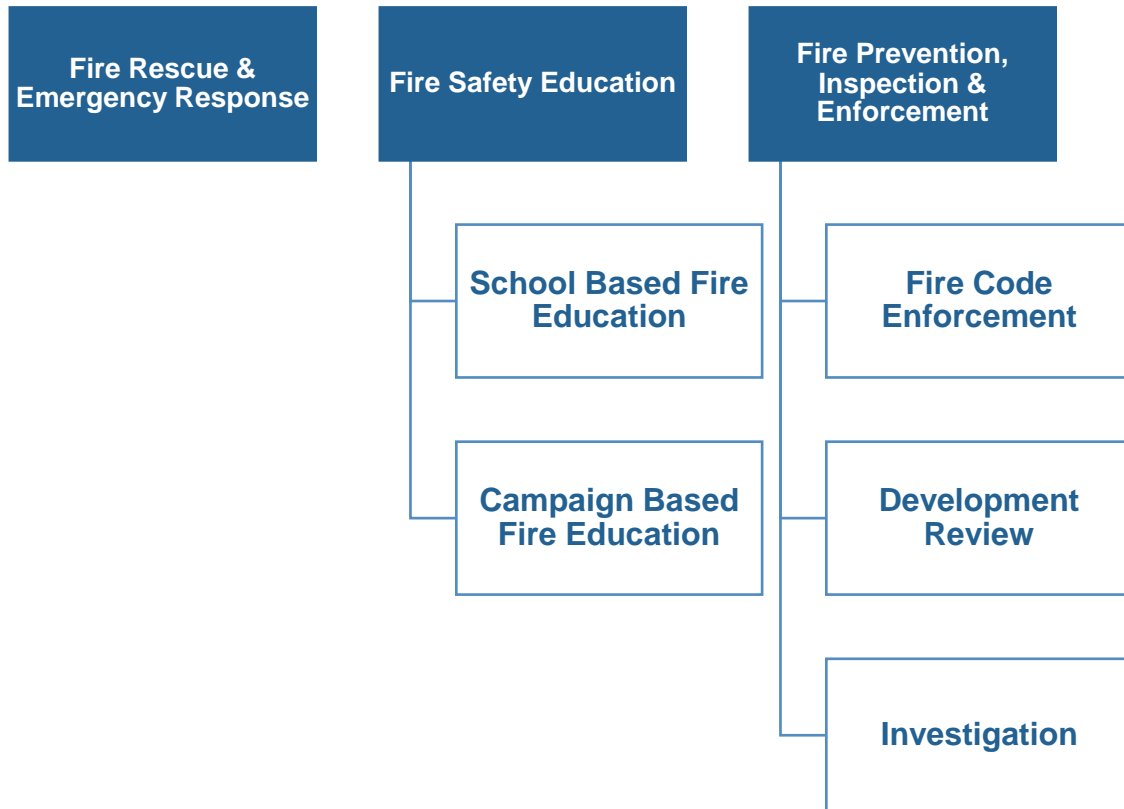




FIRE AND RESCUE SERVICES

PROGRAM MAP

Fire Services



Toronto Fire Services (TFS) 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 environment from the effects of fire, illness, natural disasters, and all other hazards through preparedness, prevention, public education, and emergency response with an emphasis on quality services, efficiency, effectiveness and safety.

SUMMARY OF PERFORMANCE MEASUREMENT RESULTS

Question	Indicator/Measure	Internal Comparison of Toronto's 2017 vs. 2016 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2017	Chart & Page Ref.
How many hours are fire vehicles in-service and available to respond to emergencies?	Number of Fire In-Service Vehicle Hours (Urban Area) per Capita (Service/Activity Level Indicator)	Stable Vehicle hours in-service was stable (Service/Activity Level Indicator)	4 Lowest rate of in-service vehicle hours compared to others (Service/Activity Level Indicator)	9.1 9.2 pg. 6
How many emergency incidents does Fire Services respond to each year?	Number of Unique Incidents Responded to by Fire Services per 1,000 Urban Population (Service/Activity Level Indicator)	Increase Rate of total incidents responded increased (Service/Activity Level Indicator)	3 Lower rate of total incidents responded to compared to others (Service/Activity Level Indicator)	9.3 9.4 pg. 7/8
How many property fires, explosions and alarms does Fire Services respond to each year?	Number of Property Fires, Explosions and Alarms per 1,000 Urban Population (Service/Activity Level Indicator)	Stable Rate of fires, explosions and alarms responded was relatively stable (Service/Activity Level Indicator)	1 Higher rate of fires, explosions and alarms responded to compared to others (Service/Activity Level Indicator)	9.3 9.4 pg. 7/8
How many rescues does Fire Services respond to each year?	Number of Rescues per 1,000 Urban Population (Service/Activity Level Indicator)	Increased Rate of rescues increased (Service/Activity Level Indicator)	2 Higher rate of rescues responded to compared to others (Service/Activity Level Indicator)	9.3 9.4 pg. 7/8

Question	Indicator/Measure	Internal Comparison of Toronto's 2017 vs. 2016 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2017	Chart & Page Ref.
How many medical calls does Fire Services respond to each year?	Number of Medical Calls per 1,000 Urban Population (Service/Activity Level Indicator)	Increase Increase in the rate of medical responses (Service/Activity Level Indicator)	3 Lower rate of medical responses compared to others (Service/Activity Level Indicator)	9.3 9.4 pg. 7/8
How many public hazard and other incidents does Fire Services respond to each year?	Number of Public Hazard & Other Incidents per 1,000 Urban Population (Service/Activity Level Indicator)	Increase Increase in the rate of public hazard & other incidents responded to (Service/Activity Level Indicator)	4 Lower rate of hazard & other incidents responded to compared to others (Service/Activity Level Indicator)	9.3 9.4 pg. 7/8
How many residential fires, with property loss, occur?	Rate of Residential Structural Fires with Losses per 1,000 Households (Community Impact)	Decrease Rate of residential fires decreased (Community Impact)	2 Residential fires are lower compared to others (Community Impact)	9.5 9.6 pg. 9
What is the rate of injuries from residential fires?	Residential Fire Related Injuries per 100,000 Population (Community Impact)	Decrease Rate of fire related injuries decreased (Community Impact)	2 Lower rate of fire related injuries compared to others (Community Impact)	9.7 9.8 pg. 10/11
What is the rate of fatalities from residential fires?	Residential Fire Related Fatalities per 100,000 Population (Community Impact)	Stable Rate of fire related fatalities was relatively stable (Community Impact)	2 Lower rate of fire related fatalities compared to others (Community Impact)	9.9 9.10 pg. 11/12
How long does it take (response time) for Fire Services to arrive at the scene of emergency?	Actual – 90 th Percentile Station Notification Response Time for Fire Services in Urban Component of Municipality (Customer Service)	Increase Station notification response time increased (Customer Service)	2 Station notification response time is shorter compared to others (Customer Service)	9.11 9.12 pg. 13/14

Question	Indicator/Measure	Internal Comparison of Toronto's 2017 vs. 2016 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2017	Chart & Page Ref.
How long does it take (response time) for Fire Services to arrive at the scene of emergency?	Actual – 90 th Percentile Total Fire Services Response Time – excludes 911 time (Customer Service)	Stable Total Fire Services response time was stable (Customer Service)	N/A	9.11 pg. 13
What does it cost per hour, to have a front-line fire vehicle available to respond to emergencies?	Fire <u>Operating Cost</u> per In-Service Vehicle Hour (Efficiency)	Increase Operating cost per in-service vehicle hour was increased (Efficiency)	4 Higher cost per in-service vehicle hour compared to others (Efficiency)	9.13 9.14 pg. 15/16
What does it cost per hour, to have a front-line fire vehicle available to respond to emergencies?	Fire <u>Total Cost</u> per In-Service Vehicle Hour (Efficiency)	Increase Total cost per in-service vehicle hour increased (Efficiency)	4 Higher total cost per in-service vehicle hour compared to others (Efficiency)	9.13 9.14 pg. 15/16
What is Toronto's Citizen First (CF) Service Quality Score for Fire Department?	Citizens First Survey Service Quality Score for Fire Department (Customer Service)	Increase The CF8 (2018) Service Quality Score increased compared to CF7 (2014) (Customer Service)	N/A	9.15 pg. 17

SUMMARY OF OVERALL RESULTS

Internal Comparison of Toronto's 2017 vs. 2016 Results	Internal Comparison of Toronto's 2017 vs. 2016 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2017	External Comparison to Other Municipalities (MBNC) By Quartile for 2017
Service Level Indicators (Resources) <div style="display: flex; justify-content: space-between;"> <div style="width: 30%; background-color: green; color: white; padding: 2px;">0 - Increased</div> <div style="width: 30%; background-color: yellow; color: black; padding: 2px;">1 - Stable</div> <div style="width: 30%; background-color: red; color: white; padding: 2px;">0 - Decreased</div> </div> <p>100% stable or increased</p>	Performance Measures (Results) <div style="display: flex; justify-content: space-between;"> <div style="width: 30%; background-color: green; color: white; padding: 2px;">3 - Favourable</div> <div style="width: 30%; background-color: yellow; color: black; padding: 2px;">2 - Stable</div> <div style="width: 30%; background-color: red; color: white; padding: 2px;">3 - Unfavourable</div> </div> <p>63% favourable or stable</p>	Service Level Indicators (Resources) <div style="display: flex; justify-content: space-between;"> <div style="width: 30%; background-color: green; color: white; padding: 2px;">1 - 1st quartile</div> <div style="width: 30%; background-color: yellow; color: black; padding: 2px;">1 - 2nd quartile</div> <div style="width: 30%; background-color: red; color: white; padding: 2px;">2 - 3rd quartile</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%; background-color: yellow; color: black; padding: 2px;">2 - 4th quartile</div> </div> <p>33% in 1st and 2nd quartile</p>	Performance Measures (Results) <div style="display: flex; justify-content: space-between;"> <div style="width: 30%; background-color: green; color: white; padding: 2px;">0 - 1st quartile</div> <div style="width: 30%; background-color: yellow; color: black; padding: 2px;">4 - 2nd quartile</div> <div style="width: 30%; background-color: red; color: white; padding: 2px;">0 - 3rd quartile</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%; background-color: red; color: white; padding: 2px;">2 - 4th quartile</div> </div> <p>67% in 1st and 2nd quartile</p>

For an explanation of how to interpret this summary and the supporting charts, please see the Guide to Toronto's Performance Results. These quartile results are based on a maximum sample size of 11 municipalities.

SERVICE/ACTIVITY LEVELS

9.1 - HOW MANY HOURS ARE TORONTO'S FIRE VEHICLES IN-SERVICE AND AVAILABLE TO RESPOND TO EMERGENCIES?

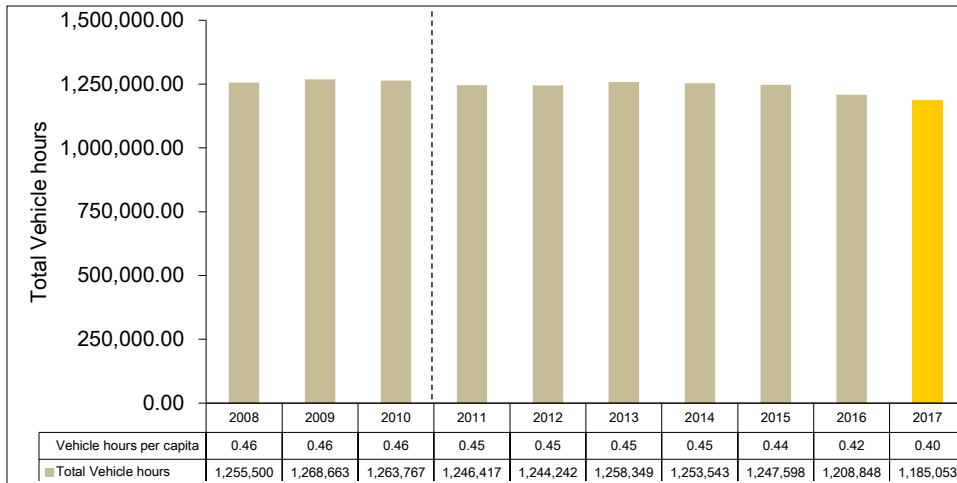


Chart 9.1 provides Toronto's results for both the total number and rate of in-service vehicle hours per capita.

Chart 9.1 (City of Toronto) Number of Staffed Fire In-Service Vehicle Hours per Capita

In 2017, vehicle hours per capita decreased by 4.8% and total in service hour was relatively stable. In-service vehicle hours includes hours responding to, and/or available to respond to, emergencies. The hours when vehicles are removed from service for mechanical repairs or insufficient staffing are excluded. The results for 2010 and prior years are not based on the revised population estimates.

9.2 - HOW DOES TORONTO'S IN-SERVICE VEHICLE HOURS COMPARE TO OTHER MUNICIPALITIES?

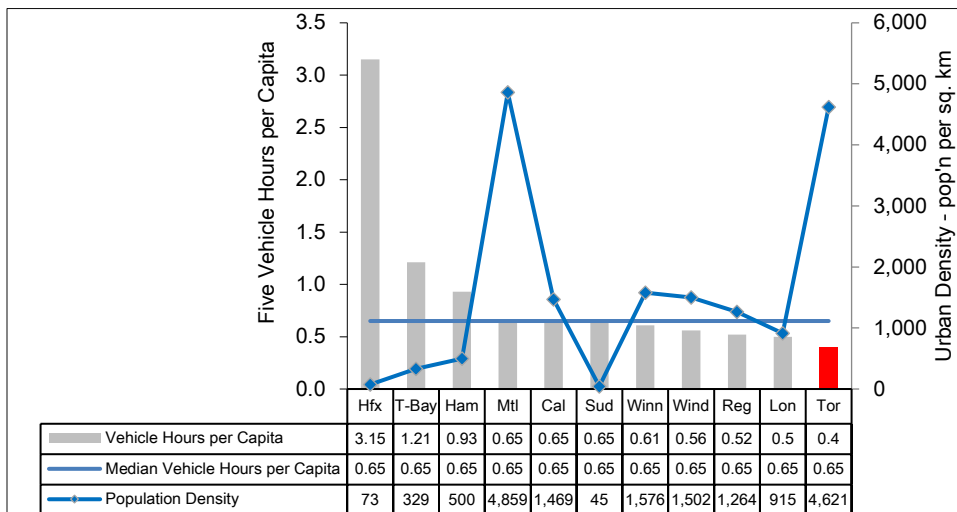


Chart 9.2 compares Toronto's 2017 in-service vehicle hours per capita (shown as bars relative to the left axis) to the urban areas of other municipalities.

Chart 9.2 (MBNC 2017) Number of Staffed Fire In-Service Vehicle Hours per Capita

In terms of the highest number of in-service fire vehicle hours per capita, Toronto ranked eleventh of eleven (fourth quartile). The key factor in Toronto's lower ranking is its significantly higher population density, plotted on the line graph relative to the right axis of Chart 9.2. Despite the fact that Toronto has a lowest number of in-service fire vehicle hours per capita, Toronto performed better than most other municipalities with regards to Total Response Time (90th percentile) (Chart 9.12).

Halifax Regional Municipality (HRM) has a large number of rural and composite stations due to its large geographic area, which contributes to its high results in comparison to other Municipalities.

9.3 – HOW MANY AND WHAT TYPE OF EMERGENCY INCIDENTS DOES TORONTO FIRE SERVICES RESPOND TO EACH YEAR?

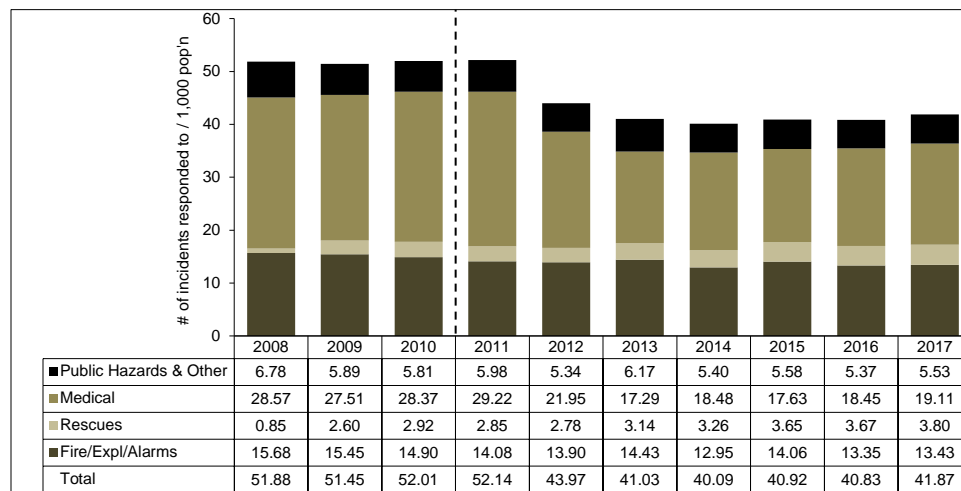


Chart 9.3 provides the number and type of incidents responded to by Toronto Fire Services per 1,000 population.

Chart 9.3 (City of Toronto) Number of Incidents Responded to by Fire Services (by Type) per 1,000 Population

In 2017, a total of 122,675 unique incidents were responded to, which is an increase of 4.5% from 2016.

- The total unique incidents per 1,000 population increased by 2.5%;
- Public Hazards & Other per 1,000 population increased by 3.0%;
- Medical calls per 1,000 population increased by 3.6%;
- Rescues per 1,000 population increased by 3.6%;
- Fire/Explosions/Alarms per 1,000 population remained stable with a slight increase of 0.6%.

Starting in July 2012, Emergency Medical incidents results were impacted as changes were made in tiered response protocols with Toronto Paramedic Services. This removed Fire Services from the response to many medical call types.

Toronto's urban form is changing with additional high rise buildings completed, under construction, and in the development pipeline.

9.4 – HOW MANY EMERGENCY INCIDENTS ARE RESPONDED TO IN TORONTO COMPARED TO OTHER MUNICIPALITIES?

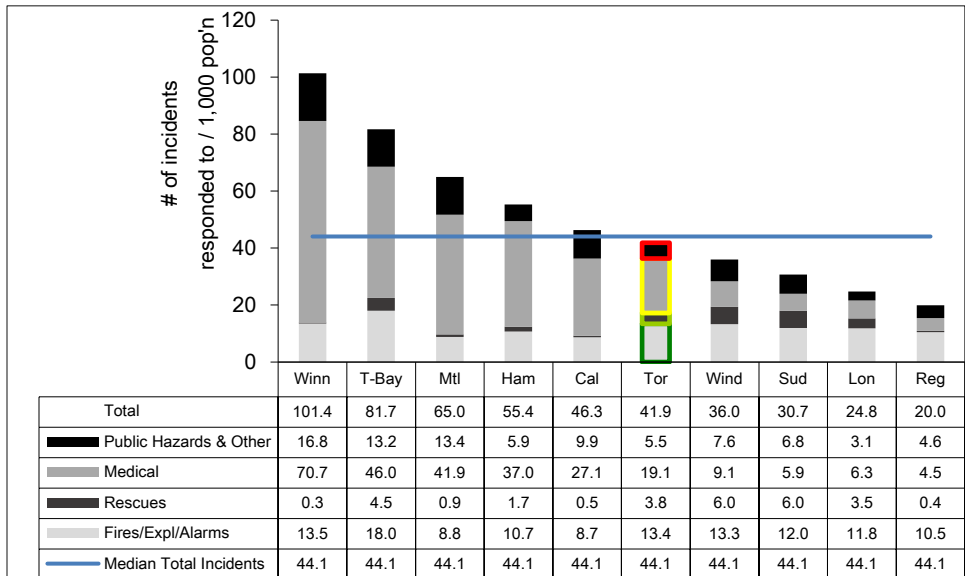


Chart 9.4 compares Toronto’s 2017 results for the number of unique incidents per 1,000 persons to the urban areas of other municipalities.

Chart 9.4 (MBNC 2017) Number of Incidents Responded to by Fire Services (by type) per 1,000 Population in Urban Areas

In terms of having the highest number of incidents per 1,000 population compared to others, Toronto in 2017 ranks:

- Sixth of ten (third quartile) for the total number of incidents
- Eighth of ten (fourth quartile) for public hazards and other incidents
- Sixth of ten (third quartile) for medical calls
- Fourth of ten (second quartile) for rescues
- Third of ten (first quartile) for fires, explosions and alarms

The number of medical incidents responded to is determined by municipal-specific tiered response agreements between Fire Services, Paramedic Services and hospital protocols, for example, Winnipeg has a combined Fire and Paramedic Service.

COMMUNITY IMPACT

The main objective of Fire Services is to protect the safety of Toronto residents and visitors, property, and the environment. To determine if Fire Services is meeting its objective, MBNC Canada measures the rate at which residential fires with injuries, fatalities and property losses occur.

9.5 – HOW MANY RESIDENTIAL FIRES, WITH PROPERTY LOSS, OCCUR IN TORONTO?

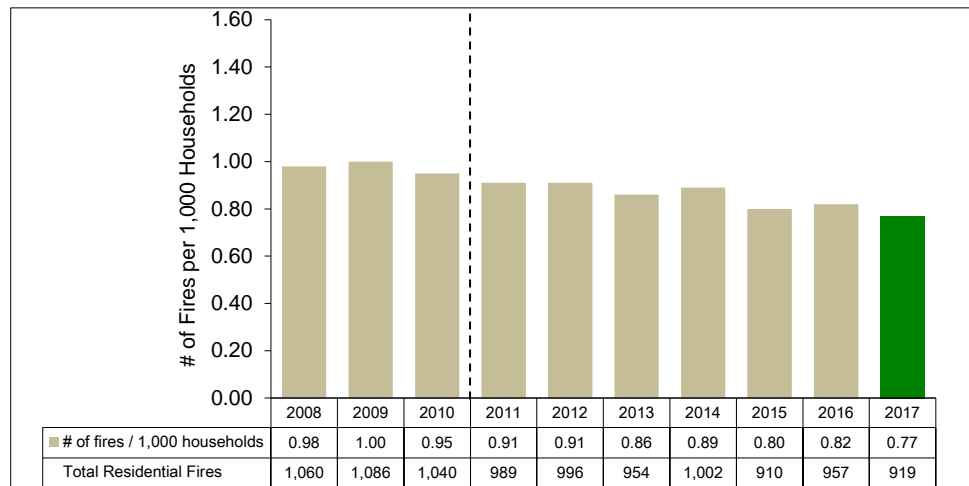


Chart 9.5 provides rate of residential fires with property loss in Toronto per 1,000 households.

Chart 9.5 (City of Toronto) Rate of Residential Structural Fires with Property Losses per 1,000 Households

In 2017 rate of residential structural fires with property losses per 1,000 households decreased.

9.6 – HOW DOES TORONTO'S RATE OF RESIDENTIAL FIRES COMPARE TO OTHER MUNICIPALITIES?

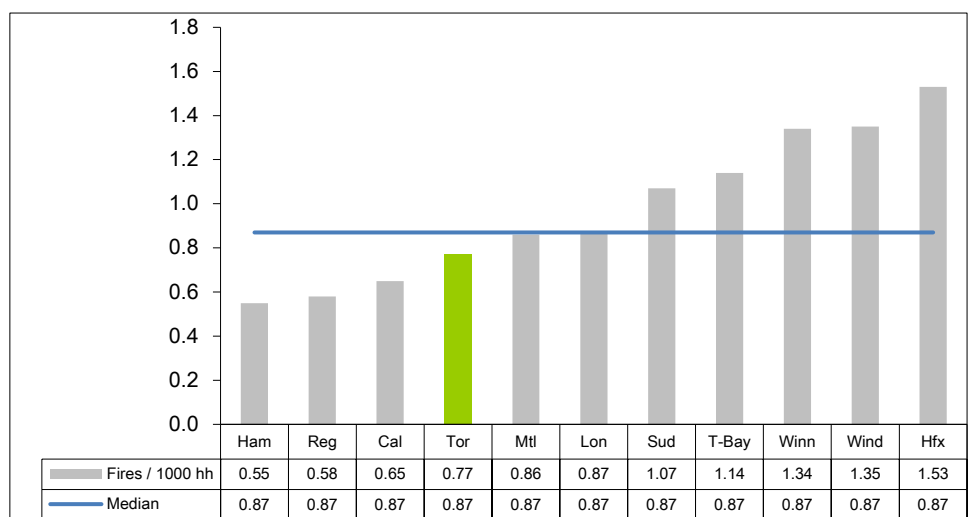


Chart 9.6 compares Toronto's 2017 rate of residential fires with property loss to other municipalities.

Chart 9.6 (MBNC 2017) Rate of Residential Structural Fires with Property Losses per 1,000 Households

Toronto ranks fourth of eleven municipalities (second quartile) in terms of the lowest rate of residential fires with property loss. One possible indicator for Toronto's favourable results is the increased investment in Fire Prevention resources and initiatives. For example, there has been an increase in proactive *Ontario Fire Code* enforcement, customized fire safety education campaigns, and fire investigations that provide fire cause to help with informing the education.

9.7 – WHAT IS THE RATE OF INJURIES FROM RESIDENTIAL FIRES IN TORONTO?

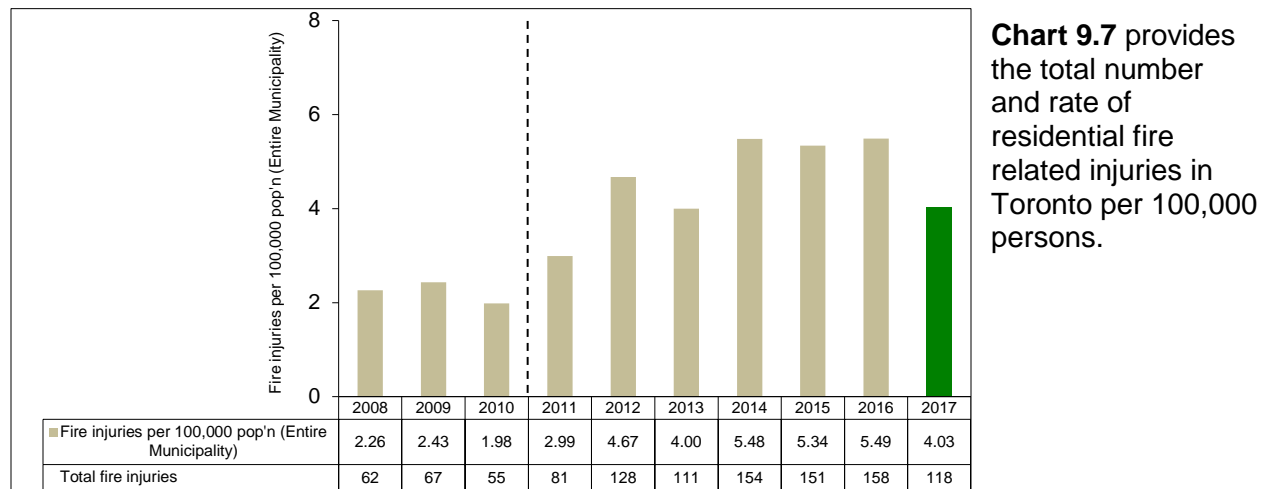


Chart 9.7 provides the total number and rate of residential fire related injuries in Toronto per 100,000 persons.

Chart 9.7 (City of Toronto) Rate of Residential Fire Related Injuries per 100,000 Persons

In 2017, residential fire injuries per 100,000 population decreased by 26.6% from the previous year. One possible indicator for this decreased rate despite increasing population is the increased investment in customized fire safety education campaigns based on demographic data and the use of messaging that aligns with the social values of the target audiences. The 10 year rate of change (2008 to 2017) was an increase of 78.3%.

9.8 – HOW DOES TORONTO'S RATE OF INJURIES FROM RESIDENTIAL FIRES COMPARE TO OTHER MUNICIPALITIES?

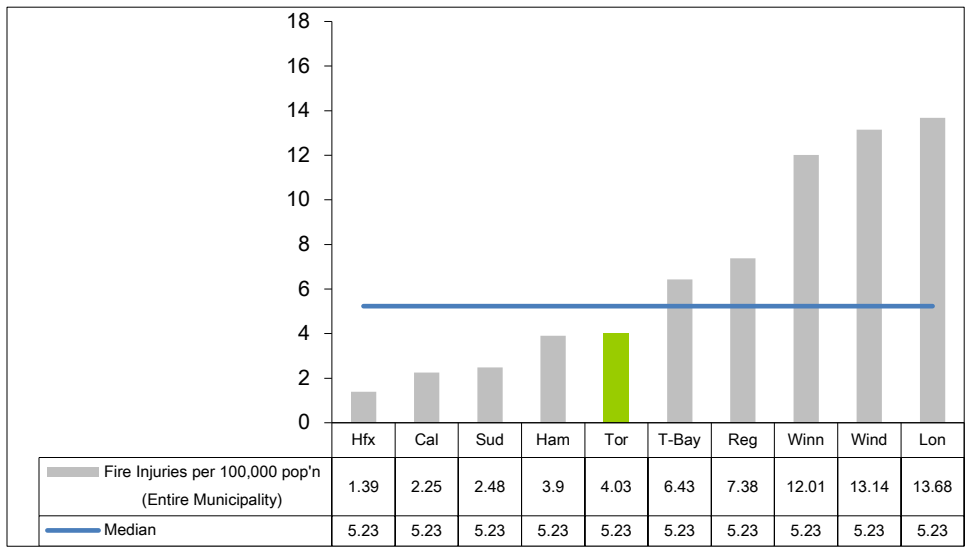


Chart 9.8 compares Toronto's 2017 rate of residential fire related injuries per 100,000 population to other Canadian municipalities.

Chart 9.8 (MBNC 2017) Rate of Residential Fire Related Injuries per 100,000 Persons

Toronto ranks fifth of ten municipalities (second quartile) in terms of the lowest rate of injuries. There are a number of factors that influence these results for all municipalities such as resident behaviour. Some examples of resident behaviour include careless smoking and unattended cooking resulting in residential fires and civilian injuries. Another factor is the type of residence - high occupancy facilities impact more people than single family residence fires. It should be noted that there are provincial differences in the definition of an injury, which could impact the comparability of results.

9.9 – WHAT IS THE RATE OF FATALITIES FROM RESIDENTIAL FIRES IN TORONTO?

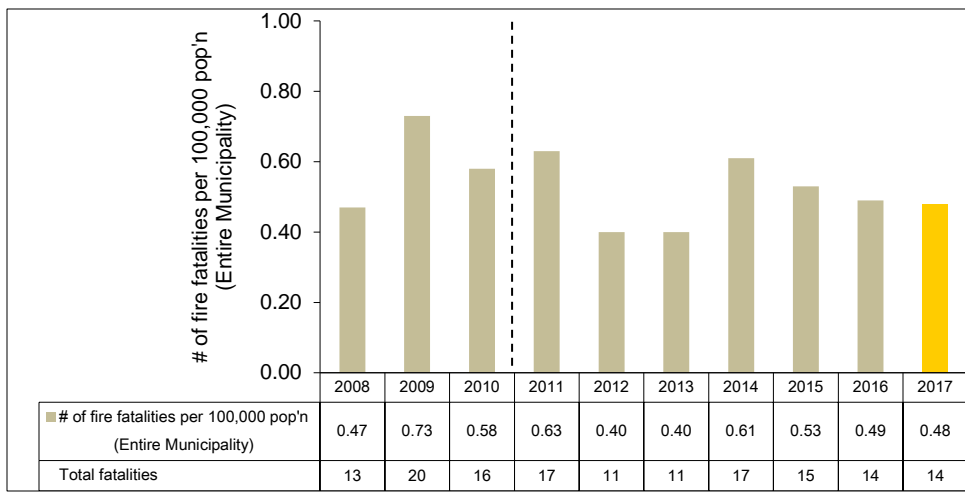


Chart 9.9 provides the total number and rate of residential fire related fatalities in Toronto per 100,000. In 2017, the number of fatalities per 100,000 population is decreasing despite steady population growth.

Chart 9.9 (City of Toronto) Rate of Residential Fire Related Fatalities per 100,000 Persons

9.10 – HOW DOES TORONTO'S RATE OF FATALITIES FROM RESIDENTIAL FIRES COMPARE TO OTHER MUNICIPALITIES?

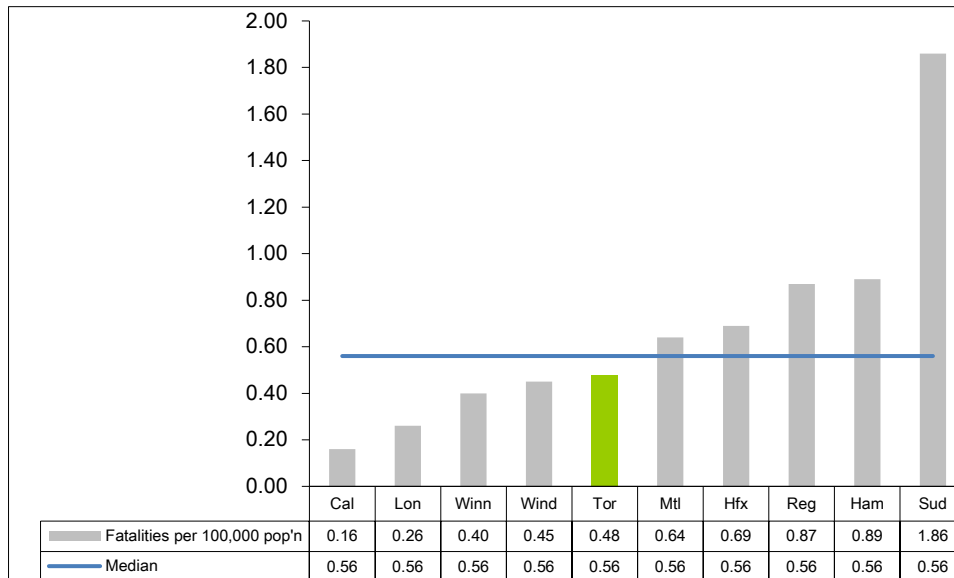


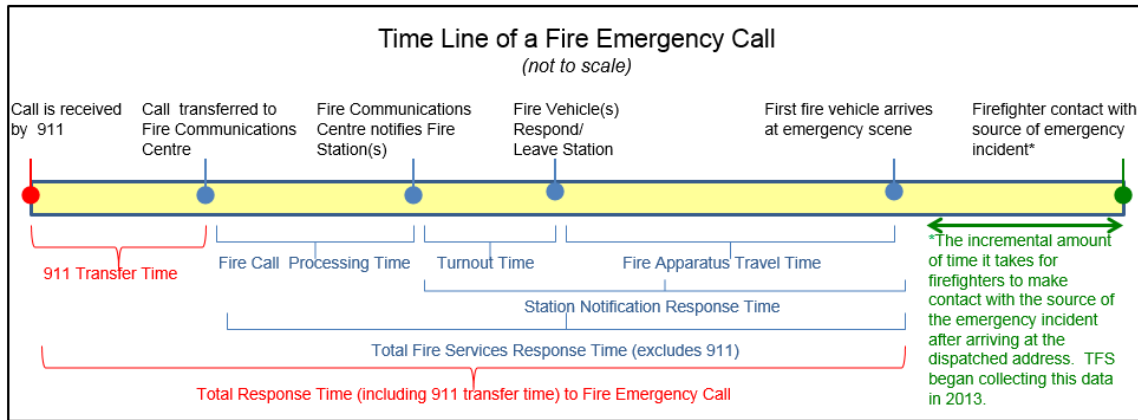
Chart 9.10 compares Toronto's 2017 rate of residential fire related fatalities to other municipalities.

Chart 9.10 (MBNC 2017) Rate of Residential Fire Fatalities per 100,000 Population

Toronto ranks fifth of ten municipalities (second quartile) in terms of the lowest rate of fatalities. Toronto is undertaking a number of initiatives to reduce fire-related injuries and fatalities, some of which are described at the end of this section. Information on the number of fire/alarm incidents in each of Toronto's 140 neighbourhoods as well as other indicators is available at [Wellbeing Toronto](#).

CUSTOMER SERVICE

The time it takes for fire vehicles to arrive at an emergency scene from the time the emergency call is placed is called Total Response Time. The illustration below provides the time line segments of a fire emergency call/incident. Note that 911 transfer time is not included in the results presented in this Chapter.



9.11 – HOW LONG DOES IT TAKE FIRE SERVICES TO ARRIVE AT THE EMERGENCY SCENE (RESPONSE TIME) IN TORONTO?

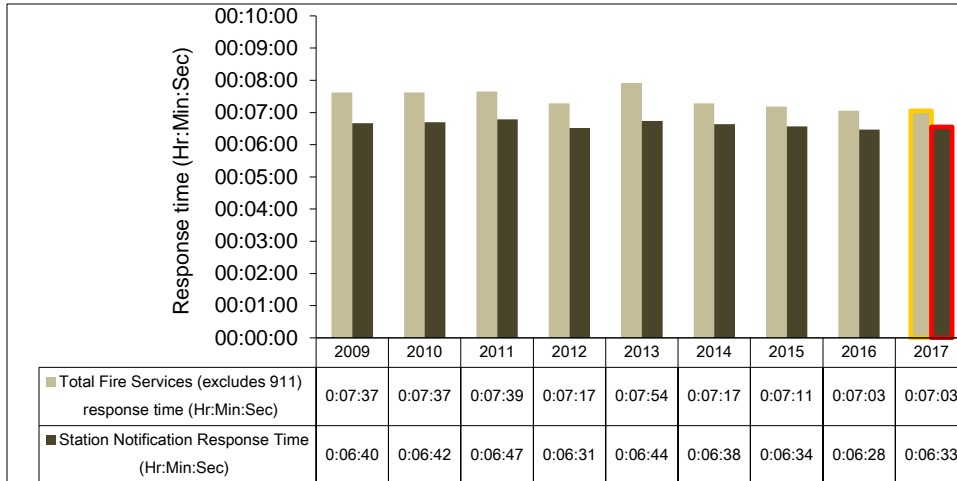


Chart 9.11 provides Toronto's 90th percentile response times (90 percent of all emergency calls have a response time equal to or less than the time period shown on the graph).

Chart 9.11 (City of Toronto) 90th Percentile Fire Station Notification Response Time and Total Fire Services Response Time

- **Fire Services Response Time** is measured from the time the call is transferred from 911 to the Fire Communication Centre, to arrival of the first apparatus at the emergency scene.
- **Fire Station Notification Response Time** is measured from the point that the fire station has been notified by the fire dispatcher, to arrival of the first apparatus at the emergency scene.

In 2017, Toronto met the fire services response time benchmark (NFPA 1710-16) 83% of the time. There was an increase of 5 seconds in the station notification response time and no change in the total Fire Services response time compared to the previous year.

9.12 – HOW DOES TORONTO'S FIRE RESPONSE TIME COMPARE TO OTHER MUNICIPALITIES?

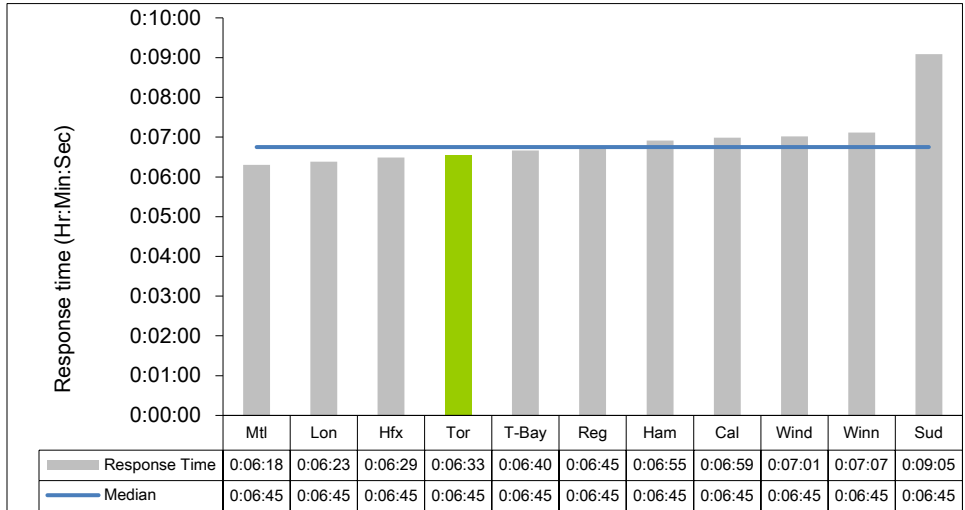


Chart 9.12 compares Toronto's 2017 station notification response time (90th percentile) to other municipalities.

Chart 9.12 (MBNC 2017) 90th Percentile Station Notification Response Time

Toronto ranks fourth of eleven municipalities (second quartile) for response times. Travel distances and traffic congestion can be a significant influencing factor in these results. Vertical response is an issue that affects fire safety in Toronto more significantly than any other city in Ontario because of the proliferation of high-rise buildings in Toronto.

EFFICIENCY

9.13 – WHAT DOES IT COST PER HOUR, TO HAVE A FRONT-LINE FIRE VEHICLE AVAILABLE TO RESPOND TO EMERGENCIES IN TORONTO?

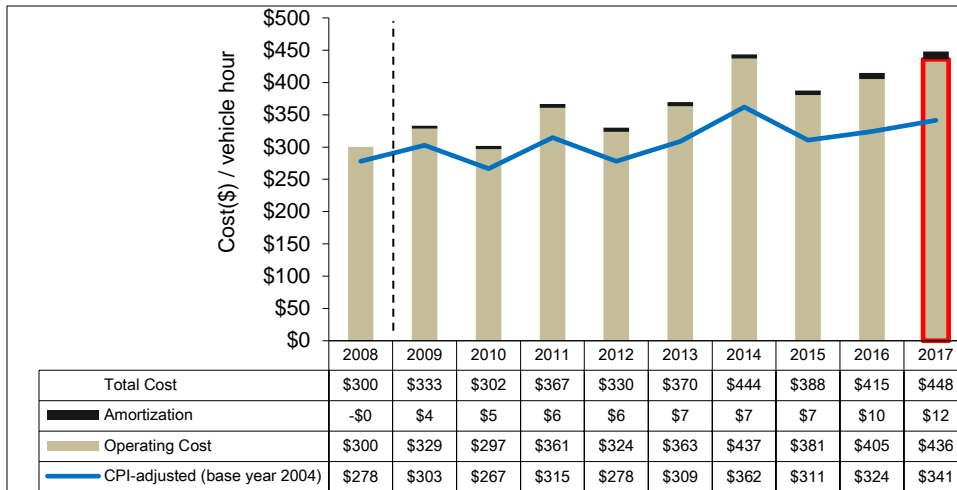


Chart 9.13 presents the efficiency of delivering these service levels, showing Toronto's operating and total (operating plus amortization) cost per hour to have a front-line vehicle in service, staffed and available to respond to emergencies.

Chart 9.13 (City of Toronto) Cost of Fire Services per In-Service Vehicle Hour

Starting in 2009, changes in accounting policies were instituted; therefore, results of 2009 and subsequent years are not as comparable to 2008 and prior years. To reflect the impact of inflation, the graph also provides Consumer Price Index (CPI) adjusted operating cost results (using the previous operating cost methodology of 2008 and prior years), which are plotted as a line graph. This adjustment discounts the actual operating cost result for each year by the change in Toronto's CPI since the base year of 2004. In 2017, total cost per in-service vehicle increased by 8.0% due to an investment in Fire Prevention resources and initiatives including *Fire Code* enforcement, public education, and investigations.

9.14 – HOW DOES TORONTO'S FIRE COST PER IN-SERVICE VEHICLE HOUR COMPARE TO OTHER MUNICIPALITIES?

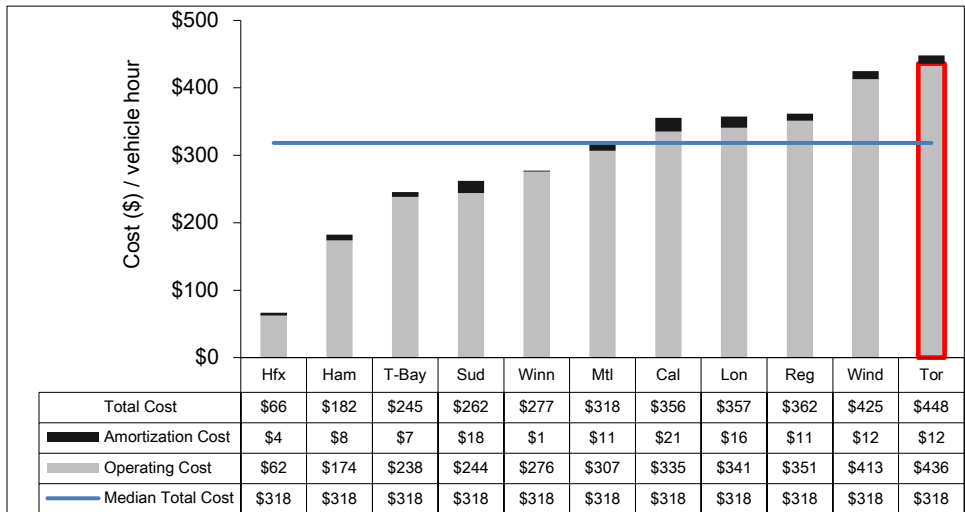


Chart 9.14 compares Toronto's 2017 fire cost per in-service vehicle hour to other municipalities.

Chart 9.14 (MBNC 2017) Cost of Fire Services per In-Service Vehicle Hour

Toronto ranks eleventh of eleven municipalities (fourth quartile) in terms of the lowest cost per hour. Excluding the impact of the accounting policy changes, there are various factors that contribute to Toronto's higher costs including:

- Toronto has the greatest amount of Fire Prevention staff than any other municipality and the second highest rate of Fire Prevention staff per 1000 population among all municipalities. Fire Prevention staff are not part of the in-service vehicle count, but are deployed proactively to conduct *Fire Code* inspections, which has contributed to the decreasing rate of fires with loss in the City of Toronto.
- Increasing investment in Fire Prevention resources and initiatives including an increase in proactive *Ontario Fire Code* enforcement, fire investigations, and customized fire safety education campaigns.
- Workplace Safety Insurance Board (WSIB) claims based on actual experience and known salary and benefit adjustments.
- Toronto has a different (more expensive) mix of fire vehicles to accommodate Toronto's complex urban form.
- Capabilities such as HUSAR (Heavy Urban Search and Rescue), high angle rescue, ice/swift water rescue, confined spaces, etc. requiring additional training, and equipment, which often are not part of the response capabilities in other municipalities.
- Toronto's Firefighters tend to have more years of service, than other municipalities and accordingly their recognition pay (based on years of service) will be higher. Municipalities can also be at different points in their cycle of collective agreements, leading to wage differences between different fire services.

CUSTOMER SATISFACTION: CITIZENS FIRST (CF) SERVICE QUALITY SURVEY RESULTS

One way to measure satisfaction of a public service is to through the use of surveys. The Citizens First surveys, conducted every 2 to 3 years by the [Institute for Citizen-Centred Services](#), provides a comprehensive overview at how citizens view their government services.

Citizens First 8 (CF8) is the most recent survey and was conducted between December 2017 – February 2018. A total of 401 Toronto residents were surveyed in CF8. The final data are weighted for Toronto by age and gender. Based on this sample size, Toronto's results have a margin of error of $\pm 4.9\%$ for a result of 50% at the 95% confidence interval. However, data based on sub-groups is subject to a greater margin of error.

The Service Quality Score (SQR) relates to how Toronto residents rate their municipal services. Respondents were requested to provide a score on a 5-point scale where 1 means 'very poor' and 5 means 'very good'. In order to remain consistent with results from previous years, all the results are scaled from 0 to 100.

Rating	Very Poor 1	2	3	4	Very Good 5
Score					

The survey respondents were asked the following question: Please rate the quality of [*Fire Department*]. If you did not use this service in the past 12 months, select 'Does Not Apply'.

9.15–WHAT IS TORONTO'S SERVICE QUALITY SCORE FOR FIRE DEPARTMENT?

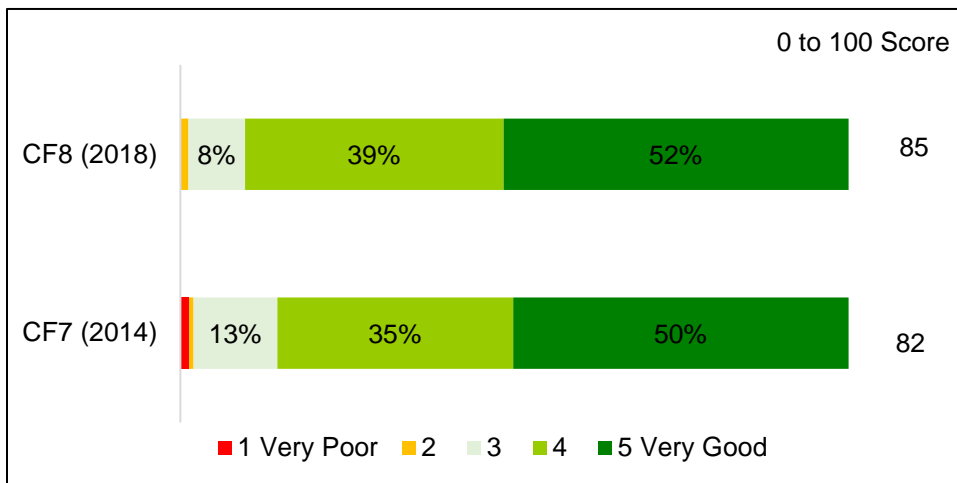


Chart 9.15 displays the Service Quality Score for Toronto's Fire Department. In CF8 (2018), Toronto's Fire Department scored 85 out of 100, an improvement from 82 in 2014 results.

Chart 9.15 (Citizen's First 7 and 8) Service Quality Score for Fire Department

The vast majority (91%) of all CF8 survey respondents who have used the Fire Department in the past 12 months rated Toronto's Fire Department at a "4" or "5" on the 5-point scale.

2017 ACHIEVEMENTS AND 2018 PLANNED INITIATIVES

The following initiatives have improved or are expected to further improve the efficiency and effectiveness of Fire Services in Toronto:

2017 Accomplishments & Achievements

- The Communications Centre achieved the NFPA Call Processing Time standard of 64 seconds 96% of the time.
- 213 staff and 53 recruits completed Road to Mental Readiness (R2MR) Training
- Conducted 316 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.
- Responded to 121,131 emergencies, representing a 4.6% increase over 2016
- 282,798 times, TFS crews responded to emergency incidents, representing a 4.3% increase over 2016.
- Firefighters attended 73,237 homes as part of the Alarmed for Life campaign.
- During 2017, TFS responded to 1,435 media inquiries which accounted for 27.6% of all City of Toronto media inquiries
- Fulfilled 1,543 truck requests for events and station tours
- Trained 100 new operations firefighter recruits in 2017.
- 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).
- 22,440 seniors received fire safety information during Safety Awareness Month.
- Provided all staff with Positive Space training to promote an inclusive work environment.
- Trained 50 Fire Prevention staff to the Building Code Fire Protection certification level established by the Ministry of Municipal Affairs and Housing.
- Conducted Fire Code inspections of over 50 shelters and social housing sites where clients were referred by Streets to Homes.
- 1,768 high-rise inspections were conducted in 2017 (this number represents unique addresses and therefore does not include multiple inspections at the same address).
- Inspections of 30,000 properties were conducted across the city throughout 2017 (this number represents unique addresses and therefore does not include multiple inspections at the same address).
- 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.
- 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.

2018 Planned Initiatives

- Conduct annual inspections for all TCHC mid-rise, low-rise, townhouse and walk-up residential buildings, in addition to continuing to conduct annual inspections in all TCHC high-rise and seniors' residential buildings.
- In all Operations Recruit classes beginning in 2018, NFPA-1031 Level One Inspector and NFPA-1035 Level One Educator training and certification will be incorporated, which will increase TFS' capacity to conduct *Fire Code* re-inspections and to deliver fire safety education.
- In the fall of 2018, the pilot Operations-Based Fire Code Re-inspection Program will be implemented to increase TFS' capacity to conduct *Fire Code* re-inspections across the city.
- 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.
- 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.
- The 2018 Health & Wellness Seminar, which will take place in November, will be expanded to include staff as well as their family members.

Factors Influencing the Results of Municipalities

- Fire Prevention and Education: Enforcement of the Fire Code, and the presence of working smoke alarms.
- Geography: Topography, urban/rural mix, road congestion, fire station locations and travel distances from those stations.
- Nature and Extent of Fire Risk: Type of building construction or occupancy, i.e. apartment dwellings vs. single family homes vs. institutions such as hospitals.
- Response Agreements: Depending on response agreements between Fire Services, Emergency Medical Services (EMS), and hospital protocols, responses to medical calls can be a significant activity.
- Service Levels: Set by municipal councils, based on local needs and circumstances (staffing, resources, response expectations, etc.), and in accordance with provincial Acts related to Fire and Protection.
- Service Standards: Service level standard included in the MBNCanada measures is each municipality's 90th percentile response time standard (minutes and number of personnel) in the urban component of the municipality. These standards affect the number/locations of stations, vehicles and firefighters required.
- Staffing Models: Use of full time firefighters or composite models that include both full-time and part-time or volunteer firefighters.