe. I came home that night and hugged my pets, grateful they were still alive because of you."

"We wish to express our thanks for the magnificent job your fire personnel did.... Our condo building could have been damaged so much more if it hadn't been for the constant intense working of all involved."

"We believe that, if it were not for the perseverance and bravery of your firefighters, the WestClair could have easily been engulfed by the blaze. In fighting the fire, you worked in perilous conditions and we are extremely appreciative of your individual and collective efforts. Many of our residents witnessed first-hand the hours-long efforts all of you made in responding tenaciously to the B & R fire on what should have been a quiet February day."

"TFS SIMPLY ROCKS!!! Thank you for all you do. Sorry you missed your Valentine's Day with your sweethearts but that's why you're a firefighter, fighting fires comes first!! God Bless and always stay safe!!"

"You are heroes! I watched from my balcony on Delisle while firefighters worked day and night to put that fire out. What work, what tireless dedication. Thank you for all you do, every day."

"Thanks to all these firefighters for doing such a great job. Just another day, right? Be safe and be well."

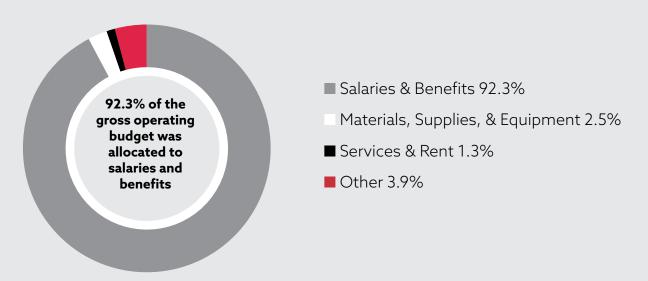
"I cannot find the words to express my deepest admiration, appreciation, gratitude and respect for what each and every one of them accomplished as a united front. The fact that the fire was contained is a miracle and it's because of their dedication, commitment and experience that it was contained. Please accept this letter as my way of saying thank you. I'm not sure you will ever know how deeply I feel about Toronto Fire Services' support. All of you are true heroes and I will remember this for the rest of my life."

## **FINANCIAL HIGHLIGHTS**

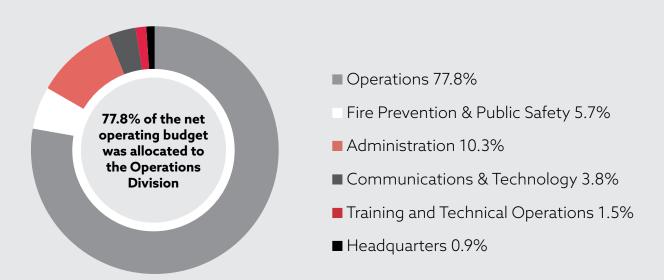
#### **OPERATING BUDGET**

Gross Operating Budget spending in 2017 was \$475,195,000. Salaries and benefits comprised over 92.3% of the budget. The Operations Division represented the largest proportion of overall spending at 77.8% of total expenditures.

#### 2017 GROSS OPERATING BUDGET ACTUALS BY EXPENDITURE TYPE

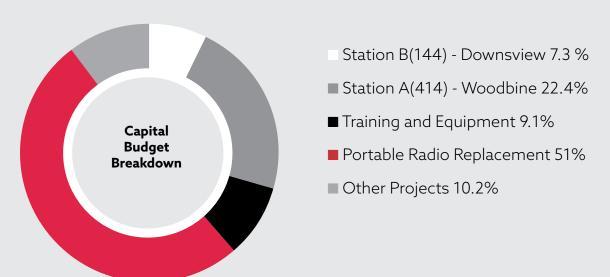


#### 2017 NET OPERATING BUDGET ACTUALS BY DIVISION



#### **CAPITAL BASE BUDGET**

The 2017 Capital Budget was \$9,802,000. The majority of the budget was allocated for fire stations and technology.







## **LOOKING AHEAD**

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

#### **CHALLENGES AND OPPORTUNITIES**

**VERTICAL GROWTH** 

DIVERSITY AND INCLUSION

DENSIFICATION AND CONGESTION

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 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 Employee Wellness
- 6. Commit to Continuous Improvement

Within the six objectives, the TFS Transformation Plan identifies several key initiatives. In 2017, TFS launched several initiatives that will transform the way services are delivered to the public. These will continue to be implemented throughout 2018:

- 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; and
- Commissioning a comprehensive review of apparatus deployment protocols in accordance with NFPA 1710-2016 performance standards.



# 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 2017, with contributions made by TFS, the City of Toronto achieved bronze-level accreditation with Excellence Canada. Also in 2017, the TFS Quality Management & Accreditation Team prepared the detailed assessment documentation for the application of accreditation through the Commission on Fire Accreditation International (CFAI). In 2018, TFS will be assessed by the Commission to determine if CFAI accreditation will be achieved.

#### INTERNAL COMMUNICATION

In 2017, TFS provided staff with access to a suite of video communications through a new icon on the online learning platform titled "Messages from the Chief's Office". Short videos continue to be released monthly so that staff receive updates directly from the Fire Chief and the TFS Management Team. This will assist in keeping frontline staff updated on current initiatives that impact them and the work they do. Additional videos will be created and posted based on questions submitted to askthefirechief@toronto.ca. All videos are also posted on the TFS YouTube channel.



# SUPPORTING MENTAL HEALTH AND WELLNESS

#### **EMPLOYEE WELLNESS PROGRAM**

In 2017, TFS developed a PTSD & Suicide Prevention Plan. Implementation of this plan has begun with Road to Mental Readiness (R2MR) training for TFS staff to increase resiliency and mental health awareness. This training will continue for all frontline staff throughout 2018 and 2019.

In August 2017, TFS completed two detailed needs assessments, one for physical health and one for mental health. The output of this work is a prioritized list of evidence-based recommendations which will be used to inform the development of a comprehensive plan. In 2018, TFS will begin the development of the Employee Wellness Plan.

#### **HEALTH & WELLNESS SEMINAR**

At the 2017 Health & Wellness Seminar, jointly hosted by TFS and the Toronto Professional Fire Fighters Association (TPFFA), staff were provided with education, materials, fitness sessions (including a yoga class and a full body functional workout), a live cooking demonstration, lunch, and an opportunity to network with colleagues across the organization. Several speakers attended including Toronto Firefighter Alex Boersma who facilitated a functional workout session for staff and provided education about the importance of movement quality. Toronto Firefighter John Drimmie provided an overview of the TFS Peer Support/Critical Incident Stress Team and the services offered to staff. In addition, Waterloo Firefighter and Cookbook Author, Patrick Mathieu, attended providing nutrition advice, a live cooking demonstration, and a hearty firehouse lunch for everyone to enjoy. Kitchener Deputy Fire Chief of Operations and Training, Rob Martin, spoke about the four pillars of health including mindfulness practices and breathing techniques and psychologist Dr. Katy Kamkar provided expertise on mental health, occupational stress injuries, and resiliency. The seminar was a huge success with valuable information for staff to take with them to help them achieve their individual and work-related health and wellness goals.

The 2018 Health & Wellness Seminar, which will take place in November, will be expanded to include staff as well as their family members.

#### **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
- Foster an increasingly inclusive and welcoming culture across TFS

In 2018, a Council-directed Employment Systems Review (ESR) will be conducted to inform the ongoing development of the TFS Inclusion Plan. An Inclusion Plan Working Group, with representation from Management and frontline staff, has been meeting on a quarterly basis to inform the development of the Inclusion Plan and to support implementation of key initiatives set out in the plan. In 2018, members of the Inclusion Plan Working Group will develop an Ambassador Program for staff.





#### 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 co-ordinated and facilitated a resident-driven career outreach event with presentations and demonstrations on June 24, 2017 with 45 residents from the Chalkfarm Community.

## **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 on 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 120,000 emergency incidents per year? Call-Taker/Dispatchers are the primary point of contact for members of the public facing an emergency. As a dispatcher you 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

## **CONNECT WITH US**



