

The cover features a collage of fire service-related images. On the left, a red-tinted photo shows firefighters in action with a fire truck. On the right, a close-up of a fire truck's emergency lights is shown. A large, semi-transparent Maltese cross logo is overlaid on the left side, containing the words 'FIRE', 'SERVICES', and 'Toronto'.

TORONTO
FIRE SERVICES

2019

ANNUAL REPORT

2019 HIGHLIGHTS



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

TFS responded to **more than 835 media inquiries** representing **22.5% of all City of Toronto media requests.**

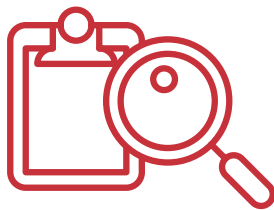


Inspections of **7,886 properties** were conducted across the city (this number represents unique addresses and therefore does not include multiple inspections at the same address).



Conducted *Ontario Fire Code* inspections of **79 shelters and social housing sites.**

Responded to 133,081 emergencies, representing a 0.3% increase over 2018.



Conducted **inspections of 100% of vulnerable occupancies** in Toronto (including care occupancies, care and treatment occupancies, or retirement homes) to protect the most vulnerable residents in the city.



984 Children attended Fire Safety Camp at day camps across the City.

Fulfilled 1,136 truck requests for events and station tours.



Firefighters attended 10,178 Toronto Community Housing homes as part of the Alarmed for Life campaign.





Trained **107 new operations firefighter recruits**.



2,140 high-rise residential buildings were inspected in 2019 (this number represents unique addresses and therefore does not include multiple inspections at the same address).

58,995 children were educated

through presentations, events, workshops and displays.



36% of the operations firefighter recruits hired in 2019 self-identified as members of a **designated group** (females, Indigenous peoples, and visible minority groups).



305,499 times, TFS crews responded to

emergency incidents, representing a 0.3% increase over 2018.

214 re-inspections were conducted by the Operations Re-Inspection program. Learn more about the program on page 57.



2,519 staff completed Road to Mental Readiness (R2MR) mental health training.

HONOURING OUR FALLEN

The Fallen Firefighter Memorial Service held on June 16, 2019 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 10 fallen firefighters were added to the Honour Roll in 2019, bringing the total to 298.

Firefighters and their families and friends come together annually for this ceremony of remembrance to honour those that have fallen. The 2019 Ceremony included remarks and the laying of wreaths by Councillor Jennifer McKelvie 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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City Clerks Office, Production Design Services



FIRE CHIEF'S MESSAGE

I am happy to present the 2019 Annual Report highlighting the many endeavours and successes of Toronto Fire Services (TFS) in the past year.

The report includes an extensive analysis of TFS' service level performance and information on the many services TFS provides. This includes TFS' core fire protection service levels, including public education, fire safety inspection and Fire Code enforcement, and emergency response.

Some of our accomplishments in 2019 include:

- TFS continued to leverage actual Toronto fire cause and demographic data to create unique and impactful cross platform fire safety campaigns, this time in Regent Park; read more about the "Fire Happens Fast" campaign on page 22.
- TFS initiated an extensive review of our current operational deployment model to identify opportunities for enhancing the service provided to the residents of Toronto that account for the changes of this ever growing city. This is a key initiative of the TFS Transformation Plan.
- TFS continued to expand the mental health resources available to staff with the introduction of a dedicated employee assistance counsellor.
- The operations re-inspection pilot program has been a great success with over 200 inspections conducted in 2019. Learn more on page 57.

2019 brought much excitement to Toronto, with all of Canada celebrating the Toronto Raptors NBA Championship win. The celebratory parade in downtown Toronto drew in millions of people from across the Greater Toronto Area. I want to commend TFS staff for their excellent performance in challenging conditions to help everyone celebrate safely.

I am extremely proud of the level of dedication and skill TFS staff continue to demonstrate as they provide outstanding fire protection services to residents of the City of Toronto. The work environment for TFS staff becomes more challenging every year, with increasing density and continued vertical growth. Despite these challenges, our staff continue to deliver world class fire protection services. I want to thank each and every member of our service for the work that they put in every single day in service to our residents, business owners and visitors. I am extremely fortunate to work alongside such an amazing team.

2019 brought change and new challenges, but we stood firm. 2020 marks a new decade, and I am looking forward what it holds in store for Toronto Fire Services.

If you want to stay in touch on an ongoing basis, follow us on Twitter at **@Toronto_Fire** and **@ChiefPeggTFS**, on Instagram at **@torontofireservices** and **@chiefpeggtfs**, and on Facebook.



Matthew Pegg
Fire Chief & General Manager

OUR 2019 EXECUTIVE MANAGEMENT TEAM



Jim Jessop, Deputy Chief
Operations



Jim Kay, Deputy Chief
Training & Technical Operations



Larry Cocco, Deputy Chief
Community Risk Reduction



Debbie Higgins, Deputy Chief
Administrative Services



Tony Bavota, Deputy Chief
Communications, Technology &
Organizational Performance

OUR CITY

Toronto operates the largest and most complex fire service in Canada, serving the **2.9 million** people of the city and its visitors.

YOUR FIRE SERVICE

Toronto Fire Services is the City's 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

MISSION

Dedicated to protecting life, property, and the environment through education, prevention, and emergency response.

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

AN ACCREDITED FIRE SERVICE

CFAI ACCREDITATION



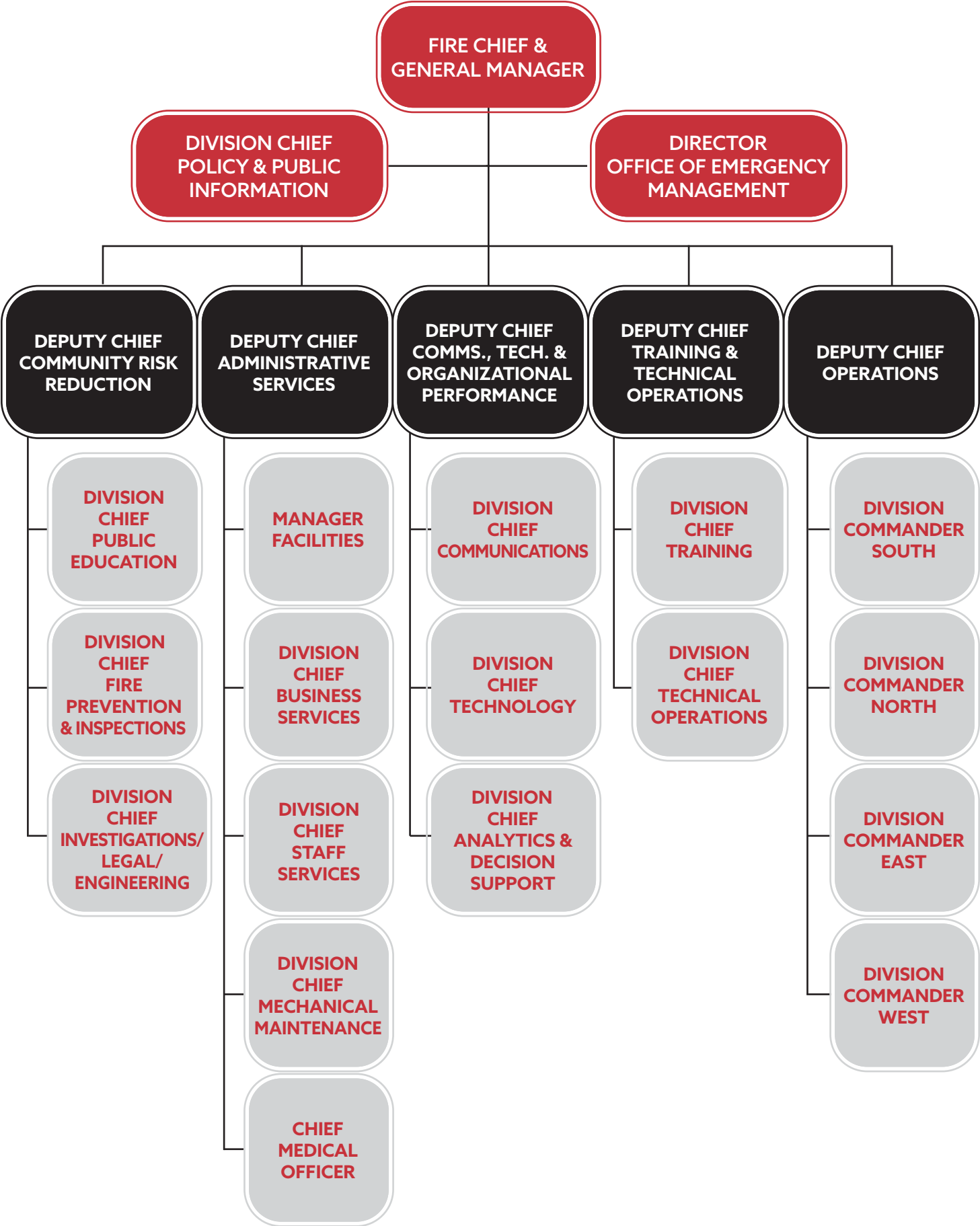
In March 2019, Toronto Fire Services earned accredited agency status from the Commission on Fire Accreditation International (CFAI) confirming TFS' commitment to continuously monitoring and

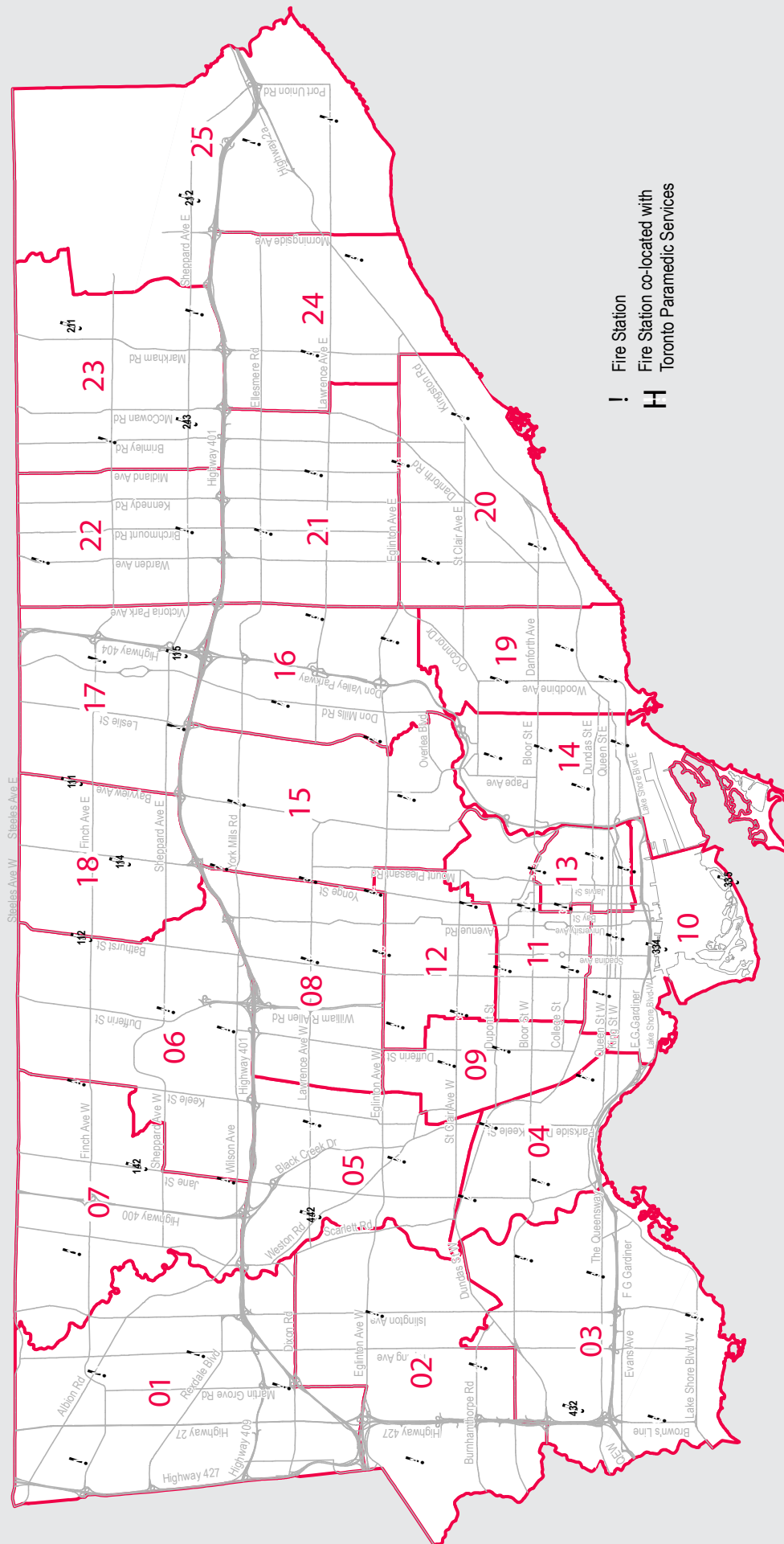
improving performance, evaluating results against industry best practices and delivering fire protection services that meet the needs of Toronto. As part of an annual compliance for CFAI, TFS reports on the changes being made within the organization to improve performance in our key service areas and address the recommendations made by the CFAI committee.

The City of Toronto is now the largest city in North America with an accredited fire service.



ORGANIZATIONAL STRUCTURE





- ! Fire Station
- H Fire Station co-located with Toronto Paramedic Services

TFS WORK ACTIVITIES

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
 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
 Marine Unit Response



OUR VALUED STAFF

NUMBER OF PERSONNEL	
Operations	2,714
Public Education & Fire Prevention	235
Training, Emergency Planning & Technical Operations	42
Mechanical Maintenance	50
Communications, Technology & Organizational Performance	102
Administrative Services, Recruitment, Policy & Public Information	62
Office of Emergency Management	21
Fire Chief & Senior Management	7
Total	3,233



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 (FPPA)*. 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*. The enforcement of the *Ontario Fire Code* is the backbone of effective fire prevention and a major factor in reducing the loss of life and property. 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 appointed as Assistants to the Fire Marshal under the *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 as well as any fire prevention and public education-related training delivered to other staff members.

INVESTIGATIONS, QUALITY ASSURANCE & ENGINEERING

The Fire Investigation Division conducts comprehensive investigations to ensure the community fire risk is understood and managed, using evidence-based findings. The investigation into the origin, cause and circumstances of fires provides TFS with intelligence that informs public education, inspection and enforcement strategies. The Quality Assurance team ensures that *Ontario Fire Code* enforcement follows best practices and all legislative requirements. TFS also has a team of Fire Protection Engineers who provide expert advice and assistance in regard to the interpretation and application of the *Ontario Fire Code* and ensure the fire safety risk is properly addressed in complex situations.

COMMUNICATIONS

The Communications Division is responsible for emergency call-taking and dispatching, Incident Management System 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.

OPERATIONS

Emergency response crews are deployed from 83 fire stations across the city on a 24/7, 365 days per year basis. Operations crews respond to emergencies that include fires, rescues, medical emergencies, hazardous materials incidents, road accidents, and other disasters and emergencies. Technical operations include technical rope rescue, ice/water rescue, auto extrication, confined space rescue, heavy urban search and rescue operations 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 and coordinates specialized responses to events within the city.

EMERGENCY MANAGEMENT

The Fire Chief, in the capacity as General Manager of Emergency Management, oversees the city-wide emergency management program through the Office of Emergency Management (OEM). OEM is responsible for helping the City of Toronto and its residents prepare, respond and recover from emergencies. This includes providing tools and information to the public on how they can be emergency ready. Working with emergency service partners and other City Divisions, the OEM helps coordinate emergency response and recovery efforts by developing plans and conducting training and exercises, which includes the delivery of emergency social services. The OEM is also responsible for the City's Emergency Plan, the business continuity program, and the Emergency Operations Centre (EOC).

PUBLIC INFORMATION AND 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 Award Ceremonies. This Office also manages the TFS 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 coordinates all TFS Staff Reports for Committee Meetings and City Council. The Team also develops strategic documents, reports, and presentations on behalf of the Fire Chief.

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.

ANALYTICS AND DECISION SUPPORT

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.

TRAINING

The Training Division is responsible for training new recruits and delivering ongoing training for all operations staff including technical 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.

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 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 disability management, return-to-work initiatives as well as operating and managing the TFS Medical Office.



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 2019

- \$35,000 was raised for Variety Village at the TPFFA Children's Christmas Party
- \$33,146 was raised during a month-long Movember fundraising and awareness campaign for men's health initiatives
- Easter Seals Ontario received a \$10,000 sponsorship from the TPFFA during their 2019 Telethon
- The recruit classes in 2019 raised approximately \$70,000 for Muscular Dystrophy Canada through a series of Boot Drives

Additional Fundraising and Sponsorship Highlights

- \$1,000 for Brain Injury Society of Toronto 5K
- \$1,000 for the North York Women's Shelter through the Anne Marie D'Amico Foundation "Turtle project" concert
- \$3,000 for the 'Riverdale Share' Community Concert
- \$1,000 sponsorship benefiting the Scarborough Health Network through the "Sip, Shop and Celebrate Women" Fundraiser
- \$1,000 sponsorship for Colorectal Cancer Canada through the "Push for your Tush" 5km walk/ 10km run



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.

This year, Toronto Fire Services Pipes and Drums, and Honour Guard both participated in the Toronto Raptors NBA Championship Parade.

CELEBRATING STAFF SUCCESS

COMMUNICATOR OF THE YEAR

The 19th annual Tri-Service Communicator Awards were held at Emergency Services Headquarters on April 15th, 2019 during 911 Telecommunicators week. This ceremony recognizes the work of telecommunicators in the City of Toronto's three emergency services. TFS recognized the Communications staff of Shift Three (represented by Firefighters Anna Mae Wilson and Adam Yates) for their incredible effort during the six alarm fire at 650 Parliament Street in August 2018. TFS Call-takers responded to 600 emergency calls related to this major incident in 2 hours. TFS communicators on Shift Three showed their commitment to upholding the TFS Credo of Courage, Compassion and Service.

Thank you for a job well done Shift Three!



CITY COUNCIL RECOGNITION

On June 18th 2019, Toronto Fire Services, Toronto Police Services, Toronto Paramedic Services and Toronto Transit Commission Transit Enforcement Unit staff were recognized at City Council by Mayor John Tory for their actions during the 2018 Yonge Street and Danforth Tragedies. Mayor Tory spoke about the professionalism, courage, and compassion of the first responders who responded to these two events. On behalf of the residents of Toronto, and City Council, Mayor Tory thanked the staff present for their continued service and dedication to duty to the residents of Toronto. Fire Chief Matthew Pegg accepted a plaque from Mayor Tory on behalf of TFS.



STAFF PROMOTIONS

Toronto Fire Services is proud to announce the following Promotions that occurred in 2019.

In 2019, 128 employees were promoted to various roles throughout the organization. They have all taken on enhanced responsibility and help to ensure TFS can operate smoothly on a daily basis. Congratulations one and all!

PROMOTED TO CAPTAIN

Operations Division		
Gary Poole	Timothy Norton	Bill Morris
Bill Severin	Angelo Porcellato	Christopher Lawrence
Daniel Mcguire	David Rogers	Glenn Kerr
Terry Coleman	Mark Petter	Douglas Arsenault
Paul J. Rooney	David Henry	Robert Cooke
Grant Litherland	Lee Brown	Darren Wicks
Trevor Crummy	Khaled Mously	Sean Traviss
Steve Rodak	Brian McAlinden	Geoffrey Mortimer
Gregory Haley	Andrew McDowell	Michael Pare
Kent Burtenshaw	Ronald Bethune	Godfrey Greaves
Randy Croke	Brad Blanchard	Carlo Bernardi
Jon Hunsdale	John Getty	Edwin Klomp
Peter Farren	David Leblanc	Mike Bradbury
Allan Meyers	Benoit Dugas	Operations - Marine Unit
Al Turner	Edward Skerratt	Geoff Woodmansey
Demetrios Kokkinakis	Thomas Jordan	Quartermaster
Keith Wilson	Stephen Gamble	Mohan Mangat
James Coones	Dan Bradshaw	Fire Investigations
James Reed	Dave Campbell	Jodi Cook
Bruno Flammia	Steve Cote	Kevin Hooke
Sheldon Beard	Mike Fitzgerald	Allan Schriver
Gregory Henley	Paul Kwiatkowski	Fire Prevention
Mike Neu	Ken Belzner	Ashleigh Brown
Peter Tewari	Shawn Lambe	Louie Gabriele
Derek Clausen	Alexandros Fartsalas	Keenly Leung
Peter Falk	Derek Stewart	Chris McLellan
Shawn Gracey	Michael Latour	Patrick Muir
Gary Dolan	Mark Sargeant	Salvatore Silvaggio
Glen Young	Nicholas Walczak	Public Education
Joe Palmieri	Alex Boersma	Denise Hynes
David Mergelas	Curtis Janes	Mechanical
Todd Adams	Neil Beveridge	Manuel Serodio
Steve Aprile	Michael Zinser	Technology
Steve Gooch	Charles Langill	Randy Ramey
Brent Cuthbert	Scott Mcdonald	Bill Tsoukalas
	Andrew Hauerbach	

PROMOTED TO DISTRICT CHIEF

Employee	Division	Employee	Division
Robert Dies	Operations	Gord Chambers	Operations
B. Scott Manderson	Operations	Taylor Fisher	Operations
Gary Valliant	Operations	Alan Keskikyla	Operations
Douglas Burlie	Operations	Rick Batelaan	Operations
Patrick Egan	Operations	Christian Cauchon	Operations
William Bygrave	Operations	Lance White	Operations
Peter Chow	Operations	Brad Page	Operations
Michael Leufkens	Operations	William Cooney	Operations
David Holwell	Operations	Robert Patton	Fire Prevention
David Horton	Operations		
David McCarthy	Operations		

PROMOTED TO SENIOR OFFICER ROLES

Employee	Position-Division
Robert Pennington	Platoon Chief -Operations
David Denysek	Platoon Chief- Operations
Colin Giffin	Division Commander- Operations



STAFF RETIREMENTS

TFS is proud to celebrate the many staff who finished their careers with TFS in 2019. We wish them all well in their retirement!

Staff	Years of Service
Robert Allan - Captain	35
William Anderson - Firefighter	33
Robert Arnold - Firefighter	28
Robert Balmer - Captain	30
Christopher Bardecki - Captain	30
Michael Barrington - Captain	32
Paul Beames - Captain	31
Karl Bertram - District Chief	40
Kaarel Betlem - Platoon Chief	39
Harvey Booth - Captain	30
Barry Breeze - Captain	34
Douglas Browne - Captain	35
Stewart Buchmayer - Captain	30
Andrew Burnett - Firefighter	23
David Camley - Captain	32
Riccardo Caranfa - District Chief	33
Robert Carey - Firefighter	31
Mary Carpenter - Captain	30
Robert Cater - Firefighter	19
Gregory Catton - Captain	28
Rick Chalk - Captain	30
Norman Clark - Captain	31
Paul Cunningham - Firefighter	28
Kevin Dale - Captain	33
Michael De Bruyn - Firefighter	23
David De Valk - Captain	30
William Debruyn - Captain	31
Robert Delo - Firefighter	27
Gary Dennison - Captain	33
Robert Dies - District Chief	35
Jim Dowling - Captain	36
Graham Elder - District Chief	30
Glen Faulkner - Captain	30
James Fekete - Firefighter	28
Danny Fiedler - Firefighter	27
Jeffrey Fievez - Captain	30
Derrick Fisher - Captain	30
Patrick Forbes - Firefighter	15
Brian Foster - Captain	30
Pierre Friebe - Captain	30
Gail Fry - Firefighter	35
Maria Fuina - Firefighter	30
Murray Funk - Captain	29
Daniel Gill - District Chief	33
Mirella Greco - Division Chief	34
Randall Gwyn - Captain	29

Staff	Years of Service
Barbara Hacking - Firefighter	20
Michael Harper - District Chief	30
Tim Harrod-Captain	28
Mikel Harvey - Firefighter	22
Michael Heinemann - Captain	30
Stuart Henderson - Captain	30
Thomas Heron - Captain	35
Jeff Hoey - Captain	31
Denise Hynes - Captain	30
Bruce Irwin - Captain	31
Alan Jones - Captain	35
Keith Jones - Firefighter	28
John Kalliokoski - Firefighter	29
Patrick Kerr - Captain	29
Beris Laing-Captain	32
James Lanigan - Captain	35
Don Lawson - Captain	20
Martin Ledig - Captain	26
John Leonard - Captain	31
Bernard Leufkens - District Chief	36
Michael Leufkens - District Chief	35
Hoi Li - Captain	38
Shu Li - Firefighter	29
Kenneth Lo - Captain	18
Edward Lukachko - Captain	30
B Scott Manderson - District Chief	35
Brian Marshall - Captain	35
Morgan Maschke - Captain	29
David Mattison - Firefighter	29
Peter McAdam - Captain	30
Mike McCoy - Deputy Chief	39
Peter McCullagh - District Chief	39
Christine McFater - Firefighter	18
Lawrence McGee - Firefighter	28
Fred McKay - District Chief	34
Iain McTavish - Captain	35
Christopher Melvin - Captain	28
Jody Merrifield - Captain	31
Lorne Millar - Firefighter	28
Raymond Millar - Firefighter	27
Ronald Mockford - Captain	30
Christopher Morgan - Firefighter	32
Marlene Nicholls - Firefighter	25
Wayne Nielsen - Firefighter	23
Bob O'Hallam - Division Commander	48
Kim Ormond - Firefighter	25

Staff	Years of Service
Mark Orrett - Captain	32
James Palubiski - Captain	30
Neil Parks - Firefighter	17
Mendo Petrevski - Firefighter	30
Andrew Pett - Captain	35
Gary Proctor - Firefighter	35
Daniel Ramsay - District Chief	32
Charlene Rathgeb - Captain	31
Michael Rathgeb - Captain	31
Cheryl Rendle - Captain	29
James Ritchie - Firefighter	28
Richard Ruth - Firefighter	35
Alcides Sabino - Firefighter	30
Michael Schmitt - Captain	30
Thomas Gaston-Searay - Captain	30
Brian Sheppard - Captain	32
Richard Simpson - Firefighter	30
David Smith - Firefighter	25
Shawn Smith - Firefighter	31
Gordon Snellings - Captain	35
Bryan Staal - Captain	27
Teddy Stawarek - Firefighter	30
Steven Stec - Firefighter	29
Robert Steele - Captain	30
Gregory Tkachyk - Captains	29
Gary Turner - Platoon Chief	36
John Turner - Captain	31
Gregory Vandenheuvel - Firefighter	10
Kelly Vig - District Chief	36
Darryl Viscount - Captain	30
Graham Voss - Captain	30
Ivor Walker - Captain	35
Ronald Walker - Firefighter	29
Allen Watterson - Firefighter	29
Stephen Way - Captain	31
Dean Weare - Captain	31
Gus Weinhardt - District Chief	36
Bruce White - District Chief	38
Christopher Wilvert - Captain	31
Douglas Wishart - District Chief	30
Jurgen Wittemeier - Captain	29
Ming Keung Wong - Captain	29
Craig Zanussi - Captain	32
John Zovak - District Chief	36

A DAY IN THE LIFE AT TFS IN 2019

On average, TFS suppression staff responded to 365 incidents and 836 trucks/crews were dispatched.



On average, TFS fire inspectors conducted inspections on 30 unique property addresses (does not include re-inspections).



On average, TFS mechanical and equipment staff were testing 25 hoses to ensure they were in working order each day.



On average, TFS public educators delivered 9 fire safety presentations to approximately 304 school children every school day.



FIRE HAPPENS FAST CAMPAIGN

Building on the successful reception of 2018's "Flicking Idiots" campaign, TFS once again utilized actual fire origin, cause and circumstance data, combined with advanced analytics to create a targeted fire safety campaign for the residents of Toronto.

This data showed that a disproportionate number of unattended cooking fires occur in Toronto Community Housing high-rise residential buildings in the Regent Park area of Toronto. When residents leave their cooking unattended, it poses a serious risk for a stovetop fire. Regent Park experienced the highest number of cooking fires in Toronto over the last five years.

In September 2019, TFS launched a comprehensive public education campaign aimed at reducing fire incidents related to careless cooking in the Regent Park neighbourhood.

CAMPAIGN CREATIVE

The "Fire Happens Fast" campaign used a combination of print and social media ads in the Regent Park area. The print advertisements included two that were installed on the sides of buildings and appeared to show a pot on the stove igniting the building on fire. The campaign was recognized internally with an "Awesomeness in Marketing Award" by the City of Toronto's Marketing Community of Practice. The Fire Happens Fast Campaign won the Pushing the limits category as a campaign that shocked its audience.

The second phase of this campaign is set to begin later in 2020.

EARLY RESULTS OF THE FLICKING IDIOT CAMPAIGN - WHO'S BETTER OFF?

- In 2018, TFS launched a campaign targeting cigarettes being thrown from high-rise balconies. Work on this campaign continued in 2019 including a door to door canvas that reached over 3,400 high-rise units in Parkdale.
- The early data from this campaign is showing a city-wide decline in balcony fires caused by smoking articles (cigarettes) and will continue to be monitored for longer term impacts.

	Number of Balcony fires caused by smoking articles (city-wide)	% reduction year over year
2017	70	Starting Benchmark
2018	56	-20%
2019	49	-12.5%



FIRE HAPPENS FAST.
Never leave cooking unattended.

IN THE COMMUNITY

FIRE SAFETY EDUCATION

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



ALARMED FOR LIFE PROGRAM

Firefighters attended 10,178 homes as part of the Alarmed for Life campaign from May to September 2019.

This year, TFS focused the program on Toronto Community Housing Townhouse complexes based on data analytics for fire incidents. TFS visited 100% of the target dwellings.

The Alarmed for Life program is a key component of Toronto Fire Services' 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 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 www.toronto.ca/firesafety in 12 different languages.

FIRE PREVENTION WEEK

The theme for Fire Prevention Week 2019, hosted October 7-13, was *Plan and Practice your Escape*. Residents were invited to attend open houses to learn about the importance of preparing and practicing a fire escape plan as well as having working smoke and Carbon Monoxide alarms. TFS Public Education and Fire Prevention staff engaged residents at community centres throughout the city and hosted a live fire demo.

FIRE SAFETY CAMPS

In 2019, the Public Education Division ran **48 events at summer camps across the City of Toronto**. TFS partnered with Jays Care to run a series of day-long camps at TCHC buildings and also participated in four week long camps in partnership with the City's Parks, Forestry & Recreation Division. Both camps focused on

a wide variety of Fire Safety skills as well as fun activities like a Firefighter challenge where the campers ran through a fire oriented obstacle course as a "crew".

964 Children attended Fire Safety camps throughout the summer.

REMEMBERING WHEN

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

Staff conducted **132 presentations reaching 3,456 seniors.**



TORONTO ISLAND SAFETY BLITZ

In November 2019, Public Educators went to Wards Island and provided smoke and carbon monoxide alarm safety information to all 239 households on the island.

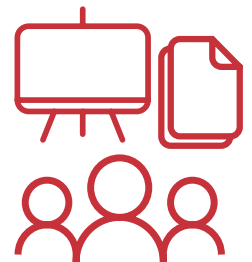


FIRE SAFETY EDUCATION BY WARD

Ward	School Presentations (# Students Educated)	High-Rise Fire Safety Presentations (# Attendees)
1	3,001	63
2	948	0
3	1,028	170
4	626	50
5	1,631	12
6	2,845	65
7	2,756	0
8	3,717	0
9	591	0
10	551	290
11	1,799	130
12	444	55
13	642	251
14	2,150	36
15	2,008	665
16	529	30
17	4,081	222
18	2,709	223
19	2,448	55
20	5,043	0
21	3,185	53
22	2,953	93
23	5,485	0
24	3,482	58
25	4,303	0
Total	58,995	2,521

EDUCATION FOR CHILDREN

- **58,995 children** were educated through presentations, events, workshops and displays in 2019.
- **1,938 fire safety presentations** were delivered in schools.
- **964 Children** attended Fire Safety camps throughout the summer.
- **2,521 residents** attended high rise fire safety presentations, 10% more attendees than in 2018.



FIRE PREVENTION

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



Conducted **inspections of 100% of vulnerable occupancies** in Toronto (including care occupancies, care and treatment occupancies, or retirement homes) to protect the most vulnerable residents in the city.



Conducted *Ontario Fire Code* inspections of **79 shelters and social housing sites**.



2,140 high-rise buildings were inspected in 2019 (this number represents unique addresses and therefore does not include multiple inspections at the same address).



Inspections of **7,886 properties** were conducted across the city throughout 2019 (this number represents unique addresses and therefore does not include multiple inspections at the same address).



INSPECTION DATA

	Charges laid		Authorization to Close/ Order to Close		Immediate Threat to Life Identified	
Definition	Number of charges against an owner or occupant of a property under the <i>Ontario Fire Code</i>		Closure of Building due to serious violations of the <i>Ontario Fire Code</i>		<i>Fire Code</i> violations identified with threat of fire and life safety (requires immediate attention)	
Year	2018	2019	2018	2019	2018	2019
Total	525	480	7	4	43	20

FIRE INSPECTION DATA BY WARD

Ward	All Property Types				High-Rise Residential	
	Charges Laid	Violations under the Fire Code	# of Properties Inspected	Total # of Inspection files	# of Properties Inspected	Total # of Inspection files
1	7	17	347	576	68	192
2	24	90	210	317	97	146
3	5	16	355	526	112	202
4	13	38	434	573	94	129
5	18	35	338	580	104	253
6	11	25	394	567	78	146
7	33	128	272	468	82	176
8	1	6	289	397	57	102
9	33	91	332	435	47	78
10	23	31	480	840	196	220
11	31	62	571	765	137	192
12	15	23	337	446	140	157
13	24	32	472	737	199	308
14	31	37	450	644	52	100
15	3	3	250	377	71	110
16	11	30	264	443	91	151
17	14	58	218	356	76	121
18	17	69	264	406	85	131
19	15	42	264	387	47	94
20	40	99	361	491	65	113
21	15	44	270	393	76	113
22	27	45	222	321	70	106
23	26	54	166	258	24	46
24	22	69	165	229	61	82
25	21	80	163	196	12	17
Total	480	1,224	7,886	11,728	2,140	3,485

FIRE SAFETY IS EVERYONE'S BUSINESS

TFS constantly works to promote fire safety throughout the city through ongoing cooperation with the City's accountability officers.

- In 2017 Ombudsman Toronto reached out to Toronto Fire about expanding the amount of data presented in our High Rise Inspections portal, an online open data site where residents can check their high rise address to see the results of inspections. TFS worked closely with Ombudsman Toronto to find a solution that would provide increased transparency to residents while balancing their privacy.
- Additionally, TFS staff were happy to assist the Auditor General's Office in the development of a hard hitting report on fire alarm safety in the City. This report led to a number of recommendations directed at TFS which were implemented fully in 2019 by TFS.

TFS is always ready to help when it comes to Fire Safety, because it is everyone's business.



FIRE INVESTIGATIONS

The Fire Investigation Section conducts comprehensive fire origin, cause and circumstances investigations, enabling TFS to ensure that community fire risk is measured and effectively mitigated, on the basis of evidence and results-based accountability. The investigation into the origin, cause and circumstances of fires provides TFS with the critical data that is required to enable the development and delivery of impactful public education, inspection and enforcement strategies. The TFS Fire Investigations Team provides 24/7 advanced fire investigation services with a small team of Fire Investigators who are cross-trained as Ontario Fire Code Inspectors / Enforcement Officers.

In 2019, 172 fire advanced fire origin, cause and circumstance investigations were conducted. These investigations have resulted in the following outcomes:

- Ontario Fire Code enforcement was initiated following 61 advanced fire investigations
- Criminal Code investigations were initiated by Toronto Police Services following 17 advanced fire investigations
- 72 referrals were made for additional Fire Inspections
- 55 referrals were made for the delivery of targeted fire safety education and community engagement in the surrounding area

Number of Investigations	2018	2019
Accidental Fires	149	98
Intentionally Set Fires	52	40
Undetermined Fires*	36	34
Total	237	172

*when the cause of a fire cannot be proven to an acceptable level of certainty it is classified as undetermined.

2015-2019 FIRE FATALITIES IN TORONTO

Year	Number of Fatalities	Number of preventable fire fatalities**
2015	16	12
2016	15	15
2017	15	10
2018	12	11
2019	12*	8

*1 fatality remains under criminal investigation – cause of death unknown at time of reporting.

**preventable fires exclude both homicide and suicide.

2019 FIRE FATALITY CAUSE

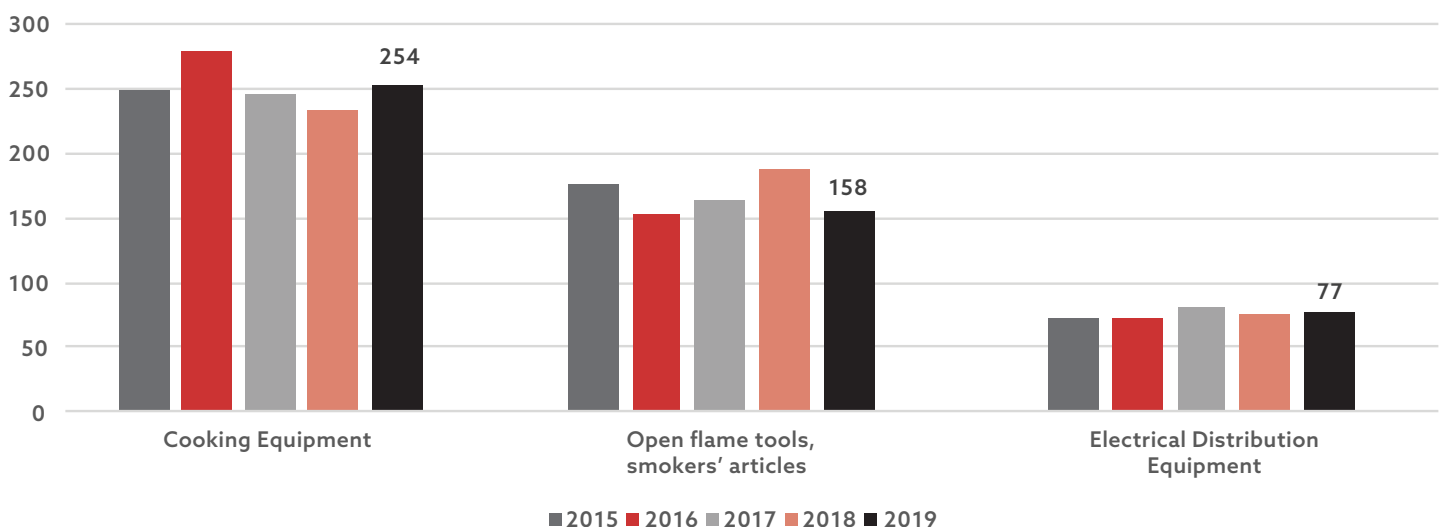
Cause of Fatality	Number of Fire Fatalities
Accidental	7
Intentionally Set	4
Undetermined	1





Toronto Fire Services responded to 891 residential property fires in 2019, representing 53% of the total number of working fires in 2019.

TOP 3 IGNITION SOURCES OF RESIDENTIAL FIRES 2015-2019



TOP 3 IGNITION SOURCES OF RESIDENTIAL FIRES 2019

1. **Cooking 29%** - Never leave cooking unattended – stand by your pan! And keep things that can catch fire away from cooking area.
2. **Smoking 18%** - Fires can be started by cigarettes being carelessly discarded. If you smoke, smoke outside and safely dispose of your cigarette butts.
3. **Electrical 9%** - 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.

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



FIRE SAFETY AT TORONTO COMMUNITY HOUSING CORPORATION BUILDINGS

In 2018, in response to an alarming number of fatal fires in Toronto Community Housing Corporation (TCHC) buildings in prior years, City Council directed the Fire Chief to create a strategy to address this community fire safety risk. Subsequently, Council adopted the Fire Chiefs' recommendation to initiate a number of service level enhancements to address this issue, including Pre-Incident Plans, the implementation of proactive inspections in TCHC high-rise and senior's residential buildings, enhancements to public education, Ontario Fire Code inspections and fire investigations.

During the 2018 budget process, TFS established a dedicated Fire Safety Task Force, which resulted in a number of fire protection service level enhancements including:

- Development of pre-incident plans for all TCHC high-rise, mid-rise, low-rise and senior's buildings.
- Annual Ontario Fire Code inspections of all TCHC residential buildings.
- Comprehensive Investigations for all significant fires that occur within TCHC residential buildings.

2019 STATISTICS FOR TCHC PROPERTIES

	# of significant fire incidents	# of preventable fire fatalities	# of properties inspected	# of comprehensive fire investigations
2019	92	1	581	26
As % of City-wide total in 2019	11%	12%	7%	15%

PUBLIC EDUCATION CAMPAIGNS:

TFS developed and launched a fire safety education and marketing program, focused on addressing specific concerns in TCHC residential buildings. In 2019, TFS ran fire safety camps for children living in TCHC buildings, launched a multimedia marketing campaign which received an award for "Pushing the Limits" in marketing, and engaged with thousands of TCHC residents during the Alarmed for Life Program.



FIRE SAFETY IN THE SUMMER

TFS worked with TCHC and the Jays Care Foundation to deliver Fire Safety programming to children living in TCHC buildings across the City through Jays Care Rookie League camp program.

FIRE HAPPENS FAST CAMPAIGN

By analyzing data gathered from previous emergency incidents, TFS identified that one of the top causes of fires in TCHC buildings was unattended cooking. With this data, TFS created the "Fire Happens Fast" campaign which was delivered in the Regent Park neighbourhood. More details on the campaign and the creatives can be found on page 22.

ALARMED FOR LIFE PROGRAM

This year, TFS prioritized the delivery of the Alarmed for Life program within TCHC Townhouse complexes, based on data analytics for fire incidents. Firefighters visited the prioritized communities and delivered important fire safety messaging and resources for residents. **TFS visited 100% of the target dwellings during 2019.**

- **100% of Pre-Incident Plans completed** for TCHC high rise, mid-rise, low-rise and seniors buildings.



- Preventable fire fatalities have **declined 80%** since 2017.



STATISTICS BY WARD FOR TCHC BUILDINGS

Ward	Fire Investigations		TCH Fire Safety Presentations	Alarmed for Life Program	Fire Inspections
	# of comprehensive Investigations conducted	# of Serious injuries and Fatalities	# of Attendees during the June campaign	# of dwellings visited	# of unique addresses inspected
1	2	0	30	1,132	32
2	1	1	8	387	25
3	1	0	100	0	7
4	3	1	24	392	23
5	1	0	100	105	20
6	0	0	20	194	13
7	0	0	0	1,340	43
8	0	0	4	1,207	31
9	0	0	15	365	18
10	1	0	200	411	28
11	0	0	37	147	25
12	0	0	80	113	16
13	10	3	140	675	89
14	0	0	357	687	50
15	0	0	30	31	11
16	0	0	129	539	9
17	1	0	385	248	11
18	2	0	125	138	5
19	1	0	278	527	30
20	2	2	98	418	39
21	1	0	235	162	17
22	0	0	85	427	14
23	0	0	81	16	1
24	0	0	220	202	17
25	0	0	0	315	7
Total	26	7*	2,781	10,178	581

* 2 fatalities in Ward 13

Trends at TCHC properties	2017	2018	2019
# of Fire Incidents	187	166	144
# of Preventable Fire Fatalities	5	2	1
# of Unique Addresses Inspected	654	552	581

- The number of fire incidents have **declined by 22%** since 2017.



- Firefighters visited 10,178 homes** as part of the Alarmed for Life campaign from May to September 2019.



- 56% increase in attendees** at TCHC Fire Safety presentations in 2019.



SUPPORTING DIVISIONS

COMMUNICATIONS

TFS communications call takers and dispatchers help coordinate and ensure our operational firefighters get where they need to so they can help the public.

DID YOU KNOW...

TFS' communication division answered and processed 418,805 emergency and non-emergency calls in 2019. That means on an average day they managed 1,147 calls!

TRAINING AND TECHNICAL OPERATIONS AT TFS

The training and technical operations section at TFS creates and facilitates training for operational staff, ensuring they have the necessary skills and maintain the skills they need for their daily duties. Both Canada Task Force 3, Toronto's Heavy Urban Search and Rescue (HUSAR) Team and the Chemical, Biological, Radiological, Nuclear, Explosives (CBRNE) team are managed under the Technical Operations Division.

TFS training division offered **135 different in-class training sessions and 132 online training sessions** in 2019



TFS operational staff participated in over **128,000 hours of in-class training** in 2019

There were **728 in-class sessions conducted** by the Training division in 2019

1,427 staff attended technical operations trainings in 2019

44 different courses specific to technical operations were offered in 2019

MECHANICAL AND EQUIPMENT AT FIRE SERVICES

TFS manages a fleet of nearly 500 vehicles including approximately 200 heavy emergency response trucks.

Type of apparatus	# in our fleet
Aerial Ladder	6
Pumper	75
Rescue	34
Platform Aerial	1
Quint Aerial	30
Articulating Towers	3
Air Lights	6
Trench Rescue	1
Squads	7
High rise response	3
Rehab unit	1
Hazardous Materials units	2
Command unit	3
Water Tanker	1
Training Pumpers	6
Decontamination unit	1
Mechanical Repair units	3
Support Trucks	4
Fire Boats	2
Total	189



TFS also maintains a number of antique apparatus including one from 1939 that is still kept in running order to participate in parades and functions throughout the city.

Equipment and mechanical maintenance by the numbers:

- **6,699 hose tests conducted** to check the flow rate and general condition of the hose on trucks.
- **2,404 MSA G1 Face piece flow tests completed** to ensure operational firefighters have the protection they need when responding to emergencies.
- Approximately **419 preventative mechanical maintenance checks were completed** on trucks to keep them on the road.

TECHNOLOGY

TFS relies heavily on technology to ensure staff are up to date. Our technology division helps ensure we maintain operational readiness.

ANALYTICS AND DECISION SUPPORT

Ensuring TFS can make informed, evidence-based decisions in all aspects of the organization is important. TFS' analytics team has developed a number of invaluable tools to help senior staff and the public, understand the services we deliver.

By the numbers

- **Fulfilled 604 routine disclosure requests for the public**, an increase of 19% from 2018.
- Responded to **141 internal/media data requests**.
- Worked in partnership with law enforcement/other agencies to provide data **238 times**.

TFS maintains 24/7 marine fire and rescue capabilities for incidents on the water and along Toronto's shore line. The TFS marine units also provide ice breaking services to support marine traffic between the mainland and Toronto Islands every winter.

DATA INITIATIVES

TFS INTERNAL DATA PORTAL

For internal decisions, the analytics team has developed a data portal that provides real time data for staff and senior management. This includes in depth looks at apparatus performance down to the crew level and daily event counts by the type of incident. It is an essential tool for evaluating trends and forecasting future needs so that the service is always ready.

OPEN DATA

TFS provides regular updates to the corporate Open Data team on a number of data sets including incidents, run areas, and high rise inspections. This helps TFS remain transparent to the public.

HIGH RISE INSPECTION OPEN DATA PORTAL

TFS maintains a searchable online database, available to the public, for TFS inspection activities related to fire safety at high-rise residential buildings. This online portal contains data on all completed inspections conducted at high rise buildings within the City of Toronto. This portal will be expanded to provide the public with more data that can be accessed including additional buildings types and inspection details.



EMERGENCY RESPONSE STATISTICS

In 2019, TFS Operations crews responded to emergencies 305,499 times and successfully managed 133,081 separate emergency incidents.

HIGHLIGHTS

- TFS managed an increase in emergency response demand in 2019 as compared to 2018 (0.3%). This total is in line with the steady increase in emergency events that TFS has seen over the past few years.
- In 2019, there were 5 days where TFS managed 500 or more emergency incidents per day. Each of these 5 days involved extreme weather events.



EMERGENCY INCIDENT RESPONSE SUMMARY

Emergency incident response data is based upon how the initial call for emergency service is categorized based on the information received by the Communications Division at the time of the initial call.

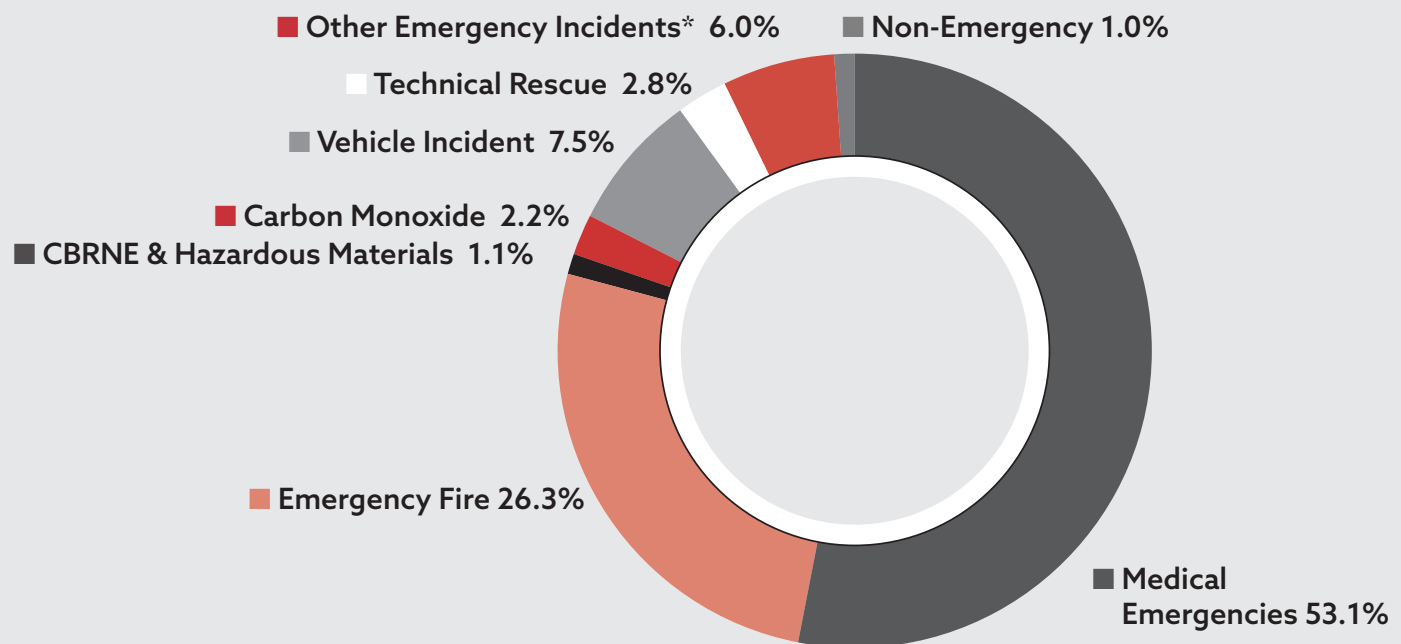
	2015	2016	2017	2018	2019	2019% of Total Incidents
Carbon Monoxide	3,562	3,814	3,238	3,154	2,898	2.2%
CBRNE* & Hazardous Materials**	1,459	1,429	1,608	1,578	1,535	1.1%
Reported Fires / Activated Fire Alarm	35,093	32,879	34,095	36,496	35,334	26.3%
Medical Emergencies	54,318	57,574	61,511	68,258	71,336	53.1%
Non-Emergency	917	1,089	957	1,047	1,348	1.0%
Other Emergency Incidents***	7,710	7,361	7,766	9,546	8,070	6.0%
Technical Rescue	3,531	3,655	3,572	4,196	3,814	2.8%
Vehicle Incident	9,030	9,070	9,341	9,431	10,094	7.5%
Total Incidents	115,620	116,871	122,088	133,716	134,429	
Total Emergency Incidents	114,703	115,782	121,131	132,669	133,081	
% Change Total Emergency Incidents	3.5%	0.9%	4.6%	9.5%	0.3%	

*Chemical, Biological, Radiological, Nuclear and Explosive events.

**Hazardous Materials Incidents are accidental in nature; CBRNE Incidents are intentional in nature.

***Other Emergency Incidents include Police Assist, Public Hazard, Lake Rescue, Wires Down, Natural Gas Leak, and Vehicle Spill Clean Up.

2019 INCIDENT BREAKDOWN



*Other Emergency Incidents include Police Assist, Public Hazard, Lake Rescue, Wires Down, Natural Gas Leak, and Vehicle Spill Clean Up.

Source: Toronto Fire Services, Computer Aided Dispatch (CAD) – Intergraph Business Solution, 2020

TRUCK / CREW RESPONSES

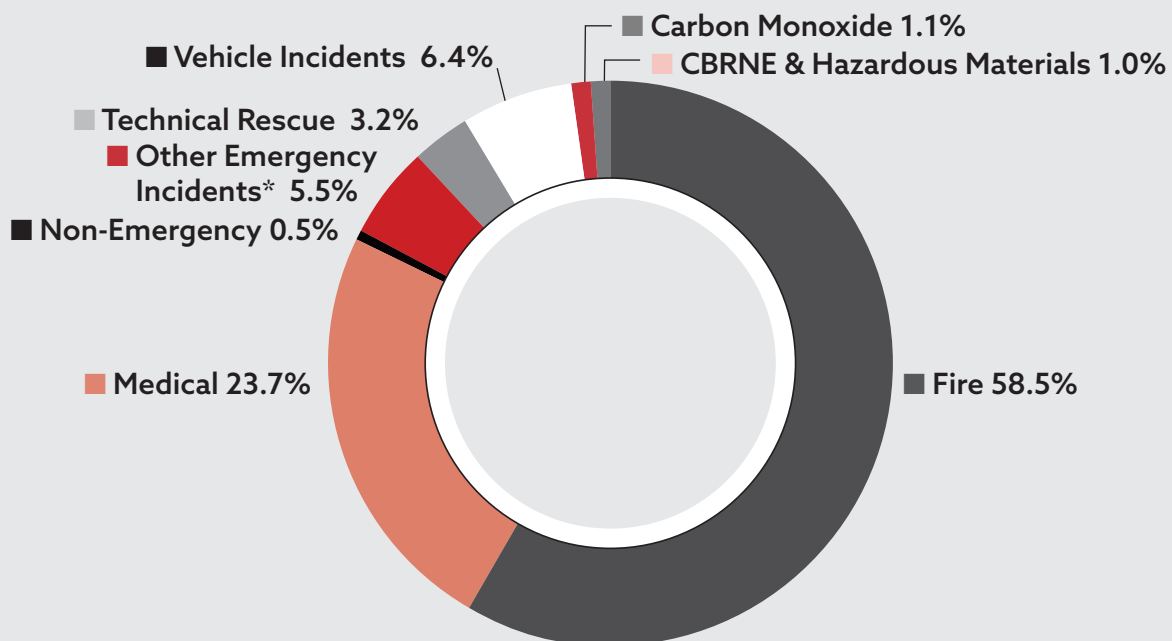
Truck / Crew response data illustrates how TFS emergency response crews and trucks are utilized, as multiple trucks / crews are often required to respond to a single incident.

	2015	2016	2017	2018	2019	2019% of Total Incidents
Carbon Monoxide	4,052	4,457	3,809	3,721	3,440	1.1%
CBRNE & Hazardous Materials*	2,914	3,085	3,633	3,425	3,180	1.0%
Reported Fires/ Activated Fire Alarms	171,550	163,453	170,274	182,322	179,535	58.5%
Medical	55,576	59,014	62,678	69,354	72,848	23.7%
Non-Emergency	989	1,198	1,063	1,116	1,606	0.5%
Other Emergency Incidents**	15,793	14,808	15,168	16,936	16,989	5.5%
Technical Rescue	8,652	8,894	8,888	10,357	9,764	3.2%
Vehicle Incident	17,360	17,455	18,348	18,457	19,743	6.4%
Total Incidents	276,886	272,364	283,861	305,688	307,105	
Total Emergency Incidents	275,897	271,166	282,798	304,572	305,499	
% Change Total Emergency Incidents	2.0%	-1.7%	4.3%	7.7%	0.3%	

*Hazardous Materials Incidents are accidental in nature; CBRNE incidents are intentional in nature.

**Other Emergency Incidents include Police Assist, Public Hazard, Lake Rescue, Wires Down, Natural Gas Leak, and Vehicle Spill Clean Up.

2019 TRUCK / CREW RESPONSE BREAKDOWN

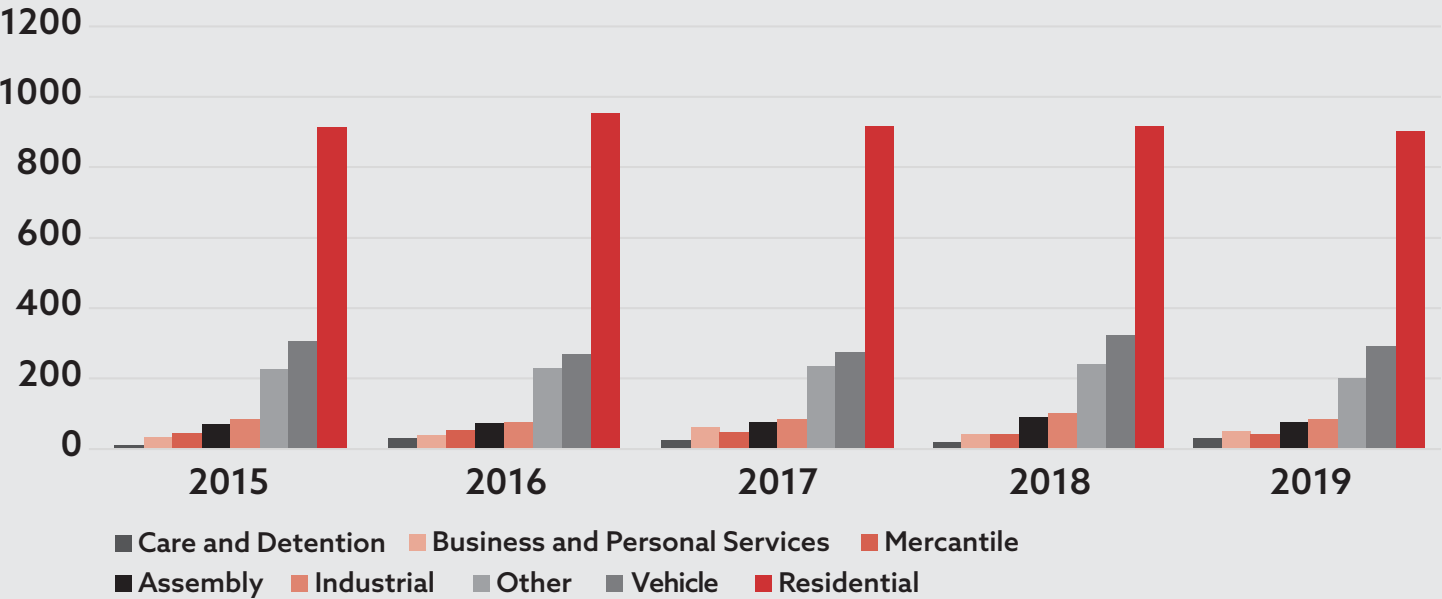


*Other Emergency Incidents include Police Assist, Public Hazard, Lake Rescue, Wires Down, Natural Gas Leak, and Vehicle Spill Clean Up.

Source: Toronto Fire Services, Computer Aided Dispatch (CAD) – Intergraph Business Solution, 2020

FIRE SUPPRESSION BREAKDOWN BY PROPERTY CLASS

Firefighters are dispatched to all emergency 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.



Source: Toronto Fire Services, Records Management System (RMS), 2020



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

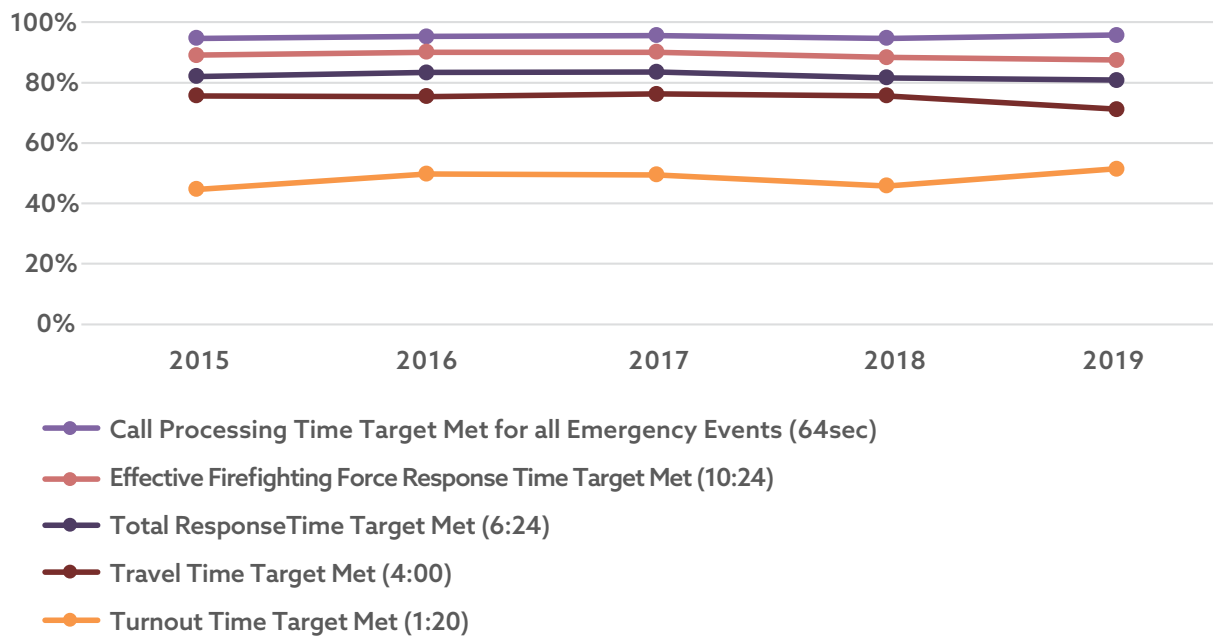
Measure	Definition	Target Time (based on NFPA 1710 Standards)
Call Processing Time	Call Processing Time is the elapsed time from when TFS receives an emergency call at the communications centre until emergency response information begins to be transmitted to the responding truck(s).	64sec
Turnout Time	Turnout Time is the elapsed time from the start of the notification process until the first responding truck is responding to the scene of the emergency.	1:20min
Travel Time	Travel Time is the elapsed time from when the first responding truck is responding to when that truck arrives at the incident location.	4:00min
Response Time	Total Response Time is the elapsed time from when TFS receives the emergency call to the arrival of the first truck at the incident location.	6:24min
Effective Firefighting Force	Effective Firefighting Force is the elapsed time from when TFS receives the emergency call to the arrival of the number of firefighters required to complete each of the critical tasks that must be performed at a structure fire.	10:24min

PERFORMANCE

			2015	2016	2017	2018	2019
All Emergency Events	Call Processing Time 1:04min	90th Percentile	0:51	0:49	0:48	0:50	00:47
		% of Standard Achieved	95%	95%	96%	95%	96%
	Turnout Time 1:20min	90th Percentile	2:12	2:08	2:20	2:31	02:16
		% of Standard Achieved	45%	50%	50%	46%	51%
	Travel Time 4:00min	90th Percentile	5:03	5:02	5:02	5:07	05:18
		% of Standard Achieved	76%	75%	76%	76%	72%
	Total Response Time 6:24min	90th Percentile	7:11	7:03	7:03	7:17	07:17
		% of Standard Achieved	82%	83%	83%	82%	81%
Effective Firefighting Force Response	Total Response Time 10:24min	90th Percentile	10:29	10:28	10:29	10:39	10:50
		% of Standard Achieved	89%	90%	90%	88%	87%

Source: Toronto Fire Services, Computer Aided Dispatch (CAD)

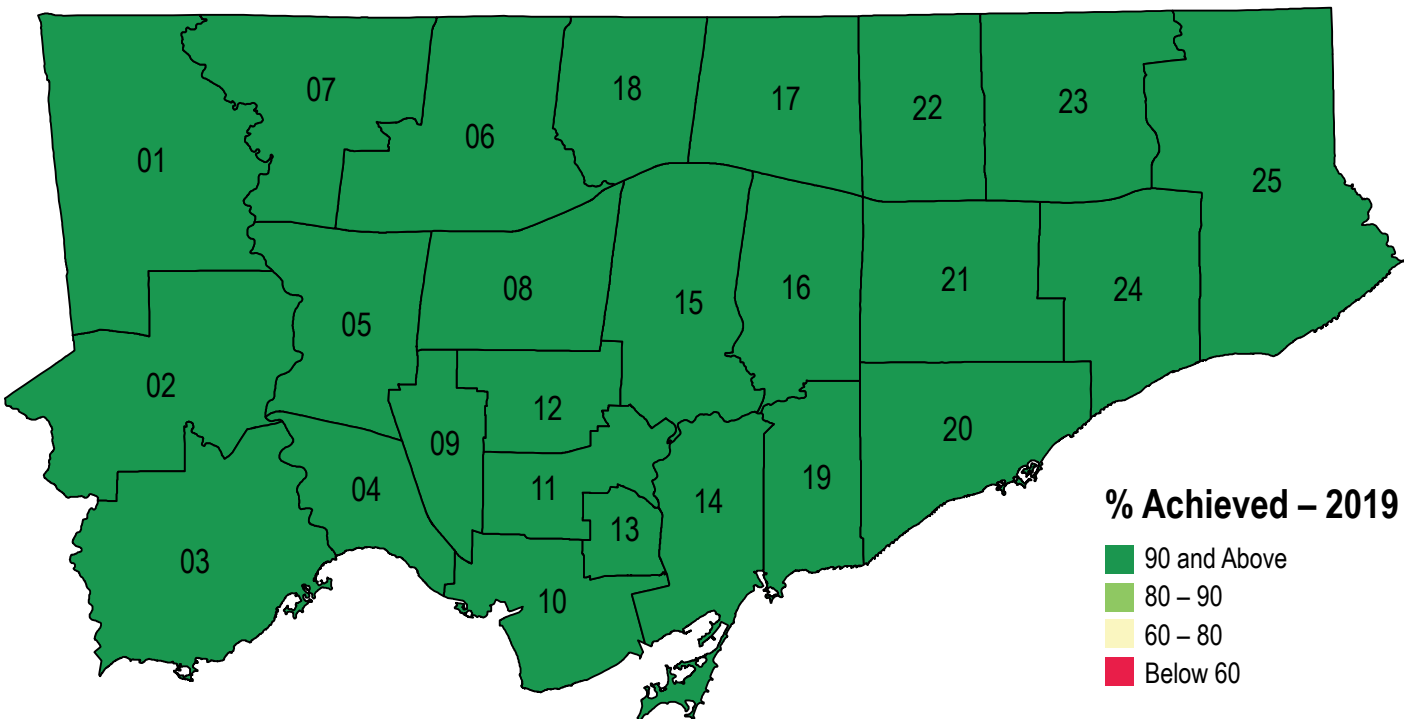
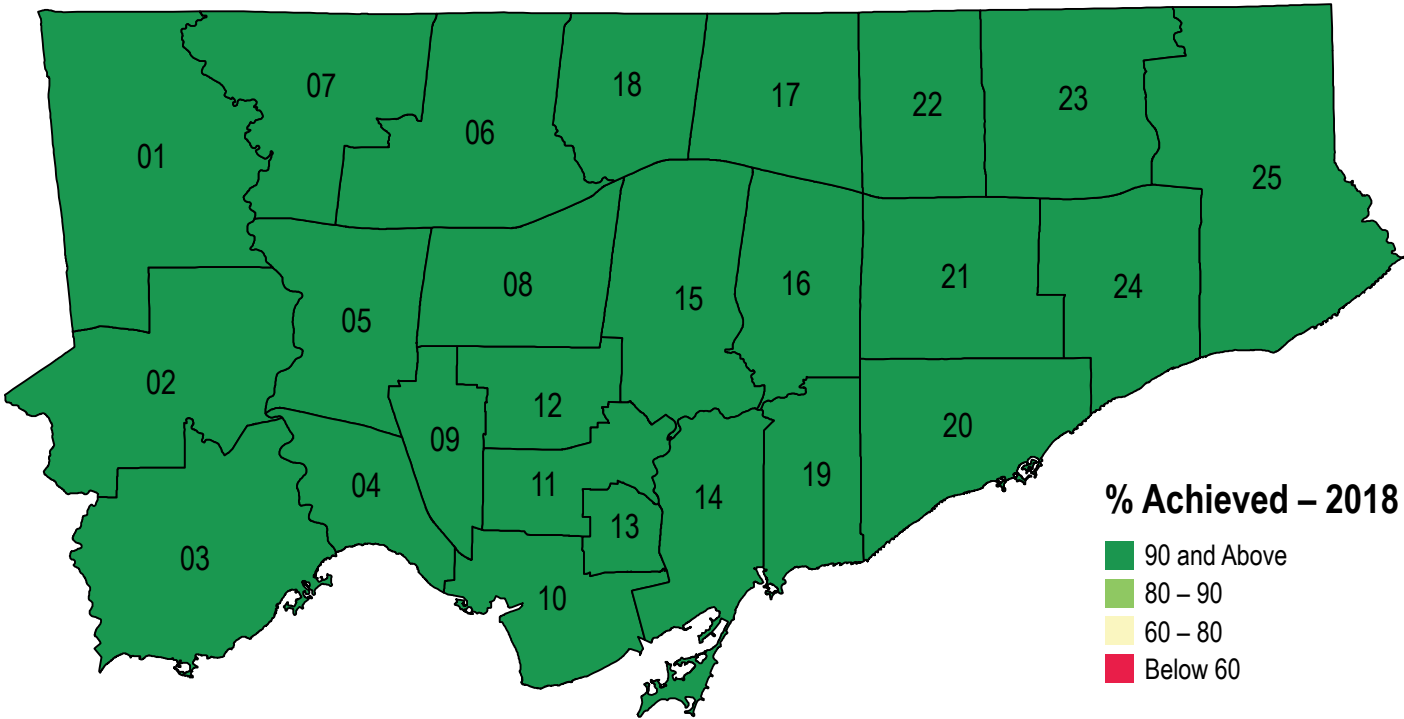
PERCENTAGE OF NFPA TARGET MET 2015-2019



ANNUAL WARD REPORT CARD

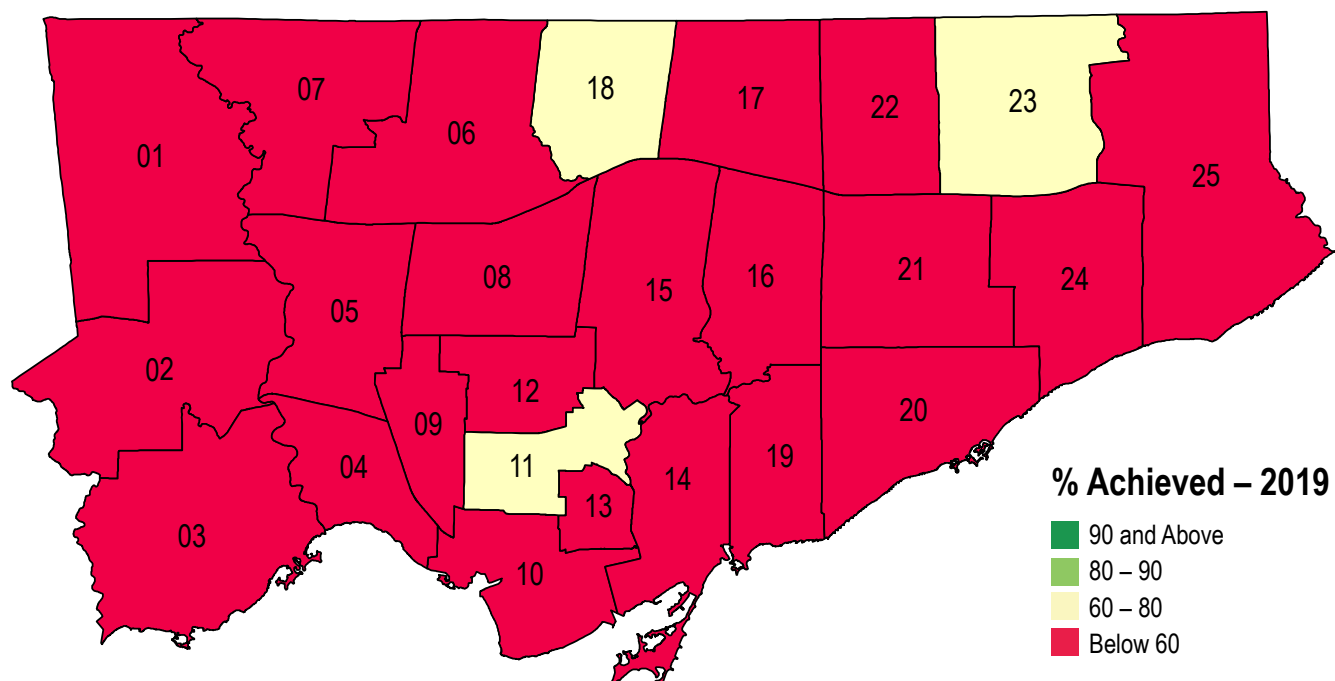
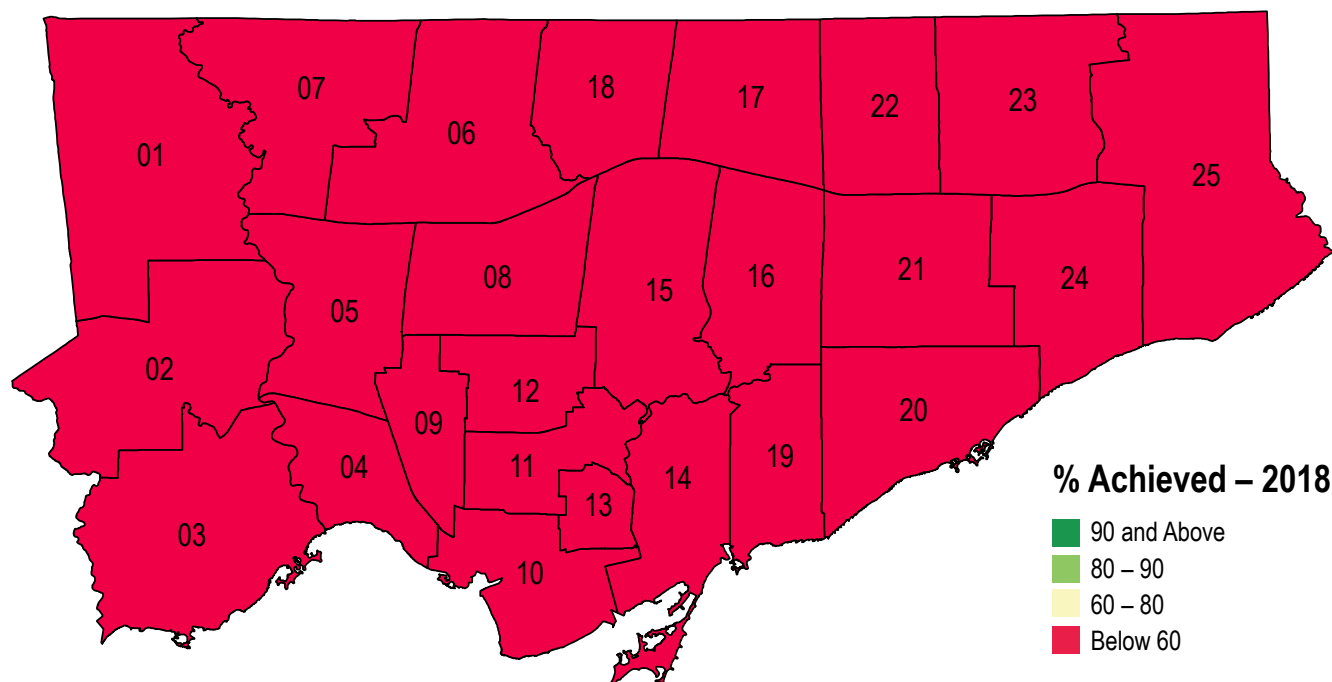
CALL PROCESSING TIME

Call Processing Time is the elapsed time from when TFS receives an emergency call at the communications centre until emergency response information begins to be transmitted to the responding truck(s). Toronto Fire Services' goal is to process all emergency response calls in 64 seconds or less, 90% of the time.



TURNOUT TIME

Turnout Time is the elapsed time from the start of the notification process until the first responding truck is responding to the scene of the emergency. Toronto Fire Services' goal is to achieve Turnout Time performance of 80 seconds or less, 90% of the time.



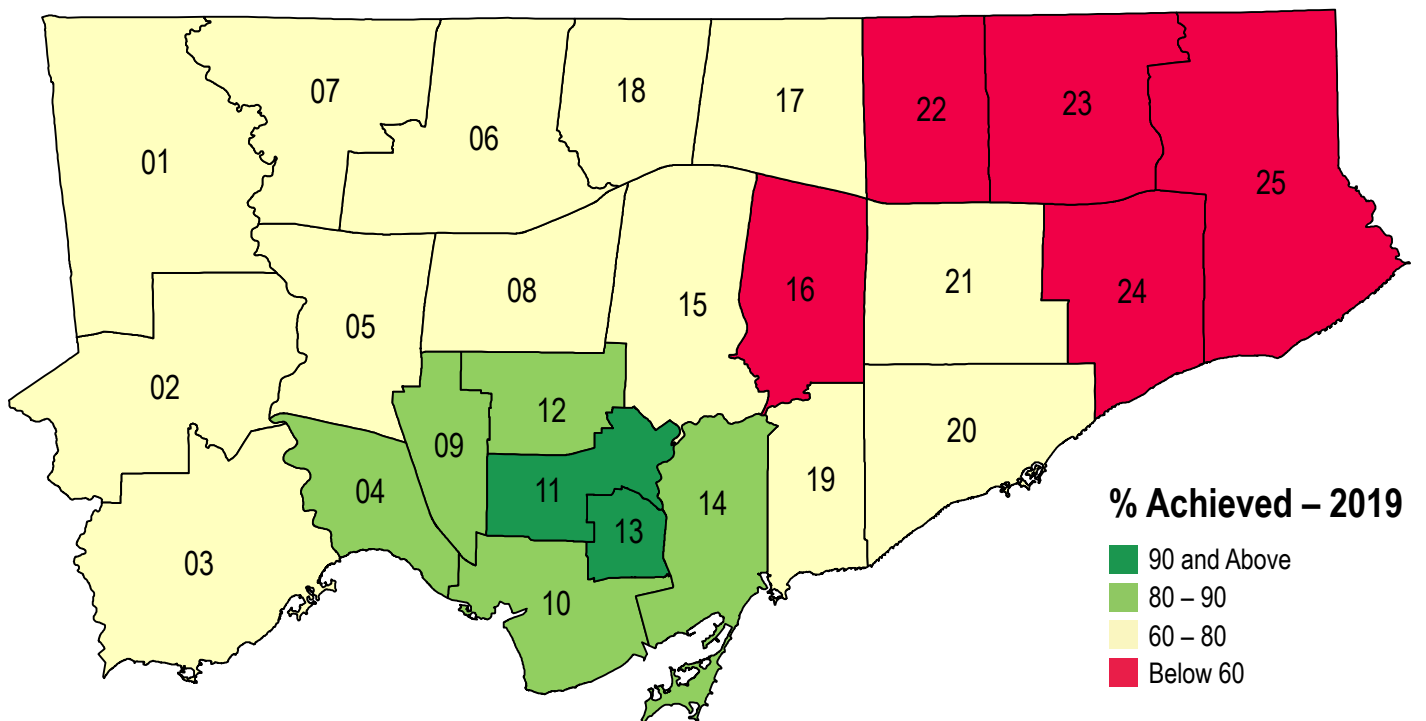
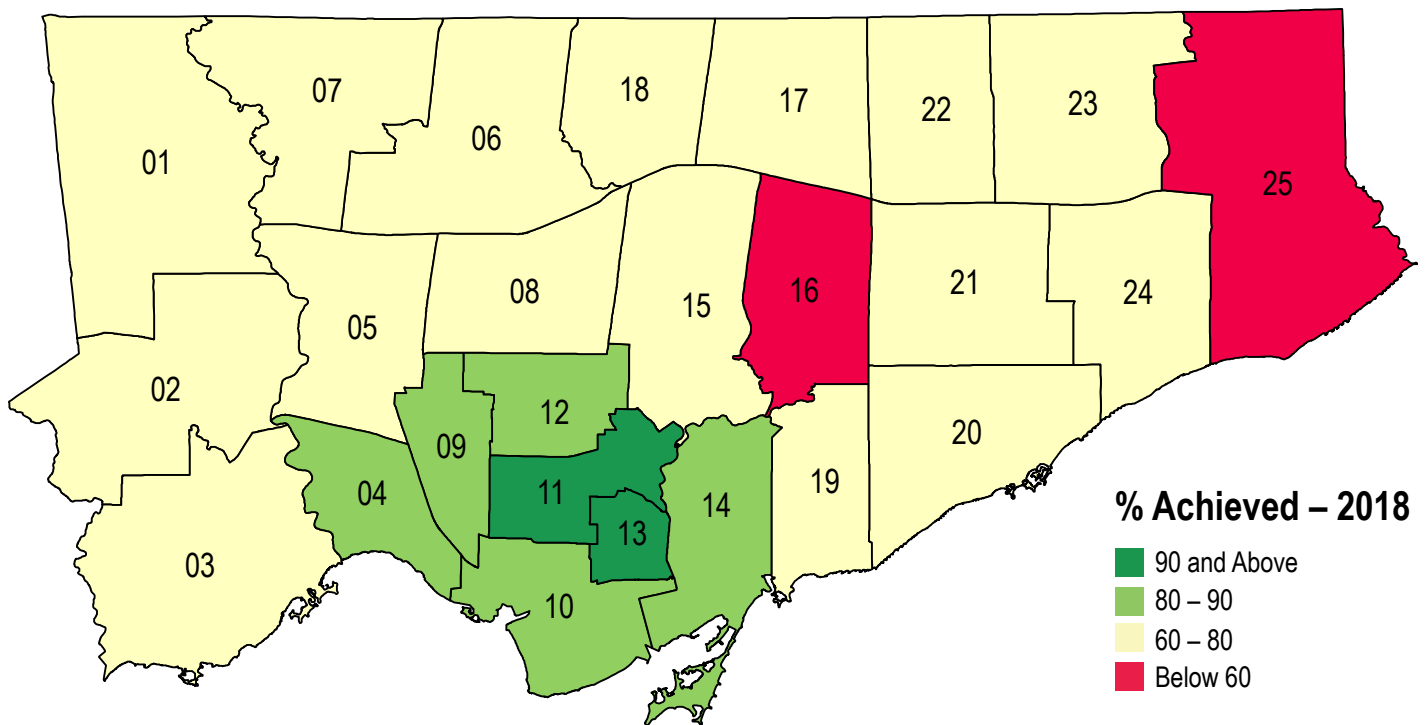
SUMMARY INFO: TURNOUT TIME PERFORMANCE

Over the past year, TFS launched a number of initiatives to enhance turnout time at stations across the City. We are currently piloting an emergency incident dispatch pre-alert system in a number of fire stations that displays the elapsed time in the station for the crews. Once the pilot is completed, the results will be analysed to determine the benefit and viability of implementing these solutions in all fire stations.

In 2017, Toronto Fire Services made recommendations to the NFPA 1710 technical committee to review Turnout Time objectives. Based upon internal testing, TFS believes that the current time standards are not appropriate as they do not take into consideration a number of factors including fire station layout design, varying levels of station wear / PPE required, etc. A response has yet to be received from NFPA.

TRAVEL TIME

Travel Time is the elapsed time from when the first responding truck is responding to when that truck arrives at the incident location. Toronto Fire Services' goal is to achieve Travel Time performance of 4 minutes or less, 90% of the time.



SUMMARY INFORMATION: WARDS WITH SIGNIFICANT TRAVEL TIME PERFORMANCE ISSUES IN 2019

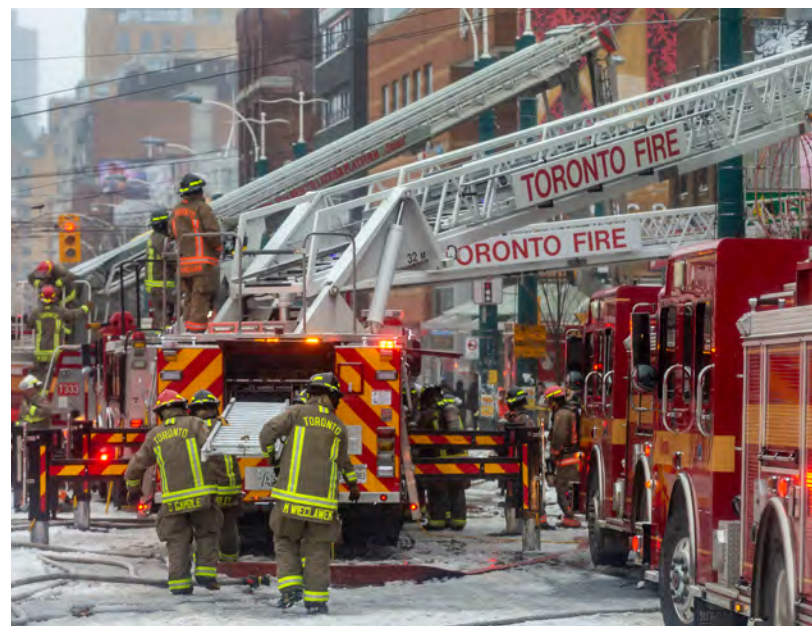
- Ward 16: The Travel Time benchmark was achieved 49% of the time in 2019. This represents a 9% reduction from 2018 performance.
- Ward 22: The Travel Time benchmark was achieved 57% of the time in 2019. This represents a 3% reduction over 2018 performance.
- Ward 23: The Travel Time benchmark was achieved 53% of the time in 2019. This represents a 6% reduction over 2018 performance.
- Ward 24: The Travel Time benchmark was achieved 58% of the time in 2019. This represents a 4% reduction over 2018 performance.
- Ward 25: The Travel Time benchmark was achieved 47% of the time in 2019. This represents a 5% reduction from 2018 performance.

ANALYSIS: WARDS WITH TRAVEL TIME PERFORMANCE ISSUES IN 2018

A comprehensive analysis of Ward 16 and Ward 25 travel time was conducted following the completion of the 2018 annual report. Both wards continue to experience travel time performance declines in 2019. The increases in emergency response travel times in these wards are the result of the increased congestion and traffic on city streets as well as increased emergency call volumes, which is impacting the availability of crews. When crews are responding to, or committed on the scene of another emergency incident, crews from further away respond to subsequent emergencies, thereby affecting travel times. Additionally, in Ward 16, construction on the Eglinton Crosstown project is significantly impacting emergency response travel times.

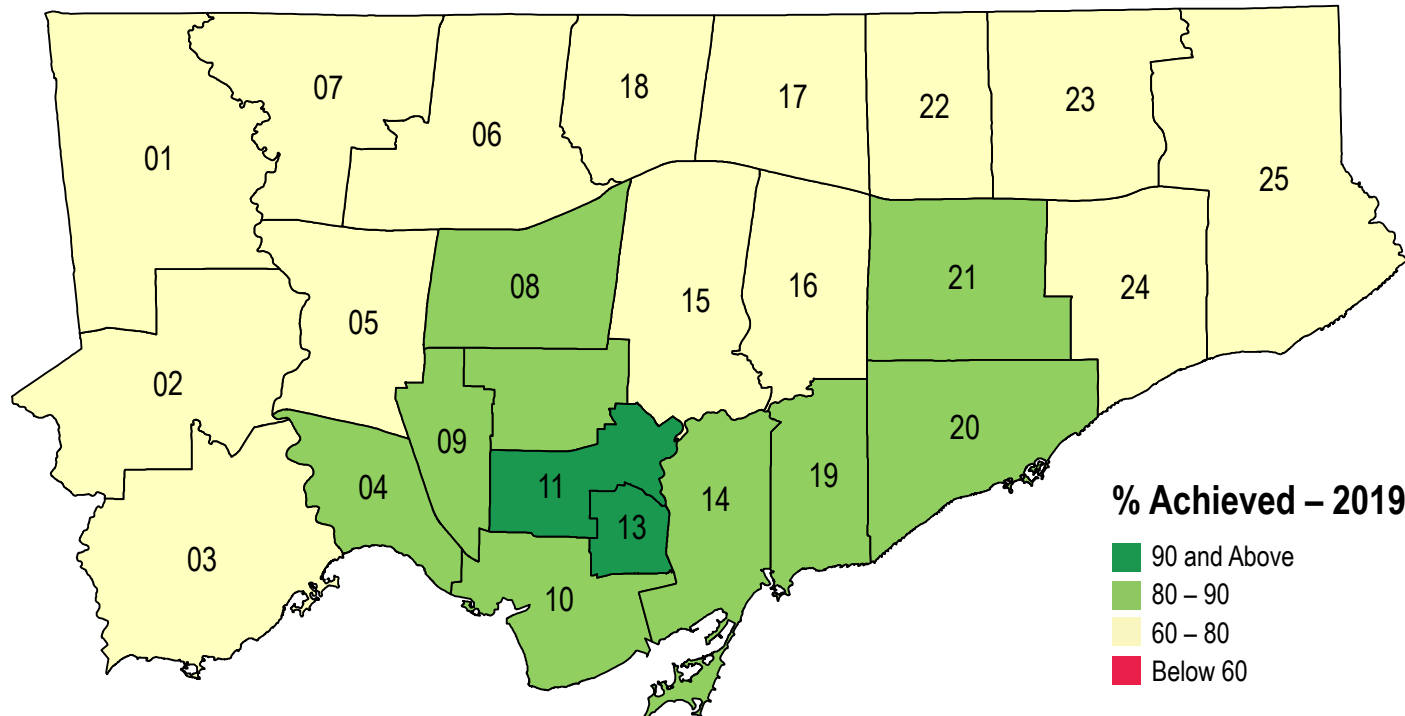
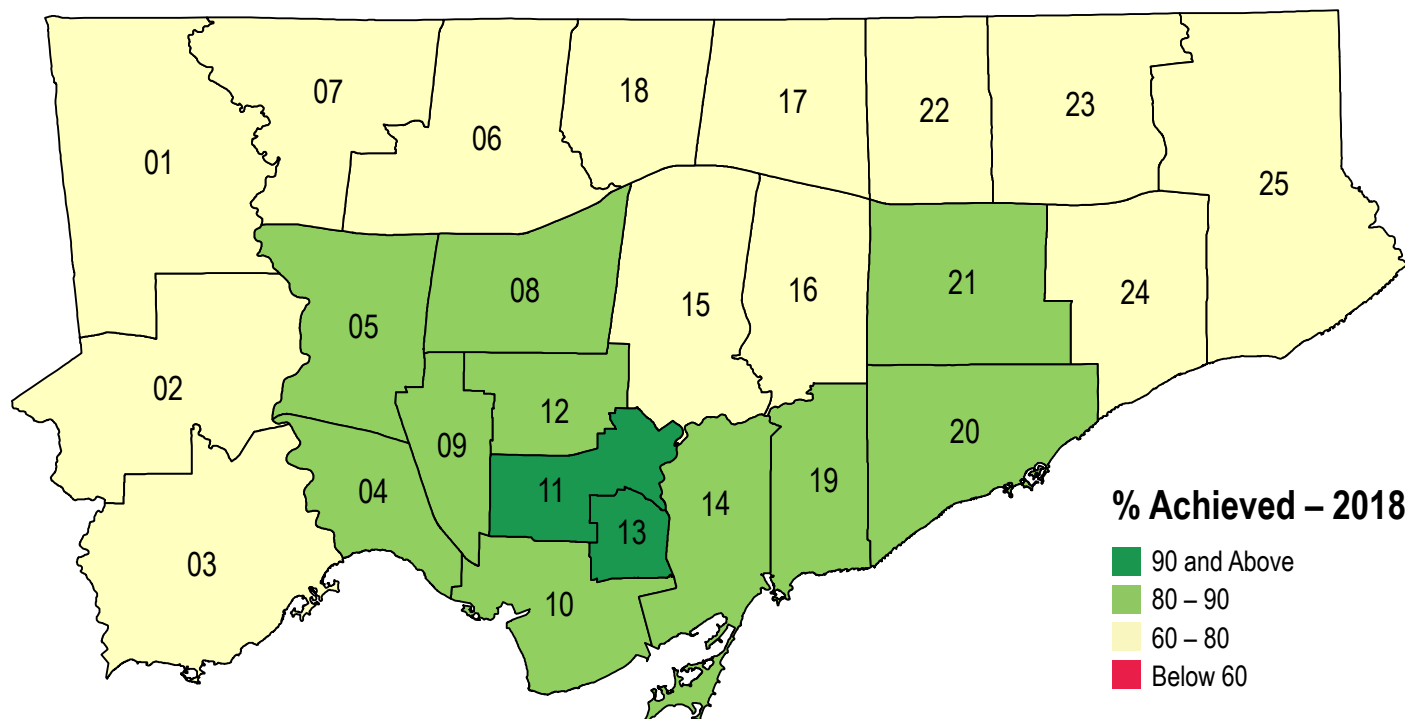
Recommendations to address these issues will be brought forward for Council consideration through future budget processes.

A comprehensive analysis of Travel Time performance in Wards 22, 23 and 24 will be completed in 2020 in order to determine the root causes of travel time performance in these wards, which will inform mitigation recommendations moving forward.



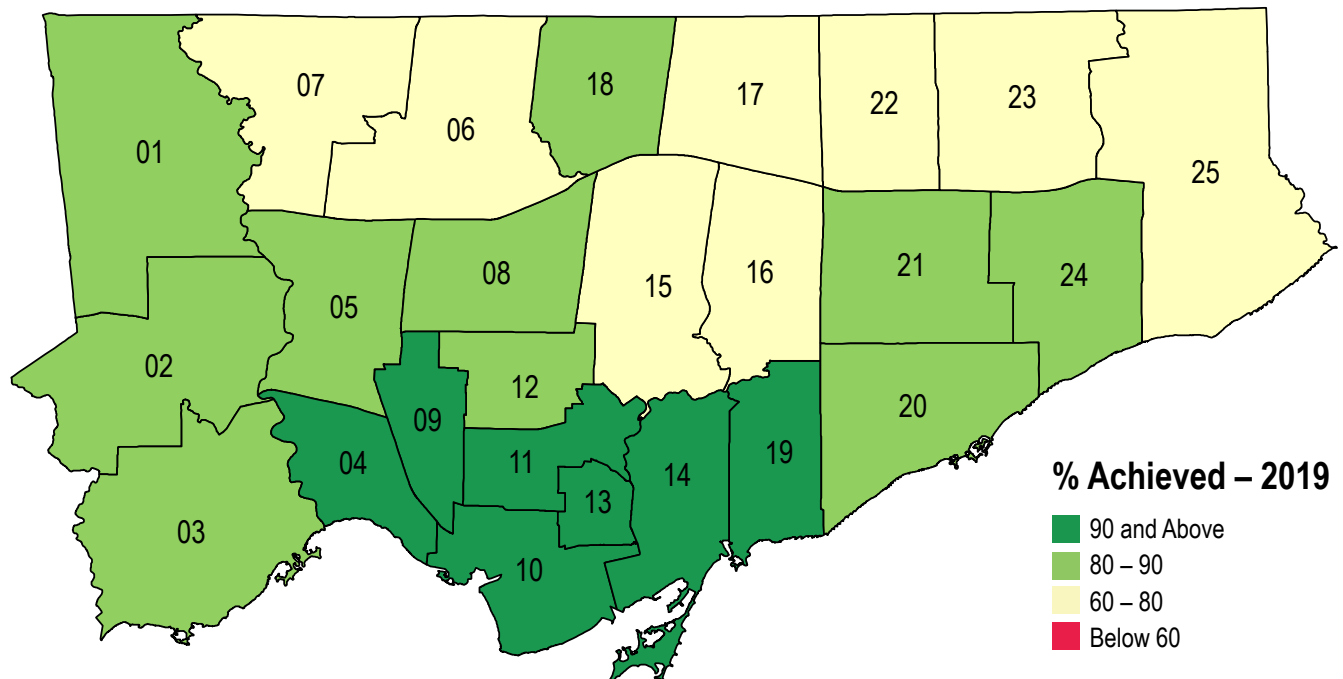
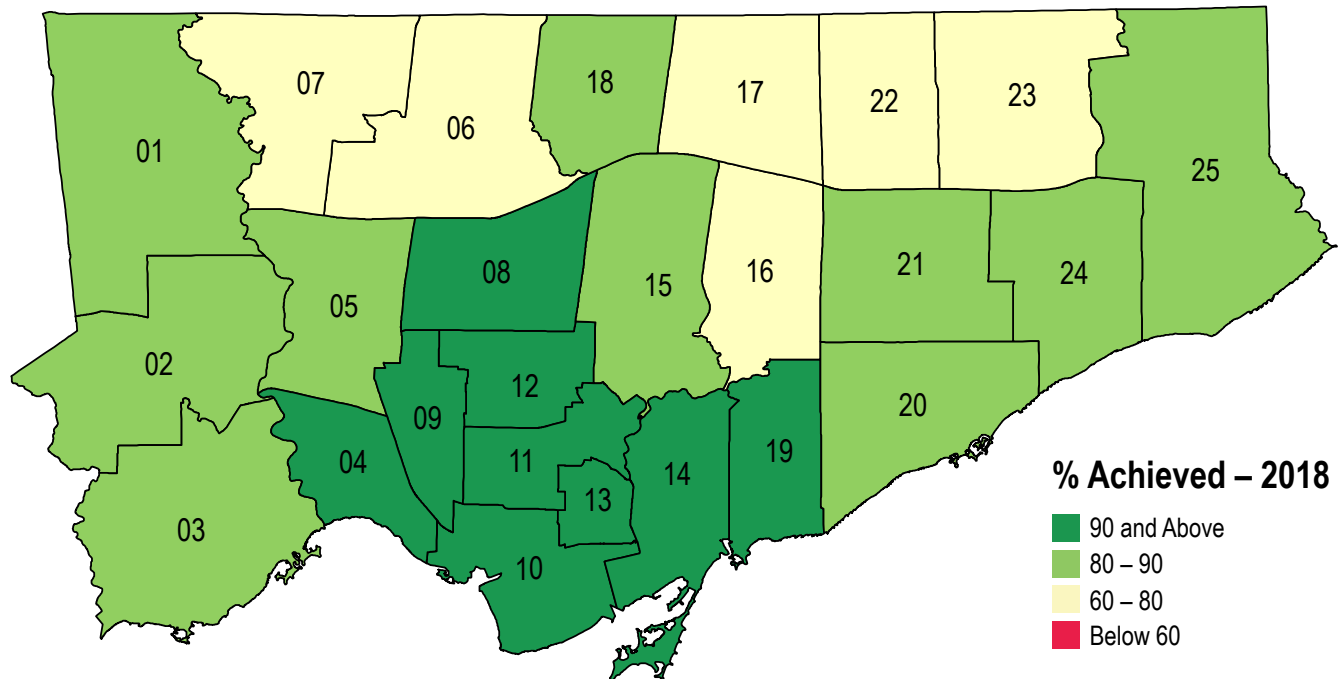
TOTAL RESPONSE TIME

Total Response Time is the elapsed time from when TFS receives the emergency call to the arrival of the first truck at the incident location. Toronto Fire Services' goal is to achieve Total Response Time performance of 6 minutes and 24 seconds or less, 90% of the time.



EFFECTIVE FIREFIGHTING FORCE

Effective Firefighting Force (EFF) is the elapsed time from when TFS receives the emergency call to the arrival of the number of firefighters required to complete each of the critical tasks that must be performed at a structure fire. In accordance with NFPA 1710-2016 standards, Toronto Fire Services' goal is to assemble an EFF performance in 10 minutes and 24 seconds or less, 90% of the time.



IMPORTANCE OF FAST RESPONSE

TFS is constantly working to improve the total response time and effective firefighting force performance because arriving seconds earlier can change outcomes. Fires have changed and the way that we respond to them need to change also. Industry wide, the time firefighters have to fight a fire offensively is shrinking. This window is getting smaller every year as building design has changed to something that is stronger in the built form, but has a higher heat release rate in fire situations. Additionally our homes are now filled with more synthetic materials and plastics used to build the furnishings we use. These synthetics have hydrocarbons in them that create a thick black smoke when they burn, this smoke is also a fuel and ignites.

2017-2019 PERFORMANCE METRICS CITY-WIDE AND BY WARD

TOTAL RESPONSE TIME

- Total Response Time refers to the elapsed time between when TFS receives the emergency call until the arrival of the first truck on the scene of the emergency.
- The NFPA Performance Benchmark for Total Response Time is 6:24min, 90% of the time.
- In 2019, TFS met this performance benchmark 81% of the time.

EFFECTIVE FIREFIGHTING FORCE

- Effective Firefighting Force refers to the elapsed time between when TFS receives the emergency call until the arrival of the number of firefighters required to complete each of the critical tasks at a structure fire. The required number of firefighters varies depending on the building type and use.
- The NFPA Performance Benchmark for the assembly of an Effective Firefighting Force is 10:20min, 90% of the time.
- In 2019, TFS met this performance benchmark 87% of the time.

Year	Total Response (6:24)		Effective Firefighting Force (10:24)	
2017	83%	07:17	90%	10:29
2018	82%	07:19	88%	10:39
2019	81%	07:17	87%	10:50

Note: The 1% decline in 2019 is in part a result of the increased congestion on city roads which increases the travel times of responding crews.





Ward	Total Response (6:24)						Effective Firefighting Force (10:24)					
	2017		2018		2019		2017		2018		2019	
1	72%	7:51	70%	8:09	71%	8:00	82%	11:31	82%	11:23	81%	11:29
2	77%	7:30	78%	7:31	78%	7:25	87%	10:53	86%	10:52	81%	11:16
3	78%	7:33	76%	7:44	75%	7:39	83%	11:16	83%	11:22	81%	11:29
4	89%	6:31	88%	6:39	88%	6:36	94%	9:48	92%	9:58	93%	9:56
5	81%	7:15	80%	7:24	80%	7:22	89%	10:32	88%	10:43	89%	10:29
6	77%	7:48	76%	7:44	76%	7:47	83%	11:12	78%	11:53	76%	11:51
7	77%	7:31	75%	7:51	73%	7:49	81%	11:53	78%	12:06	77%	12:07
8	84%	6:58	81%	7:19	80%	7:23	91%	10:19	90%	10:24	89%	10:34
9	91%	6:16	89%	6:34	89%	6:32	96%	9:12	96%	8:52	95%	9:09
10	89%	6:31	87%	6:47	87%	6:48	96%	8:54	95%	9:25	94%	9:26
11	95%	5:48	94%	5:52	94%	5:56	97%	8:41	97%	8:41	96%	8:58
12	90%	6:28	87%	6:41	89%	6:29	93%	9:45	91%	10:12	89%	10:36
13	97%	5:23	96%	5:30	96%	5:37	97%	8:20	97%	8:33	97%	8:45
14	90%	6:24	87%	6:54	87%	6:44	96%	9:02	94%	9:38	94%	9:35
15	77%	7:24	73%	7:41	71%	7:48	83%	11:26	84%	11:11	78%	11:43
16	70%	7:47	69%	7:53	62%	8:23	63%	12:50	63%	13:06	60%	13:29
17	80%	7:16	76%	7:38	75%	7:39	78%	12:03	76%	12:00	69%	12:40
18	80%	7:17	79%	7:31	79%	7:18	88%	10:38	88%	10:37	86%	11:11
19	87%	6:42	84%	6:59	83%	7:00	92%	9:50	91%	10:07	90%	10:29
20	85%	6:51	84%	6:59	83%	7:02	89%	10:31	88%	10:46	88%	10:49
21	85%	6:53	83%	7:06	80%	7:15	88%	10:39	85%	10:56	83%	11:22
22	78%	7:23	75%	7:34	72%	7:46	83%	11:18	78%	11:28	77%	12:03
23	78%	7:23	73%	7:36	71%	8:03	79%	11:24	76%	12:04	73%	12:06
24	76%	7:26	72%	7:50	70%	7:45	91%	10:15	88%	10:39	86%	10:50
25	69%	8:00	64%	8:36	65%	8:22	82%	11:20	80%	12:22	78%	12:03

ENGAGING THE PUBLIC

PUBLIC SATISFACTION SURVEY RESULTS



89% have a favourable opinion of **Toronto Fire Services**; representing a 4% decrease over 2017.

98% are satisfied with the services **Toronto Fire Services** provide, representing a 9% increase over 2017.

Prompt response time continues to be cited as the main reason for satisfaction, whereas dependability/trustworthiness is the main reason the public is confident in TFS.



98% continue to believe **emergency response** is an important service.

96% believe that TFS employees are professional, representing a 2% increase over 2017.



96% continue to believe **fire inspection and enforcement** is an important service.

97% believe **fire safety education** is an important service, a 3% increase over 2017.



In the past 2 years, 38% of Torontonians have had contact with TFS, most commonly for inspection (14%) or medical emergencies (11%); this represents a 4% increase over 2017.

96% trust TFS to determine appropriate service levels, a 4% increase over 2017.

94% believe TFS is an easily accessible service when the public needs them.

98% are confident that TFS is able to meet their and their family's needs today, and 97% are confident that TFS will be able to meet their and their family's needs five years from now.



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

ENGAGING OUR STAKEHOLDERS

ENGAGING THE MEDIA

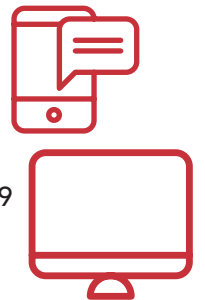
TFS responded to more than 835 media inquiries, approximately 22.6% of all City of Toronto Media Inquiries in 2019.



Our Public Information Officers and Incident Commanders rely on our media partners to help communicate important information during major incidents so the public can stay safe. We have direct access to TFS analytics on scene and work in collaboration with the City of Toronto's Strategic Communications to ensure up-to-date information can be provided to the media for the benefit of the public.

TFS relationship with the media is vital to our ability to reach out to the public during incidents and with important fire prevention/fire safety messaging. This helps ensure the public understands emerging trends and risks to safety.

ENGAGING THROUGH SOCIAL MEDIA



TWITTER

- 2.7 million unique tweet impressions in 2019
- 106,036 engagements
- 225 posts
- 28,200 followers

Having an active online presence is another invaluable tool TFS uses to communicate important public safety announcements and important information on emerging incidents as it reaches a large number of residents quickly. TFS can quickly reach thousands of residents with the push of a button and warn them about recent patterns of fires or emergencies to help the public understand the risks and how to prevent them, or to update them with accurate information on a major incident response. The public's trust in our information and perception of the Fire Service is vital to how we can do our work.



TESTIMONIALS FROM MEMBERS OF THE PUBLIC

"We visited Station 224 and met a firefighter, who made us welcome from the outset, taking plenty of time to show our grandson around the rescue truck and explaining how everything worked. My wife & I were absolutely delighted with his friendly, helpful and enthusiastic approach and his kindness to our grandson - who was hugely impressed with his visit to the Station. I wanted you to know how grateful we are for the time and enthusiasm the firefighter at station 224 gave us yesterday. He is an absolute star, and a credit to Toronto Fire Services."

"Thank you to the crew that came to update my mother's alarm and carbon monoxide detector."

"I want to thank the Toronto Fire Services for the quick and professional manner in which my family's emergency situation was handled. Specifically I want to thank the crew of P322 who treated my daughter with compassion and understanding. Imagine my surprise when much later in the afternoon P322 arrived at my home to follow up with me in person on the situation. Without question we all go through our daily lives hoping we never need the services of Toronto Fire but when we do it is difficult to express our sincere gratitude other than the simple words, Thank You."

"Thanks to the crew who attended to a car explosion in a garage. The crew provided exemplary service on one of the hottest days."

"The men and women of Station 112 since the day it was built, have always worked very hard to provide support to the people of Willowdale. On behalf of my family, I would like to take this opportunity to express our heartfelt thanks to them and to tell them to "Keep up the great work."

"We had a fire in a bedroom in the early morning, around 2 or 3 a.m. Luckily, the smoke alarm alerted us and I called 911 and the fire trucks arrived very quickly and dealt with the situation, putting out the fire and preventing the spread to other areas of the house. One of the firefighters even saved my granddaughter's snake from that particular bedroom. Please convey our grateful thanks to everyone who was involved."

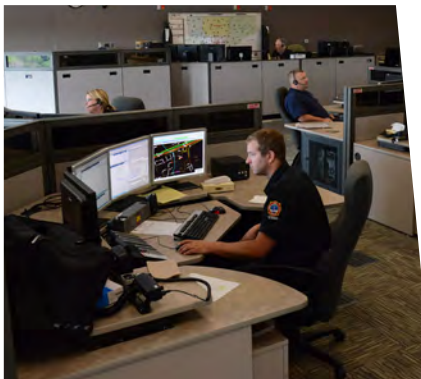
"I was in a car accident earlier today and a few of the firefighters from station 225 came and helped my son and I. My son wanted me to thank the firefighters for the balloon. The simple distraction helped to calm him down and make us laugh."

"I've never actually seen firefighters respond to a fire, but it was pretty amazing how they walked right in to do their job while even two doors down I had to go inside due to the smoke. We are lucky to have you and all that you do for us!"

"This is a note in appreciation of the crew of a pumper truck from station 442. These firefighters, along with a paramedic unit, responded to a 911 call from my home. All of the firefighters were friendly, very helpful and efficient, quickly reducing a very inconvenient situation to a solution. Hope you've got some more folks like these within TFS. Top marks to them!"

"I know the firefighters of station 227 were doing their job but I want to thank them all for the way that job was done. Their consideration and manner and the confidence they inspired was commendable and greatly appreciated. The incident here was not terribly dramatic, but thinking of the risks firefighters take in their line of duty prompted me to want to express my gratitude for their service."

"On a day with a lot of snow, I had to call for help regarding my husband who had fallen. Truck 445 came to the rescue and attended to his needs. They were gracious, kind and handled him with such dignity. When all was said and done, they left. I looked out a short while later only to realize the truck was still out front. Lo and behold there were three of the firefighters shovelling us out and cleaning our car off. We were blown away by their thoughtfulness."

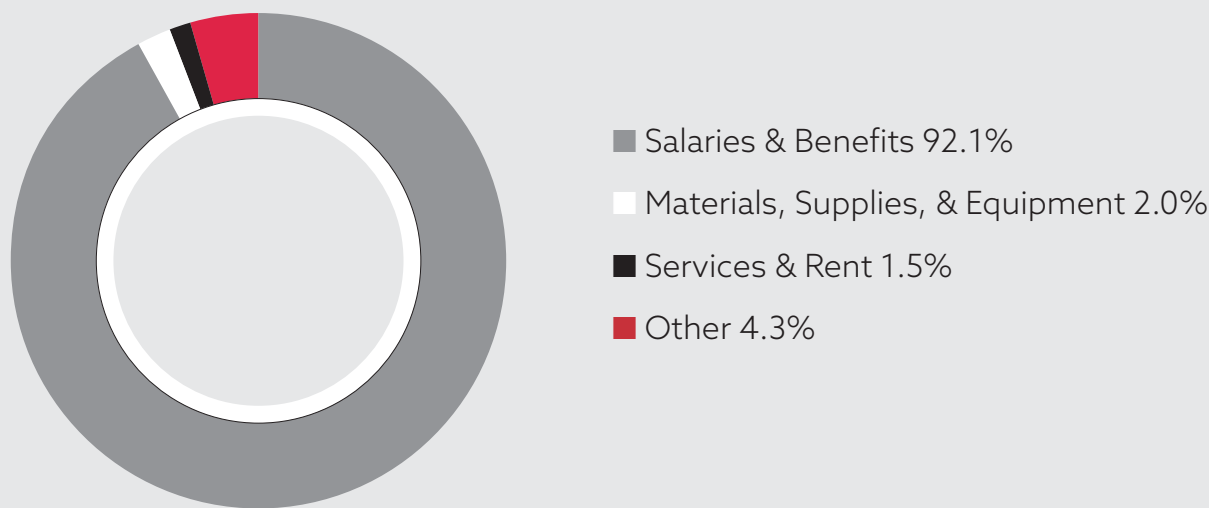


FINANCIAL HIGHLIGHTS

OPERATING BUDGET

Gross Operating Budget spending in 2019 was \$495,928,600. Salaries and benefits comprised over 92.1% of the budget. The Operations Division represented the largest proportion of overall spending at 77.7% of total expenditures.

2019 GROSS OPERATING BUDGET ACTUALS BY EXPENDITURE TYPE



2019 NET OPERATING BUDGET ACTUALS BY DIVISION



CAPITAL BUDGET

The 2018 Capital Budget was \$6,104,000. The majority of the budget was allocated for technology upgrades, fire station construction and work to maintain an appropriate state of good repair in TFS facilities. Other projects included replacing HUSAR equipment, helmet replacement and breathing air compressor replacements.



- 37.4% for Technology projects
- 15.0% for Station B(144) - Downsview
- 10.6% for Firefighting Particulate Hoods (PPE)
- 21.5% for work at TFS Facilities
- 15.4% for Other Projects



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

EMPLOYEE WELLNESS



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.

EMPLOYEE ENGAGEMENT AT TFS

In 2019, Toronto Fire Services staff participated in a corporate engagement survey where they were asked questions that assessed overall employee engagement. Over 800 staff responded to the survey and provided feedback on the organization. This survey was last done in 2015, and when results between the surveys were compared, a number of key indicators have positively shifted including Recognition, Wellness, Innovation, and Senior Leadership based on action taken after the 2015 survey.

Some high level results from 2019's survey:

- 84% of respondents want to do more than is expected of them in their job, an increase of 5% from 2015.
- 87% are passionate about their job, which is the same as 2015
- 91% are proud to work for TFS, a decrease of 2% from 2015.
- 82% agree that their job gives them a feeling of accomplishment, an increase of 17% from 2015.
- 86% of respondents agreed that they feel they are treated with respect in their work units, an increase of 2% over 2015.
- 74% of respondents agreed that their work unit tries to improve service quality, an increase of 10% over 2015.

TFS has analyzed the data and developed an action plan to address the feedback received and improve the organization. The action items will be implemented in 2020 covering everything from communication to line of sight.

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.



TFS' strategic direction has evolved as a result of the CFAI Accreditation process undertaken and as the Master Fire Plan period comes to an end, TFS will be using the recommendations provided by the commission and service plans created for the purposes of accreditation to guide its strategic direction towards continuous improvement going forward. The annual compliance report and service updates TFS submits to CFAI will help hold the organization accountable as it reviews the progress made toward addressing strategic and specific recommendations. The service updates use a Results Based Accountability (RBA) approach to continuously evaluate service areas and identify areas for improvement to work towards.



2019 TFS TRANSFORMATION PLAN UPDATE

The six objectives of the Transformation Plan are as follows:

1. Improve Service Delivery

Develop efficiency models to improve deployment and service delivery.

2. Make Organizational Improvements

Leverage research, corporate partnerships and investments in technology to achieve organizational and performance improvements.

3. Build an Inclusive and Diverse Workforce

Prioritize an inclusive workplace culture and a diverse workforce that is reflective of the communities TFS serves.

4. Enhance Training and Leadership Development

Provide staff with current, relevant and compliant training and leadership development that meets their needs.

5. Prioritize Employee Wellness

Create and maintain a positive work environment and culture that focuses on health, safety and wellness.

6. Commit to Continuous Improvement

Monitor, benchmark and evaluate TFS processes and service delivery with a commitment to quality management and quality assurance.



IN 2019, TFS ACHIEVED THE FOLLOWING MILESTONES OF THE TRANSFORMATION PLAN:

Established Data Terms Of Reference With Key Partners (TCHC)

- Commit to Continuous Improvement
- Make Organizational Improvements

Implemented online management and tracking tool for Alarm for Life

- Improve Service Delivery
- Commit to Continuous Improvement

Completion of data collection project for pre-incident plans

- Commit to Continuous Improvement
- Make Organizational Improvements

Replaced and upgraded CBRNE and HUSAR equipment

- Improve Service Delivery

Held first exercise with new provincially funded HUSAR team

- Enhance Training and Leadership Development
- Improve Service Delivery

Introduced NFPA 1041 Pilot

- Improve Service Delivery
- Enhance Training and Leadership Development

Developed an online Inclusion and Equity resources for all TFS staff in consultation with the corporate People and Equity division

- Build an Inclusive & Diverse Workforce
- Prioritize Employee Wellness

Various Road to Mental Readiness (R2MR) training were rolled out and several sessions were successfully delivered

- Prioritize Employee Wellness

Completed CFAI First Annual Compliance Report in consideration of Council mandate and direction

- Improve Service Delivery
- Commit to Continuous Improvement

Expanded Operations-Based Re-Inspection Program to include reimbursement processes

- Improve Service Delivery
- Commit to Continuous Improvement



IN 2020, TFS IS CONTINUING TO WORK ON ACHIEVING THE FOLLOWING:

- Optimize TFS emergency deployment assignment through critical tasking and results-based accountability
- Expand the small fleet deployment pilot
- Enhance mobile fire prevention records
- Finalize the training and technical operations transformation
- Continue developing a comprehensive mental health support and PTSD/Suicide prevention plan
- Continue the implementation of data architecture and data integration modernization strategy

TFS PROJECT MANAGEMENT HUB

To assist in the implementation of the Transformation Plan, TFS created its first ever project management hub to foster a community of excellence around strategic project implementation at TFS and enhance accountability for project tracking. This allows senior leadership at TFS to have a holistic view of project implementation status across all areas. This tracker ensures better accountability and transparency. In 2019, the hub tracked 65 projects.



CURRENT TRANSFORMATIONAL INITIATIVES

OPERATIONS REDEPLOYMENT REVIEW

Building on the recommendations identified through the CFAI accreditation process, TFS began reviewing critical task analysis, risk-based deployment and the current staffing model to identify opportunities. This review will produce recommendations with a primary outcome to optimize the deployment of staff and resources to emergencies.

OPERATIONS-BASED RE-INSPECTION PROGRAM

As part of the TFS Transformation Plan, the Operations Based *Fire Code* Re-inspection Program leverages existing expertise and capacity in the Operations Division in order to enable TFS to conduct an increased number of *Ontario Fire Code* inspections, including more proactive and frequency-based inspections.

As of year-end 2019, there are 258 Operations firefighters trained to conduct *Ontario Fire Code* inspections. These firefighters have received certification for NFPA 1031 (Level 1 Inspector) and NFPA 1035 (Level 1 Public Educator) and are referred to as Operations Inspectors. In 2019, Operations Inspectors conducted 214 re-inspections and false alarm follow up inspections. In October 2019, the number of violations

that these operations inspectors can conduct was increased from 22 to 53 and included the introduction of the false alarm reimbursement inspections.

TFS has identified additional opportunities to engage the operations inspectors in 2020 and will continue to train new recruits to NFPA 1031 and NFPA 1035 to increase the capacity of this program in assisting with fire protection service levels.

SUPPORTING MENTAL HEALTH AND WELLNESS

Road to Mental Readiness (R2MR) training for TFS staff, which increases resiliency and mental health awareness is now firmly embedded in TFS culture will continue to be rolled out for all frontline staff throughout 2020. In 2019, over 2,500 staff received at least one phase R2MR training.

In May 2019, TFS hired an Employee Assistance Counsellor to provide support for TFS staff including coaching, wellness checks, and referrals to both internal and external sources. With this addition to the team, TFS continues to expand the mental health resources available to staff and ensure they are supported throughout their careers.

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

WHAT WE ARE DOING:

- 100% of the TFS Senior Management team have gone through the required training to become Positive Space Ambassadors for the LGBTQ2S community.
- In 2020, an online Inclusion and Equity Training module will be launched for all staff. TFS will continue to engage staff and work with City Partners to ensure TFS continues to be a welcoming and inclusive work environment for all current and prospective employees.
- 37% of the operations recruits hired since 2015 identify as from at least one of the identified designated groups (Women, racialized groups, Indigenous persons, persons with disabilities, LGBTQ2S+).
- 1 in 5 operations recruits hired since 2015 identify as from a racialized group.



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 130,000 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 130,000 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? The Toronto Fire Services Public Education Division is committed to teaching Toronto's residents and visitors how to adopt fire safe behaviours. 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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