

# TORONTO FIRE SERVICES

# 2022

ANNUAL REPORT



# 2022 HIGHLIGHTS



The Communications Centre achieved the NFPA Call Processing Time standard of **64 seconds 94% of the time** in 2022.

**Responded to 168,695 emergencies**, representing a 26% increase compared to 2021.



TFS crews **responded to emergency incidents 303,964 times**, representing a 18% increase compared to 2021.

**Inspected 99% of all vulnerable occupancies** in Toronto in 2022 (including care occupancies, care and treatment occupancies, or retirement homes) to protect the most vulnerable residents in the city.

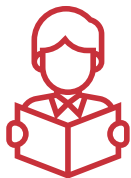


Responded to **645 media inquiries** in 2022.

Inspections of **8,515 properties** were conducted across the city throughout 2022 compared to 8,491 properties in 2021 (this number represents unique addresses and therefore does not include multiple inspections at the same address).



Trained **178 new operations firefighter recruits** in two classes.



**28,054 children were educated** through virtual and in-person presentations, events, workshops and displays held in 2022.

**Inspected 93% of residential high-rise buildings** in 2022 (this number represents unique addresses and therefore does not include multiple inspections at the same address).



**6,753** Toronto Community Housing homes were reached as part of the Alarmed for Life campaign in 2022.







# HONOURING OUR FALLEN

The Fallen Firefighter Memorial Service is 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 21 firefighters were added to the Honour Roll at the ceremony in 2022, bringing the total to 319.

Every year firefighters and their families and friends come together for this ceremony of remembrance to honour those that have fallen. The 2022 ceremony included remarks and the laying of wreaths by Mayor John Tory and representatives from Toronto Fire Services and the Toronto Professional Fire Fighters Association. It is with the deepest respect that we remember those who made the ultimate sacrifice.



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Thank you to:

Toronto Professional Fire Fighters’ Association, and

Toronto Fire Services’ Public Information Section

City Clerk’s Office, Design Services ([design@toronto.ca](mailto:design@toronto.ca))

Mykhail Baehr, Photographer

Cover photo and Tower 1 photo on page 30 by Sonya Messier



# FIRE CHIEF'S MESSAGE

I am pleased to present the 2022 Annual Report highlighting the many endeavours and successes of Toronto Fire Services (TFS).

In 2022, I resumed my role as Fire Chief, after being redeployed as Toronto's COVID-19 Incident Commander. I am deeply appreciative of every member of our team who took on new, expanded, and additional roles as we responded to the challenges the COVID-19 pandemic brought our way. This report includes information on the many services TFS provides, along with an extensive analysis of TFS' service level performance. This includes TFS' core fire protection service levels in public education, fire safety inspection and Fire Code enforcement, and all aspects of emergency response.

Some of our 2022 accomplishments include:

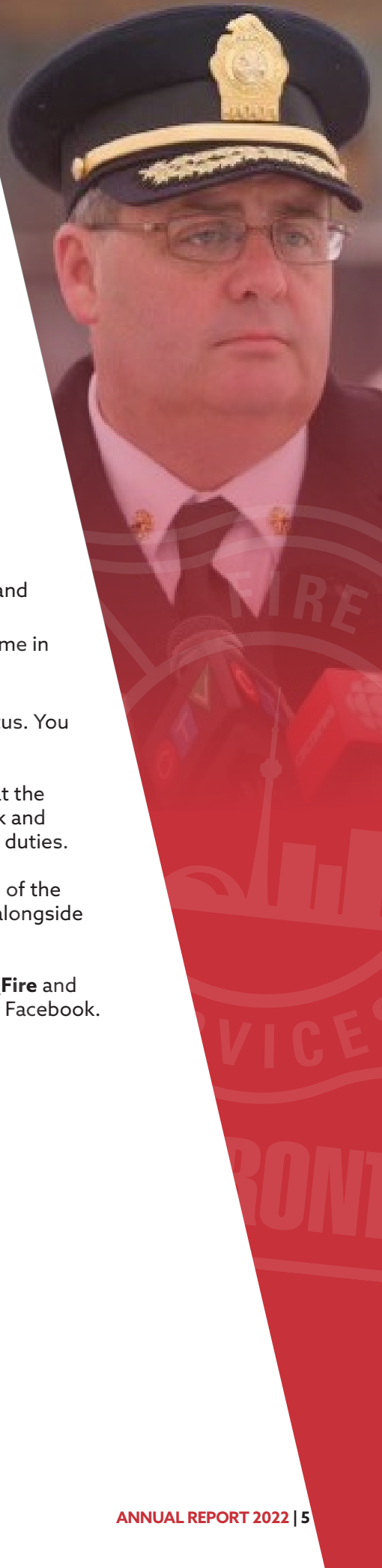
- Fire station 144, in Downsview Park opened in 2022, providing enhanced emergency response capabilities and a new purpose-built space for our Fire Investigation team. Learn more about fire station 144 on page 9.
- We introduced a new, 70 metre articulating aerial platform (Tower 1) to the TFS fleet, in response to the ever-increasing challenges associated with our dense and vertical city. Learn more about Tower 1 on page 30.
- TFS was busier than ever this year with a 26% increase in emergency call volume in 2022, compared to 2021. Learn more about our responses on page 34.
- The annual compliance report was submitted to the Centre for Accreditation International (CFAI), resulting in TFS successfully maintaining accreditation status. You can read more about the work being undertaken on page 51.

Each and every year TFS continues to deliver the critical fire protection services that the residents of Toronto expect and require each day. I am extremely proud of the work and dedication that TFS staff continue to demonstrate every day in the delivery of their duties.

Likewise, I sincerely thank each and every member of TFS, and the leadership team of the Toronto Professional Fire Fighters' Association. I am extremely privileged to work alongside such an amazing team.

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 2022 COMMAND TEAM



**Jim Jessop**, Deputy Chief  
Operations, Training and Technical Operations



**Larry Cocco**, Deputy Chief  
Community Risk Reduction



**Debbie Higgins**, Deputy Chief  
Administrative Services and Mechanical Maintenance



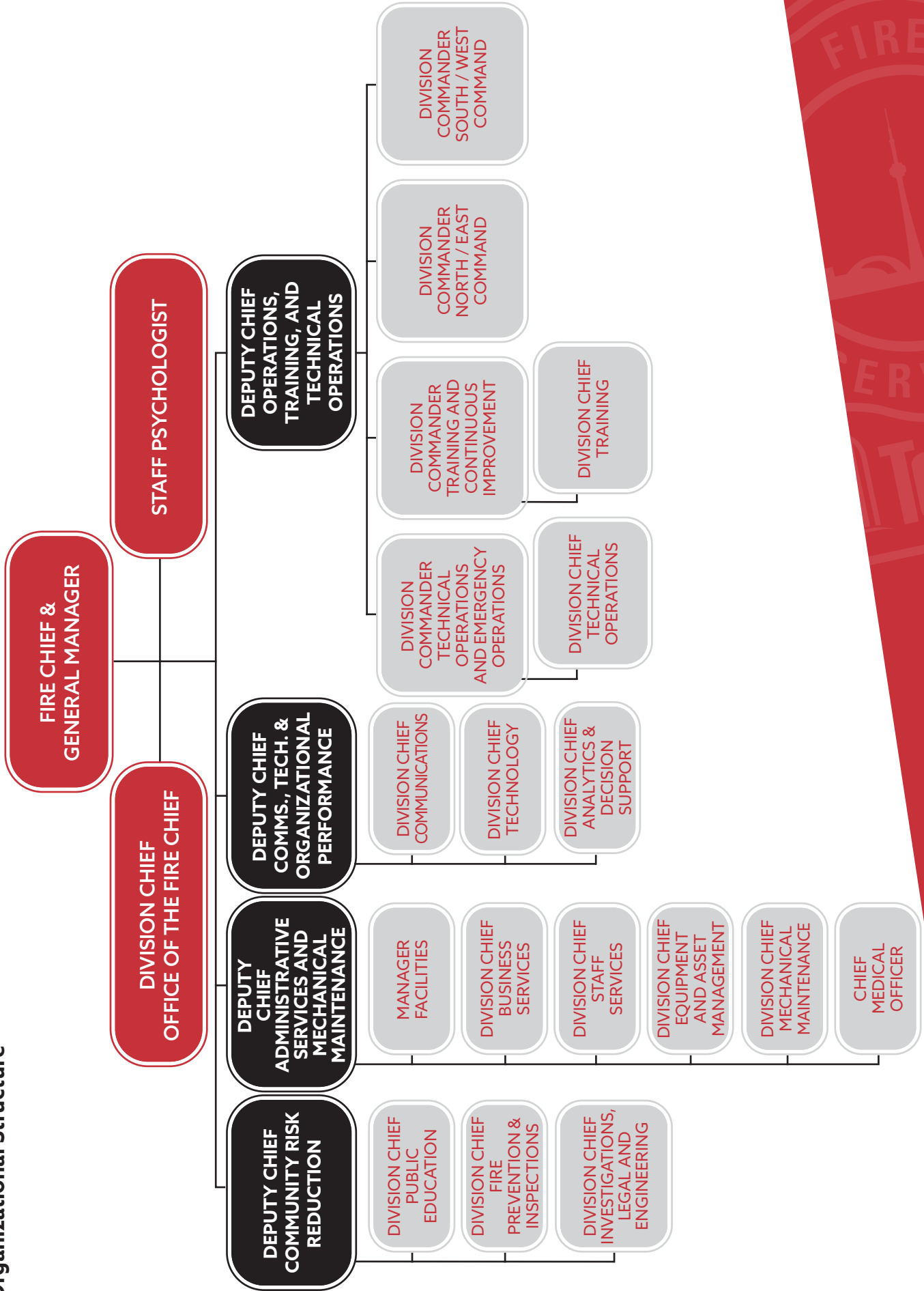
**Tony Bavota**, Deputy Chief  
Communications, Technology & Organizational Performance  
(Retired in July 2022)

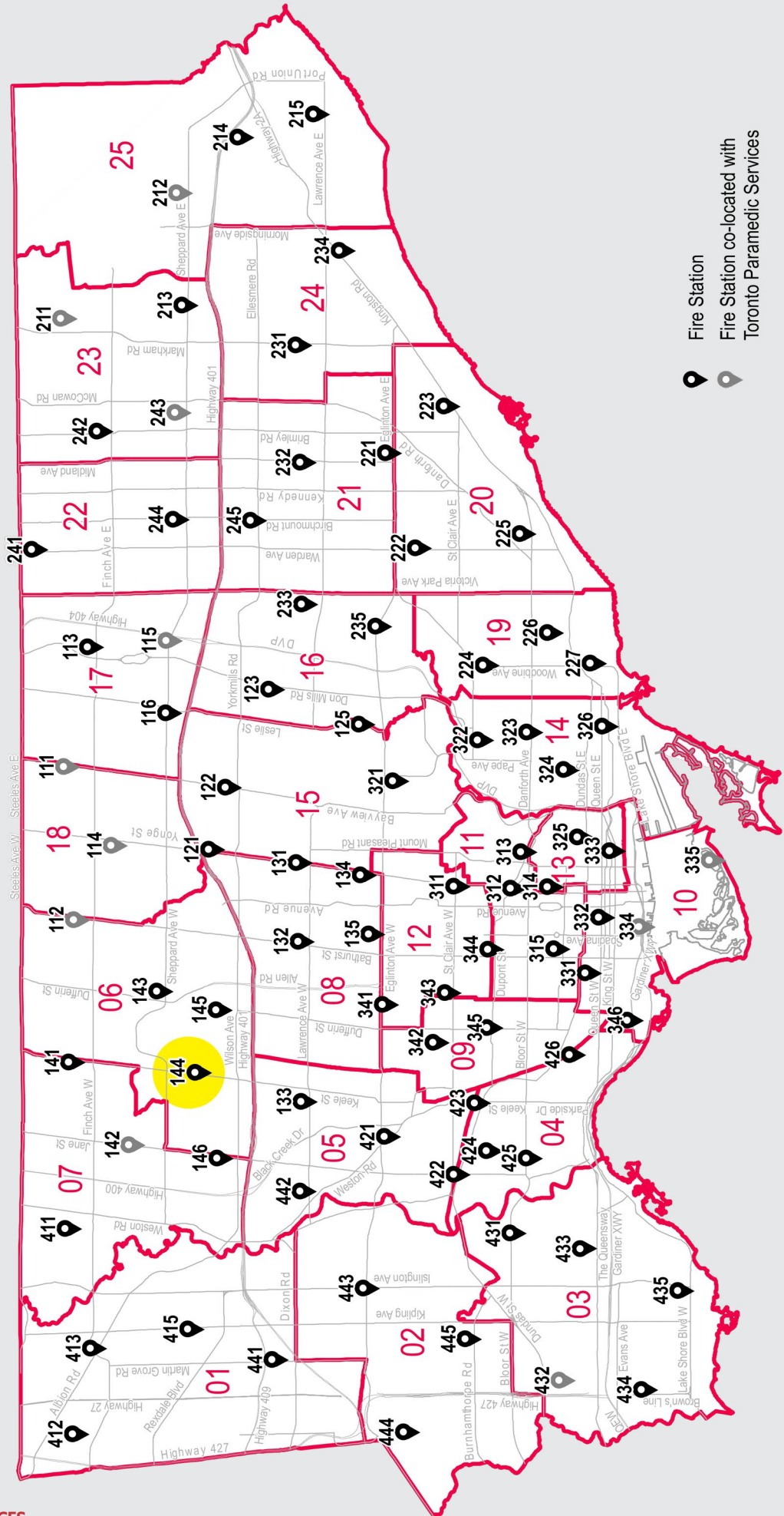


**Darla Tannahill**, Division Chief  
Executive Officer to the Fire Chief



# Organizational Structure







# OPENING OF STATION 144

On July 8, 2022, TFS officially opened Fire Station 144 at 2945 Keele Street in Downsview Park. Fire Chief Matthew Pegg and TFS staff were joined by Mayor John Tory and local Councillor James Pasternak to participate in a ceremony to recognize the opening of Toronto's newest Station.

This is Toronto's 84th fire station. In addition to being a fully functioning emergency response station, it also services as the home of the TFS Fire Investigations Team with purpose-built and dedicated space that enables the efficient delivery of this important work.



# OUR CITY

Toronto operates the largest and most complex fire service in Canada, serving the more than **3 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

DIVERSITY



# OUR VALUED STAFF

Our greatest asset is our personnel: a group of highly trained, dedicated individuals who pride themselves on customer service excellence.

| NUMBER OF PERSONNEL   |              |
|---|--------------|
| Operations  | 2,690        |
| Public Education & Fire Prevention                                | 242          |
| Training, Emergency Planning & Technical Operations               | 46           |
| Mechanical Maintenance  | 53           |
| Communications, Technology & Organizational Performance           | 104          |
| Administrative Services, Recruitment, Policy & Public Information | 64           |
| Fire Chief & Senior Management                                    | 7            |
| <b>Total</b>  | <b>3,206</b> |



# 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
- Marine Unit Response
- Succession Planning
- Awards & Recognition
- Recruit Graduations
- Website Maintenance
- Social Media
- Reporting
- Ice Breaking
- Swift Water Rescue
- Special Operations

# WHO WE ARE & WHAT WE DO

## COMMUNITY RISK REDUCTION

### Public Education

The Public Education Division develops and delivers data driven fire safety information and campaigns to all residents of Toronto 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.

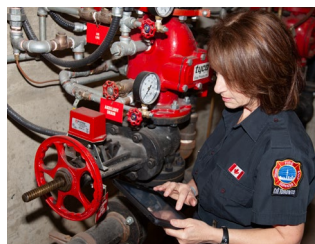
The Fire Prevention Division is responsible for conducting fire safety inspections in all types of occupancies within Toronto. TFS Inspectors are appointed as Assistants to the Fire Marshal under the *FPPA* and Provincial Offences Officers under the *Provincial Offences Act*. TFS Inspectors conduct fire 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.

### Community Risk Reduction Training Section

This team 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

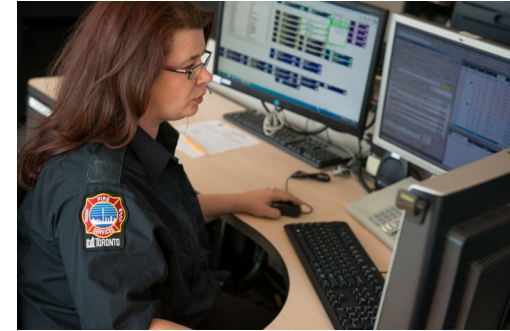
The Fire Investigation Division conducts comprehensive investigations to enable an evidence-based approach to both public education and fire prevention. The investigation into the origin, cause and circumstances of fires provides TFS with intelligence that informs public education, inspection, and enforcement strategies. The Quality Assurance team ensures that *Ontario Fire Code* enforcement follows best practices and all legislative requirements. The Fire Protection Engineering team provides expert advice and assistance in regard to the interpretation and application of the *Ontario Fire Code*, ensuring that fire safety risks are properly addressed in complex situations.



## COMMUNICATIONS, TECHNOLOGY AND ORGANIZATIONAL PERFORMANCE

### 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 during emergency situations and are responsible for dispatching the appropriate emergency response crews and trucks to calls and for maintaining radio communications with responding personnel and incident commanders.

### 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.

## OPERATIONS, TRAINING AND TECHNICAL OPERATIONS

Emergency response crews are deployed from 84 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, mass-casualty incidents, and incidents 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.

## 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.



## OFFICE OF THE FIRE CHIEF

### 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.

### Office of the Fire Chief

This team champions policy development, public information, strategic planning, compliance and continuous quality improvement functions, and all aspects of the day-to-day operations within the Office of the Fire Chief. This includes the coordination of all TFS Reports for Committee meetings and City Council, and the conducting of research to facilitate evidence-based decision making amongst senior level decision makers at TFS and at the City of Toronto.

## Staff Psychologist

TFS has one full-time Psychologist who offers short-term counselling, advice, guidance, and coaching to our employees. Additionally, the psychologist can offer suggested referrals to appropriate internal and external resources. Our Staff Psychologist also develops and leads workshops and other training programs to promote our employees' psychological well-being. They provide consultation on clinical, organizational, and labour relations matters relating to employees experiencing personal issues that affect their work performance. Our Psychologist provides training for our Peer Support Team while reviewing and suggesting external training opportunities. They also conduct regular wellness checks with our peer support and critical incident stress team members.

## ADMINISTRATIVE AND MECHANICAL MAINTENANCE

### Mechanical Maintenance and Equipment Management

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 84 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, which manages the distribution of 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 and 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 the community, raising awareness and funds in support of many meaningful causes.



## Top Highlights from 2022

In 2022, Toronto firefighters raised just over \$100,000 for a number of charities, including the following:

- Pink Campaign in support of Princess Margaret Cancer Foundation
- Movember campaign, in support of Movember Canada
- Motionball Toronto in support of Special Olympics
- Muscular Dystrophy Canada through recruit class boot drives around downtown Toronto
- The Island Classic Disc Golf at Centre Island in support of Cystic Fibrosis Canada
- Dreams Take Flight
- Diabetes Canada
- Colorectal Cancer Canada
- Centennial Park Golf Centre (annual golf tournament in support of Women's Habitat)
- Rob Penny Slo-Pitch Tournament (in support of #PMCF)
- TFS Pride Campaign in support of Supporting our Youth, a program of Sherbourne Health supporting the health and well-being of 2SLGBTQ youth



# OUR DEVOTED VOLUNTEERS

Many volunteers dedicate their spare time to supporting TFS every year at emergency events, ceremonies and many other worth causes.

- Toronto Fire Fighters War Veterans' Association Colour Party
- Box 12 Association
- 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



# CELEBRATING STAFF SUCCESS

## COMMUNICATOR OF THE YEAR

The Tri-Service Communicator Awards Ceremony is an annual event held by the three emergency services in recognition of the work of the telecommunicators in the City of Toronto's three emergency services. This ceremony is held during Telecommunicators Week in April of each year. The 2022 ceremony, recognizing actions of our telecommunicators in 2021 was held on April 13<sup>th</sup> 2022.

TFS was proud to recognize Platoon 4 telecommunicators for their outstanding service supporting Toronto Firefighters through a 3-alarm fatal fire that took the lives of four occupants and injured two others. All of these exceptional telecommunicators demonstrated exemplary skill and teamwork under extremely stressful circumstances.



**Congratulations Platoon 4!**



## ONTARIO MEDAL FOR FIREFIGHTER BRAVERY

In 2022, the Ontario Medal for Firefighter Bravery was awarded to four TFS Firefighters, Captain John Kenny, Captain Robert Jackson, Firefighter Brittany Roberts and Firefighter Dylan Gladu, for their incredible efforts and courage in saving the life of a resident in a serious residential fire in 2021. These medals are the province's highest honours in recognition of firefighters and police officers whose actions demonstrate bravery in the line of duty.

## COUNCIL RECOGNITION

On May 12, 2022, City Council honoured First Responders from all of Toronto's emergency services for their dedication, courage and hard work throughout the COVID-19 pandemic and their ongoing efforts to keep Toronto residents safe.

We are incredibly proud of all that our staff accomplish in their service to Toronto residents every single day.

# NEW TEAM MEMBERS

In 2022, TFS welcomed 227 new team members.

| Employee Name           | Position                  |
|-------------------------|---------------------------|
| Jameel Alladin          | Firefighter               |
| Addam Ahmed             | Financial Trainee         |
| Mayuran Amuthan         | Call-Taker / Dispatcher   |
| Sylva Apelian           | Financial Trainee         |
| Mitchell Atkinson       | Firefighter               |
| Brandon Baarda          | Firefighter               |
| Luke Babin              | Payroll Program Assistant |
| Carmelo Ballotta        | Firefighter               |
| Owen Bateman            | Firefighter               |
| Ryan Bender             | Firefighter               |
| Terrance Benjamin       | Firefighter               |
| Brandon Bennett         | Firefighter               |
| Michael Berry           | Firefighter               |
| Mitchell Bertrand       | Firefighter               |
| Brian Birkhoff          | Firefighter               |
| Nathan-Dallas Blackburn | Firefighter               |
| Shayne Boisseau         | Firefighter               |
| Philip Borowski         | Firefighter               |
| Marc Bourdelais         | Firefighter               |
| Rikki Brousseau         | Firefighter               |
| Sasha Brown             | Firefighter               |
| Marco Bucceri           | Firefighter               |
| Jennifer Butindari      | Firefighter               |
| Paul Butler             | Firefighter               |
| Kelly Calhoun           | Administrative Assistant  |
| Megan Campbell          | Firefighter               |
| Michael Canam           | Firefighter               |
| Dwayne Carter           | Firefighter               |
| Massimo Casciano        | Firefighter               |
| Andrew Catchpole        | Fire Inspector            |
| Tara Cation             | Firefighter               |
| Nicolas Cazelais        | Firefighter               |
| Ryan Chabassol          | Firefighter               |
| Matthew Channon         | Firefighter               |
| Aaron Cheung            | Firefighter               |
| Oliver Chiarot          | Firefighter               |
| Gina Chin               | Support Assistant         |
| Andy Choi               | Firefighter               |
| John Paul Clost         | Firefighter               |
| Davide Coccaro          | Fire Inspector            |
| Zachary Coish           | Firefighter               |
| Alexander Cole          | Firefighter- Mechanical   |
| Nicholas Corcoran       | Firefighter               |

| Employee Name         | Position                  |
|-----------------------|---------------------------|
| Christopher Corsi     | Firefighter               |
| Brett Craig           | Firefighter               |
| Alivia Croal          | Firefighter               |
| Joseph Currie         | Firefighter               |
| Matthew Da Silva      | Fire Inspector            |
| Paulo Da Silva        | Firefighter               |
| Hari Dahal            | Fire Inspector            |
| David Delmendo        | Firefighter               |
| Jesse Denouden        | Firefighter               |
| Liam Devlin           | Firefighter               |
| Brandon Dey           | Fire Inspector            |
| Janani Dinesh         | Support Assistant         |
| Linda Do              | Fire Inspector            |
| Geoffrey Doherty      | Firefighter               |
| Bradley Dormiedy      | Firefighter               |
| Andrew Douglas        | Firefighter               |
| Bradley Doyle         | Firefighter               |
| Deangelo Dunham       | Firefighter               |
| Thomas Durbano        | Firefighter               |
| Meaghan Easby         | Fire Inspector            |
| Amber Ellis           | Firefighter               |
| Shellina Esmail       | Payroll Program Assistant |
| Ryan Espineli         | Firefighter               |
| Branden Farr          | Firefighter               |
| Blake Fenton          | Firefighter               |
| Aleron Fernandes      | Firefighter               |
| Declan Fitzpatrick    | Firefighter               |
| Krista Flannigan      | Firefighter               |
| Michael Foster        | Fire Inspector            |
| James Fowles          | Firefighter               |
| Benjamin Friebe       | Firefighter               |
| Bryce Gamache         | Firefighter               |
| Rebecca Gannon        | Firefighter               |
| Michael Gardner       | Firefighter               |
| Christopher Gerred    | Firefighter               |
| Nicholas Giannopoulos | Firefighter               |
| Daniel Gilmour        | Firefighter               |
| Donald Giroux         | Firefighter               |
| Tyler Gledhill        | Firefighter               |
| Sheri Godda           | Firefighter               |
| Darrin Golding        | Fire Inspector            |
| Cameron Gorrie        | Firefighter               |
| Gregory Graham        | Firefighter               |





| Employee Name     | Position                 |
|-------------------|--------------------------|
| Daniel Granton    | Fire Inspector           |
| Scott Gray        | Firefighter              |
| Liam Groulx       | Firefighter              |
| Jason Hack        | Firefighter - Mechanical |
| Jeremy Hamilton   | Firefighter              |
| David Harroo      | Firefighter              |
| Saeed Hassem      | Mechanic                 |
| Matthew Hopkins   | Firefighter - Mechanical |
| Ryan Howie        | Firefighter              |
| Taoying Hua       | Senior Budget Analyst    |
| Bret Hughes-Guest | Firefighter              |
| Padraig Hynes     | Firefighter              |
| Elsie Iogna       | Administrative Assistant |
| Joseph Jaksa      | Firefighter              |
| Lindsay Johnston  | Firefighter              |
| Kenneth Jones     | Firefighter              |
| Kyle Jones        | Firefighter              |
| Alex Joubbran     | Firefighter              |
| Taylor Katz       | Firefighter              |
| James Kenny       | Firefighter              |
| Ejaz Khan         | Firefighter - Mechanical |
| Sean Kilpatrick   | Fire Inspector           |
| Lindsay King      | Firefighter              |
| Linus King        | Firefighter              |
| Aidan Kokelj      | Firefighter              |
| Mark Korogodsky   | Firefighter              |
| Justin Kowalski   | Firefighter              |
| Kevin Krasnowski  | Firefighter              |
| Robert Lakics     | Firefighter              |
| Hayden Lambe      | Firefighter              |
| Anthony Lane      | Firefighter              |

| Employee Name        | Position                   |
|----------------------|----------------------------|
| Jordan Lang          | Firefighter                |
| Anthony Lazaric      | Fire Inspector             |
| Michael Leclerc      | Firefighter                |
| Nicholas Leshuk      | Firefighter                |
| Cassandra Leung      | Call- Taker / Dispatcher   |
| Yun Ze Li            | Financial Trainee          |
| Matthew Lolli        | Firefighter                |
| Duncan Long          | Firefighter                |
| Chelsey Lucyk        | Firefighter                |
| Jordan Luden         | Firefighter                |
| Joseph Luongo        | Firefighter                |
| Brock Lyman          | Firefighter                |
| Sean Macdonald       | Firefighter                |
| Whitney Mackenzie    | Firefighter                |
| Thomas Maclachlan    | Firefighter                |
| Arash Maleki         | Firefighter                |
| Ana Mann             | Firefighter                |
| Anastassiya Marinina | Firefighter                |
| Jarna Maru           | Staff Services Coordinator |
| Dean Masiyiwa        | Firefighter                |
| Cameron Mask         | Firefighter - Mechanical   |
| Edward Masse         | Firefighter                |
| Lance Matthews       | Firefighter                |
| Enrico Mazzone       | Firefighter                |
| Cole McCarthy        | Firefighter                |
| Brian McClurg        | Fire Boat Captain          |
| Joshua McDonald      | Firefighter                |
| Kent McDonald        | Firefighter                |
| Julie McNeely-Heath  | Firefighter                |
| Devin McQuattie      | Firefighter                |
| Shane Miner          | Firefighter                |

| Employee Name            | Position                          |
|--------------------------|-----------------------------------|
| Jing Ming                | Firefighter - Info & Comm Systems |
| Jenny Molina Alvarez     | Support Assistant                 |
| Nicholas Monette         | Firefighter                       |
| Andrew Moon              | Firefighter                       |
| Peter Moskal             | Firefighter                       |
| Matthew Muschette        | Firefighter                       |
| Jessica Nagy             | Firefighter                       |
| Matt Nevills             | Firefighter                       |
| Donovan Nguyen           | Firefighter                       |
| Kyle Nice                | Firefighter                       |
| Justin Novakowski        | Firefighter                       |
| Alexie O'Connor-Bergeron | Firefighter                       |
| Saverio Paonessa         | Firefighter - Mechanical          |
| Alexander Papaevangelou  | Firefighter                       |
| Sean Parsonage           | Firefighter                       |
| Jaiminkumar Patel        | Fire Inspector                    |
| Travis Pede              | Firefighter                       |
| Gillian Pegg             | Firefighter                       |
| Michael Perkins          | Firefighter                       |
| Hayden Perroni           | Firefighter                       |
| Mathew Piccioni          | Firefighter                       |
| Michal Polanski          | Firefighter                       |
| Jack Prucha              | Firefighter                       |
| Paul Quarter             | Firefighter                       |
| Joseph Reid              | Firefighter                       |
| Jeffrey Reilly           | Call- Taker / Dispatcher          |
| Ben Roberts              | Firefighter                       |
| Mitchell Roberts         | Staff Services Coordinator        |
| Stephen Rodak            | Firefighter                       |
| Christopher Rodrigues    | Staff Psychologist                |
| Sara Rozario             | Support Assistant                 |
| Neil Ryan                | Firefighter                       |
| Harvinder Saini          | Fire Inspector                    |
| George Samuels           | Fire Inspector                    |
| John Santarcangelo       | Firefighter - Mechanical          |
| Amy Sarmiento            | Firefighter                       |
| Eric Savard              | Firefighter                       |
| Matthew Sayers           | Firefighter                       |
| Bryan Schlaefli Moali    | Firefighter - Mechanical          |

| Employee Name         | Position                          |
|-----------------------|-----------------------------------|
| Trevor Schouwstra     | Firefighter - Info & Comm systems |
| Paramvir Sekhon       | Firefighter                       |
| Austin Shanks-Crossey | Firefighter                       |
| Harry Shannon         | Fire Inspector                    |
| Richard Sherif        | Firefighter                       |
| Kamaldeep Singh       | Fire Inspector                    |
| Leanne Small          | Firefighter                       |
| Jiao Song             | Financial Trainee                 |
| Jing Rui Speed        | Firefighter                       |
| Pauline Spiess        | Firefighter                       |
| Aaron Spring          | Firefighter                       |
| Cory Stancer          | Fire Inspector                    |
| Ian Stewart           | Firefighter                       |
| Nicholas Surette      | Firefighter                       |
| Mark Suthers          | Firefighter                       |
| Richard Szilagyi      | Firefighter                       |
| Denis Tan             | Firefighter                       |
| Patrick Tang          | Firefighter                       |
| Jordan Thompson       | Firefighter                       |
| Kevin Thorne          | Firefighter                       |
| Christopher Tittel    | Firefighter                       |
| Jadwiga Truszkowski   | Firefighter                       |
| Marco Cheuk-Chun Tse  | Firefighter                       |
| Zahid Ur Rashid       | Fire Protection Engineer          |
| Sonja Van Der Bliet   | Firefighter                       |
| Gerrard Vinet         | Fire Inspector                    |
| Justin Virag          | Firefighter                       |
| John Waddell          | Firefighter                       |
| Sarah Wallace         | Firefighter                       |
| Danielle Ware         | Firefighter                       |
| Marshall Waters       | Firefighter                       |
| Daniel Wilcox         | Firefighter                       |
| Alan Wu               | Firefighter                       |
| Nicholas Yeh          | Firefighter                       |
| Justin Yip            | Firefighter                       |
| Elena Zeppieri        | Administrative Assistant          |
| Xin Niu Zhang         | Administrative Trainee            |
| Yiqing Zhao           | Financial Trainee                 |
| Justin Zonni          | Firefighter                       |
| Steven Zwierschke     | Firefighter                       |

# STAFF PROMOTIONS

Toronto Fire Services is proud to announce that 114 team members were promoted in 2022.

**Congratulations one and all!**

| Promoted to Division Commander |            |
|--------------------------------|------------|
| Steven Darling                 | Operations |
| Robert Pennington              | Operations |

| Promoted to Division Chief |            |
|----------------------------|------------|
| John Carson                | Operations |
| Bradley Hodgson            | Operations |
| Paul D Johnstone           | Operations |
| Paul O'Brien               | Operations |

| Promoted to District Chief |                          |
|----------------------------|--------------------------|
| Donald Barrett             | Operations               |
| Brent Barton               | Operations               |
| Scott Elliott              | Operations               |
| Richard Eng                | Operations               |
| Bradley Hodgson            | Operations               |
| Leonard Holder             | Operations               |
| Sarah Jessop               | Community Risk Reduction |
| Kar-Wing Lai               | Community Risk Reduction |
| Anthony F Marshall         | Training                 |
| Paul O'Brien               | Operations               |
| Pandelis Rappos            | Operations               |
| Stephen Robb               | Operations               |
| Paul Snowdy                | Operations               |
| Terry Stewart              | Operations               |
| Adrian Whiteman            | Communications           |

| Promoted to Captain |           |
|---------------------|-----------|
| William Aldred      | Training  |
| Daniel Alston       | Operation |
| Vincent Audino      | Operation |
| David Bandel        | Operation |
| Lee Beacock         | Training  |
| Eric Bizzell        | Operation |
| Grant Bowler        | Operation |
| Jonathan Boyd       | Operation |
| Kevin Brown         | Operation |
| Anthony Casarin     | Operation |
| Christopher Chong   | Operation |
| Jack Cooper         | Training  |
| Matthew Cranswick   | Operation |
| Andre Denton        | Operation |

| Promoted to Captain   |                          |
|-----------------------|--------------------------|
| Michael Domenegato    | Operation                |
| Paul Duhamel          | Operation                |
| Michael Enright       | Operation                |
| Jason Eyers           | Operation                |
| John Flindall         | Operation                |
| Michael Fongaro       | Training                 |
| Adrian Gabriele       | Community Risk Reduction |
| Bryan Gaudet          | Operation                |
| Jeffrey Gayman        | Operation                |
| Angelo David Giancola | Community Risk Reduction |
| Omer Gojak            | Operation                |
| Trevor Graley         | Communications           |
| William Hawkins       | Operation                |
| Kevin Hill            | Operation                |
| Robert Howe           | Training                 |
| Thomas Hunse          | Operation                |
| William Troy Jacklin  | Operation                |
| Robert Jackson        | Operation                |
| Robert Jagodkin       | Operation                |
| Craig Jeffries        | Operation                |
| Christian Jorgensen   | Operation                |
| Jeffrey Kavanagh      | Operation                |
| Adam Kirk             | Operation                |
| Ted Kular             | Operation                |
| Bryan Lam             | Community Risk Reduction |
| Mark Legge            | Operation                |
| Adrian Lewicki        | Training                 |
| Derek Leyden          | Operation                |
| Michelle Littleford   | Community Risk Reduction |
| Garry Jamie Lonsberry | Operation                |
| Lachlan Mackenzie     | Operation                |
| Kenneth Mackrell      | Operation                |
| Andrew Macsween       | Operation                |
| Christopher Markham   | Operation                |
| George Marschall      | Operation                |
| Grzegorz Mas          | Community Risk Reduction |
| Ryan Maybrey          | Operation                |
| Glen Monday           | Training                 |
| John Morgan           | Operation                |
| David Nagle           | Operation                |
| Enzo Palerma          | Operation                |





| Promoted to Captain  |            |
|----------------------|------------|
| Kenneth Parker       | Operation  |
| Colin Price          | Operation  |
| William Reid         | Operation  |
| James Reynolds       | Operation  |
| Jeffrey Richardson   | Operation  |
| Timothy Riehl        | Operation  |
| Antonio Rodrigues    | Mechanical |
| Stephen Roger        | Operation  |
| John Ronalds         | Operation  |
| John Russell         | Operation  |
| Larry Schultz        | Operation  |
| Peter Seagrove       | Operation  |
| Eugene Michael Smith | Operation  |
| Mario Soares         | Operation  |
| William Spratt       | Operation  |
| Brian St. Thomas     | Operation  |
| John Stroat          | Operation  |
| Michael Sullivan     | Operation  |
| Mark Thornhill       | Operation  |
| Douglas Vandenberg   | Operation  |
| Gregory Vosper       | Operation  |
| Blair Wallhouse      | Operation  |
| Sean Wellwood        | Operation  |

| Promoted to Captain |                              |
|---------------------|------------------------------|
| Stuart West         | Community Risk Reduction     |
| Jeffery Wice        | Operation                    |
| David Willats       | Operation                    |
| Stephen Yacynuk     | Operation                    |
| Guoqiang Yu         | Information & Communications |
| Adam Zhelka         | Operation                    |

| Promoted to Other Roles |  |
|-------------------------|--|
| Giaqi Celine Cao        | Accounting Assistant 3                     |
| Giovanni Costantino     | Budget Analyst                             |
| Tejal Dhillon           | Manager - Quality Assurance                |
| Aysha Esmail            | Administrative Assistant 3                 |
| Luigi Ferrante          | Accounting Assistant 2                     |
| Stefanie Franco         | Accounting Assistant 2                     |
| Melissa Gennaro         | Program Manager - Office of the Fire Chief |
| Carmela Iaboni          | Manager - Quartermaster                    |
| Laurel Sharp            | Policy and Planning Advisor                |

# STAFF RETIREMENTS

We are proud to celebrate the many staff who retired after long and successful careers with TFS in 2022. We wish them all well in their retirement!

| Employee Name                     | Years of Service |
|-----------------------------------|------------------|
| Tiziana Abate, Firefighter        | 39               |
| John Alexandridis, Firefighter    | 27               |
| Colin Aspden, Firefighter         | 33               |
| Kenneth Awender, Firefighter      | 27               |
| Angela Babcock, District Chief    | 27               |
| Anthony Bavota, Deputy Fire Chief | 5                |
| Marilee Beck, Firefighter         | 7                |
| John Scott Belford, Captain       | 33               |
| Donnovan Bennett, Captain         | 27               |
| Lorrie Bertram, Support Assistant | 43               |
| Jeffrey Boake, Firefighter        | 33               |
| Graham Bonfield, Captain          | 38               |
| Bruce Bottum, Captain             | 32               |
| Michael Bourke, Firefighter       | 33               |
| Ronald Broderick, Captain         | 33               |
| Terry Bruining, Captain           | 32               |
| Brian Bulman, Captain             | 37               |
| Thomas Cameron, Firefighter       | 38               |
| Todd Cannon, Captain              | 28               |
| Jeffrey R Caswell, Captain        | 31               |
| Paul Catchpole, District Chief    | 32               |
| Stephen Clements, Firefighter     | 29               |
| Piero Corradetti, Captain         | 31               |
| Derrick A Cotterill, Captain      | 41               |
| Peter Coyne, Firefighter          | 14               |
| Robert D Crummey, Captain         | 34               |
| Kevin Dailey, Captain             | 33               |
| John D'Aloisio, Platoon Chief     | 44               |
| Craig Dennison, Captain           | 33               |
| Anthony Dicintio, Captain         | 37               |
| Traci Dixon, Captain              | 32               |
| William Douris, District Chief    | 34               |
| Andre Duverney, Captain           | 32               |
| James Enslin, Captain             | 31               |
| Michael Feldcamp, Captain         | 31               |
| Andrew Ganguly, Captain           | 31               |
| Colin Giffin, Division Commander  | 37               |
| Kevin J Gillham, Firefighter      | 30               |
| Stephan Gooch, Captain            | 30               |

| Employee Name                         | Years of Service |
|---------------------------------------|------------------|
| Bryan Grant, District Chief           | 35               |
| Peter Gutenburg, Captain              | 41               |
| Brian Hanman, Captain                 | 33               |
| Glenn Hannah, Captain                 | 36               |
| Bruce Harrison, Captain               | 37               |
| Scott E Harrison, District Chief      | 36               |
| Richard Hennessey, Firefighter        | 31               |
| Duane Hickson, Captain                | 33               |
| Richard Huber, Firefighter            | 28               |
| Kenneth Jackson, Captain              | 26               |
| Darryl W Johnston, Firefighter        | 32               |
| Thomas Jordan, Captain                | 29               |
| Iain W Keith, Firefighter             | 25               |
| Kevin Kelly, Fire Protection Engineer | 4                |
| Brian Kelly, District Chief           | 38               |
| Ron Kilpatrick, Firefighter           | 20               |
| Nevenka Klacar, Senior Budget Analyst | 25               |
| Tamas Koczan, Firefighter             | 37               |
| Russell Lackey, Firefighter           | 17               |
| Charles Langill, Captain              | 29               |
| Robert Langille, Firefighter          | 18               |
| Christopher Lawrence, Captain         | 29               |
| Chris Layman, Captain                 | 37               |
| Steven Leitch, Firefighter            | 38               |
| James Leonard, Captain                | 32               |
| David Leschak, Captain                | 32               |
| Andrew Marshall, District Chief       | 34               |
| Joel R Maxwell, Captain               | 32               |
| Timothy McCarron, Captain             | 38               |
| Samuel McKelvey, Captain              | 27               |
| Gary McMonagle, Firefighter           | 27               |
| John Mogavero, Captain                | 32               |
| Paul Mogavero, Firefighter            | 41               |
| Randall Murrell, Firefighter          | 37               |
| Michael Neely, Firefighter            | 41               |
| David Newman, Firefighter             | 35               |
| Daniel Parnell, Captain               | 31               |
| Wayne Patterson, Platoon Chief        | 45               |
| Raymond B Paulin, Firefighter         | 38               |

| Employee Name                          | Years of Service |
|--|------------------|
| John Peak, Firefighter                 | 30               |
| Ronald Pilkington, Firefighter         | 20               |
| Richard Pipcans, Captain               | 31               |
| Robert Posa, Firefighter               | 31               |
| Tracey Powell, District Chief          | 27               |
| John Quagliarini, Firefighter          | 32               |
| John Radford, Captain                  | 33               |
| Francesco Ramagnano, Captain           | 31               |
| Morgan Reiner, Captain                 | 31               |
| Michael Rember, Captain                | 26               |
| Paul D Reynolds, District Chief        | 32               |
| Todd B Roberts, Firefighter            | 37               |
| Edward Norman Roles, Firefighter       | 13               |
| Paul J Rooney, Captain                 | 30               |
| Michael Rowland, Captain               | 32               |
| Robert Rutherford, Captain             | 39               |
| Bruce L Saunders, Captain              | 34               |
| Cole Sefc, Firefighter                 | 30               |
| Rick Shea, Firefighter                 | 21               |
| Wayne Smith, Firefighter               | 21               |
| Peter Snowden, Captain                 | 35               |
| Terry Sparkes, Captain                 | 33               |
| Derek Stewart, Captain                 | 29               |
| Ralph Straub, District Chief           | 42               |
| Mark Tackaberry, Captain               | 17               |
| Blair J Thackway, Firefighter          | 33               |
| Gordon Thompson, Captain               | 31               |
| Terence Thompson, District Chief       | 40               |
| Richard Torrance, Captain              | 35               |
| Charles Tweddle, Captain               | 36               |
| Frank Underwood, Firefighter           | 23               |
| Darren E Van De Walker, District Chief | 35               |
| Jason Verlaan, Captain                 | 33               |
| David Walsh, Captain                   | 31               |
| Brent Watson, Captain                  | 32               |
| Michael Wells, Captain                 | 31               |
| Danny Whelan, Captain                  | 32               |



# IN THE COMMUNITY

## FIRE SAFETY EDUCATION

Toronto Fire Services (TFS) is committed to educating the residents of Toronto about fire safety and fire safety regulations.

### Alarmed for Life Program



**Fire safety information packages were delivered to 6,753 households as part of the Alarmed for Life campaign in 2022.**

The Alarmed for Life program is a key component of Toronto Fire Services' education strategy. In 2022, the community-based program focused on two core components:

1. Providing fire and life safety education to the public with an emphasis on ensuring 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; and
2. Distribution of the Alarmed for Life Home Fire Safety Kit.

In 2022, Staff continued a fire safety and smoke alarm mail-out campaign, focusing on Toronto Community Housing townhouse complexes across the city and residents located on the Toronto Islands.

Home Fire Safety Kits and materials are available for residents at [www.toronto.ca/firesafety](http://www.toronto.ca/firesafety) in multiple languages.

**28,054 children were educated** through a combination of virtual and in person presentations in 2022. In-person presentations returned in September 2022.

### Canadian National Exhibition (CNE) Fire Safety Education

TFS was excited to be back at the Canadian National Exhibition in 2022, connecting with visitors. TFS operated an interactive display for visitors who participated in educational activities that focused on ways to prevent fires, detect fires and how to prepare a home escape plan. Public Education staff directly interacted with 17,660 visitors during the course of the event.



### Fire Prevention Week

The theme for Fire Prevention Week 2022, was *Fire Won't Wait, Plan Your Escape*. Between October 9 to 15, TFS organized a variety of educational activities including a partnership TFS partnered with Toronto Community Housing (TCH) where staff attended multiple high-rise buildings offering fire safety education and interactive fire safety table displays.

After a few years of being virtual as a result of COVID-19, TFS hosted its annual Fire Prevention Week Open House event, in person, at the Toronto Fire Academy. Attracting over 1,500 residents, this event showcased safety devices and services for the public and multiple educational activities for families and children, such as, live fire demonstrations, junior firefighter challenges, crafts, and colouring activities. TFS also partnered with Rona and Lowe's retail stores, with TFS staff providing fire safety displays at different store locations across Toronto. TFS Public Education staff engaged with the community by distributing fire safety information regarding the importance of home escape planning, while also educating them on smoke alarm and carbon monoxide alarm safety.





## 2022 BY THE NUMBERS

| Program   | 2022   |                             |
|---|--|-----------------------------|
|   | Activity   | Reach                       |
| <b>Elementary School Fire Safety Programs</b>       | 952 presentations delivered using a combination of virtual and in person. In person returned in September 2022.                                  | 28,054 participants         |
| <b>Safety Awareness Presentations to Seniors</b>    | 290 virtual and in-person presentations, announcements through the high-rise voice communication system and/or delivery of fire safety material. | 28,650 participants         |
| <b>Fire Safety Education in High-rise Buildings</b> | Delivered virtually and in person.*  | 773 high-rise presentations |

\* High-Rise presentations are delivered by using the high-rise building's voice communication system to make announcements into every unit and/or the distribution of fire safety material, displays in the building lobby or presentations in a common space.

### Fire Safety Camps

In 2022, the Public Education Division resumed the in-person summer camp programs, in partnership with the City's Parks, Forestry and Recreation Division. Fire safety presentations and activities were conducted throughout the City of Toronto. These presentations focused on fire safety skills, using fun activities and videos to engage campers. In 2022, staff educated 1,718 children through a variety of camp programs.

### Remembering When

The *Remembering When: A Fire and Fall Prevention Program for Older Adults* is a National Fire Protection Association program developed especially for older adults and seniors.

**290 Remembering When sessions for older adults and seniors were conducted.**

In 2022, the Public Education Division transitioned from fully virtual presentations to additional in-person presentations in May 2022. For high-rise buildings equipped with emergency voice communication systems, fire safety education announcements were made within each unit in the building, without requiring residents to leave their individual unit. Virtual presentations, delivery of fire safety materials, and in-person static displays/presentations were also made available to seniors. TFS Public Educators conducted a total of **290 sessions**.



**952 fire safety presentations were delivered in schools either virtually or in-person.**

### PIER Presentations

The Post-fire Incident Education Response (PIER) program involves TFS staff engaging with Toronto residents, following a fire in their neighbourhood, and the provision of important fire safety and prevention information. Public Educators completed **123 PIER sessions in 2022** with information being provided to **1,472 residents**.



### Fire Safety in Encampments

The Public Education Division continued to work with the city's most vulnerable residents and our city partners to provide fire safety information to those experiencing homelessness. A total of **815 encampment sites were visited in 2022**, providing much needed risk mitigation, and safety education to **1,543 individuals**.

## Toronto Fire Services Smoke Alarm Campaign

We launched a new smoke alarm campaign, with a message focused on fire safety in single family dwellings. The campaign originated from a comprehensive fire origin and cause analysis, conducted by Toronto Fire Services, that found in the last five years, 59 per cent of fires in single-family residential homes across the city were in homes that did not have a working smoke alarm.

The campaign visual featured an image of a room in a home that had burned as a result of a fire, with a simple question asking the whereabouts of a loved one following the fire.

The campaign ran from December 21-31, 2022. It included a brochure that was mailed to approximately 90,000 residential homes, in ten neighbourhoods, identified as most at risk of having a home fire with loss based on historical TFS fire data. The social media campaign was leveraged to target residents in those ten neighbourhood areas. Additionally, campaign materials provided a QR code and link for residents to embed reminder dates in their mobile phone or computer calendars to change their smoke alarm batteries every six months.

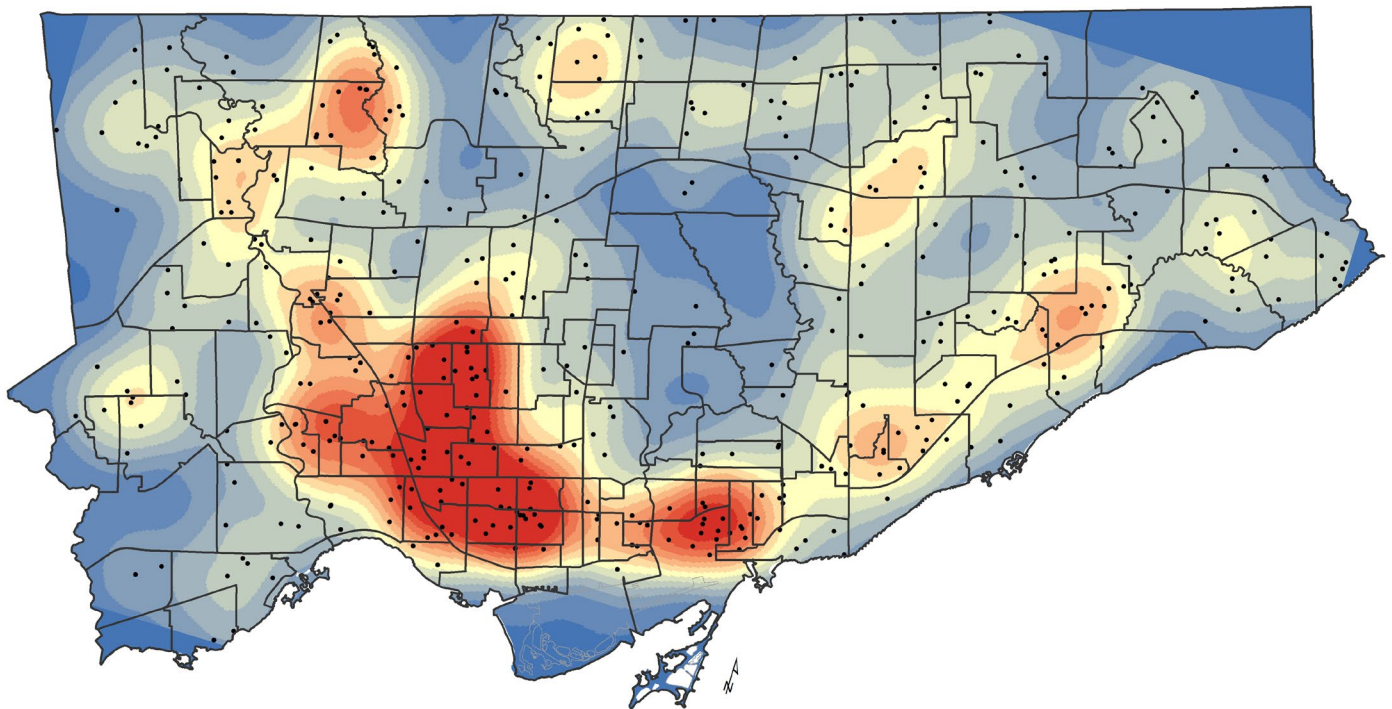
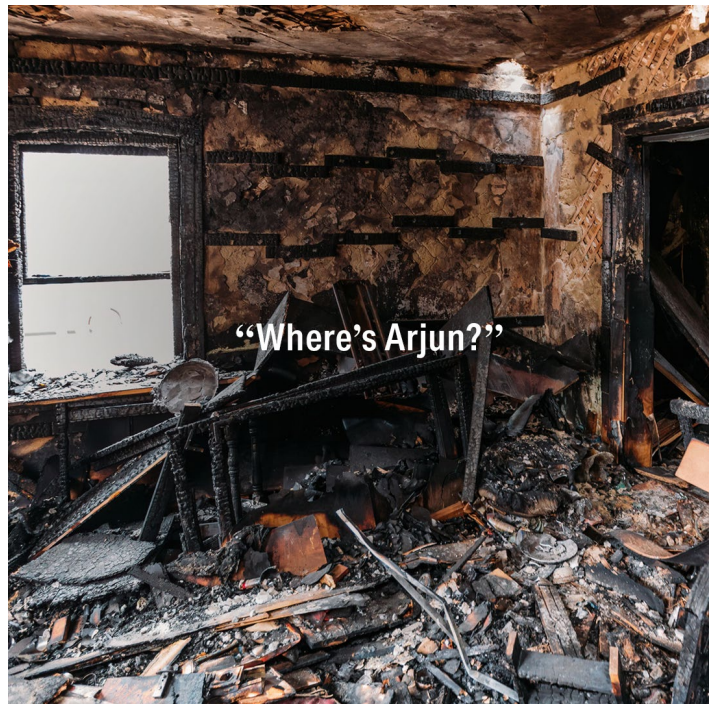


Figure 1: Fires with loss in Residential homes (with neighbourhood boundaries)

Data Source: TFS RMS, Fire Incidents (01 Fires, 02 Explosions) excluding Arson with Est. Loss > \$5 or Civilian Injury, Weighted by indicators of harm (Injury, Fatality, Fire Spread, Exposures), 2017 to 2021.



# FIRE PREVENTION

The Fire Prevention Division conducts fire safety inspections and enforces 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.



**95% of residential high-rise buildings were inspected** in 2022 (this number represents unique addresses and therefore does not include multiple inspections at the same address).



**Inspected 99% of the vulnerable occupancies** in Toronto (including long-term care occupancies, care and treatment occupancies, nursing homes, hospitals, and retirement homes) in 2022, to protect the most vulnerable residents in the city.



Inspections of **8,515 properties** were conducted across the city throughout 2022 (this number represents unique addresses and therefore does not include multiple inspections at the same address).

Conducted *Ontario Fire Code* inspections of 49 **Shelter, Support, and Housing Administration sites**.

## INSPECTION DATA

| Definition   | Charges Laid |      |      | Authorization to Close/<br>Order to Close |      |      | Immediate Threat to Life<br>Identified |      |      |
|--|--------------|------|------|---|------|------|--|------|------|
|  | 2020         | 2021 | 2022 | 2020                                      | 2021 | 2022 | 2020                                   | 2021 | 2022 |
| Number of charges laid against an owner or occupant of a property under the <i>Ontario Fire Code</i> . |              |      |      |   |      |      |  |      |      |
| Year   | 2020         | 2021 | 2022 | 2020                                      | 2021 | 2022 | 2020                                   | 2021 | 2022 |
| <b>Total</b>   | 958          | 1033 | 576  | 0   | 1    | 4    | 7                                      | 5    | 3    |





## FIRE INSPECTION DATA BY WARD FOR 2022

| Ward                         | All Property Types                            |  | High-Rise Residential                          |                                   |
|------------------------------|---|--|--|-----------------------------------|
|                              | Fire Code Violations Identified and Addressed | # of Properties Inspected (Distinct Addresses) | # of Properties Inspected (Distinct Addresses) | % of Distinct Addresses Inspected |
| Etobicoke North (1)          | 439   | 325  | 82   | 96%                               |
| Etobicoke Centre (2)         | 654   | 254  | 104  | 96%                               |
| Etobicoke- Lakeshore (3)     | 946   | 427  | 141  | 95%                               |
| Parkdale-High Park (4)       | 959   | 404  | 108  | 90%                               |
| York South-Weston (5)        | 744   | 322  | 100  | 99%                               |
| York Centre (6)              | 508   | 376  | 111  | 98%                               |
| Humber River-Black Creek (7) | 380   | 288  | 90   | 91%                               |
| Eglinton-Lawrence (8)        | 880   | 342  | 105  | 97%                               |
| Davenport (9)                | 758   | 346  | 39   | 81%                               |
| Spadina-Fort York (10)       | 1,167   | 583  | 274  | 93%                               |
| University -Rosedale (11)    | 1,093   | 546  | 192  | 95%                               |
| Toronto-St. Paul's (12)      | 1,504   | 428  | 218  | 94%                               |
| Toronto Centre (13)          | 1,895   | 626  | 291  | 91%                               |
| Toronto- Danforth (14)       | 734   | 342  | 57   | 97%                               |
| Don Valley West (15)         | 338   | 238  | 90   | 100%                              |
| Don Valley East (16)         | 1,152   | 296  | 114  | 98%                               |
| Don Valley North (17)        | 1,055   | 298  | 121  | 95%                               |
| Willowdale (18)              | 1,004   | 359  | 129  | 96%                               |
| Beaches-East York (19)       | 314   | 268  | 49   | 98%                               |
| Scarborough Southwest (20)   | 629   | 307  | 71   | 100%                              |
| Scarborough Centre (21)      | 661   | 311  | 90   | 98%                               |
| Scarborough- Agincourt (22)  | 647   | 217  | 87   | 98%                               |
| Scarborough North (23)       | 342   | 194  | 31   | 100%                              |
| Scarborough-Guildwood (24)   | 286   | 244  | 80   | 96%                               |
| Scarborough-Rouge Park (25)  | 160   | 174  | 18   | 100%                              |
| <b>Total</b>                 | <b>19,249</b>                                 | <b>8,515</b>                                   | <b>2,792</b>                                   | <b>95%</b>                        |

### WHO IS BETTER OFF?

Since the introduction of annual high-rise inspections in 2017, Fire Fatalities in high-rise buildings where the cause of the fire was attributed to a Fire Code Violation have dropped **66%**. In the six-year period from 2010-2016, TFS saw 9 such fires, and from 2017-2022, TFS saw just 3.

# FIRE INVESTIGATIONS

The Fire Investigation Unit conducts comprehensive fire origin, cause, and circumstances of major fires. The results of these investigations, ensure that TFS is able to effectively understand and mitigate fire risk in our city, using an evidence based approach. This data enables the development and delivery of impactful public education, inspection and enforcement strategies. The TFS Fire Investigators are also cross trained as Ontario Fire Code Inspectors / Enforcement Officers.

The Fire Investigations team conducted 130 comprehensive fire investigations in 2022. These investigations have resulted in the following outcomes:

- 113 fire investigations triggered comprehensive fire inspections which identified and addressed 45 violations of the Ontario Fire Code.

- 38 fire investigations supported Toronto Police Services.
- 39 referrals were made for additional fire inspections to be conducted.
- 8 referrals were made for delivery of a fire safety presentation and/or canvassing in the surrounding area.

| Number of Investigations | 2020       | 2021       | 2022       |
|--------------------------|------------|------------|------------|
| Accidental Fires         | 114        | 88         | 72         |
| Intentionally Set Fires  | 50         | 47         | 28         |
| Undetermined Fires*      | 27         | 25         | 24         |
| <b>Total</b>             | <b>191</b> | <b>160</b> | <b>130</b> |

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

## 2018-2022 Fire Fatalities in Toronto

| Year | Number of Fatalities | Number of Accidental Fire Fatalities* |
|------|----------------------|---------------------------------------|
| 2018 | 12                   | 11                                    |
| 2019 | 12                   | 8                                     |
| 2020 | 20                   | 13                                    |
| 2021 | 19                   | 17                                    |
| 2022 | 13                   | 10                                    |

\*Accidental fires exclude both homicide and suicide.

## 2022 Fire Fatality Cause

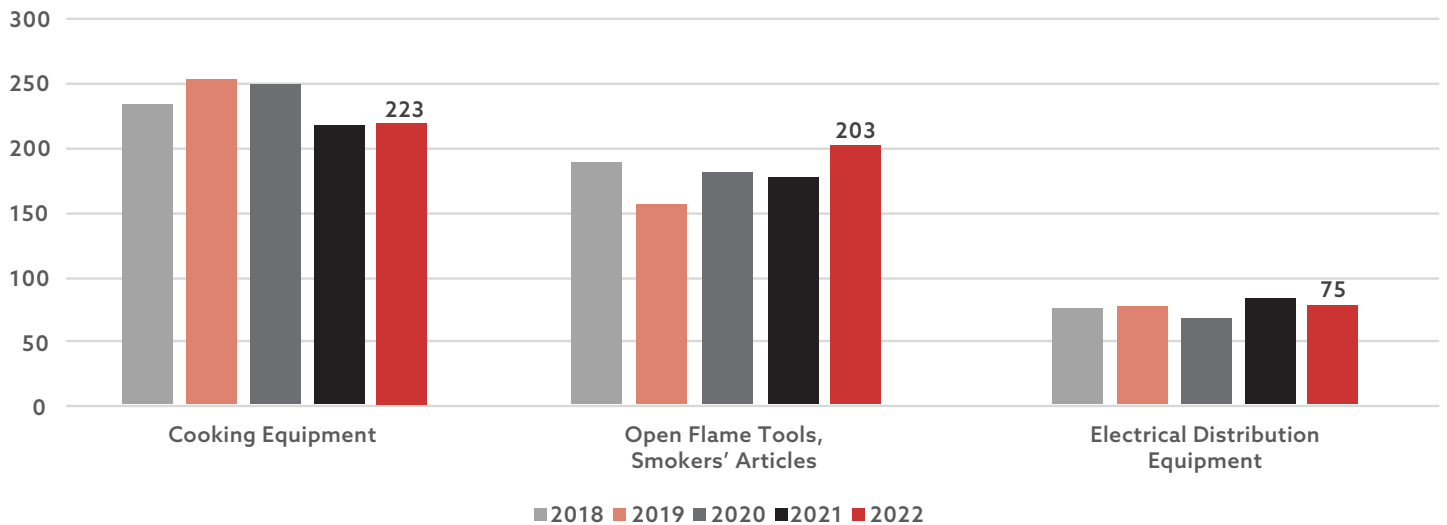
| Cause of Fatality | Number of Fire Fatalities 2022 |
|-------------------|--------------------------------|
| Accidental        | 8                              |
| Intentionally Set | 3                              |
| Undetermined      | 2                              |





Toronto Fire Services responded to 963 residential fires in 2022, representing 55% of the total fire incidents in 2022.

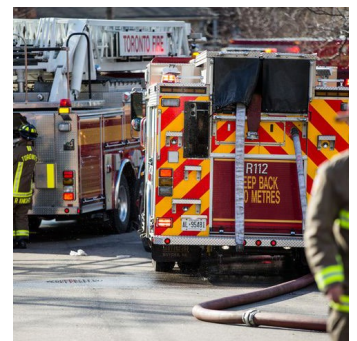
## TOP 3 IGNITION SOURCES OF RESIDENTIAL FIRES 2018-2022



### TOP 3 IGNITION SOURCES OF RESIDENTIAL FIRES 2022

1. Cooking 23% - Never leave cooking unattended – stand by your pan! Keep things that can catch fire away from cooking area, including loose fitting clothing.
2. Smoking 21% - Fires are easily started by smoker's articles being carelessly discarded. If you smoke, smoke outside and safely dispose of your cigarette butts – never in planter boxes and never dispose from your balcony.
3. Electrical 8% - Ensure electrical cords are not running across doorways, or under carpets, and have a qualified electrician add more receptacle outlets to prevent the need for extension cords.

For more fire safety and fire prevention tips, please visit: [www.toronto.ca/firesafety](http://www.toronto.ca/firesafety).





# ENABLING EXCELLENCE

## COMMUNICATIONS

TFS communications Call Takers and Dispatchers receive and process incoming emergency calls and dispatch operations crews to emergencies as they occur.



**Did you know...** TFS' communication division answered and processed 470,612 emergency and non-emergency phone calls in 2022. That means on an average day they managed 1,289 phone calls!

## TRAINING AT TFS

The TFS Training division develops and facilitates training for Operations staff, ensuring they have the necessary skills required for their daily duties. TFS Training operates from three formal facilities around the City, where firefighters are trained in various firefighting skills, life safety techniques and emergency medical response. Training also happens every day in fire stations, and in the community as staff practice their skills to stay prepared. We also operate a number of mobile training solutions that eliminate the need for operations crews to drive to a training location.

A total of 178 Recruit Firefighters completed the TFS recruit training program, in 2 Recruit classes, in 2022, marking the largest Recruit classes in TFS history. The 18-week recruit training program provides new firefighters with NFPA 1031 Fire inspector level I and II, and NFPA 1035 Fire and Life Safety Educator certifications, in addition to all their Operations Firefighter qualifications. This enables TFS to conduct an increased number of Ontario Fire Code Inspections and thereby enhance fire protection service levels across the city. The recruits receive further certification in NFPA 1002 Pump Operator and complete live fire training, driver training and medical training.

**TFS training division delivered 563 in-person training sessions and 74 online training programs to over 2,700 Operations firefighters in 2022.**

TFS Operations staff completed 108,022 hours of training in 2022.

TFS has delegated authority through the Ontario Office of the Fire Marshal to administer 13 NFPA exams and skill signoffs. In 2022, TFS administered 1,909 certifications including NFPA 1041 Fire Service instructor, NFPA 1021 Fire Officer and NFPA 1001 Pump Operator.



## MECHANICAL MAINTENANCE & EQUIPMENT MANAGEMENT

TFS manages 198 heavy emergency response trucks, in addition to a fleet of 230 small vehicles.

| Type of apparatus         | # in our fleet |
|---------------------------|----------------|
| Aerial Ladder             | 6              |
| Pumper                    | 86             |
| Rescue                    | 31             |
| Platform Aerial           | 1              |
| Quint Aerial              | 26             |
| Articulating Aerial Tower | 3              |
| Air Light                 | 6              |
| Trench Rescue             | 1              |
| Squad                     | 7              |
| High Rise Response        | 3              |
| Rehab                     | 1              |
| Hazardous Materials       | 4              |
| Mobile Command            | 3              |
| Water Tanker              | 1              |
| Training Pumper           | 6              |
| Decontamination           | 1              |
| Mechanical Repair         | 4              |
| Support                   | 6              |
| Fire Boat                 | 2              |
| <b>Total</b>              | <b>198</b>     |

Equipment and mechanical maintenance by the numbers:

- **5,200 fire hose tests were completed** in 2022.
- **1,912 SCBA facepieces** were tested during face fit testing in 2022.
- **1,722 N95 respirator fit tests** were completed.
- **3,605 mechanical maintenance orders, including both preventative maintenance and repair work orders, were completed** on heavy emergency trucks in 2022.





# THE INTRODUCTION OF TOWER 1

In 2022, TFS took delivery of a 70-metre articulated firefighting aerial platform.

Tower 1 is the tallest firefighting apparatus in North America. At full extension, the aerial platform will reach an elevation of 70 metres, from the ground to the base of aerial platform. Tower 1 reaches double the height of TFS' next tallest aerial apparatus.

Tower 1 provides TFS with much-needed operational versatility and extra protection in our increasingly vertical city. This is important as our city is expected to continue to grow in both height and density over the coming decades.

Tower 1 is stationed at Fire Station 333, where there is the greatest density of high-rise buildings, and deploys anywhere in the city as required. In addition to fire fighting operations, Tower 1 assists with search and rescue, industrial emergencies, and rope rescue incidents.

*"The addition of this 70-metre articulating aerial platform into Toronto Fire Services fleet represents a significant enhancement to the already world-class levels of fire protection services provided in Canada's largest and most diverse city. This resource will become even more important as Toronto continues to become increasingly vertical and dense in the years to come."*

Matthew Pegg, Chief and General Manager,  
Toronto Fire Services












## TECHNICAL OPERATIONS

Our TFS Technical Rescue specialists respond to incidents including elevator entrapment, vehicle extrication, rope, water and ice rescues, industrial machinery entrapment, trench and excavation collapse, confined space and structural collapse, streetcar/subway incidents and public order events. We also operate both a hazardous materials (Haz-Mat) program and chemical, biological, radiological, nuclear, and explosive (CBRNE) incidents with dedicated speciality apparatus and personnel strategically positioned at fire stations throughout the city.

These specialized disciplines require specific initial and ongoing training that is mandated for the program.

The TFS Technical Operations Division is responsible for providing the training required by each of these speciality crews, who operate from seven fire stations across the city. Both Toronto's Heavy Urban Search and Rescue (HUSAR) Team, and the Chemical, Biological, Radiological, Nuclear, Explosives (CBRNE) Team are operated under the Technical Operations Division. These teams deploy, as required, both within Toronto and provincially under agreement with the Ontario Office of the Fire Marshal.



- 54 staff successfully completed the NFPA 1006: operations swift water rescue training program. 
- 88 staff successfully completed NFPA 1006: operations-level rope rescue training program. 
- 24 staff successfully completed NFPA 1072: technician-level hazardous materials training program.
- TFS continues to work with Operating Engineers Training Institute of Ontario (OETIO) on a crane rescue program with level I and II crane rescue under development. 
- 93 staff completed NFPA 1072: Hazardous Materials Operations mission specific Air Monitoring training.
- TFS staff participated in a large -scale, 96-hour CBRNE exercise in the fall of 2022, taking place at the RCMP Training Facility in Ottawa, alongside Toronto Police and Toronto Paramedics, as part of our Joint CBRNE team operations. 
- In the Fall of 2022, our HUSAR team participated in a large, four-day provincial exercise in Guelph, Ontario that included working in collaboration with the Ottawa, Windsor, and Thunder Bay teams.
- TFS developed an Active Shooter/ Hostile Event Response (ASHER) Program, in accordance with the NFPA 3000 standard, to improve TFS training and abilities during complex, hostile situations. This will help us better coordinate with our emergency service partners. 





## TECHNOLOGY

TFS operates numerous critical information and technology systems, which are essential to the delivery of efficient and effective fire protection services across Toronto. Our Technology team ensures these systems operate reliably on a 24/7 basis.

### CAD/RMS

The TFS Computer Aided Dispatch (CAD) and Records Management System (RMS) section is responsible for maintaining and maximizing benefits from TFS specific technology environments utilized to support program delivery. TFS utilizes a CAD system to effectively dispatch and track our emergency services incidents. The Fire RMS facilitates both TFS records and data, as well as the completion of the Provincial Standard Incident Reports, which are required for every incident TFS responds to.

### Radio

Our radio technicians manage the installation, repair and preventative maintenance of various telecommunications, data communications and electronic equipment that are required for emergency response and operational readiness, as well as the provision of technical guidance to field personnel.

### TFSInfo App

The TFSInfo App provides frontline, senior and Command Officers with access to secure, real-time incident information for each emergency incident we respond to. This in-house developed application enables informed and efficient decision making and the timely deployment of resources on a city-wide basis.

## ANALYTICS AND DECISION SUPPORT

Our Analytics and Decision Support team provides leading edge data analysis that informs evidence and outcomes-based decision making across all aspects of TFS operations. By developing and maintaining essential business intelligence tools, including the internal TFS Analytics Portal, we evaluate trends and forecast future needs accurately and efficiently.

This team also maintains a variety of publicly available open data sets and responds to a wide range of specific information disclosure requests.

- **Fulfilled 657 routine data disclosure requests in 2022.**
- **Completed 118 advanced analytics assessments in 2022 for the TFS Command Team.**





# EMERGENCY RESPONSE STATISTICS

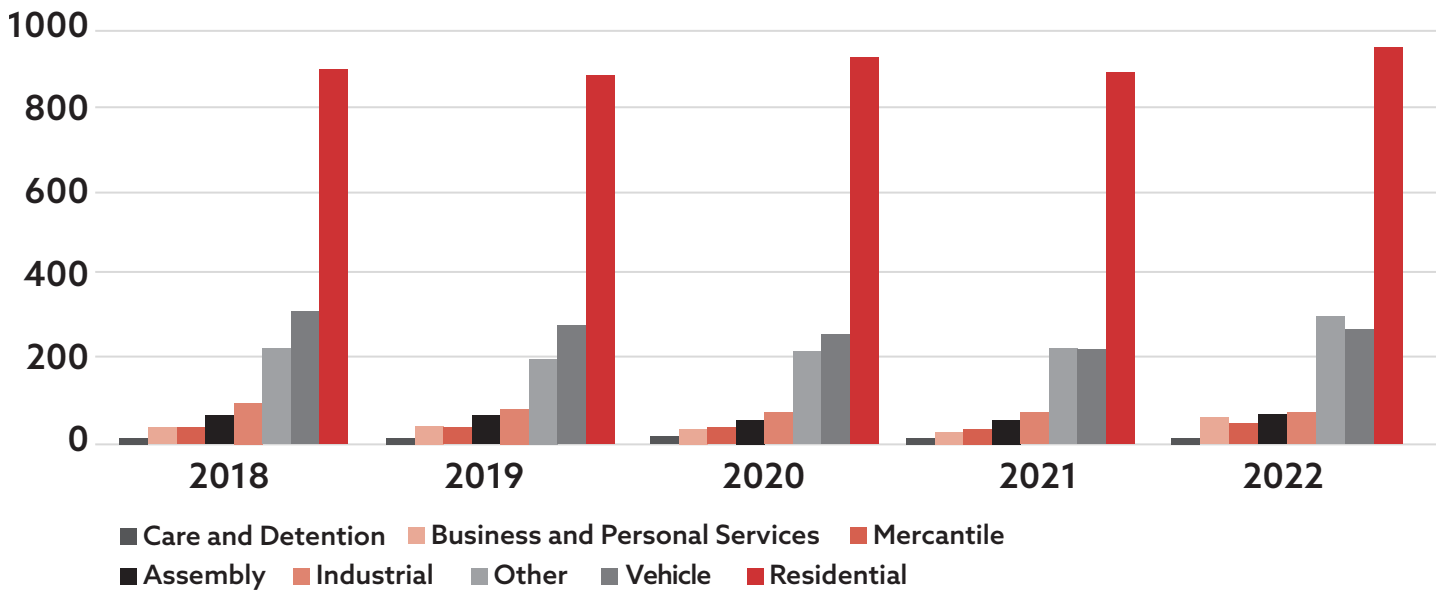
In 2022, TFS Operations crews responded to 168,695 separate emergency incidents. This resulted in 303,964 emergency responses by our operations crews.

## Highlights

- In 2022, TFS emergency call volumes increased by 26.2% as compared to 2021, largely as a result of TFS being dispatched to additional emergency medical incidents, in support of Toronto Paramedic Services. The TFS Command team is continuing to monitor the impacts of this additional call volume on response time performance.

## FIRE SUPPRESSION BREAKDOWN BY PROPERTY CLASS

Firefighters are dispatched to all emergency incidents, but the nature and severity of the incident is not known until they arrive on scene. The following graph represents actual fire suppression incidents by property class over the last five years.



Source: Toronto Fire Services, Records Management System (RMS), 2023.



# EMERGENCY INCIDENT RESPONSE SUMMARY

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

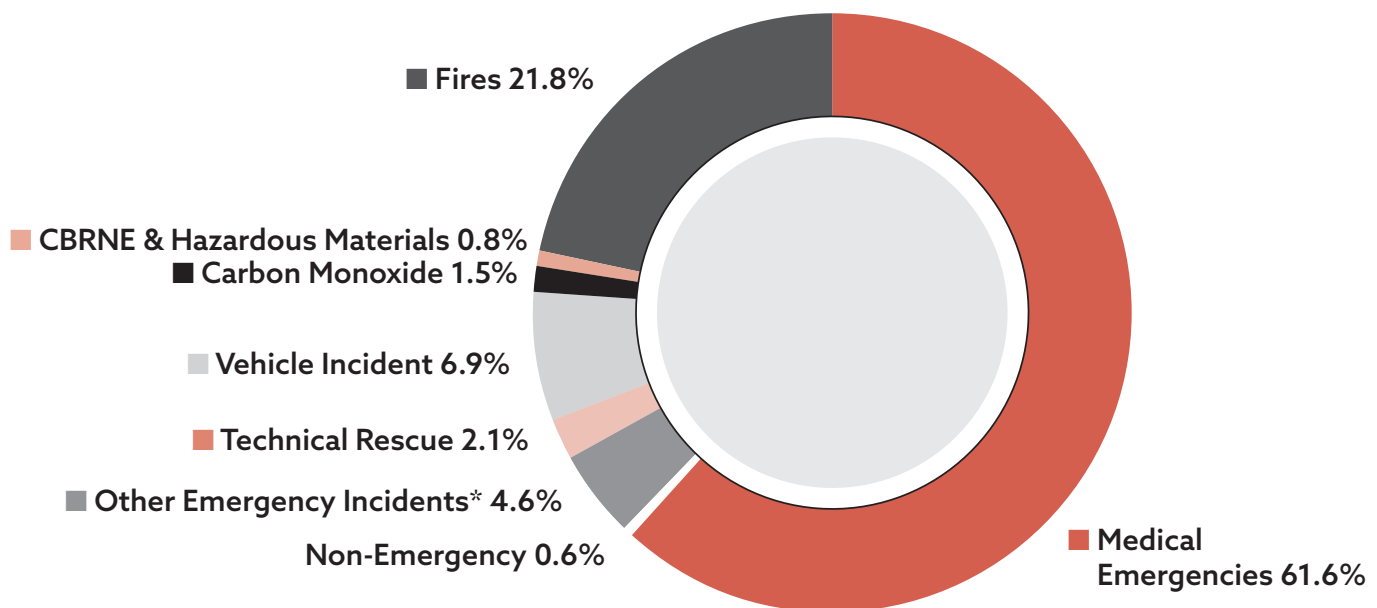
|   | 2018           | 2019           | 2020           | 2021           | 2022           | 2022% of Total Incidents |
|---|----------------|----------------|----------------|----------------|----------------|--------------------------|
| <b>Carbon Monoxide</b>                    | 3,164          | 2,898          | 2,822          | 2,783          | 2,532          | <b>1.5%</b>              |
| <b>CBRNE* &amp; Hazardous Materials**</b> | 1,578          | 1,535          | 1,571          | 1,441          | 1,429          | <b>0.8%</b>              |
| <b>Fires</b>                              | 36,496         | 35,334         | 32,403         | 32,283         | 36,975         | <b>21.8%</b>             |
| <b>Medical Emergencies</b>                | 68,258         | 71,336         | 67,786         | 77,544         | 104,552        | <b>61.6%</b>             |
| <b>Non-Emergency</b>                      | 1,047          | 1,348          | 1,074          | 1,006          | 1,089          | <b>0.6%</b>              |
| <b>Other Emergency Incidents**</b>        | 9,546          | 8,070          | 6,587          | 6,637          | 7,870          | <b>4.6%</b>              |
| <b>Technical Rescue</b>                   | 4,196          | 3,814          | 2,641          | 2,934          | 3,558          | <b>2.1%</b>              |
| <b>Vehicle Incident</b>                   | 9,431          | 10,094         | 9,663          | 9,911          | 11,779         | <b>6.9%</b>              |
| <b>Total Incidents</b>                    | <b>133,716</b> | <b>134,429</b> | <b>124,547</b> | <b>134,539</b> | <b>169,784</b> |                          |
| <b>Total Emergency Incidents</b>          | <b>132,669</b> | <b>133,081</b> | <b>123,473</b> | <b>133,533</b> | <b>168,695</b> |                          |
| <b>% Change Total Emergency Incidents</b> | <b>9.5%</b>    | <b>0.3%</b>    | <b>-7.2%</b>   | <b>8.1%</b>    | <b>26.2%</b>   |                          |

\*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.

## 2022 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, 2023.



# 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 manage a single incident.

|   | 2018           | 2019           | 2020           | 2021           | 2022           | 2022% of Total Incidents |
|---|----------------|----------------|----------------|----------------|----------------|--------------------------|
| Carbon Monoxide                           | 3,721          | 3,440          | 3,280          | 3,227          | 2,961          | 1.0%                     |
| CBRNE* & Hazardous Materials**            | 3,425          | 3,180          | 2,992          | 3,013          | 2,821          | 0.9%                     |
| Fires                                     | 182,320        | 179,524        | 159,163        | 132,442        | 142,982        | 46.9%                    |
| Medical                                   | 69,353         | 72,848         | 69,166         | 79,307         | 111,778        | 36.6%                    |
| Non-Emergency                             | 1,116          | 1,606          | 1,191          | 1,081          | 1,149          | 0.4%                     |
| Other Emergency Incidents                 | 16,936         | 16,989         | 13,182         | 12,497         | 14,108         | 4.6%                     |
| Technical Rescue                          | 10,357         | 9,764          | 7,710          | 8,420          | 9,487          | 3.1%                     |
| Vehicle Incident                          | 18,457         | 19,743         | 16,169         | 16,933         | 19,827         | 6.5%                     |
| <b>Total unit responses</b>               | <b>305,685</b> | <b>307,094</b> | <b>272,853</b> | <b>256,920</b> | <b>305,113</b> |                          |
| <b>Total Emergency unit responses</b>     | <b>304,569</b> | <b>305,488</b> | <b>271,662</b> | <b>255,839</b> | <b>303,964</b> |                          |
| <b>% Change Total Emergency Incidents</b> | <b>7.7%</b>    | <b>0.3%</b>    | <b>-11%</b>    | <b>-5.8%</b>   | <b>18.8%</b>   |                          |

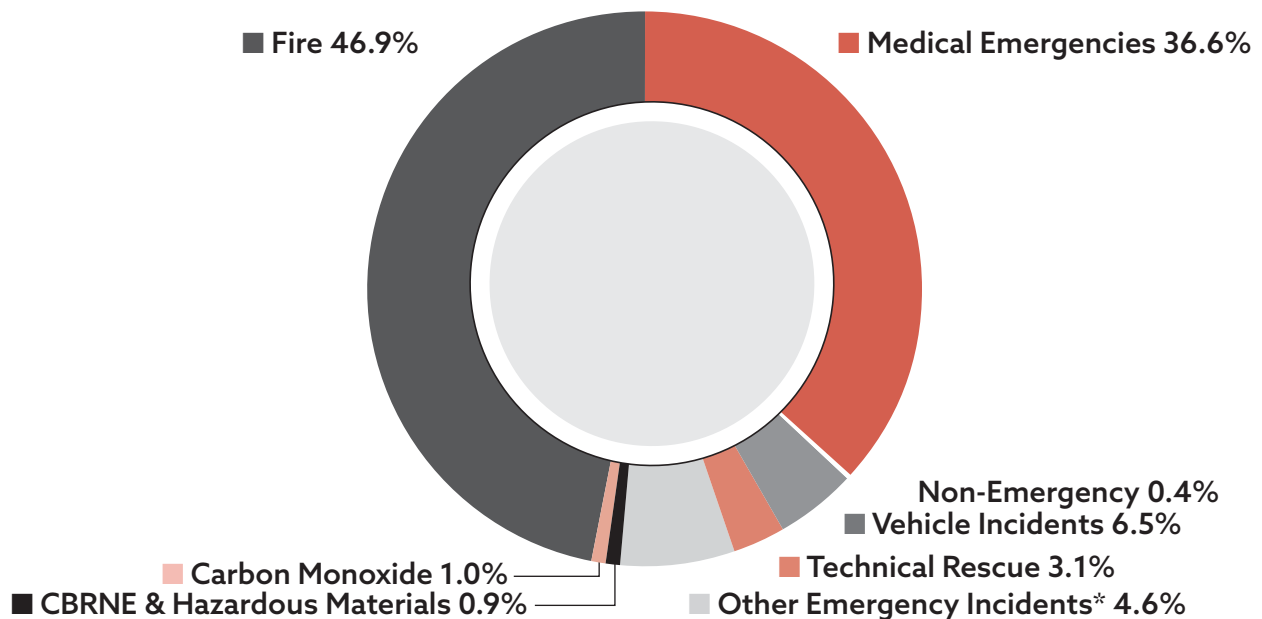
\*Chemical, Biological, Radiological, Nuclear and Explosive events.

\*\*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.

Source: Toronto Fire Services, Computer Aided Dispatch (CAD) – Intergraph Business Solution, 2023.

## 2022 Truck / Crew Response Breakdown



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







# 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 directly from the National Fire Protection Association (NFPA) 1710-2020 Standard.

### Definitions

| Measure                      | Definition  | Target Time<br>(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).                            | 1:04 min                                      |
| 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

|                                       |                                 |                        | 2018  | 2019  | 2020  | 2021  | 2022  |
|---------------------------------------|---------------------------------|------------------------|-------|-------|-------|-------|-------|
| All Emergency Events                  | Call Processing Time<br>1:04min | 90th Percentile        | 00:50 | 00:47 | 00:48 | 00:52 | 00:53 |
|                                       |                                 | % of Standard Achieved | 95%   | 96%   | 95%   | 94%   | 94%   |
| Response Times                        | Turnout Time<br>1:20min         | 90th Percentile        | 02:31 | 02:16 | 02:16 | 01:55 | 01:54 |
|                                       |                                 | % of Standard Achieved | 46%   | 51%   | 50%   | 68%   | 70%   |
|                                       | Travel Time<br>4:00min          | 90th Percentile        | 05:07 | 05:18 | 05:25 | 05:51 | 06:00 |
|                                       |                                 | % of Standard Achieved | 76%   | 72%   | 70%   | 62%   | 60%   |
|                                       | Total Response Time<br>6:24min  | 90th Percentile        | 07:17 | 07:17 | 07:25 | 07:37 | 7:47  |
|                                       |                                 | % of Standard Achieved | 82%   | 81%   | 79%   | 76%   | 75%   |
| Effective Firefighting Force Response | Total Response Time<br>10:24min | 90th Percentile        | 10:39 | 10:50 | 10:44 | 10:40 | 10:28 |
|                                       |                                 | % of Standard Achieved | 88%   | 87%   | 88%   | 89%   | 90%   |

Source: Toronto Fire Services, Computer Aided Dispatch (CAD), 2023

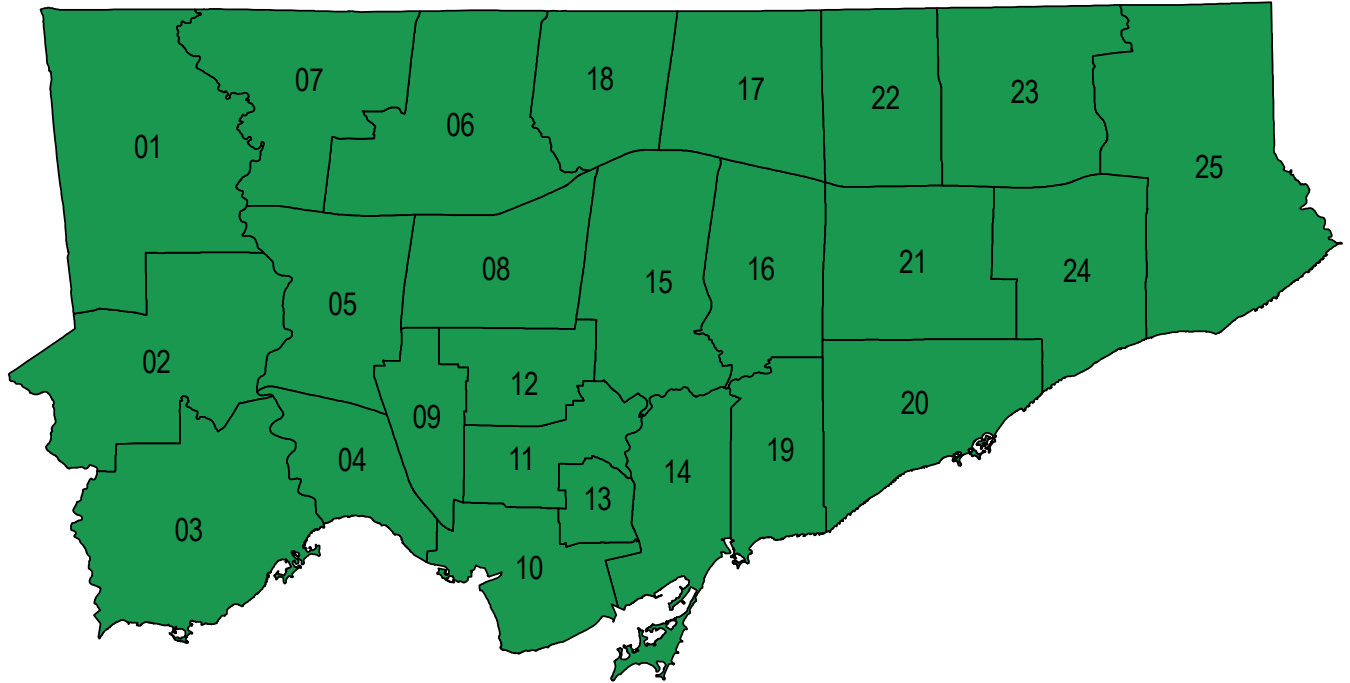


# ANNUAL WARD REPORT CARD

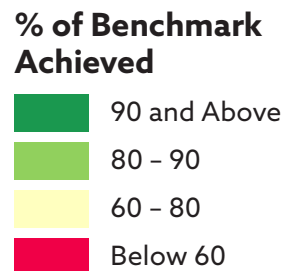
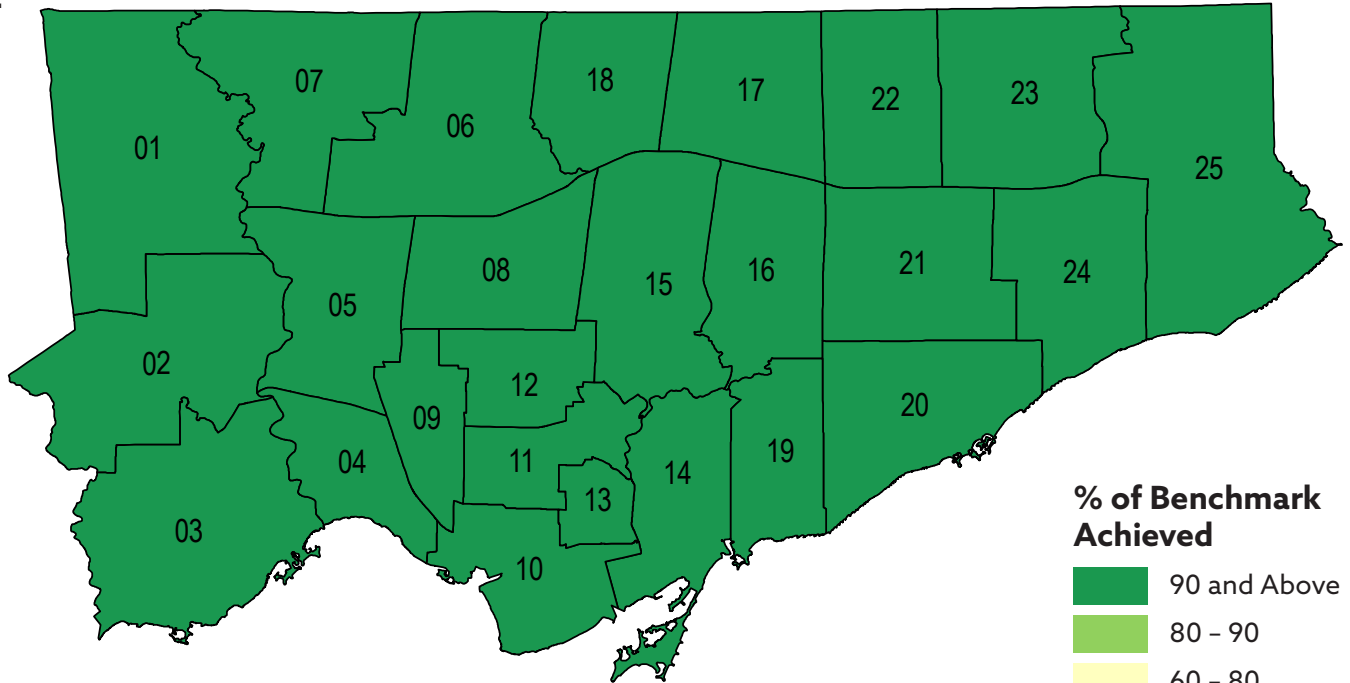
## CALL PROCESSING TIME

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.

2021



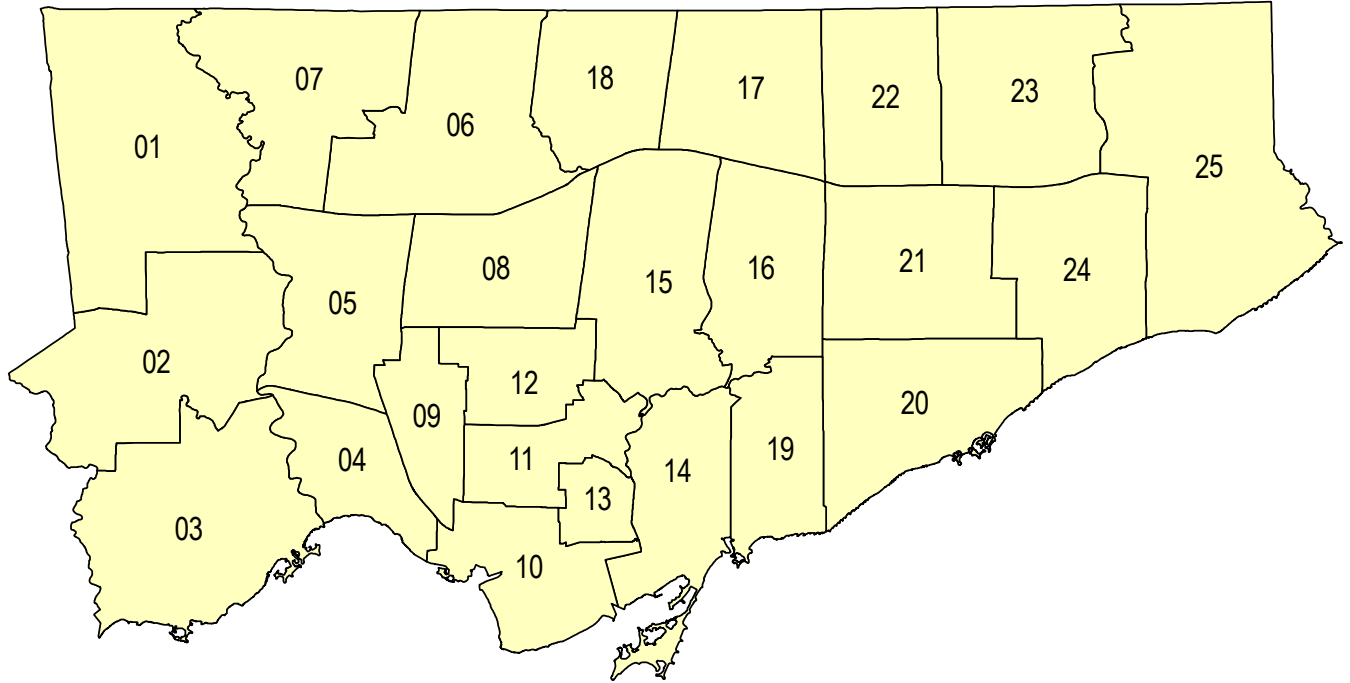
2022



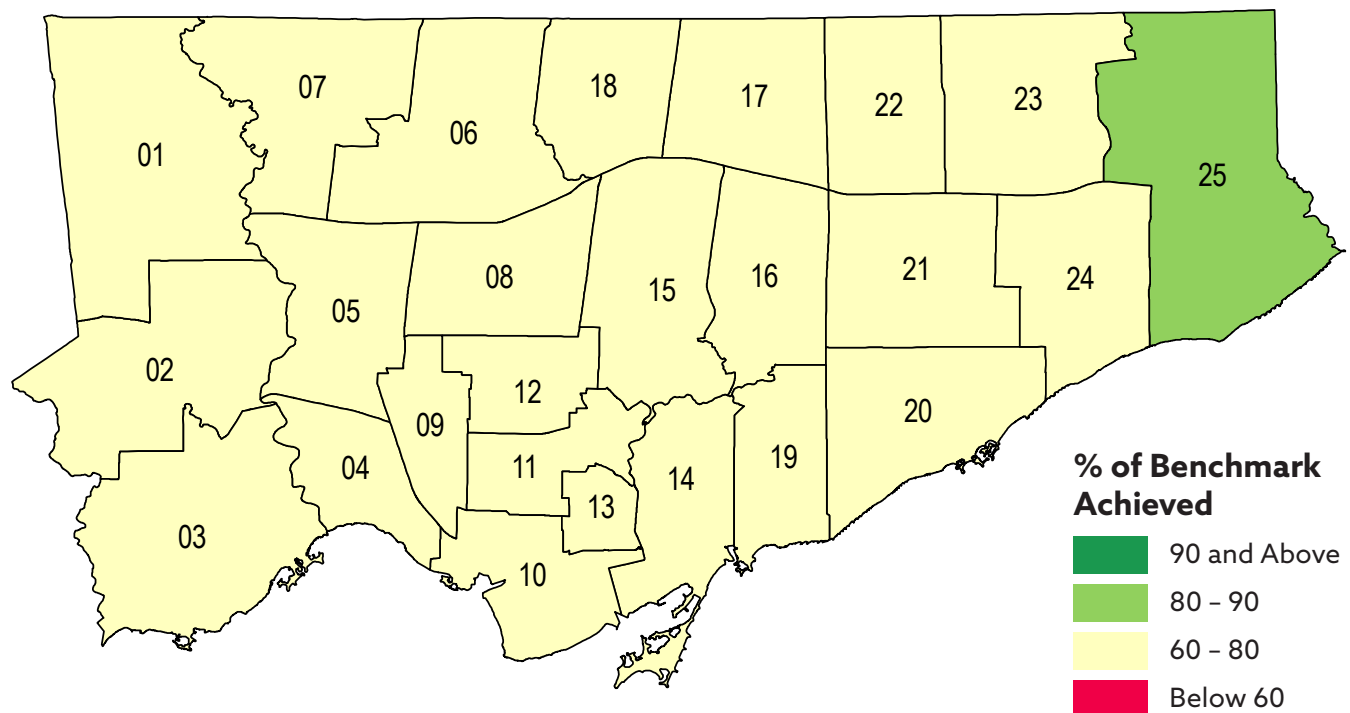
# TURNOUT TIME

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.

2021



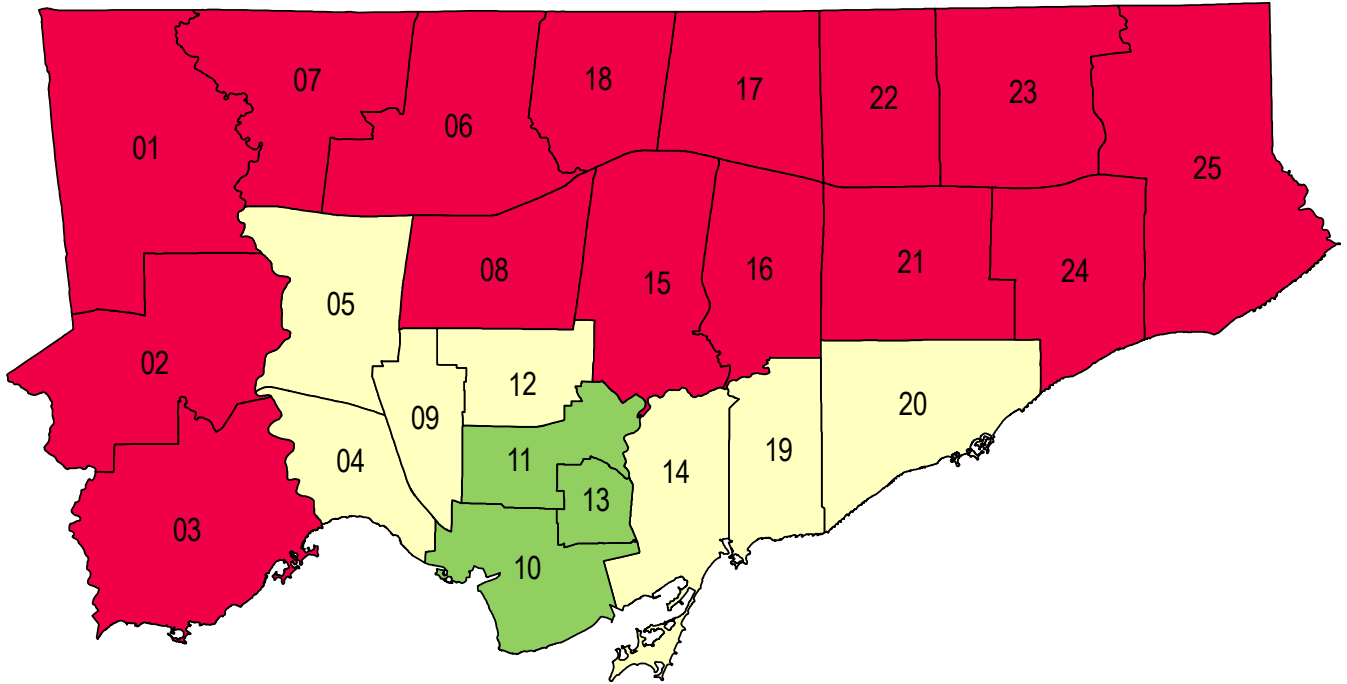
2022



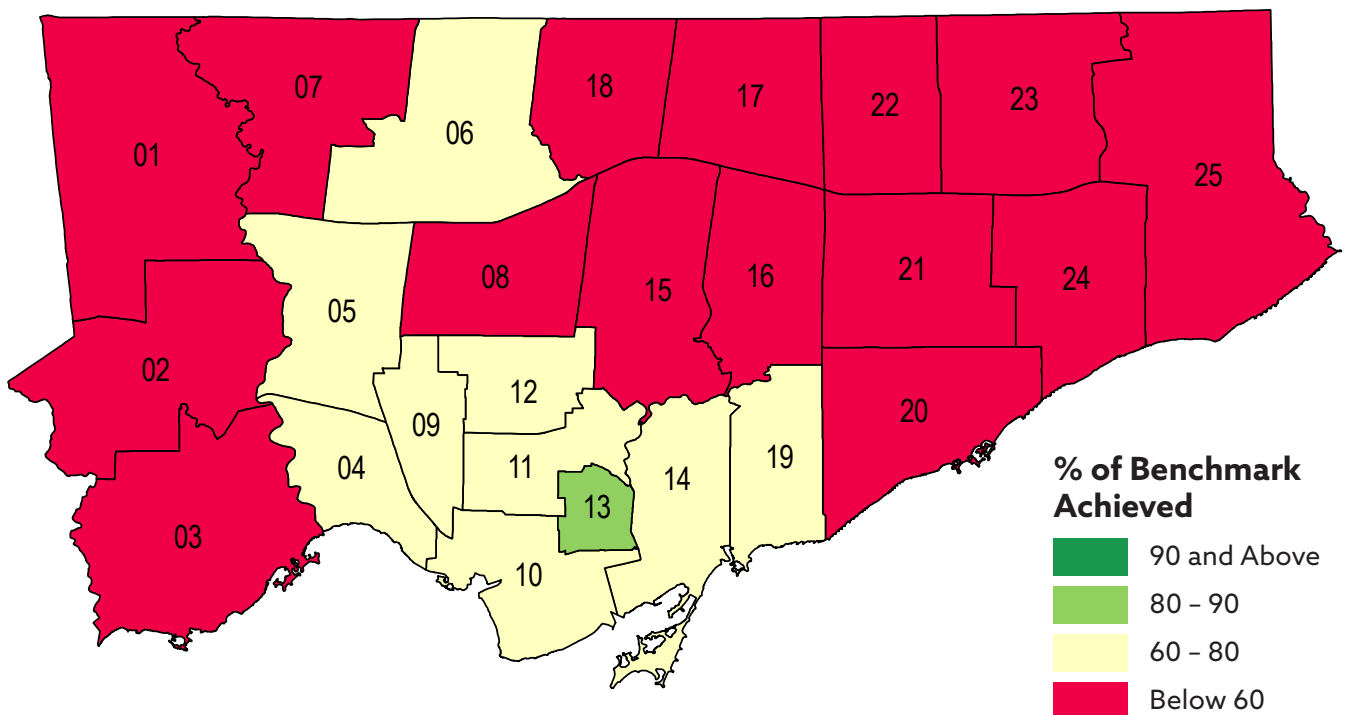
# TRAVEL TIME

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.

2021



2022

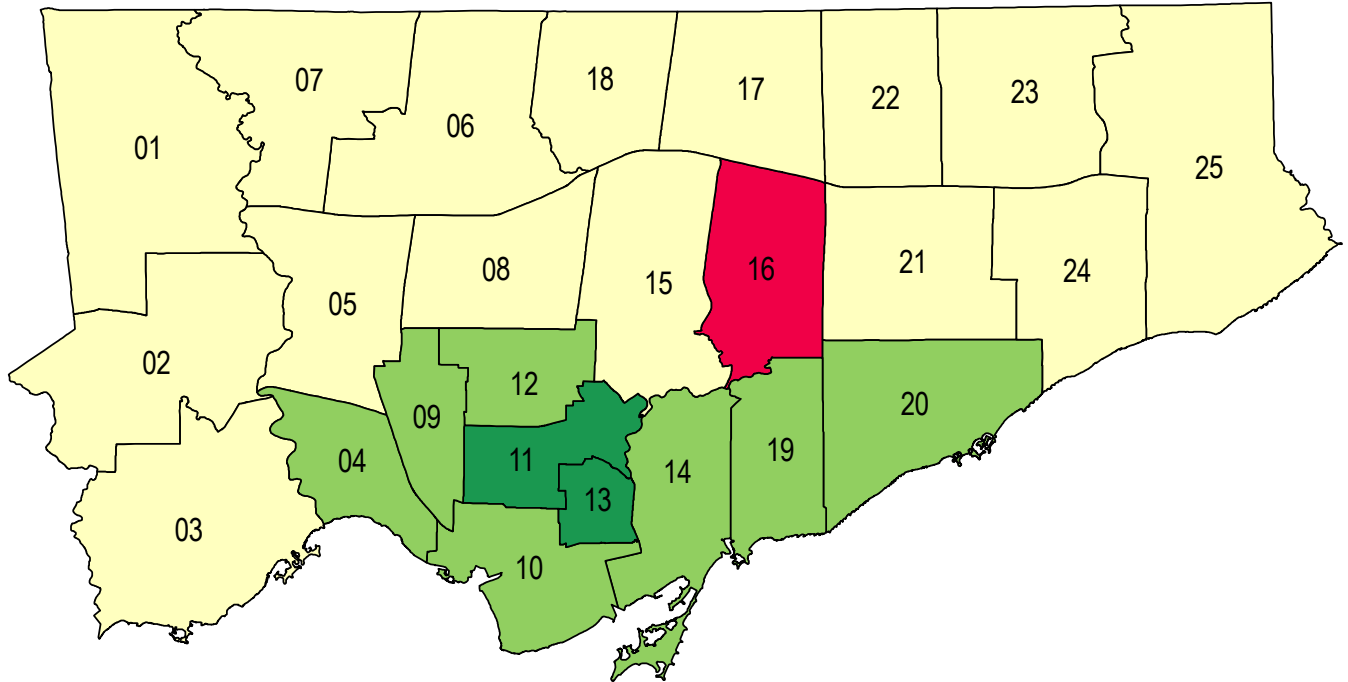




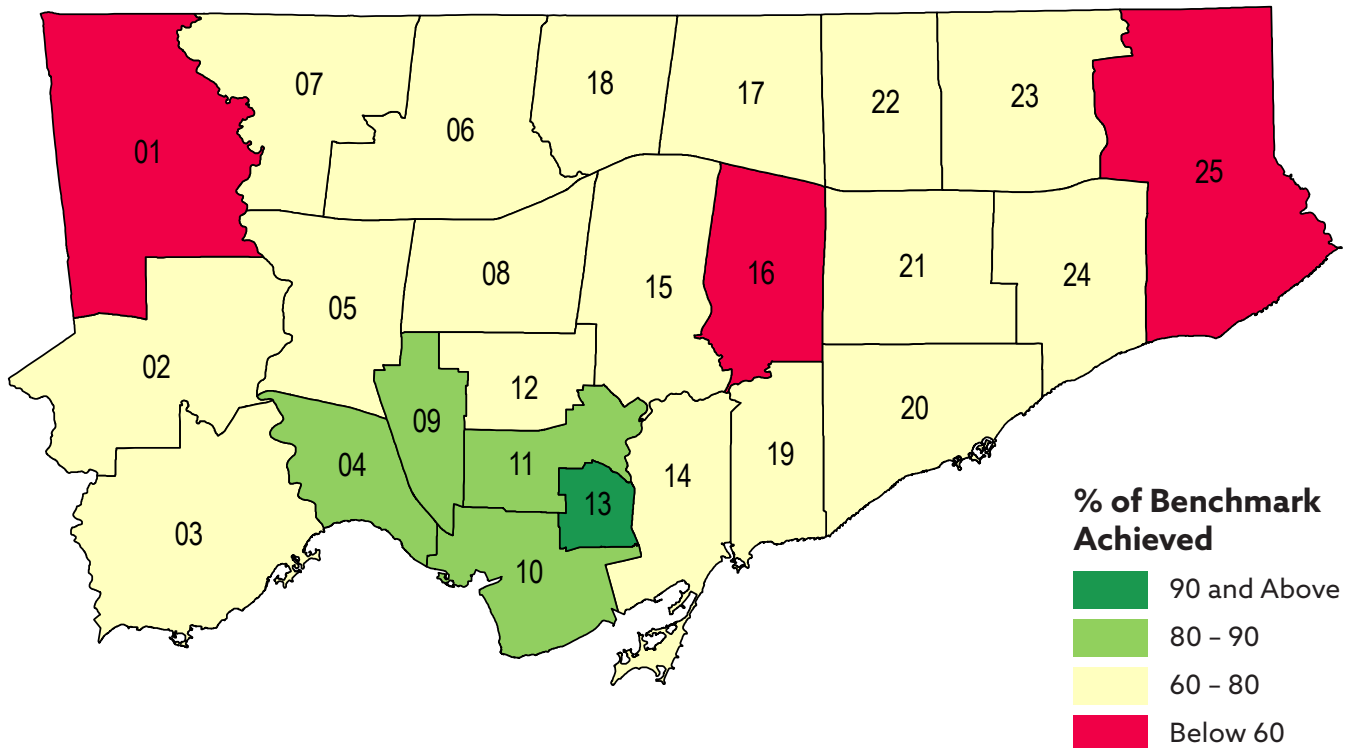
# TOTAL RESPONSE TIME

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.

2021



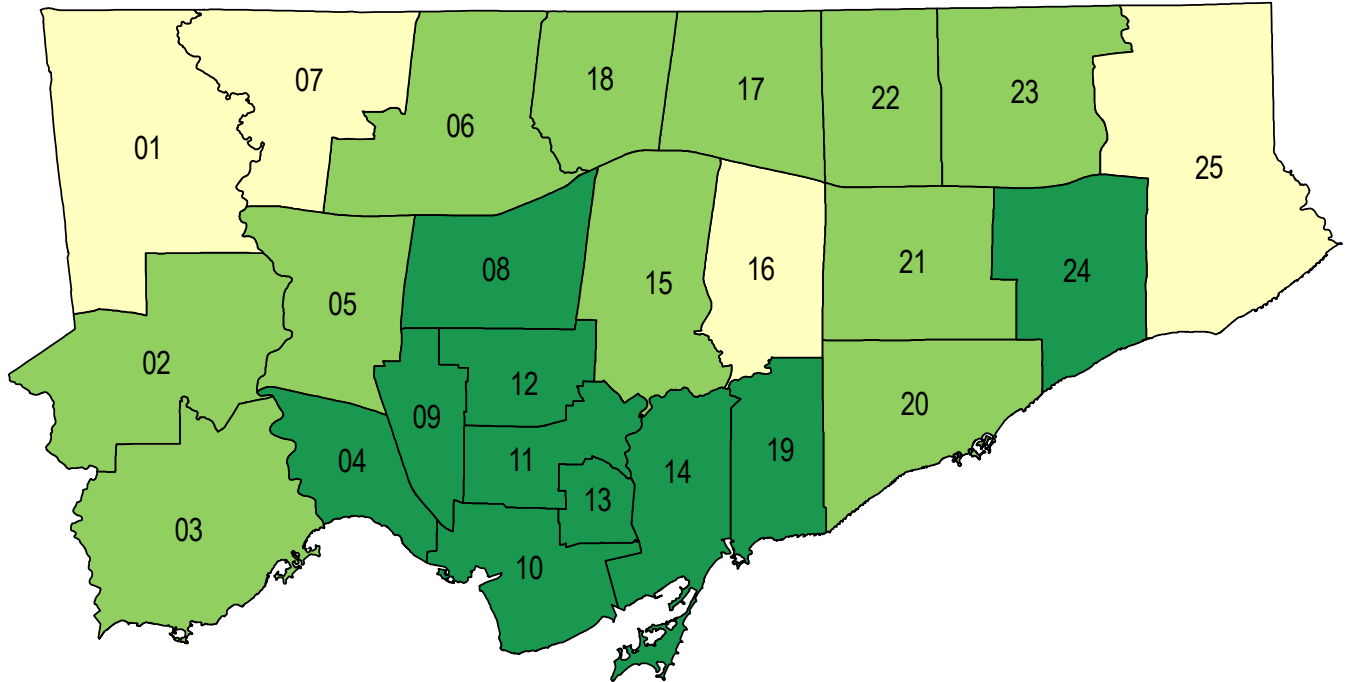
2022



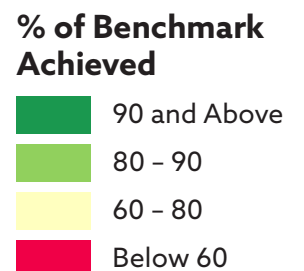
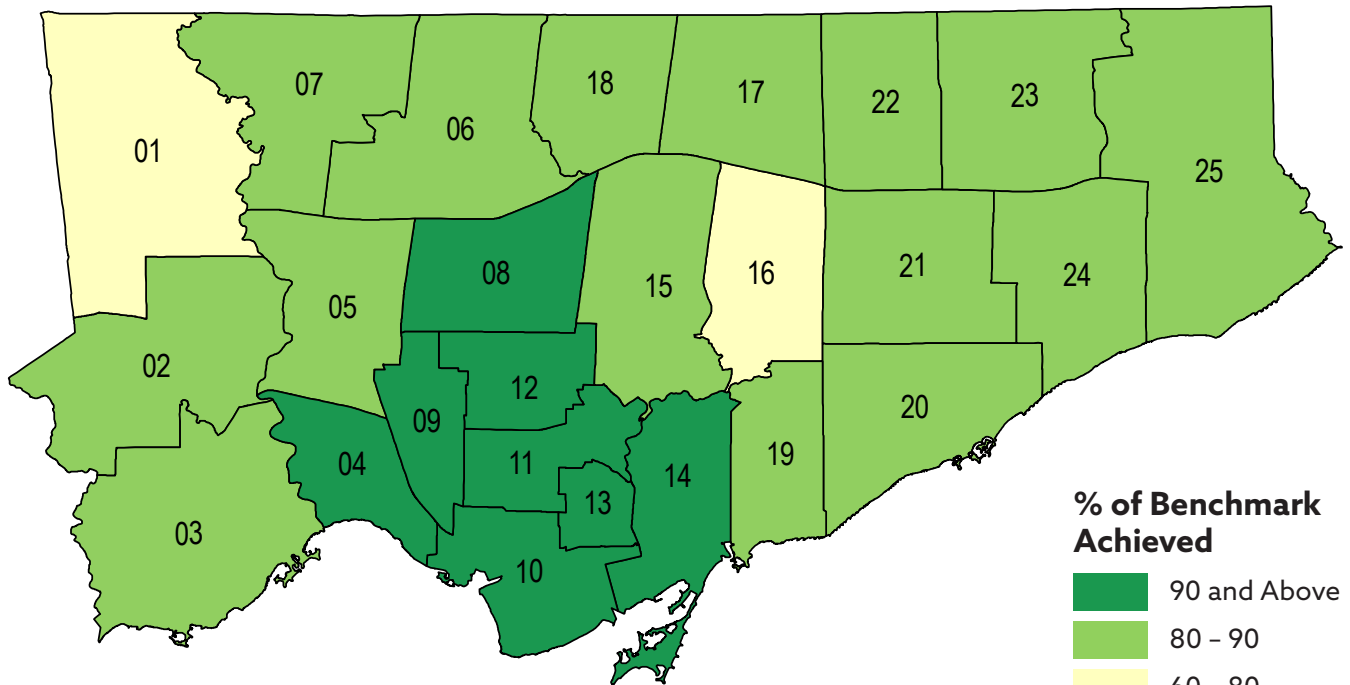
# EFFECTIVE FIREFIGHTING FORCE

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.

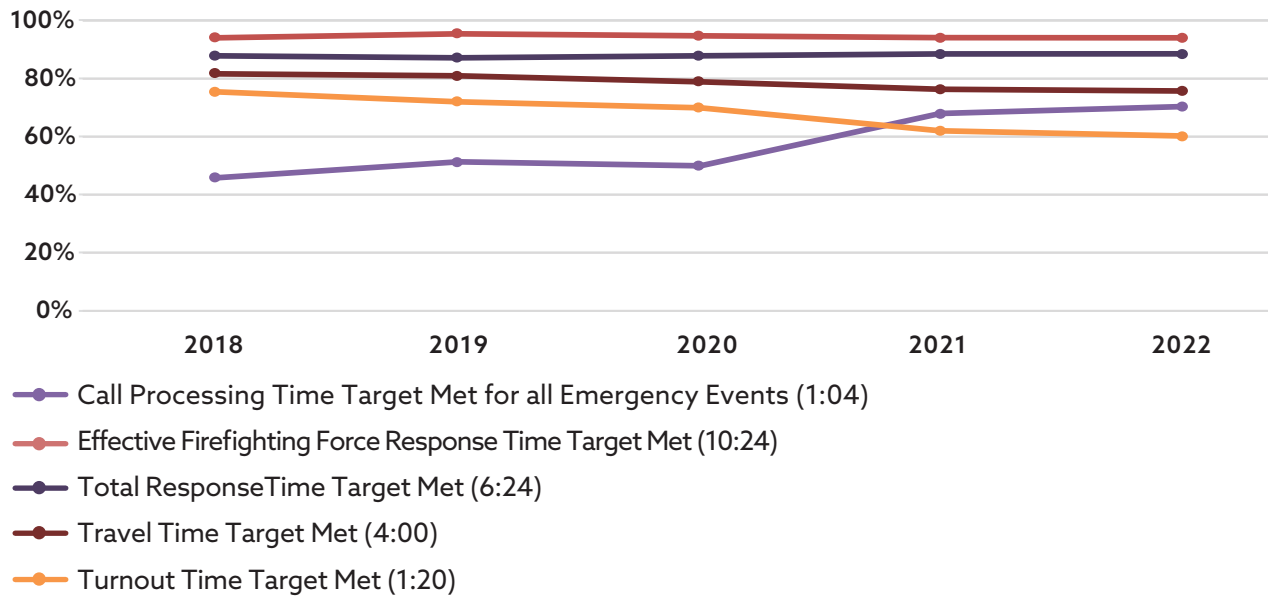
2021



2022



# PERCENTAGE OF NFPA TARGET MET 2018-2022, CITY-WIDE



## EXPLAINING THE DATA

TFS continuously strives to improve operational performance across the city. In the last two years, we have enhanced several processes at the fire station level, including the launch of a pre-alert system pilot, resulting in improvements to turnout time performance. These refinements will be ongoing as we continue with the installation of additional automation in each fire station, and the implementation of the TFS Operations Deployment Review recommendations, which you can learn more about on page 52.

In reviewing the turnout time and travel time performance for 2022, the results indicate decreasing travel time performance. However, the decrease in travel time performance is largely being offset by improvements in turnout time performance. The cumulative impact of each response time factor on overall operational performance, including both turnout time and travel time, is determined through the calculation of both TRT and EFF performance. This year, TFS has met the NFPA 1710 Effective firefighting force response time performance target of 90%, on a city-wide basis.

## IMPORTANCE OF FAST RESPONSE

TFS is constantly working to improve both Total Response Time and Effective Firefighting Force performance, because arriving seconds earlier can change outcomes. Fires have changed with modern building construction and modern furnishings, and the way that we respond to these fires must constantly evolve to meet these changes. Industry-wide, the amount of time firefighters have to fight a fire, and prevent it from spreading, is shrinking. This window is getting smaller every year as building design changes and modern furnishings result in increased heat release rates during fire situations. Increasingly, our home furnishings and finishes use more synthetic materials and plastics, which burn hotter and faster than natural fibres and products. These synthetics contain hydrocarbons, which create thick, black, toxic smoke when they burn. This smoke is also fuel that will ignite as temperatures rise during a fire.

The faster our crews can arrive on scene and attack the fire, the better we can contain the fire, prevent further spread and reduce the amount of damage that results from the fire.



# 2020-2022 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.
- TFS met this performance benchmark, on a city-wide basis, 75% of the time in 2022.
- The decline in 2022 TRT performance is largely as a result of increased travel times, due to reduced unit availability on a daily basis. This is largely the result of increased vacancy rates as a result of the COVID-19 pandemic.

| Year | Total Response (6:24) |       |
|------|-----------------------|-------|
| 2020 | 79%                   | 07:25 |
| 2021 | 76%                   | 07:37 |
| 2022 | 75%                   | 07:47 |

| Ward                         | Total Response (6:24) |      |      |      |      |      |
|------------------------------|-----------------------|------|------|------|------|------|
|                              | 2020                  |      | 2021 |      | 2022 |      |
| Etobicoke North (1)          | 69%                   | 8:02 | 61%  | 8:41 | 59%  | 8:47 |
| Etobicoke Centre (2)         | 73%                   | 7:39 | 70%  | 8:02 | 66%  | 8:17 |
| Etobicoke- Lakeshore (3)     | 73%                   | 7:51 | 72%  | 7:59 | 70%  | 8:11 |
| Parkdale-High Park (4)       | 86%                   | 6:50 | 84%  | 7:09 | 82%  | 7:23 |
| York South-Weston (5)        | 78%                   | 7:32 | 76%  | 7:39 | 73%  | 7:51 |
| York Centre (6)              | 74%                   | 7:52 | 71%  | 8:08 | 75%  | 7:58 |
| Humber River-Black Creek (7) | 70%                   | 7:53 | 61%  | 8:39 | 63%  | 8:45 |
| Eglinton-Lawrence (8)        | 80%                   | 7:23 | 74%  | 7:39 | 74%  | 7:54 |
| Davenport (9)                | 88%                   | 6:38 | 84%  | 7:03 | 82%  | 7:06 |
| Spadina-Fort York (10)       | 88%                   | 6:36 | 87%  | 6:45 | 84%  | 7:07 |
| University -Rosedale (11)    | 92%                   | 6:13 | 90%  | 6:26 | 89%  | 6:36 |
| Toronto-St. Paul's (12)      | 85%                   | 6:50 | 80%  | 7:20 | 78%  | 7:23 |
| Toronto Centre (13)          | 96%                   | 5:34 | 95%  | 5:49 | 93%  | 6:04 |
| Toronto- Danforth (14)       | 87%                   | 6:48 | 83%  | 7:14 | 78%  | 7:40 |
| Don Valley West (15)         | 68%                   | 7:58 | 63%  | 8:17 | 60%  | 8:29 |
| Don Valley East (16)         | 60%                   | 8:20 | 57%  | 8:37 | 58%  | 8:47 |
| Don Valley North (17)        | 73%                   | 7:46 | 71%  | 7:52 | 69%  | 8:05 |
| Willowdale (18)              | 79%                   | 7:21 | 76%  | 7:28 | 74%  | 7:45 |
| Beaches-East York (19)       | 79%                   | 7:13 | 80%  | 7:18 | 78%  | 7:22 |
| Scarborough Southwest (20)   | 80%                   | 7:22 | 81%  | 7:15 | 77%  | 7:32 |
| Scarborough Centre (21)      | 79%                   | 7:17 | 77%  | 7:25 | 75%  | 7:35 |
| Scarborough- Agincourt (22)  | 70%                   | 7:54 | 66%  | 8:01 | 66%  | 8:13 |
| Scarborough North (23)       | 69%                   | 7:54 | 68%  | 8:08 | 66%  | 8:09 |
| Scarborough-Guildwood (24)   | 67%                   | 8:00 | 66%  | 7:59 | 66%  | 8:13 |
| Scarborough-Rouge Park (25)  | 61%                   | 8:43 | 60%  | 8:30 | 57%  | 8:55 |

## 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 10:24min, 90% of the time.
- In 2022, on a city-wide basis, TFS met this performance benchmark, representing world-class response time performance.

| Year | Effective Firefighting Force (10:24) |       |
|------|--------------------------------------|-------|
| 2020 | 88%                                  | 10:44 |
| 2021 | 89%                                  | 10:40 |
| 2022 | 90%                                  | 10:28 |

| Ward                         | Effective Firefighting Force (10:24) |       |      |       |      |       |
|------------------------------|--------------------------------------|-------|------|-------|------|-------|
|                              | 2020                                 |       | 2021 |       | 2022 |       |
| Etobicoke North (1)          | 80%                                  | 11:57 | 76%  | 12:09 | 79%  | 11:56 |
| Etobicoke Centre (2)         | 85%                                  | 10:50 | 84%  | 11:16 | 85%  | 11:12 |
| Etobicoke- Lakeshore (3)     | 85%                                  | 11:15 | 87%  | 10:51 | 89%  | 10:37 |
| Parkdale-High Park (4)       | 95%                                  | 9:24  | 93%  | 9:50  | 92%  | 10:04 |
| York South-Weston (5)        | 88%                                  | 10:32 | 85%  | 11:00 | 85%  | 11:08 |
| York Centre (6)              | 79%                                  | 11:47 | 83%  | 11:28 | 87%  | 11:06 |
| Humber River-Black Creek (7) | 74%                                  | 12:21 | 68%  | 12:51 | 81%  | 11:44 |
| Eglinton-Lawrence (8)        | 89%                                  | 10:27 | 91%  | 10:09 | 93%  | 9:51  |
| Davenport (9)                | 95%                                  | 9:15  | 94%  | 9:33  | 95%  | 9:02  |
| Spadina-Fort York (10)       | 95%                                  | 9:17  | 94%  | 9:23  | 93%  | 9:38  |
| University -Rosedale (11)    | 96%                                  | 8:56  | 96%  | 8:38  | 97%  | 8:36  |
| Toronto-St. Paul's (12)      | 91%                                  | 10:13 | 91%  | 10:18 | 92%  | 10:02 |
| Toronto Centre (13)          | 97%                                  | 8:30  | 97%  | 8:33  | 97%  | 8:40  |
| Toronto- Danforth (14)       | 94%                                  | 9:35  | 92%  | 9:54  | 93%  | 9:46  |
| Don Valley West (15)         | 77%                                  | 11:35 | 88%  | 10:39 | 88%  | 10:42 |
| Don Valley East (16)         | 68%                                  | 12:54 | 75%  | 12:21 | 77%  | 11:57 |
| Don Valley North (17)        | 65%                                  | 12:26 | 84%  | 11:01 | 83%  | 11:25 |
| Willowdale (18)              | 89%                                  | 10:28 | 85%  | 11:06 | 89%  | 10:34 |
| Beaches-East York (19)       | 92%                                  | 10:00 | 93%  | 10:00 | 89%  | 10:37 |
| Scarborough Southwest (20)   | 85%                                  | 11:04 | 87%  | 10:42 | 87%  | 10:57 |
| Scarborough Centre (21)      | 83%                                  | 11:14 | 85%  | 11:12 | 89%  | 10:38 |
| Scarborough- Agincourt (22)  | 77%                                  | 11:47 | 80%  | 11:31 | 81%  | 11:44 |
| Scarborough North (23)       | 76%                                  | 12:14 | 84%  | 11:15 | 86%  | 10:59 |
| Scarborough-Guildwood (24)   | 84%                                  | 10:54 | 90%  | 10:29 | 84%  | 11:01 |
| Scarborough-Rouge Park (25)  | 75%                                  | 12:50 | 79%  | 12:13 | 86%  | 10:59 |





# ENGAGING OUR STAKEHOLDERS

## ENGAGING THE MEDIA

In collaboration with the City of Toronto's Strategic Public and Employee Communications team, we work with our media partners to provide important, timely and accurate public safety information to our residents during emergency incidents.

**TFS responded to 645 media inquiries in 2022.**

Our relationship with the media is also vital to our ability to provide our residents with important fire prevention and fire safety messaging.

## ENGAGING THROUGH SOCIAL MEDIA

### Twitter

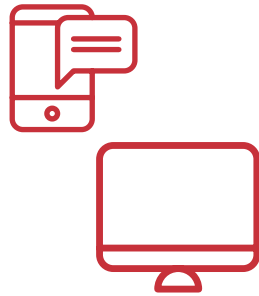
Followers: 38.2K  
Posts: 197  
Engagements: 31,603

### Facebook

Followers 14.3K  
Posts: 91  
F/B page reach: 172.5K  
Likes 7.7K  
Shares: 1.6K

### Youtube

Subscribers:1.6K  
Videos: 11  
Views: 67.5K



Connect with us on social media at:



Toronto Fire Services



@Toronto\_Fire  
@ChiefPeggTFS



Toronto Fire Services



@torontofireservices  
@ChiefPeggTFS

Tag and share with us on socials.

# 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.

# TESTIMONIALS FROM MEMBERS

"On scene, without my asking, your crew saw that I needed help gathering information from the patient's son who the friend had on the phone and jumped right on the phone to speak with the son themselves. Your crew helped gather all the information we needed to ensure the patient had the best possible outcome. Without hesitation your crew assisted with treatment on scene and transport to the hospital. My partners and I would like to thank you for your assistance and for your hard work. It was truly a pleasure working with you all."

"We would like to thank all the members of the Toronto Fire Service. The members that attended {building address} were very courageous walking into a blinding smoke-filled hallway to get the people out and then knocking down the fire. They did a door-to-door check and when we answered the door the department member was very professional / informative/ compassionate. Thank You. We are very fortunate to have such a well trained and compassionate team as the Toronto Fire Service."

"I want to commend the third firefighter who I, unfortunately, can't remember her name for how she handled my son. [He] was starting to get very frustrated with the number of people attending and having to wait his turn to see the fire truck. This firefighter was very kind and asked his name, took him by the hand, and let him sit on the truck's bumper for a picture...I really appreciate the care and understanding that she showed my son. Please pass this along to the team at the station..."

"My parked car was stuck in snow and I was fruitlessly trying to rock it back and forth with no luck. About 3 firefighters came out of their truck (which was stuck in traffic) and pushed me out in about 5 seconds! I had no time to get their names as I would have held up traffic but I want to say THANKYOU for their help and give them a chocolate cake if you ever find out which truck it was! Bless Their Hearts."

"I would like to extend my appreciation to the local fire station. There was a snow storm last Monday (Jan 17). Since the city never got a chance to plow our road that morning. People were not able to drive through and neighbours all got stuck on their driveways. ... There was a vehicle on fire just south on our road. A firetruck responded to the incident. After they put out the fire, the firemen decided to carefully drive south on the street. That cleared a narrow path, 2 firemen even took the extra mile to clear the path with the shovels. With their extra effort, people were able to navigate the road by means of this narrow path, until the city crews plowed the road in the evening. I just want to say Thank You to the local fire station, who helped out our community during the snowstorm."



"We had our carbon monoxide detector go off. I called 911 and within minutes a truck was here. Thank goodness the detector was faulty but they continued to do a full check. The firefighters who attended were kind, professional, very helpful and real gentlemen. I am very grateful for their quick response and assistance. A big thank you!"

# OF THE PUBLIC

"I was walking my dog and *suffered a medical episode*. Regained consciousness in the ambulance so I never met/saw any of the firefighters who answered the call.... One of your firefighters went through the trouble of contacting my vet (from a tag on my dog's collar) .... The firefighter got a local friend contact...and called them. They were able to come right away and pick up my dog for a couple of days (while I was in hospital). The firefighter stayed with my dog to keep him calm while my friend came to pick him up.... I find it incredible that the firefighter went beyond the call of duty to keep the dog calm and to make sure he was taken care of..."

"I'm very impressed with how quickly all emergency vehicles arrived on the scene of a commercial fire... Especially Toronto Fire. You arrived within minutes of being called and acted quickly. I watched the whole thing unfold from my porch as I live directly across from the plaza. Thanks for keeping the neighbourhood safe."

"There was a fire around 11:30 pm and on the 3rd floor of [Address]. The fire fighters were quick, professional, efficient, calm and checked my unit twice to make sure I was safe and ok. Big kudos to Toronto Fire. Thank you. They were fast in ventilating the building and water cleanup. They had hydro and other first responders on scene. Felt totally safe and confident in the team(s)."

"Around 2:00 pm while were in our house we got a signal from our CO detector that caught our attention.... While on the line with 911 the told us to immediately leave the house. About 5 minutes later the fire truck arrived.... They were so kind and by all means very professional. They located the source of gas and many times checked if the gas was being dissipated and finally gave us the all clear. Our house is one of a row of 14 and they checked them. We are so proud to have such great people working in our interests. A general thank to the Toronto Fire Service and to Platoon A."



"On a fire safety concern resolved by TFS Fire inspectors...It means a lot to ordinary citizens to have responsive, alert, and professional individuals in the municipal services, and the work of Capt. McCreelis, Inspector Sura, and Inspector Golding is excellent."

"...A unit was in flames yesterday, it was a sight we have never seen or experienced before. The firefighters were quick to reach and work with such patience and focus, due to which there was no harm or injury of any being. Thank you so much for yesterday. Gratitude and lots of blessings for the work you do. Me ,my wife and my dog remained safe and without any losses because of you all.... Thanks again."



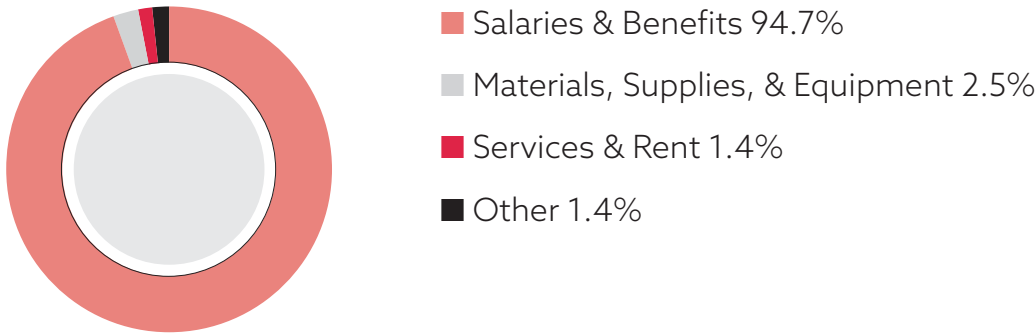


# FINANCIAL HIGHLIGHTS

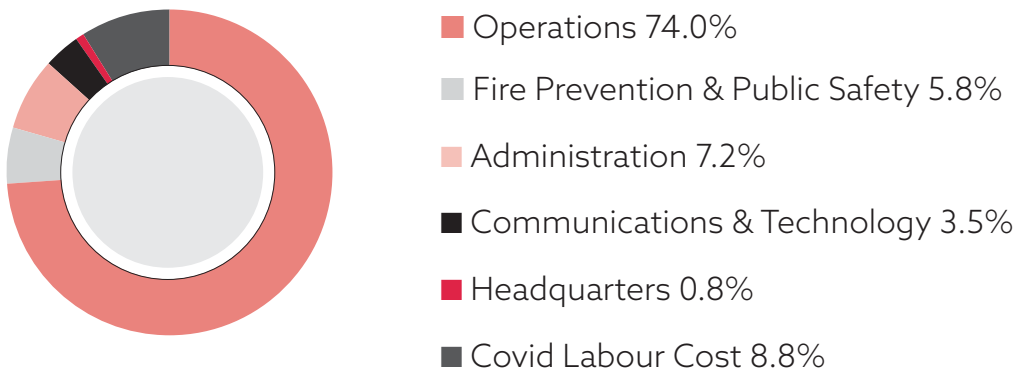
## OPERATING BUDGET

The 2022 TFS' gross operating budget spending was \$554,556,800. Salaries and benefits comprised 94.7% of the budget. The Operations Division represented the largest proportion of overall spending at 74.0% of total expenditures.

### 2022 Gross Operating Budget Actuals by Expenditure Type

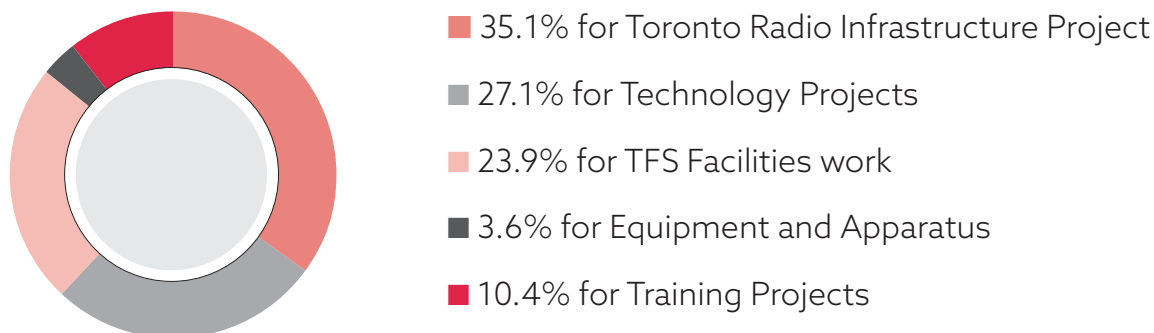


### 2022 Net Operating Budget Actuals by Division



## CAPITAL BUDGET

The 2022 TFS' Capital Budget was \$12,757,000. The majority of the budget was allocated for various divisional technology projects including the Toronto Radio infrastructure Project, Computer aided dispatching (CAD) upgrades, and Fire Prevention technology integration. Other projects included a live fire training simulator, and replacement of HUSAR equipment and thermal imaging equipment.





# CURRENT CONTINUOUS IMPROVEMENT INITIATIVES

## CFAI ACCREDITATION

In 2019, Toronto Fire Services earned accredited agency status from the Commission on Fire Accreditation International (CFAI), confirming our commitment to continuously monitoring and improving performance, evaluating results against industry best practices and delivering fire protection services that meet the needs of Toronto. The City of Toronto is the largest city in North America with an accredited fire service.

As part of an annual compliance for CFAI, we report 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 2022 TFS Annual Compliance Report, which referenced the work that has been done towards continuous improvement, including the status of the nineteen recommendations provided to Toronto Fire Services, has been received and approved by the Commission. To date, of the nineteen (19) recommendations, we have implemented eleven (11), accepted six (6) with implementation ongoing, and rejected two (2) as these specific recommendations fall outside the jurisdiction of Toronto Fire Services to implement.

In 2022, TFS completed a Community Risk Assessment, a requirement under Ontario Regulation 378/18 under the authority of the *Fire Protection and Prevention Act*. A community risk assessment is a comprehensive evaluation that identifies and prioritizes risks in the community. It helps us understand the unique elements of the community, its capabilities, and characteristics to inform decisions on how we can best provide fire protection services and risk reduction programs. This community risk assessment will be an important piece to inform our re-accreditation which Staff will begin preparing for submission in 2023.

In October 2022, TFS welcomed representatives from Fire Rescue Victoria (Australia), who are beginning their own accreditation journey and wanted to learn from our experiences. The TFS Senior Command Team met with their contingent and shared lessons we have learned, and new processes we have put in place. Fire departments can learn a lot from each other, and we were glad of the opportunity to learn more about how our colleagues from the other side of the world operate. Fire Rescue Victoria is one of TFS' the most comparable metropolitan fire services globally and we are pleased to work in close collaboration with Commissioner Ken Block and the Fire Rescue Victoria team.





## OPERATIONS DEPLOYMENT REVIEW

The Operations Deployment Review project was a key outcome of the TFS Transformation Plan, as well as several recommendations subsequently identified during the CFAI accreditation process. In 2019, TFS began reviewing critical tasking, risk-based deployment, and the current operations staffing model to identify opportunities for improvement in service delivery. The first portion of this review resulted in recommendations being made to the TFS Command Team in the fall of 2020, with the second series of recommendations being presented in the fall of 2021. In total there were 22 recommendations made to enhance emergency service delivery. As part of the analysis to build each recommendation, the estimated impact on city-wide emergency response time performance was assessed. The recommendations included a variety of changes, including an administrative transition from a 4-command model to a 2-command

model, repositioning crews and trucks to maximize response time performance, adjusting staffing on apparatus, and optimizing the number of personnel and trucks deployed to emergency incidents, in specific building types, based on their unique risks and past incident history.

Each of these recommendations have been successfully implemented, and each of these service-delivery enhancements are now being monitored and analyzed to quantify the enhancements to public safety and operational efficiency.

### Operations-Based Re-Inspection Program

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

As of year-end 2022, there were 624 Operations firefighters trained to conduct Ontario Fire Code inspections under this program. 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. This program was paused during the pandemic, and refresher training is now underway in order to enable TFS to reactivate this leading-edge program.





# 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





## DIVERSITY & INCLUSION

Toronto Fire Services is committed to building an increasingly inclusive and positive workplace culture that reflects the diversity of the population we serve.

### 2022 Achievements:

- 92% of TFS staff completed corporate training on the cultural importance of Sacred Fires, to support the ongoing work of the City's Reconciliation Action Plan.



- TFS continued our internship support and hired an Administrative Trainee through the Corporate Next Generation: Youth Career Development Program.
- 96% of TFS staff completed the Toronto for all Curriculum, a suite of 10 courses that aim to help City staff develop required competencies and contribute to our collective and individual commitment to reconciliation, human rights, accessibility, 2SLGBTQ+ inclusion and removal of barriers to achieve equitable outcomes.
- This training is foundational to other trainings that TFS continues to roll out, including Anti-Black racism training, which more than 100 staff participated in 2022, with more sessions planned for 2023.
- TFS was happy to participate in Dreamer Day, an event in celebration of the United Nations' International Day of the Girl that allowed staff to connect with women and girls to learn more about TFS.



## SUPPORTING MENTAL HEALTH AND WELLNESS

Toronto Fire Services is committed to promoting mental and physical health and well-being for all staff, and we continue to enhance the portfolio of services and training available across TFS.

### Road to Mental Readiness

Road to Mental Readiness (R2MR) training was initiated in 2017, for all frontline staff, as part of the implementation of the TFS Post Traumatic Stress Injury & Suicide Prevention Plan. This training increases firefighter resiliency and mental health awareness. The rollout of this training for our in-service staff is continuing and this training has been permanently incorporated as part of our recruit training programs.

### Peer Support Team

Staffed by a volunteer team of active and retired TFS employees, the Peer Support Team offers peer counselling and referral consulting. They assist with physical, emotional, financial, legal, and spiritual concerns at the request of an individual.

### Critical Incident Stress Team

Our Critical Incident Stress Team provides structured group interventions, as required on a 24/7/365 basis, and is staffed by a volunteer committee of active and retired Toronto Fire Services employees.

### Staff Psychologist

TFS has one full-time staff psychologist, who provides short-term counselling, one-on-one advice, guidance and coaching to our employees.

The TFS Staff Psychologist also provides training for the Peer Support Team, conducts periodic wellness checks with Peer Support and Critical Incident Stress team members.

TFS proudly participated in the Toronto Pride parade, culminating a successful pride month that saw TFS trucks decalated and staff showing their support with special pride station wear. Staff, family, and friends celebrated with the thousands of members of the 2SLGBTQ+ community and allies in downtown Toronto.





# 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? [www.toronto.ca/fire/careers](http://www.toronto.ca/fire/careers)**





## CONNECT WITH US



[toronto.ca/fire](https://toronto.ca/fire)



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