



TORONTO FIRE SERVICES

2025

ANNUAL REPORT



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Thank you to Toronto Professional Fire Fighters' Association.

Photography provided by Toronto Fire Services' Public Information Section, Larry Thorne, Jayden Wong, John Hanley.

HONOURING OUR FALLEN



The Toronto Fire Services 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 an approved 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 17 firefighters were added to the Honour Roll at the ceremony in 2025, bringing the total to 353.

Every year firefighters and their families and friends come together for this ceremony of remembrance to honour those that have fallen. The 2025 ceremony included remarks and the laying of wreaths by Mayor Olivia Chow alongside 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.



FIRE CHIEF'S MESSAGE

I am pleased to present the 2025 Annual Report highlighting the achievements and performance of Toronto Fire Services.

This report includes information on the many services Toronto Fire Services provides, along with a closer look at Toronto Fire Services' service level performance. This includes Toronto Fire Services' core fire protection service levels in public education, fire safety inspection and Fire Code enforcement, and emergency response.

Some of our 2025 highlights include:

- The introduction of the first two Electric Pumper trucks to stations 115 and 116.
- Toronto Fire Services teams worked tirelessly throughout the Blue Jays World Series run to support public safety for all the attendees.
- The launch of Fireboat 334, the custom-built replacement vessel for the William Thornton which has been decommissioned from service. We also introduced a smaller boat for rapid deployment in shallow waters.
- Re-introduction of the Toronto Fire Services Rescue-Merit Award for staff, recognizing a number of teams for their work on incidents across the city that went above and beyond.
- Working tirelessly to meet the provincial requirements for training set out in Ontario Regulation 343/22.
- I was proud to introduce the People's Board, a governance body that will provide oversight, recommendations and guidance into actions in support of Workplace Culture at Toronto Fire Services.



2025 marked my first year as Fire Chief and General Manager of Toronto Fire Services and I am extremely proud of and thankful for each of our dedicated team members who give their all, in service to others every day. We continue to face increasingly difficult response situations, from the rising challenges of Lithium-Ion Battery responses, to complex fire and rescue scenes. Toronto Fire Services continues to deliver the critical fire protection services that the residents of the largest, most diverse and vertical city in the Country expect and require each day. As we look at 2026, Toronto Fire Services staff continue to work with our colleagues from across the City on emergency preparedness and public safety as we prepare to welcome thousands of visitors for the FIFA World Cup.

If you want to stay in touch on an ongoing basis, follow us on X at @Toronto_Fire, on Instagram at @torontofireservices, and on Facebook at Toronto Fire Services.

A handwritten signature in blue ink that reads "Jim Jessop". The signature is stylized and fluid.

Jim Jessop
Fire Chief & General Manager

OUR COMMAND TEAM



Larry Cocco, Deputy Chief
Community Risk Reduction



Paul Fitzgerald, Deputy Chief
Communications, Technology & Organizational Performance



Steve Darling, (A) Deputy Chief
Operations, Training and Technical Operations



Therese Chen, (A) Deputy Chief
Administrative Services and Mechanical Maintenance



Melissa Gennaro, Division Chief
Office of the Fire Chief



Darla Tannahill, Special Advisor to the Fire Chief
Office of the Fire Chief



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. Toronto Fire Services 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.

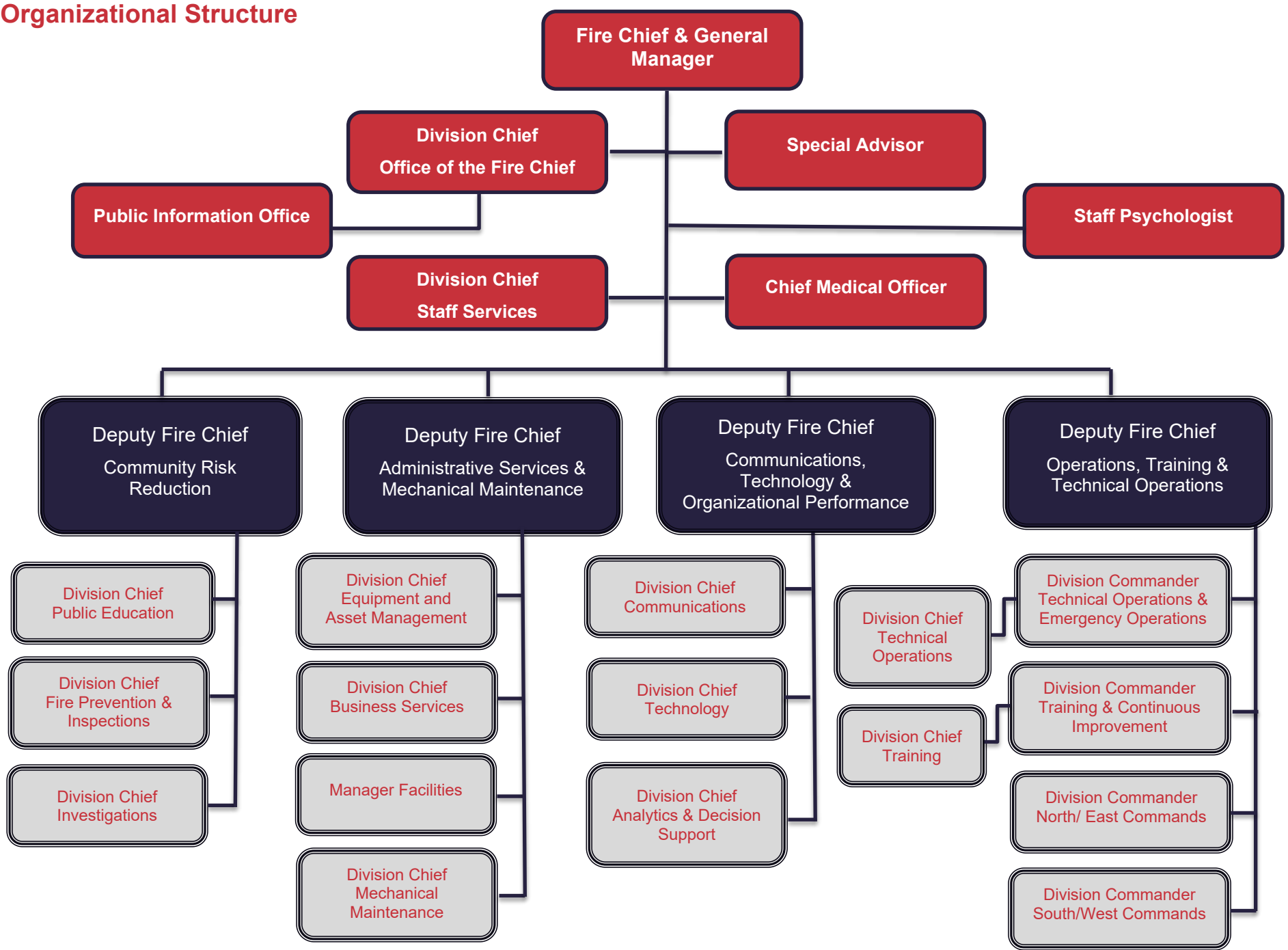
VISION

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



Organizational Structure



OUR VALUED STAFF

Number of Personnel	
Operations	2,846
Community Risk Reduction	250
Training, Emergency Planning and Technical Operations	46
Mechanical Maintenance	53
Communications, Technology and Organizational Performance	108
Administrative Services, Recruitment, Policy and Public Information	69
Fire Chief and Senior Management	7
Total	3,379



GIVING BACK

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

Total Donations from Toronto Professional Fire Fighters' Association for 2025 was **\$114,169**.

Charities supported in 2025:

- City of Toronto United Way Campaign
- Cystic Fibrosis
- Toronto Daily Bread Food Bank
- Variety Village
- Friends of Ruby
- TPFf Celtic Society
- Wyatt Carr Memorial Event
- Dreams Take Flight
- Colorectal Cancer Canada
- Muscular Dystrophy Association of Canada
- Toronto Police LGBTQ-ISON
- Princess Margaret Cancer Foundation
- The Riverdale Share Comm. Assoc.
- Camp Bucko
- East York Collegiate Institute
- Red Door Shelter



OUR DEVOTED VOLUNTEERS

Many volunteers generously devote their time and energy to supporting Toronto Fire Services at emergency events, ceremonies and countless other meaningful causes.



Toronto Fire Fighters War Veterans' Association Colour Party

The Toronto Fire Fighters War Veterans' Association (TFFWVA), founded in 1935 by World War I Veterans, formed a Colour Guard in the early 1950s to march with the TFFWVA flag guarded by two ceremonial riflemen. The Guard also carries a display of various international, national, provincial, military, and other flags, attending department events and ceremonies.

Toronto Fire Pipes & Drums

The Toronto Fire Pipes and Drums band, established in 1998, was formed to serve as the ceremonial band for the newly amalgamated Toronto Fire Services. They provide music for department events and ceremonies and proudly represent.

Toronto Fire Honour Guard

The Toronto Fire Honour Guard was established in 2013 through a collaborative effort between TFS and the Toronto Professional Firefighters Association. They are a visible representation of the fire department, showcasing its values and traditions at department events and ceremonies.

Box 12 Association

Formed in 1948, Box 12 supports Toronto's firefighters on scene of incidents with a canteen truck full of much needed refreshments helping responding firefighters stay hydrated and maintain energy.

Greater Toronto Multiple Alarm Association (Support 7)

Founded in 1979, the Greater Toronto Multiple Alarm Association (GTMAA), commonly referred to as Support 7, offers fireground rehab services to Toronto firefighters, originally providing support to the Scarborough Fire Department.

Box 12 Association and GTMAA Support 7 operate 24/7, providing crucial support to our staff during incidents to help Firefighters stay hydrated and maintain energy. The trucks are owned and maintained by Toronto Fire Services, while the Toronto Professional Fire Fighters' Association funds the rehab supplies.

CELEBRATING SUCCESS

Communicator of the Year

The Tri-Service Communicator Awards ceremony is an annual event held by the City of Toronto's three emergency services in recognition of the work of Telecommunicators. This ceremony is held during Telecommunicators Week in April of each year. The 2025 ceremony, recognizing the actions of our telecommunicators in 2024 was held April 17, 2025. This year's award winners were recognized for their efforts during a mid-summer severe weather incident.

On July 16, 2024, Toronto experienced significant rainfall, leading to flooding as well as widespread power outages. Toronto Fire Services Communications staff on duty responded with remarkable efficiency, handling nearly 1,700 calls and dispatching crews to almost 500 incidents between 6 a.m. and 3 p.m. These included more than 50 elevator rescues and 50 water-related incidents, and more than 20 rescues of individuals trapped in vehicles and buildings due to flooding. Their efficiency and professionalism in processing and managing these calls ensured every emergency received a prompt and coordinated response.



We are grateful for their calm voice at the other end of the line.

Ontario Medal for Firefighter Bravery

The Ontario Medal for Firefighter Bravery was established in 1976, to honour Firefighters for their individual acts of outstanding courage. The 2025 investiture ceremony was held on November 24, 2025, where the Honourable Edith Dumont, Lieutenant Governor of Ontario and Michael Kerzner, Solicitor General, presented the Ontario Medal for Firefighter Bravery to firefighters who performed acts of outstanding bravery and exceptional courage in the face of danger. Four Toronto Fire Services staff were recognized for their immense bravery.

On March 29, 2024, Toronto Fire Services Aerial 411 crew responded to an emergency call. Upon arrival, Captain David Frantzem and Firefighters Kent McDonald and Ben Roberts encountered a violent assault in progress. The crew intervened immediately, and was able to protect the victim,

subdue the assailant and secure the scene. Captain Frantzem, Firefighter McDonald and Firefighter Roberts acted without hesitation to try to save a life, showing true courage under pressure.

On February 7, 2024, Toronto Fire Services Inspector Frank Paniccia was conducting a scheduled inspection when he noticed smoke and a burning smell on the 16th floor. While investigating, he was informed of a fire in a unit on the second floor, with reports that someone might still be inside. Without protective gear and facing heavy smoke, Inspector Paniccia entered the unit to attempt a rescue. On his third attempt, he found the unconscious occupant behind a bedroom door engulfed in flames. He pulled the victim to safety and began CPR in the stairwell until emergency crews arrived. Inspector Paniccia's quick, selfless actions in the face of danger saved a life.



Their bravery in the face of danger is an inspiration to us all.

TFS Rescue Merit Awards

In 2025, the Toronto Fire Services Rescue Merit program was resumed – allowing for the recognition of 79 staff and one civilian for their roles at 13 incidents between 2016 and 2024. These awards acknowledge the preparedness and professionalism demanded of our firefighters each and every shift. Staff were recognized for the delivery of the highest levels of courage, compassion, service and technical ability that can be asked of them on any given response. The names of all staff awarded a rescue merit in 2025 for their actions are listed below.

These awards highlighted efforts that saved a young family from a burning residence, rescued an infant trapped within the walls of a house, rescued six people trapped under a capsized boat, and freeing a worker trapped by a crane and another by hot liquid asphalt. The actions of our crews directly resulted in the saving of lives and limiting further impact from these traumatic incidents.



P313: A/Capt Jennifer KAY, FF Brad HALEY, FF Vincenzo FRASSON, FF Tommy NGUYEN; **P144:** A/Capt Mike SPAGNOLO, FF Dan HJELHOLT, FF Salman ALAM, FF Karl WIDMEYER; **P245:** Capt Rob HEWSON, FF Martin HARDING, FF Paul SALISBURY, FF James PARKER; **S143:** Capt William POLLOCK, FF Ryan PECK, FF Steve LINTNER; **A322:** Capt Nick WALCZAK, FF Paul BENVENUTO, FF Chris GIANNIOS, FF Sean WAGAR; **P145:** Capt Jason BOYD, FF Colin JENKINS, FF Timothy MILOSEVIC, FF Justin YIP; **S313:** Capt Brian PORTER, FF Sean McKELVIE, FF Kevin MOLONEY, FF Curt PUNCHARD; **A341:** Capt Dryw THOMPSON, FF Dylan CASKANETTE, FF Ronald CLARK; **P315:** A/Capt Matt CRANSWICK, FF Nolan QUICK, FF Oscar MORALES; **S313:** Capt Ken BOOKER, FF Ryan McLEAN, FF Curtis PUCKRIN; **R326:** Capt Mark SMITH, FF Rui PEREIRA, FF Adam ZHELKA, FF Carolyn O'BRIEN; **S143:** A/Capt Ian MATCHETT, FF Mike HENDERSON, FF Derrick BURKE; **P323:** Capt Craig PRICE, FF Cameron DEANS, FF Sharam GOSHTASBPUR-PARSI, FF Scott MOORE; **R423:** Capt Colin RODGERSON, FF Christos KONIS, FF Tori GOULART, FF Erin DAWSON; **P415:** Capt Warren MARTIN, FF Krysten ROBINSON, FF Kassandra BOWEN, FF James OCKENDEN; **R425:** Capt Mike WALLER, FF Brett BIEDERMAN, FF Mark DEWACHTER, FF Jan MATEJKA; **S313:** Capt Ron WONFOR, FF Dave BOYD, FF Phil DeWOLF, FF Roberto BRUNO; **P412:** Capt Brent CUTHBERT, FF Michael ANDREWS, FF Kyle ROBERTS, FF Jessica BUSCH; **S313:** A/Capt Jeffrey GAYMAN, FF Chris COSTANTE, FF Matt WITHERLY, FF Dave ARCHER; **R134:** A/Capt James KNOTT, FF Andrew DOWDELL, FF Matthew HODGSON; **C41:** FF Jacqueline KERRINGTON; **A411:** A/Capt David FRANTZEM, FF Kent McDONALD, FF Steven NICHOLSON, FF Ben ROBERTS



Staff Promotions

Toronto Fire Services is proud to announce that 112 team members were promoted in 2025. Congratulations one and all!

Promoted to Division Commander	Promoted to Platoon Chief or Division Chief	
John Carson	Brent Barton	Platoon Chief
John Davidson	Andrew Berg	Division Chief
Paul O'Brien	Kirk Fudge	Division Chief
	Peter Rappos	Platoon Chief

Promoted to District Chief - Operations	
Stephen Aprile	Nick Baricevic
Christine Belford	Neil Beveridge
Donald Davidson	Robert G Gutray
Brian Mcalinden	Michael Nearing
James Reed	Darren A Wicks

Promoted to District Chief	
Robb Glass	District Chief, Training
Hikaru Matsuba	District Chief, Training
Vasilios Tsoukalas	District Chief, Cad/Rms

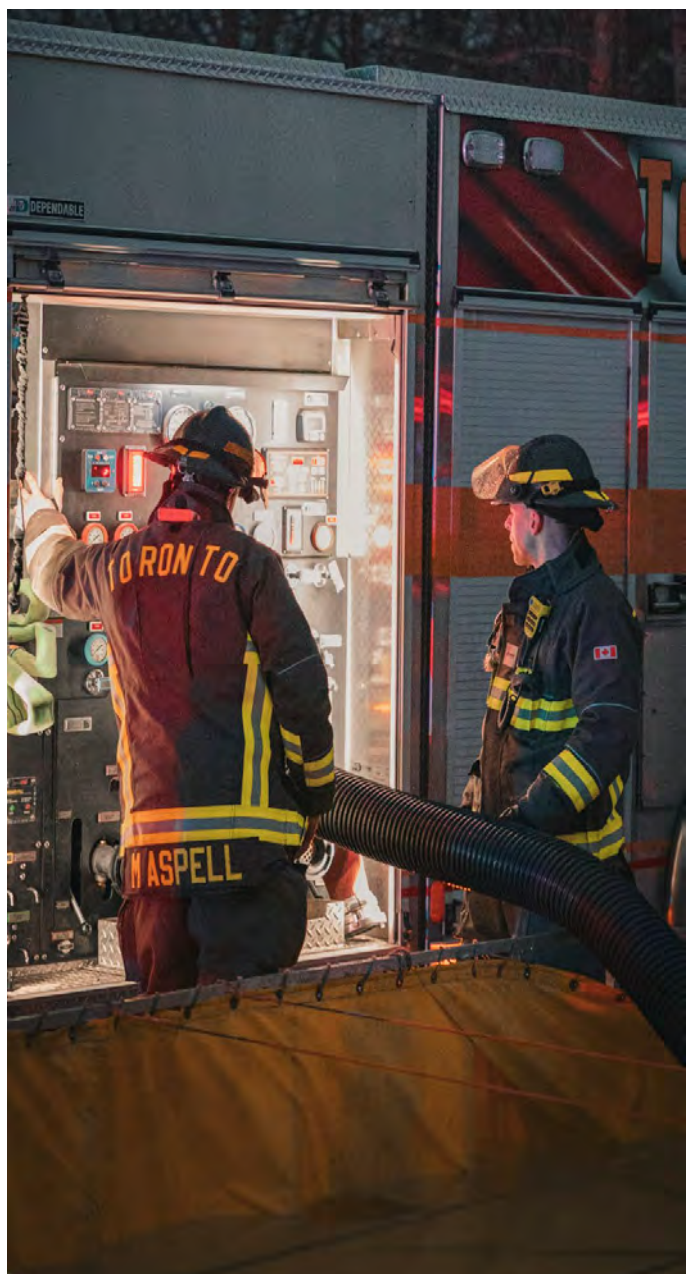
Promoted to Captain	
Jason Borman	Captain, Training
Tareq Cora	Captain, Information & Communications
Colin Coull	Captain, Communications

Promoted to Captain	
Ernie Dunk	Captain, Training
Mohamed Ismail	Captain, Recruitment and Outreach
Keith Jackson	Captain, Fire Prevention
Harjinder Randhawa	Captain, Training
Cory Stancer	Captain, Fire Investigations
Tyler Stokes	Captain, Fire Prevention
John Valentine	Captain, Fire Investigations
Tony Wu	Captain, Information & Communications

Promoted to Captain, Operations		
Robert Anderson	Drew Baldwin	David Baptista
Robert Bogardis	Michel Paul Boileau	Michael Boudewyn
Jeffrey Bruce	Michael Bruns	Steve Bryan
Dan Burley	Robert Carr	Brian Cassidy
Donald Coleman	Thomas Cook	Jason Cooke
Janos Csepregi	Douglas Currey	Gurminder Dhaliwal
Christopher Dickinson	George Dinoto	George Divitcos

Promoted to Captain, Operations		
Matthew Downes	Scott Elliott	Gregory Everett
Kalman Fekete	Drew Fowlie	Bryan Gaudet
Robert Gray	Jason Griffeth	Shane Hall
David Hancock	Robert Hanna	Duncan Heggie
Jamie Hoffman	Heinz Hube	Mark Hurlburt
James Jennings	Adina Kaufman	Ajay Karithanam
Terrence Killoran	Charles Kinal	Stephan Koechlin
Roman Kulaga	Tye Lariviere	Robert Lennon
Lawrence Littlewood	Murray Macken	Travis Mathews
Michael Matier	Ryan Mclean	Rene Molina
Murdo Moody	Peter Niiranen	Timothy O'dacre
Timothy Outtrim	Peter Pasieka	Keith Perreira
Brian Phillips	Brent Pole	Jeff Pos
Kevin Quinn	Steve Ramos	Jason Salisbury
John Schut	D Sharpe	Chris Sornberger
Barry Todhunter	Dominic Tustin	Jerry Tyrrell
Jason Van Tol	Sinisa Vranjes	Ryan Wagg
Chris Weir	Jeff Whiskin	Dean White

Promoted to Other Roles	
Sylva Apelian	Accounting Assistant 2
Celine Cao	Accounting Assistant 1
Dorine Chan	Operations And Budget Analyst
Stefanie Fabbro	Accounting Assistant 1
Adam Rea	Accounting Assistant 2
Jiao Song	Accounting Assistant 2



Staff Retirements

We are proud to celebrate the many staff who retired after long and successful careers with Toronto Fire Services in 2025. We wish them all well in their retirement!

Employee	Years of Service	Employee	Years of Service	Employee	Years of Service
KENNETH ALLABY	25	GREGORY ANDERSON	30	SCOTT ANDREWS	36
PETER ATKINS	36	PETER BADER	30	JONATHAN BARNES	30
CHRISTOPHER BEMIS	34	IAN BILlich	32	GORDON BISSETT	36
JOHN BLAIR	43	GEOFFREY BOISSEAU	36	MICHAEL BROCK	30
KENT BURTENSHAW	32	GORDON BURTON	30	JOHN BYRNE	28
MICHAEL CANE	30	DANNY CITTER	35	DEREK CLAUSEN	33
PAOLO CORRADETTI	30	GREGORY CRESSWELL	30	DAVID CROKE	33
CRAIG DAWSON	35	JOSEPH DEL VASTO	34	KARI DELANEY	24
DAVID DENYSEK	37	STEPHEN DRURY	34	PAUL DUHAMEL	28
ERIC ELLIOTT	32	RICHARD FACCHINI	23	PETER FALK	33
ADERITO FRIAS	22	ARIE FRIEDMAN	36	CHRIS GIANNIOS	23
OMER GOJAK	28	WILLIAM GOLDSWORTHY	38	BRUCE GREEN	34
TIMOTHY GREEN	26	RUSSELL GUREVSKY	26	PAUL HAWKINS	35
STEVE HECKING	36	GILBERT JOHN HENDERSON	35	ADAM HENLEY	26
DAVID HENRY	31	WAYNE A HISLOP	36	SANDRA HOEFLICH	36
BRYAN V HURD	35	ROBERT JACKSON	29	DOUGLAS JOHNSTON	29
EDWIN KLOMP	32	DEMETRIOS KOKKINAKIS	33	SHAWN LAMBE	32
MICHAEL LANGFORD	34	ROSS LAPOINTE	35	DONNA LARUSH	36
DAVID LEBLANC	31	WILLIAM LIBBUS	35	ALAN LIDDIARD	42
CHRISTOPHER LOKSTEIN	30	JOHN MACLACHLAN	37	KENNETH STEPHEN MAGILL	36
MICHAEL BRUCE MANN	35	PAUL MCCULLAGH	36	ANDREW MCDOWELL	31
HENRY MCINTYRE	38	J WILLIAM MCLEAN	34	CAMERON MCLEOD	36
ROBERT MEZZAPELLI	30	GLEN MONDAY	30	GEOFFREY MORTIMER	32
THOMAS MUNDY	34	FRANK MURACA	34	ADRIAN OLLEY	28
THOMAS PAGE	39	ENZO PALERMA	28	MATTHEW PALMER	30
DONALD F PECK	36	ROBERT PENNINGTON	40	MARK PETTER	31
BRIAN PHILLIPS	35	JOHN ERIK POPELYAK	25	JAMES REED	32
GEOFFREY W REEVES	33	CHRISTOPHER ROWLAND	38	MICHAEL RUFFO	23

PAUL SCHNEIDER	30	DAVID A SCHUELER	34	JOHN SHERIDAN	30
EDWARD SKERRATT	31	KEVIN SMALLEY	36	WILLIAM SPRATT	28
GEORGE STAVROPOULOS	31	PATRICK STEED	30	RANDY SWIFT	31
MANUEL TABUENCA	35	DES TACKOOR	31	ROBERT TADESON	34
COLLIN TANNER	39	SEAN TRAVISS	32	STEVE WALLACE	40
DAMIEN WALSH	38	STEPHEN WATTERSON	31	VELVETA WILLIAMS	37
PAUL WRIGHT	44				



OUR TEAM

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 Toronto Fire Services for members of the public during emergency situations, responsible for dispatching the appropriate emergency response crews and trucks to calls, and for maintaining radio communications with responding personnel and incident commanders.

In 2025, the citywide call processing time standard of 64 seconds was met in 94% of incidents, exceeding the NFPA standard.

TFS' communication division initiated or answered 611,013 emergency and non-emergency phone calls in 2025.

TECHNOLOGY

The Technology Division provides software and hardware support of mission critical and business applications for Toronto Fire Services. This Division evaluates 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.

CAD/RMS

The Toronto Fire Services Computer Aided Dispatch (CAD) and Records Management System (RMS) section is responsible for maintaining and maximizing benefits from Service specific technology environments

utilized to support program delivery. Toronto Fire Services utilizes a CAD system to effectively dispatch and track our emergency services incidents. The Fire RMS facilitates both records and data, as well as the completion of the Provincial Standard Incident Reports, which are required for every incident Toronto Fire Services responds to.

2025 Accomplishments:

- Introduced a new staffing process to replace a manual, paper-based workflow for absence requests (Vacation, Lieu Days). This enhancement enabled improved staffing decision making.
- Leveraged new dedicated network connections with Transportation Services, to deploy interfaces that will enable Emergency vehicle traffic pre-emption, reducing emergency response times by clearing paths for vehicles in transit.

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.

2025 Accomplishments:

- Completed lifecycle replacement of 899 operational radios and emergency dispatch network infrastructure.
- Supported the implementation of new networks, in partnership with Technology Services Network Group to enable service improvement projects.
- Installed radio communication devices in 40 new fire trucks to be placed into service.

- Explored potential service enhancements and efficiencies that could be made available through modern smart technologies and Next Generation 9-1-1

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 Toronto Fire Services operations. By developing and maintaining essential business intelligence tools, including the internal Analytics Portal, Toronto Fire Services can evaluate trends and forecast future needs accurately and efficiently. This supports senior decision-makers in identifying opportunities to improve Service efficiencies and effectiveness.

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

2025 Accomplishments:

- Fulfilled 665 external routine data disclosure requests in 2025, an increase of 20% over the previous year.
- Completed 193 data requests and analysis reports in 2025 for the Command Team.
- Fulfilled 374 routine data disclosure requests from Other Agencies in 2025.

OPERATIONS TRAINING

The Training division develops and facilitates training for Operations staff, ensuring they have the necessary skills required for their daily duties. Training operates from three training 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. Toronto Fire Services operates a number of mobile training solutions that



eliminate the need for operations crews to drive to a training location. This Division is also responsible for employee development opportunities and succession planning initiatives.

The Province of Ontario filed Ontario Regulation 343/22 – Fire Fighter Certification on April 14, 2022. The Regulation requires municipalities to identify their level of fire protection services and then train and certify firefighters to the NFPA Professional Qualification Standards. Toronto Fire Services continues to maintain and revise the training plan to ensure compliance within the Regulation time frames.

To support accomplishing this work, Toronto Fire Services has been provided with delegated authority, under the supervision of the Ontario Fire Marshal, for 24 NFPA exams and skill sign offs. This includes areas across the service from NFPA 1061 Telecommunicator level I and II, NFPA 1002 Pump operator, NFPA 1041 Fire Service Instructor level I and II, NFPA 1033 Fire Investigator, and NFPA 1031 Fire Inspector, levels I and II.

2025 Accomplishments:

- Processed 2,571 certifications in the various NFPA disciplines Toronto Fire Services has been provided delegated authority for.
- Held 1,788 in class training sessions, an increase of 24% over 2024 completed sessions
- As part of officer development, Toronto Fire Services provided NFPA 1021: Fire Officer Level II to 88 staff.

Emergency Medical Response

Toronto Fire Services responds to medical emergencies, in accordance with a structured tiered response system, alongside Toronto Paramedic Services and the Toronto Police Service. In 2025, TFS responded to 118,463 medical emergencies, representing 66% of all incidents in 2025.

Toronto Fire Services is affiliated with the Sunnybrook Centre for Prehospital Medicine which provides medical oversight and leadership for paramedics and firefighters, and coordinates with Toronto Fire Services to deliver a prehospital care training program to all Operations personnel. The Sunnybrook Centre for Prehospital Medicine has assigned a physician to act as the Toronto Fire Services Sunnybrook Medical Director of prehospital care for the Service. The Toronto Fire Services Sunnybrook Medical Director is responsible for the delegation of Controlled Medical Acts undertaken by Toronto Fire Services.



In 2025, we appointed Dr. Taylor Bischoff, MD, MEHP, FRCPC, as the Medical Director for Toronto Fire Services. Dr. Bischoff oversees medical education, certification, and quality assurance processes, helping to elevate the standard of care delivered on scene. Dr.

Bischoff brings an education-focused mindset to clinical leadership and commitment to evidence-based, inclusive, and high-impact training programs for Toronto Firefighters. Additionally, Dr. Bischoff has served as an Emergency Physician for the City of Toronto Heavy Urban Search and Rescue team since 2022.

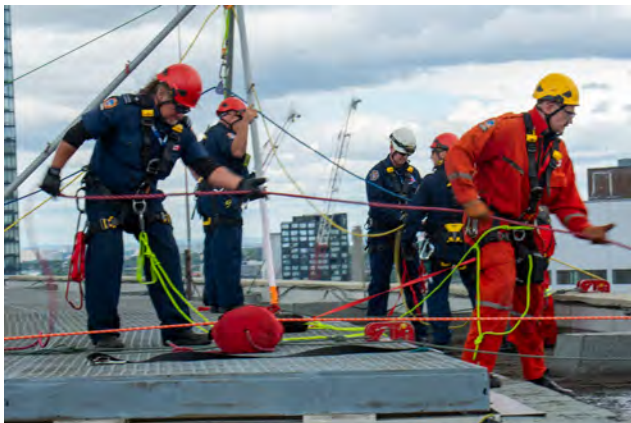
Toronto Fire Services is responsible for providing basic life support along with a suite of delegated advanced life support interventions which include defibrillation, administration of a medication through injection/inhalation (epinephrine, naloxone, and oxygen administration), insertion of fingers past the dermal layer (hemostatic dressings) and emergency childbirth.

To support the continuing medical education of our responding staff, Toronto Fire Services runs annual training that focuses on rotating medical directives selected to meet alignment

with regulatory and best practice requirements. In 2025, 2,390 staff received defibrillator certification, and 1,173 received training on suspected Opioid Toxicity.

TECHNICAL OPERATIONS

Our 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) response and Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) response program, with dedicated specialty apparatus and personnel strategically positioned at fire stations throughout the city.



These specialized disciplines require specific initial and ongoing training that is mandated by the province for the delivery of these programs. Toronto Fire Services is certified to deliver these training courses so we can keep up with the demand.

In 2025, Toronto Fire Services delivered training for eight (8) National Fire Protection Association (NFPA) training certifications:

- NFPA 1006: Operations/ Technician Ice Water Rescue
- NFPA 1006: Operations/ Technician Swiftwater Rescue
- NFPA 1006: Operations Surface Water Rescue

- NFPA 1006: Operations Rope Rescue
- NFPA 1006: Operations Structural Collapse
- NFPA 1006: Operations Trench
- NFPA 1006: Operations Vehicle Rescue
- NFPA 1006: Operations Confined Space

The Technical Operations Division is responsible for providing the training and administration for Toronto's Heavy Urban Search and Rescue (USAR) team, CBRNE team and TFS' engagement in the Public Order Unit. The USAR and CBRNE teams deploy, as required, both within Toronto and Provincially under agreement with the Ontario Office of the Fire Marshal.

For full compliance of our Squad crews, each staff member requires 672 hours of training in eight (8) different certifications under NFPA 1006 in areas including confined space, ice water rescue, surface water rescue, swiftwater rescue, trench rescue, rope rescue and structural collapse. This compliance is required by July 2028.

The Toronto Fire Services USAR team currently has 159 active members including: Sunnybrook Doctors, Toronto Police Officers, K9 teams, and Toronto Paramedics alongside Toronto Fire Services staff from all divisions.

The Toronto Fire Services USAR team successfully completed 8,172 hours of training.

The Public Order Unit (POU) is a Toronto Emergency Services joint operations initiative that trains firefighters in crowd dynamic standards under the Police Adequacy Standard for public, political, religious based, sporting events, and for responses to Intentional Mass Casualty Incidents. Public Order Unit (POU) is used for public safety measures, crowd management and security during demonstrations, civil unrest, political events or any large-scale events where large

crowds may gather. Toronto Fire Services members are embedded in the Toronto Police POU deployment model to provide immediate fire suppression when fire is used as a weapon, decontamination of team members, and medical response support for members of Paramedic and Police services. The POU team deploys under the guidance of the Toronto Police.

- The TFS Public Order Unit has 100 trained staff members who are part of the POU team and undergo annual specialized training from Toronto Police.
- This team responded to 50 call outs in 2025.



In 2025, the City of Toronto introduced the CBRNE Assessment Team (CAT) for special events. The team is tasked with identifying and proactively responding to any CBRNE incidents within the controlled event areas or along parade routes at major public events. The implementation of this team aligns Toronto's CBRNE response with global standards in major cities and supports Toronto Fire Services' mandate to enhance preparedness and resiliency capabilities.

Special Events

Toronto Fire Services often works months in advance of major events with the event organizers and allied agencies to ensure efficient support and maintain business continuity for Toronto Fire Services.

The Toronto Fire Services team, made up of Suppression and Technical Firefighters, Fire Inspectors and Radio Technicians, familiarizes themselves with the venue, emergency access routes and exits within the event perimeter to assess the necessary resources for supporting the event and ensuring everyone's safety. Our team works with our emergency service partners to strategically stage crews along parade routes and within closed areas so that they can respond quickly with little to no interruption to events like parades.



TFS Support for the Blue Jays World Series Run

Toronto Fire Services along with all Torontonians was excited when the Toronto Blue Jays made it to the World Series. Numerous teams were in action behind the scenes alongside our emergency service partners to support a safe event for all who came out to cheer on the Jays.

Toronto Fire Services' CBRNE Assessment Team was deployed at all games to support public safety in and around World Series activities. The team conducts pre-event, during-event, and post-event monitoring and detection, analyzing environmental indicators to establish situational awareness. This helps ensure that timely, factual and accurate information can be relayed to the incident command team. This early detection and analytical capability support the Incident Command Team in building an informed and timely risk-based response. Toronto Fire Services also was deployed as part of the Public Order Unit to ensure a safe

environment for all in attendance in and around the venue, as well as travel to and from mass transit hubs in the downtown core.

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.



Toronto Fire Services manages 195 heavy emergency response trucks, a fleet of 230 small vehicles, in addition to 3 Fire Boats including a 7.5 meter high speed Zodiac unit for rapid deployment and rescue.

Equipment and mechanical maintenance by numbers:

- **5,677** lengths of fire hose identified, issued, and inventoried.
- **1,241** complete overhauls and flow tests of SCBA units.
- **2,654** individual facepiece flow tests
- **750** ground ladders were tested
- **3,012** N95 respirator fit tests

Type of Apparatus	In Our Fleet
Aerial Ladder	6
Pumper	89
Rescue	27
Platform Aerial	1
Quint Aerial	26
Articulating Aerial Tower	3
Air Light	6
Trench Rescue	1
Squad	7
High Rise Response	2
Rehab	1
Hazardous Materials	2
Mobile Command	3
Water Tanker	1
Foam Tanker/ Pumper	1
Training Pumper	6
Decontamination	1
Mechanical Repair	4
Support	8
Fire Boat	3
Total	198

TFS Introduces First Two Electric Pumper Trucks to Its Fleet

In 2025, Toronto Fire Services was excited to introduce the first two electric pumper trucks to the City of Toronto's frontline fleet. The new pumper trucks are built to meet the full demands of frontline emergency response, delivering similar pumping capacity and reliability as traditional diesel units, while producing zero emissions. Designed with operational continuity in mind, the electric trucks align closely with the existing Toronto Fire Services fleet in both appearance and function. This consistency minimizes the need for specialized training, allowing crews to get the new vehicles into service sooner and with minimal transition time. Each vehicle is fully compliant with the National Fire Protection Association (NFPA) 1901 Standard for Automotive Fire Apparatus. The pumpers were put into service at Fire Stations 115 and 116 on August 14 and August 12, 2025, respectively.



These vehicles mark a significant step forward in Toronto Fire Services' ongoing efforts to embrace innovative technologies and reduce its environmental impact without compromising emergency response capability.

"We are proud to be leading the standard for the future of Fire Services. These electric pumper trucks are not only cleaner for our city, but they are fully capable of meeting the full demands of frontline emergency response and allowing us to do our job effectively ensuring continued service to Toronto residents without compromise. This investment reflects our commitment to sustainability, public safety and the environment."

– Jim Jessop, Fire Chief and General Manager, Toronto Fire Services

Marine Operations

Marine Operations at Toronto Fire Services protects lives and property within Toronto Harbour and adjacent waters of Lake Ontario by providing fast and efficient response to fires, water search and rescue, water evacuations, medical emergencies, and other marine emergencies with specialized equipment, two fireboats, highly trained NFPA and Transport Canada marine certified personnel, and cooperative agreements with Toronto Island and Toronto Airport Ferry operations. The Toronto Fire Services Marine crew is comprised of certified Commercial Marine Captains, certified Commercial Marine Engineers, Captains, and firefighters. Land-based firefighters from neighbouring stations are sufficiently trained as Boost Crews to support the Marine Division in fire responses.

Services delivered by the Marine team include water supply for land-based firefighting, marine towing and salvage, and ice breaking/clearing during the winter months to maintain ferry routes and emergency water access in Toronto Harbour.

Welcome, Fire Boat 334!

In 2025, Toronto Fire Services welcomed the custom-built Fire Boat 334 to the docks at station 334. The new 16.7 metre (55 feet) firefighting vessel is powered by twin diesel engines with jet propulsion offering both power and precision for rapid responses to fires, medical incidents, rescues, and hazardous materials situations. This apparatus replaces the William Thornton which was decommissioned in the summer of 2025. Toronto Fire Services welcomed the vessel with a ceremonial bottle break attended by Deputy Mayor Ausma Malik.



Toronto Fire Services also introduced a 7.5 metre rescue boat to its fleet that was designed with versatility and rapid deployment. Its more agile design offers faster deployment for flood response, search and rescue missions near Scarborough Bluffs and Toronto Islands, and support to land-based crews during waterfront emergencies.

BUSINESS SERVICES

The Business Services unit of the Administration Services Division is responsible for all aspects of Toronto Fire Services' finance and budget management. This includes payroll management for all 3,379 TFS employees, procurement support for TFS, and management of the Toronto Fire Services budget.

2025 Accomplishments:

- Provided payroll and complement management support to onboard new recruit classes in Operations, Community Risk Reduction, and Communications.
- Established a multi-year contract for the supply and installation of structural firefighting bunker suit Washer/Extractors and Drying Cabinets to support decontamination after fire exposure to reduce contact with carcinogenic toxins.
- Managed the development and timely submission of the 2026 Operating (\$588 million), Capital (\$82 million), and Fleet Capital (\$267 million) budgets totalling \$937 million.

QUARTERMASTER

The Quartermaster division is responsible for managing the distribution of personal protective equipment and warehouse management for all Toronto Fire Services supplies. This includes coordinating deliveries to all stations for the materials they need and managing the outfitting for all Toronto Fire Services staff, from belts to bunker gear.

2025 Accomplishments:

- Processed 3,270 clothing orders submitted by staff.
- Managed logistics for 7,365 bunker gear cleanings.

- Processed 5,689 bunker gear repair orders.

FACILITIES MANAGEMENT

The Toronto Fire Services Facilities Manager is responsible for working in collaboration with the City's Corporate Real Estate Management (CREM) and Facilities Management Division to manage all Toronto Fire Services facilities. In 2025, CREM commenced Building Condition Assessments (BCA) across 94 Toronto Fire Services sites. The results will inform the development of future capital budgets to address vital state-of-good-repair needs. Throughout 2025, planning continued on the new Flemingdon fire station and on the future development of additional fire stations within the Christie and Woodbine developments. Toronto Fire Services continues to work with CreateTO and City divisions to plan for future growth in the city to support the Services' ability to meet future demands.

STAFF SERVICES

The Staff Services Division manages all aspects of Toronto Fire Services' labour relations; including Collective Agreement administration, investigations, grievances, arbitration, and human rights complaints in collaboration with the City's Employee Relations and Legal Services teams. Additionally, Staff Services operates the Toronto Fire Services Medical Office which performs recruit medicals, administers disability management and return-to-work and accommodation programs.

2025 Accomplishments:

- Completed 26 formal investigations.
- Successfully resolved 23 grievances, in collaboration with our Toronto Professional Fire Fighters' Association partners.

- Arranged modified assignments for 330 staff who were temporarily restricted from performing regular duties and required an accommodation.

OFFICE OF THE FIRE CHIEF

The Office of the Fire Chief 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 Toronto Fire Services and at the City of Toronto.

- Staff in the Office of the Fire Chief processed 170 Freedom of Information Requests for the division.

Public Information and Media Relations

The Public Information Unit establishes and maintains relationships with the media. The team facilitates events such as the annual Fallen Firefighter Memorial Service which was attended by more than 200 guests and dignitaries in 2025, Doors Open Toronto, and various Toronto Fire Services ceremonies. This unit also manages the Toronto Fire Services website and social media channels.

- In 2025, the Public Information office responded to 1,448 media requests.
- The Public Information Office is responsible for organizing the annual Take Our Kids to Work Day event which had 40 students tour a fire hall, check out the City skyline from the William Lyon Mackenzie in Toronto Harbour, and try their hand at various skills such as the Jaws of Life, CPR and public education messaging.

Recruitment and Community Outreach

The Recruitment and Community Outreach team attends events across the city to help

Toronto Fire Services build an increasingly diverse workforce that is reflective of the communities we serve by providing residents of Toronto with details on the careers available and promoting Toronto Fire Services as an employer of choice.

2025 Accomplishments:

- Attended 302 events across the city including:
 - 19 Events with Toronto Community Housing which included career fairs, community and outreach events.
 - 124 presentations to high schools and community organizations.
 - 98 Job/ Career Fairs
- 69,748 total attendees reached all events.

Learn more about the Toronto Fire Services careers on page 58 and online at www.toronto.ca/fire/careers.



PUBLIC EDUCATION IN THE COMMUNITY

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)*. Toronto Fire Services is committed to educating the residents of Toronto about how to be fire safe.

2025		
Program	Activity	Reach
Elementary School Fire Safety Programs	1,371 presentations delivered	35,867 participants
Steps to Safety®	258 presentations delivered	11,122 participants
Fire Safety Education in High-rise Buildings	339 presentations were delivered	5,507 participants

Fire Safety Education at Canadian National Exhibition (CNE)

Toronto Fire Services returned to the Canadian National Exhibition in 2025 with an engaging, interactive display focused on preventing lithium-ion battery fires and promoting the provincial *Saved by the Beep* smoke alarm campaign. Public Education staff connected with 57,250 visitors delivering hands-on guidance, demonstrations, and safety information to help residents make safer choices at home.

Fire Prevention Week

The theme for Fire Prevention Week 2025, was “*Charge into Fire Safety: Lithium-Ion Batteries in Your Home.*” From October 5-11, Toronto Fire Services delivered a variety of

educational activities, including open houses at fire stations across the city where attendees could explore and engage in fire safety displays, activities, and interactive games.

A door-to-door community canvassing initiative where Community Risk Reduction (CRR) Fire Inspectors and Public Educators distributed fire safety information regarding the importance of home escape planning, smoke alarms and lithium-ion batteries to over 1,700 participants. CRR staff canvassed 17 high-rise buildings during this week providing in-person education to 1,408 apartment tenants. An additional 562 residents received fire safety information through lobby displays.

Toronto Fire Services hosted its annual Fire Prevention Week Open House event at the Toronto Fire Academy. Welcoming over 2,500 residents, this event showcased safety information and services for the public and multiple educational activities for families and children, such as, live fire demonstrations, junior firefighter challenges, facepainting, and an official dance party competition with NFPA's Sparky™.



Alarmed for Life Program

The Alarmed for Life program is a key component of Toronto Fire Services' education strategy. In 2025, the community-based program focused on two core components with fire safety information packages delivered to 9,297 households.

The Program provides 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 distributing the Alarmed for Life Home Fire Safety Kit.

Home Fire Safety Kits and materials are available for residents at www.toronto.ca/firesafety in multiple languages.



Fire Safety Camps

Toronto Fire Services works in partnership with the Jays Care Organization to deliver fire safety presentations and activities throughout July and August during organized summer camps. Five camps were facilitated by Toronto Fire Services Public Educators. The camp schedule consisted of a combination of teaching fire safety skills, as well as numerous fun outdoor activities such as the Junior Firefighter Challenge, a fire hose spray event, and campers had the opportunity to learn about our frontline firefighting trucks and firefighting skills. In 2025, staff educated 642 children through the Jays Care camps program, along with 109 camp counsellors.

PIER Presentations

The Post-fire Incident Education Response (PIER) program involves Toronto Fire Services staff engaging with Toronto residents, following a fire in their neighbourhood, and the provision of important fire safety and prevention information. Public Educators completed 264 PIER sessions.

Steps to Safety™

Steps to Safety™ is a National Fire Protection Association program developed especially for older adults that focuses on fire safety and falls prevention. Reaching older adults involves a variety of methods. Virtual presentations, delivery of fire safety materials, and in-person static displays and presentations were also made available to seniors. In addition, throughout the entire Safety Awareness Month (June), public educators focused their efforts on Seniors. Toronto Fire Services Public Educators conducted a total of **258 sessions and reached 11,122 older adults.**

Fire Safety the Indigenous Way

A new fire safety program for elementary and high school students was created by the Public Education Division in consultation with the Indigenous Affairs Office, and the National Indigenous Fire Safety Council.

This pilot program was launched at Kâpapâmahchakwêw - Wandering Spirit School in December from Junior Kindergarten through to Grade 12 and 129 students received tailored age-appropriate education. Resource materials were also developed by Indigenous artist Jay Odjick who created Toronto themed graphic images for a children's activity book. The high school portion of the pilot included visits from the our Recruitment Section to promote careers with Toronto Fire Services.



Saved by the Beep

September 28th is Ontario's Test Your Smoke Alarm Day. Toronto Fire Services' campaign focused on raising awareness of the importance of working smoke alarms through static displays at the CNE, Fire Prevention Week Open House, social media posts, and

focusing on providing fire and life safety education to university and college students at **12** post-secondary institutions providing information to over **1,861** students.

Encampment Fire Safety

Toronto Fire Services has intensified its outreach to unhoused populations as part of the City's broader encampment approach and strategy. Since 2020, approximately 20% of the Public Education staffing complement has been dedicated to engaging residents living outdoors, delivering core fire safety guidelines to focus on several critical life-safety measures designed for high-risk environments. Public Educators work alongside Streets to Homes and the Encampment Office to bridge any fire safety gaps and support the transition of residents to indoor shelter when possible.

In 2025 Public Educators:

- Provided education to 2,144 residents living in encampments.
- Visited 1,188 sites, and engaged with 3,142 distinct encampments.
- Identified and facilitated the removal of 172 fire hazards.

Additionally, following any fire incident at an encampment, Toronto Fire Services deployed rapid-response teams to conduct onsite assessments and deliver targeted education to prevent reoccurrence and support affected individuals.

Toronto Fire Services' proactive encampment outreach contributed to a meaningful reduction in fire incidents. Citywide, encampment fires have declined significantly year over year. There were 78 fewer fires in encampments (37% reduction) in 2025 compared to 2024. Staff education efforts, elevated-risk site identification, and close coordination with Fire Prevention supported this downward trend and strengthened safety for residents living outdoors.

Give a Beep Campaign

In December 2025, the City launched the “Give a Beep” campaign after reporting 145 cases of non-working smoke alarms in 2025, up from 118 in 2024. The campaign featured digital advertising, paid and organic social media advertising, TTC transit shelter ads, and radio messaging.

Lithium-Ion Battery Public Education

In 2025, the number of lithium-ion battery-related fires in Toronto increased by 214% compared to 2022. To address serious public safety risk, the Public Education Division continues to educate on the topic of lithium-ion batteries in presentation, media interviews, through social media posts, and at public displays and events. Phase II of our lithium-ion battery public safety and education campaign called “This is Your Warning” highlights risks associated with lithium-ion batteries and covered the four key fire safety risks associated with overcharging, improper disposal, modified, and uncertified lithium-ion batteries and chargers. Messaging for this campaign has been translated into 10 languages to better serve our diverse communities.



Important Safety Information for Lithium-Ion Batteries!

- Keep the lithium-ion battery in sight while charging
- Never tamper with or modify a battery.
- Only use certified, manufacturer-approved batteries.
- Stop using the lithium-ion battery and contact the manufacturer if there are any of the following problem signs.
 - Odour
 - Change in colour
 - Too much heat
 - Change in shape
 - Leaking
 - Odd noises
- Dispose of old or damaged batteries at a City Drop-off Depot or at a Community Environment Day.

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 Division is responsible for conducting fire safety inspections in all types of occupancies within Toronto. Toronto Fire Services 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.

- **Inspected 99% of the vulnerable occupancies** in Toronto (including long-term care occupancies, care and treatment occupancies, nursing homes, hospitals, and retirement homes), to protect the most vulnerable residents in the city.
- Conducted **1,180 Ontario Fire Code** inspections at **Toronto Community Housing buildings**.
- **95% of all residential high-rise buildings were inspected** in 2025.
- Inspections of **9,428 individual properties** were conducted across the city.



Registered Convictions				Authorization to Close/ Order to Close Requested			Occurrences where Fire and Life Safety Concerns Require Immediate Action		
Number of convictions registered against an owner or occupant of a property under the <i>Ontario Fire Code</i>				Closure of building due to serious violations of the <i>Ontario Fire Code</i>			<i>Ontario Fire Code</i> violations identified with serious threat of fire and life safety (requires immediate attention)		
Year	2023	2024	2025	2023	2024	2025	2023	2024	2025
Total	634	915	1,246	1	1	2	10	4	10

Who's Better Off?

In 2025, seven fire fatalities occurred in residential high-rises across seven different locations, with one of the incidents occurring at a high-rise with *Ontario Fire Code* violations. Since the introduction of mandated annual high-rise inspections in 2017, there has been a notable reduction in the proportion of fatal high-rise fires occurring in noncompliant buildings. Between 2010 and 2016, before the implementation of annual inspections, 41% of fatal high-rise fires involved buildings with fire code violations. **From 2017 to 2025, this figure dropped to 14% (6 of 37 incidents), suggesting improved compliance and a corresponding decrease in risk.**

Together, these trends indicate that Public Education efforts, combined with strengthened Inspections and Enforcement activities, is contributing to positive behavioral changes and a gradual reduction in fire risks across higher density residential settings.

2025 Fire Inspection Data by Ward

Ward	All Property Types		High-Rise Residential		Toronto Community Housing	
	Ontario Fire Code Violations Identified and Addressed	# of Individual Properties Inspected	# of Individual Properties Inspected	% of Individual Properties Inspected	# of Properties Inspected	Total # of Inspections
Etobicoke North (1)	486	382	82	96%	33	62
Etobicoke Centre (2)	391	285	112	100%	20	32
Etobicoke-Lakeshore (3)	773	385	136	88%	7	27
Parkdale-High Park (4)	686	551	121	100%	16	42
York South-Weston (5)	559	341	105	100%	18	69
York Centre (6)	694	403	118	100%	9	30
Humber River-Black Creek (7)	95	274	83	83%	24	45
Eglinton-Lawrence (8)	751	367	114	100%	38	69
Davenport (9)	382	538	55	98%	13	32
Spadina-Fort York (10)	1,246	552	256	81%	24	40
University-Rosedale (11)	1,675	664	194	95%	22	53
Toronto-St. Paul's (12)	932	441	233	97%	15	43
Toronto Centre (13)	1,466	680	315	94%	83	211
Toronto-Danforth (14)	976	409	63	100%	25	45
Don Valley West (15)	630	294	93	100%	11	21
Don Valley East (16)	1,074	325	123	100%	21	48
Don Valley North (17)	472	289	125	96%	15	24
Willowdale (18)	633	357	133	98%	4	27
Beaches- East York (19)	1,129	301	55	95%	29	76
Scarborough Southwest (20)	703	373	74	100%	22	66
Scarborough Centre (21)	431	380	93	100%	12	32
Scarborough-Agincourt (22)	256	236	91	99%	7	22
Scarborough North (23)	223	202	32	100%	2	2
Scarborough-Guildwood (24)	532	253	85	100%	16	57
Scarborough-Rouge Park (25)	246	185	20	100%	3	5
Total	17,441	9,465	2,911	95%	489	1,180

Professional Development 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.

2025 Accomplishments:

- Trained 229 staff in NFPA 1035 Life & Safety Educator Level I; 27 staff in NFPA 1031 Fire Inspector Level I; and 202 staff in NFPA 1031 Fire Inspector Awareness Level.
- Provided training on Ontario Fire Code Part 3 attended by 34 staff, Ontario Fire Code Part 4 attended by 153 staff and Ontario Fire Code Part 5 attended by 120 staff.
- Developed training on the changes in the updated 2026 Ontario Fire Code delivered to 50 staff (continued delivery in 2026).

Quality Assurance

The Quality Assurance team ensures that *Ontario Fire Code* enforcement follows best practices and meets all legislative requirements.

2025 Accomplishments:

- Processed 295 prosecution files, with 86% of the files proceeding with charges. Cases that went before the courts in 2025 resulted in 1,246 registered convictions.
- Reviewed 105 non-legal files to ensure compliance with Standard Operating Guidelines and to identify recurring errors that may inform future training opportunities.

Engineering

The Fire Protection Engineering team provides expert advice and assistance regarding the interpretation and application of the *Ontario Fire Code*, ensuring that fire safety risks are properly addressed in complex situations.

2025 Accomplishments:

- Provided technical assistance to Toronto Fire Services staff on 1 Order to Close, 1 Authorization to Close and 10 Immediate Threat to Life actions to minimize life safety risks to building occupants.
- Provided technical assistance on fire safety related items on 94 files for other city divisions, including strong support for Toronto's transit expansion projects.
- Drafted 281 inspection orders to remedy identified fire safety issues.
- Reviewed 27 alternative solution proposals that assisted owners in bringing their buildings into compliance with the Ontario Fire Code.



Fire Investigations

The Fire Investigation team conducts comprehensive investigations into the fire origin, cause, and circumstances of major fires. The results of these investigations ensure that Toronto Fire Services 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 Toronto Fire Services Fire Investigators are also cross trained as Fire Code Inspectors.

The Fire Investigations team **conducted 228 comprehensive fire investigations in 2025**. These investigations have resulted in the following outcomes:

- 216 fire investigations included comprehensive fire inspections which identified and addressed 103 violations of the Ontario Fire Code.
- 79 fire investigations supported Toronto Police Service.
- 117 referrals were made for additional fire inspections to be conducted.
- 38 referrals were made for delivery of a fire safety presentation and/or canvassing in the surrounding area to support fire safety education.

Number of Investigations

Number of Investigations	2023	2024	2025
Accidental Fires	93	72	128
Intentionally Set Fires	44	38	51
Undetermined Fires*	29	33	49
Total	166	143	228

*In accordance with NFPA standards and following the Scientific Method, when the cause of a fire cannot be proven conclusively, it must be classified as undetermined.

2025 Fire Fatality Cause

Cause of Fatality	Number of Fire Fatalities 2025
Accidental	11
Intentionally Set	4
Undetermined	7

2021-2025 Fire Fatalities in Toronto

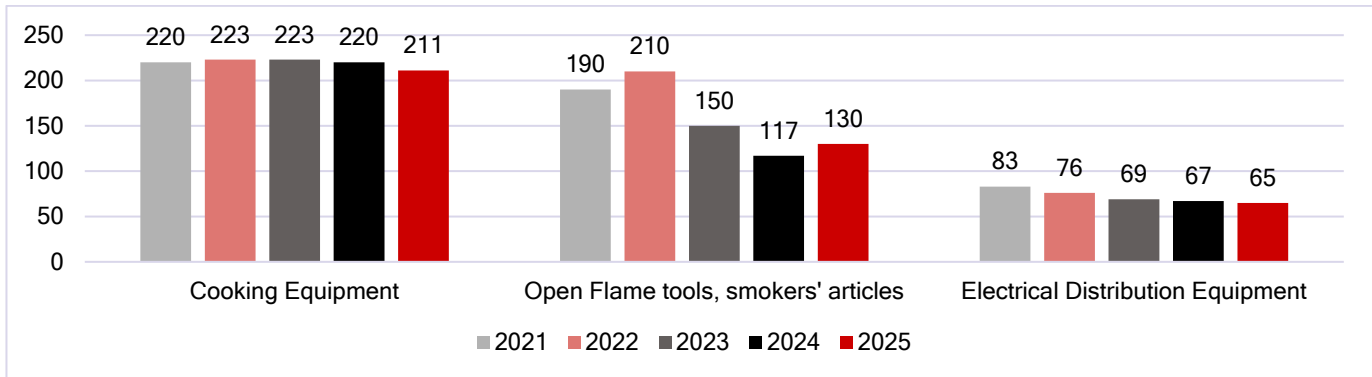
Year	Number of Fatalities	Number of Accidental Fire Fatalities*
2021	19	17
2022	14	9
2023	14	13
2024	16	14
2025	22	11

*Accidental fires exclude both homicide and suicide

RESIDENTIAL FIRES

Toronto Fire Services responded to 966 residential fires in 2025 representing 48% of the total fire incidents in 2025.

Top 3 Ignition Sources of Residential Fires 2021-2025



1. 34% of residential structure fires were caused by cooking - Never leave cooking unattended – stand by your pan! Keep things that can catch fire away from cooking area, including loose fitting clothing.
2. 24% of residential structure fires were caused by smoking - 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. 11% of residential structure fires were caused by electrical wiring - 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



EMERGENCY RESPONSE STATISTICS

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.

- In 2025, TFS Operations crews responded to 174,412 individual emergency incidents.

Service volumes increased by 1.1% in 2025 over 2024. This is on par with what the service would anticipate with regular population growth. Changes in service volume seen in 2023-2024 were a result of TFS supporting colleagues in Paramedic Services with low acuity calls. This ended in the second quarter of 2024.

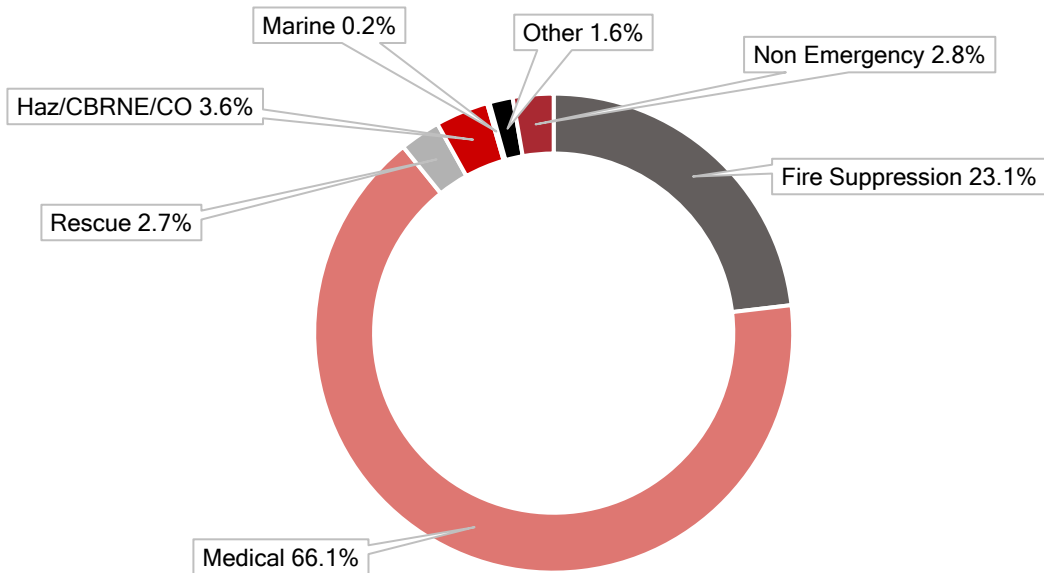
Emergency Incident Response Summary

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

Program	2021	2022	2023	2024	2025	2025 % of Total	2025 % Change from Prior
Medical	86,498	115,213	129,793	116,137	118,463	66.1%	2.0%
Fire Suppression	33,166	38,047	39,356	41,763	41,489	23.1%	-0.7%
Hazardous Materials/ CBRNE/ Carbon Monoxide	6,934	7,267	6,938	6,514	6,418	3.6%	-1.5%
Rescue	3,595	4,353	4,402	4,735	4,921	2.7%	3.9%
Marine	301	307	302	283	302	0.2%	6.7%
Non-Emergency	957	1,035	716	4,339	4,933	2.8%	13.7%
Other	3,081	3,555	3,312	3,105	2,819	1.6%	-9.2%
Total	134,532	169,777	184,819	176,876	179,345	Data Source for CAD Event metrics is Data Analytics BIDW (cross referenced with FireRMS Incident records). Program category is based on initial dispatch code.	
Total Emergency	133,575	168,742	184,103	172,537	174,412		
% Change Total Emergency	8.1%	26.3%	9.1%	-6.3%	1.1%		

Note: Definitions for the incident types included in each program area provided on the next page.

2025 Incident Breakdown



Data Definitions

Medical:	All medical and personal injury situations excluding those requiring the Fire Boat (Marine) or carbon monoxide as a medical symptom.
Fire Suppression:	All responses to fires including: non structure fires, alarm check calls or single source alarms, vehicle fires, structure fires, natural gas fires etc.
Hazardous Materials/ CBRNE/ Carbon Monoxide:	Hazardous Materials Incidents are accidental in nature; Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) Incidents are intentional in nature. Events would include: Carbon monoxide, hazardous material levels 1-3, vehicle clean ups and CBRNE levels 1-3.
Rescue:	Elevator entrapment, vehicle extrication, rope, water and ice rescues, industrial machinery entrapment, trench and excavation collapse, confined space and structural collapse, and streetcar/subway incidents.
Marine:	Any incidents involving the fire boat in the initial response.
Non-Emergency:	Incidents that may not be deemed a critical response based on initial reports, or are for a public service. The unit(s) will respond in a non-emergency mode without the use of lights and siren.
Other:	Check Call, Public Hazard, Police Assist, and Water Problems.

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.

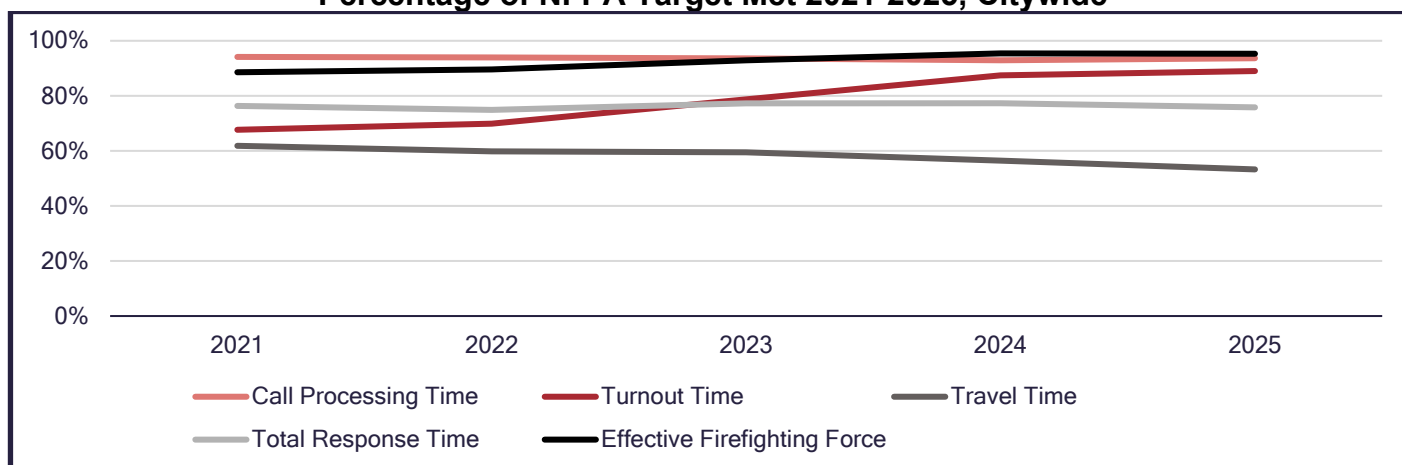
Measure	Definition	Target Time (based on NFPA 1710 Standards)
Call Processing Time	Call Processing Time is the elapsed time from when TFS receives an emergency call at the communications centre until emergency response information begins to be transmitted to the responding truck(s).	1:04 min
Turnout 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.	1:20 min
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.	4:00 min
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.	6:24 min
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, based on the hazard classification of the building.	10:24 min

Performance

			2021	2022	2023	2024	2025
All Emergency Events	Call Processing Time 1:04 min	90 th Percentile	00:52	00:53	00:54	00:56	00:54
		% of Standard Achieved	94%	94%	94%	93%	94%
Response Times	Turnout Time 1:20 min	90 th Percentile	01:56	01:55	1:42	1:26	1:23
		% of Standard Achieved	68%	70%	79%	87%	89%
	Travel Time 4:00 min	90 th Percentile	05:51	06:00	5:57	6:06	6:15
		% of Standard Achieved	62%	60%	59%	56%	53%
	Total Response Time 6:24 min	90 th Percentile	07:38	7:48	7:36	7:38	7:44
		% of Standard Achieved	76%	75%	77%	77%	76%
Effective Firefighting Force Response	Total Response Time 10:24 min	90 th Percentile	10:40	10:28	9:41	8:59	8:59
		% of Standard Achieved	89%	90%	93%	95%	95%

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

Percentage of NFPA Target Met 2021-2025, Citywide



Importance of Fast Response

Toronto Fire Services 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, perform rescue, 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 interior finishes use more synthetic materials and plastics, which burn hotter and faster than natural fibres and products. Firefighters are also having to contend with new and emerging risks like lithium-ion batteries, which are becoming increasingly common in household items such as consumer electronics, power tools, micromobility devices, and electric vehicles. Lithium-ion batteries can take as little as 15 seconds from the first sign of smoke until it enters thermal runaway and becomes an uncontrolled fire and explosion.

As the city with the second largest number of high-rise buildings in North America, Toronto Fire Services continues to strive for the fastest response possible to high-rise fires to address their unique challenges including the sheer scope and scale of conducting search and rescue operations, moving people and equipment vertically to the fire area, the fire growth based on the time it takes to reach the fire floor with the required resources, and the significant logistical management of the numerous firefighters and equipment required to complete critical tasks simultaneously on scene. High-rise residential fires represented 39% of the residential fire incidents Toronto Fire Services responded to in 2025.

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.

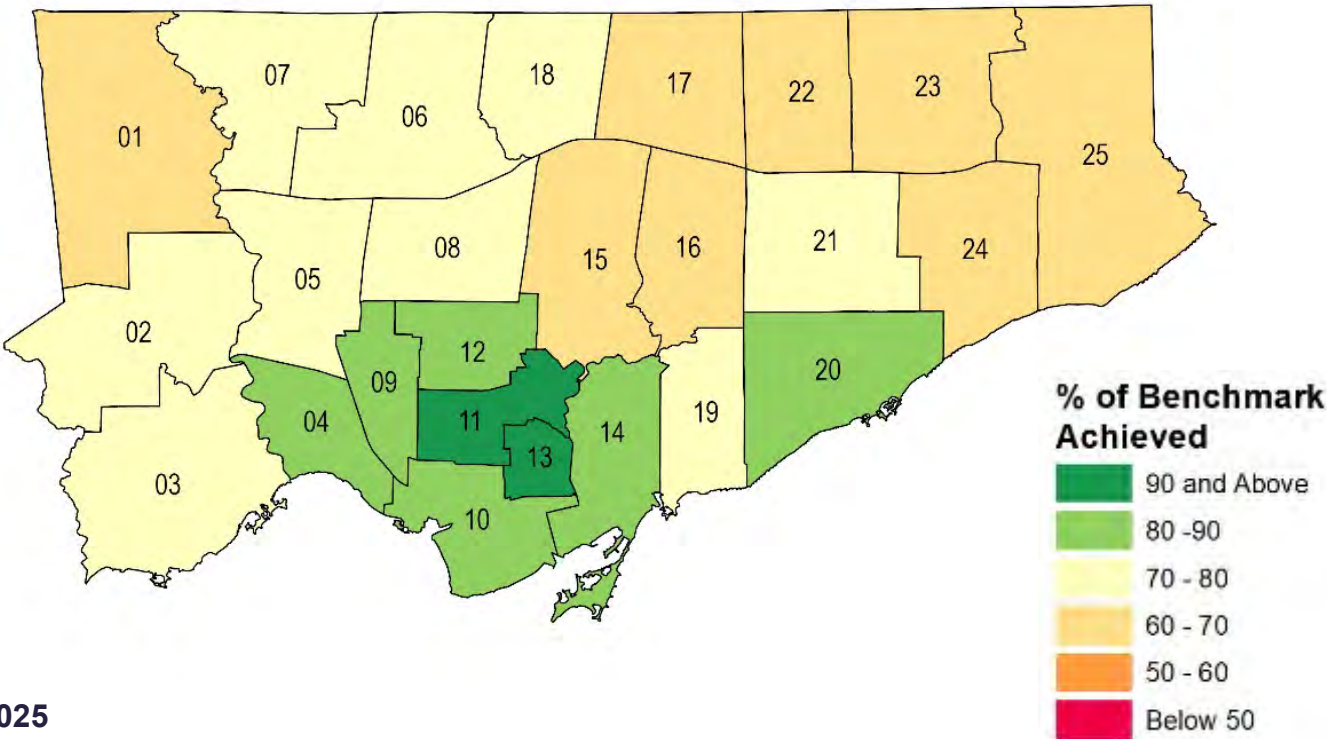


ANNUAL WARD REPORT CARD

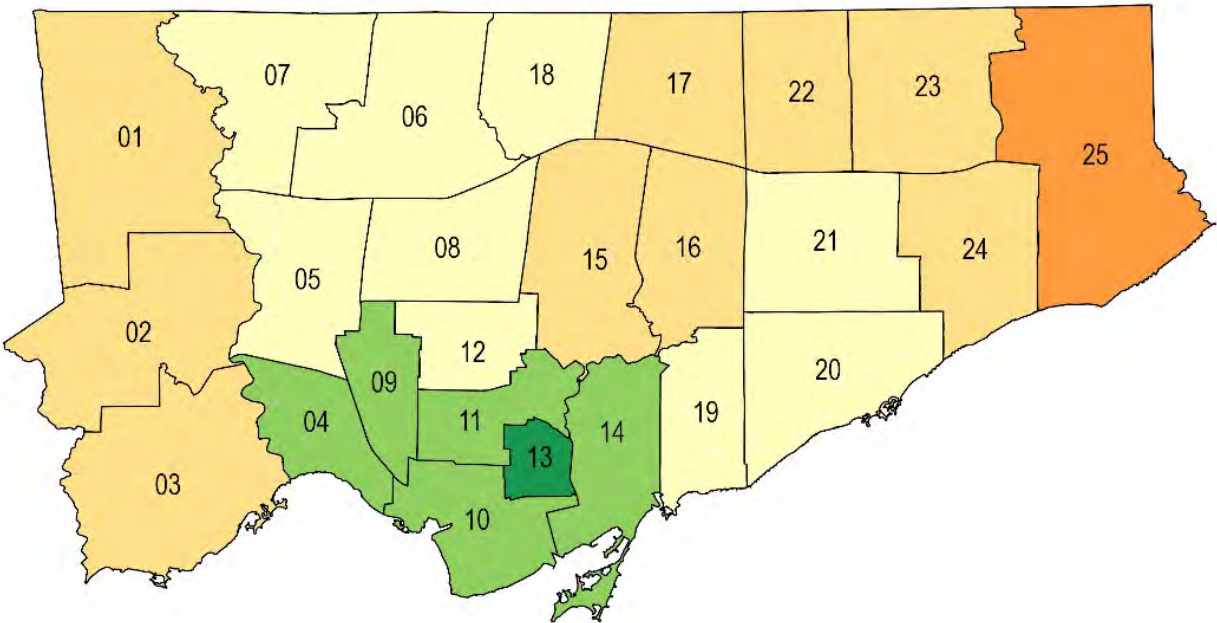
Total Response Time

Total Response Time is the elapsed time from when Toronto Fire Services 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.

2024



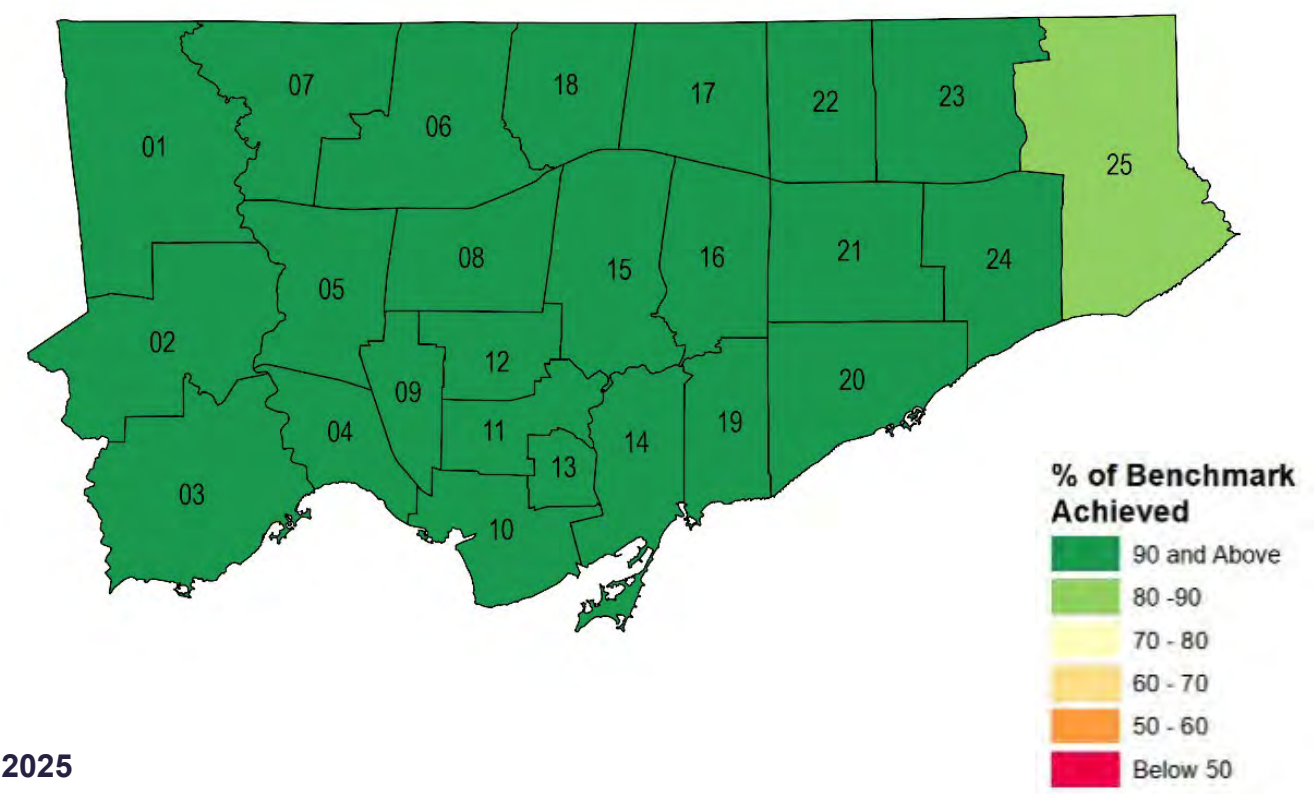
2025



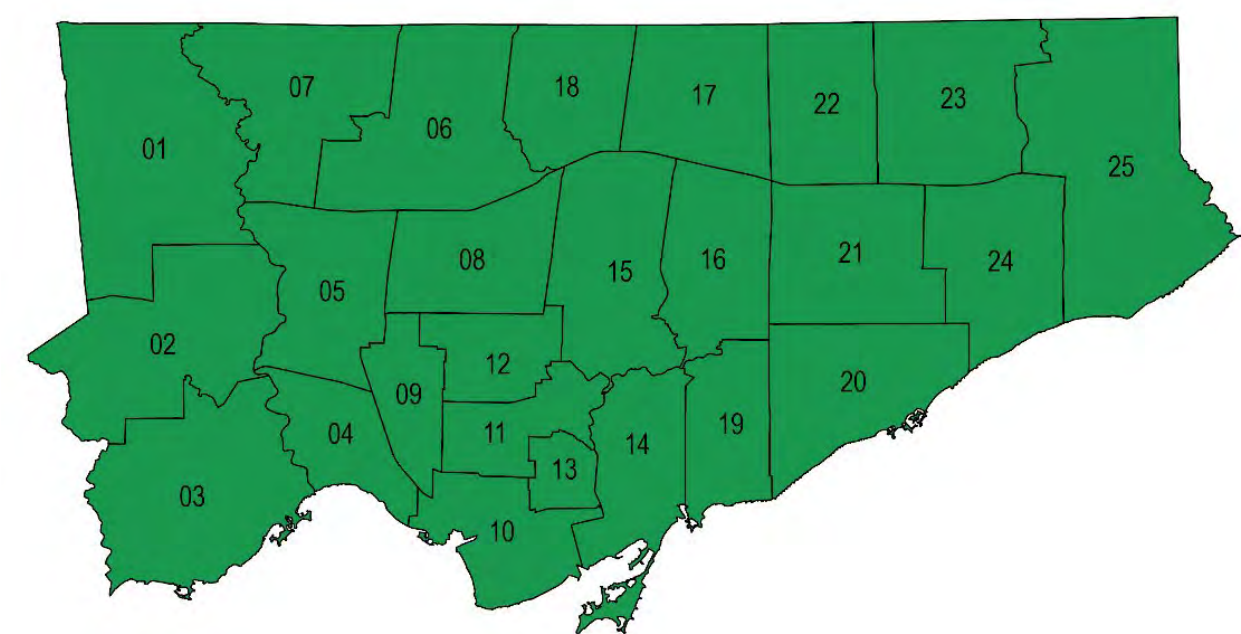
Effective Firefighting Force

Effective Firefighting Force (EFF) is the elapsed time from when Toronto Fire Services 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.

2024



2025



2023-2025 PERFORMANCE METRICS CITY-WIDE AND BY WARD

Year	Total Response (6:24)		Difference from standard (6:24)	Effective Firefighting Force (10:24)		Difference from standard (10:24)	Travel Time (4:00)		Difference from Standard (4:00)
2023	77%	07:36	1:12	93%	09:41	-0:43	59%	5:57	1:57
2024	77%	07:38	1:14	95%	08:59	-1:25	56%	6:05	2:05
2025	76%	07:44	1:20	95%	08:59	-1:25	53%	6:15	2:15



Total Response Time

- Total Response Time refers to the elapsed time between when Toronto Fire Services 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.
- Toronto Fire Services met this performance benchmark, on a city-wide basis, 76% of the time in 2025, a 1% decrease from the 2024 performance.

Ward	Total Response 6:24						
	2023		2024		2025		2025 Difference from NFPA Standard
Etobicoke North (1)	62%	8:45	66%	8:35	64%	8:35	2:11
Etobicoke Centre (2)	69%	7:58	70%	8:00	69%	8:04	1:40
Etobicoke-Lakeshore (3)	71%	7:59	70%	8:06	69%	8:09	1:45
Parkdale-High Park (4)	83%	7:15	84%	7:08	84%	7:14	0:50
York South-Weston (5)	75%	7:42	74%	7:48	73%	7:49	1:25
York Centre (6)	78%	7:42	77%	7:54	76%	8:03	1:39
Humber River-Black Creek (7)	67%	8:33	70%	8:06	70%	8:05	1:41
Eglinton-Lawrence (8)	76%	7:36	74%	7:46	74%	7:44	1:20
Davenport (9)	83%	7:04	84%	6:58	82%	7:06	0:42
Spadina-Fort York (10)	84%	7:05	85%	6:59	85%	7:02	0:38
University- Rosedale (11)	89%	6:31	90%	6:26	89%	6:34	0:10
Toronto-St Paul's (12)	83%	7:05	82%	7:03	79%	7:19	0:55
Toronto Centre (13)	93%	5:58	93%	5:56	93%	6:00	-0:24
Toronto-Danforth (14)	83%	7:17	84%	7:10	81%	7:28	1:04
Don Valley West (15)	65%	8:12	61%	8:26	62%	8:31	2:07
Don Valley East (16)	65%	8:02	62%	8:29	61%	8:34	2:10
Don Valley North (17)	72%	7:54	68%	8:19	65%	8:26	2:03
Willowdale (18)	76%	7:36	73%	7:42	72%	7:47	1:21
Beaches-East York (19)	79%	7:22	78%	7:27	78%	7:26	1:02
Scarborough Southwest (20)	79%	7:22	80%	7:20	77%	7:33	1:09
Scarborough Centre (21)	77%	7:27	78%	7:25	75%	7:33	1:09
Scarborough-Agincourt (22)	70%	7:52	67%	8:11	64%	8:15	1:51
Scarborough North (23)	67%	8:04	67%	8:13	64%	8:18	1:54
Scarborough-Guildwood (24)	66%	8:07	69%	7:54	66%	8:09	1:45
Scarborough-Rouge Park (25)	60%	8:44	60%	8:46	59%	8:45	2:21

Effective Firefighting Force

- Effective Firefighting Force refers to the elapsed time between when Toronto Fire Services 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.
- Toronto Fire Services exceeded this performance benchmark, on a city-wide basis, 95% of the time in 2025, maintaining the performance in 2024.

Effective Firefighting Force 10:24							
Ward	2023		2024		2025		2025 difference from NFPA Standard
Etobicoke North (1)	88%	10:48	92%	9:54	93%	9:44	-0:40
Etobicoke Centre (2)	88%	10:55	94%	9:30	94%	9:27	-0:57
Etobicoke-Lakeshore (3)	91%	10:04	93%	9:42	91%	9:58	-0:26
Parkdale-High Park (4)	95%	9:07	95%	8:45	95%	8:52	-1:46
York South- Weston (5)	91%	10:16	94%	9:20	94%	9:04	-1:20
York Centre (6)	90%	10:27	92%	9:57	94%	9:28	-0:56
Humber River-Black Creek (7)	87%	10:55	93%	9:50	93%	9:39	-0:45
Eglinton-Lawrence (8)	94%	9:21	96%	8:53	95%	9:01	-1:23
Davenport (9)	94%	8:50	96%	8:09	95%	8:15	-2:09
Spadina- Fort York (10)	96%	8:44	97%	8:11	97%	8:18	-2:06
University-Rosedale (11)	97%	7:58	98%	7:41	97%	7:49	-2:35
Toronto-St Paul's (12)	93%	9:31	97%	8:24	97%	8:28	-1:56
Toronto Centre (13)	98%	7:50	98%	7:17	98%	7:09	-3:15
Toronto-Danforth (14)	95%	8:39	95%	8:39	95%	8:36	-1:48
Don Valley West (15)	90%	10:21	93%	9:42	96%	9:24	-1:00
Don Valley East (16)	87%	10:58	95%	9:21	95%	9:15	-1:09
Don Valley North (17)	89%	10:51	92%	9:41	93%	9:48	-0:36
Willowdale (18)	94%	9:24	96%	8:59	95%	9:20	-0:56
Beaches-East York (19)	94%	9:04	97%	8:46	96%	8:57	-1:29
Scarborough Southwest (20)	92%	9:51	96%	8:51	96%	9:03	-1:21
Scarborough Centre (21)	91%	10:02	97%	8:37	93%	9:17	-1:07
Scarborough-Agincourt (22)	90%	10:29	94%	9:39	93%	9:54	-0:30
Scarborough North (23)	91%	10:13	92%	9:43	91%	10:01	-0:23
Scarborough-Guildwood (24)	90%	10:20	94%	9:09	96%	9:05	-1:19
Scarborough-Rouge Park (25)	90%	10:28	89%	10:54	92%	9:47	-0:37

Travel Time

- Travel time refers to the elapsed time from when the first responding truck is responding to when that truck arrives at the incident location.
- Travel time can be influenced by a number of factors including traffic, congestion, construction, and unit availability.
- The NFPA performance benchmark for travel time is 4:00 minutes, 90% of the time.
- Toronto Fire Services met this performance benchmark 53% of the time in 2025, a decrease from the 2024 performance.

Ward	Travel 4:00						
	2023		2024		2025		2025 difference from NFPA Standard
Etobicoke North (1)	41%	6:55	41%	6:53	38%	6:56	2:56
Etobicoke Centre (2)	46%	6:19	42%	6:27	40%	6:37	2:37
Etobicoke-Lakeshore (3)	53%	6:10	45%	6:29	42%	6:39	2:39
Parkdale-High Park (4)	70%	5:35	69%	5:35	67%	5:41	1:41
York South-Weston (5)	57%	6:04	54%	6:14	50%	6:23	2:23
York Centre (6)	60%	6:06	59%	6:22	54%	6:31	2:31
Humber River-Black Creek (7)	47%	6:50	46%	6:33	44%	6:31	2:31
Eglinton-Lawrence (8)	57%	5:55	51%	6:15	51%	6:15	2:15
Davenport (9)	65%	5:25	63%	5:29	58%	5:38	1:38
Spadina-Fort York (10)	71%	5:21	68%	5:26	66%	5:30	1:30
University-Rosedale (11)	77%	4:57	74%	5:02	72%	5:14	1:14
Toronto-St Paul’s (12)	67%	5:24	62%	5:33	58%	5:51	1:51
Toronto Centre (13)	84%	4:27	82%	4:33	82%	4:37	0:37
Toronto-Danforth (14)	70%	5:32	68%	5:31	63%	5:58	1:58
Don Valley West (15)	48%	6:28	42%	6:53	40%	7:01	3:01
Don Valley East (16)	41%	6:22	35%	6:47	33%	6:51	2:51
Don Valley North (17)	51%	6:16	45%	6:42	41%	6:53	2:53
Willowdale (18)	56%	5:59	51%	6:16	48%	6:19	2:19
Beaches-East York (19)	60%	5:45	57%	5:58	55%	5:59	1:59
Scarborough Southwest (20)	57%	5:52	54%	5:57	48%	6:10	2:10
Scarborough Centre (21)	51%	5:54	50%	5:56	45%	6:05	2:05
Scarborough-Agincourt (22)	44%	6:20	39%	6:44	37%	6:49	2:49
Scarborough North (23)	43%	6:27	39%	6:44	37%	6:53	2:53
Scarborough-Guildwood (24)	43%	6:36	40%	6:28	38%	6:46	2:46
Scarborough-Rouge Park (25)	34%	7:00	33%	7:06	31%	7:10	3:10

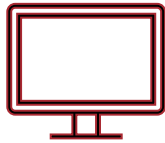
ENGAGING OUR STAKEHOLDERS

Engaging the Media

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

Toronto Fire Services responded to 1,448 media inquiries in 2025.

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

X

Followers: 41,852

Posts: 193

Engagements: 19,839

Instagram

Followers: 14,235

Posts: 373

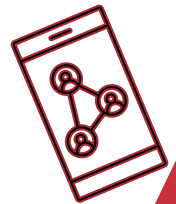
Engagements: 71,747

Facebook

Followers: 2,349

Posts: 379

Engagements: 95,210



Connect with us on social media at:



@Toronto_Fire



Toronto Fire Services



@torontofireservices



TOFire Services



Toronto Fire Services

Engaging the Public

Public Satisfaction Survey Results

Toronto Fire Services conducts public opinion research every 2-3 years to understand the experience of Torontonians when interacting with our service, and what they expect from us. The last survey was conducted in 2024.

- **90%** have a favourable opinion of Toronto Fire Services; representing a 1% increase over 2020 survey results.
- **99%** are satisfied with the services Toronto Fire Services provide, representing a 1% increase over 2020 survey results.

Prompt response time continues to be cited as the main reason for satisfaction, whereas **dependability** and **perceived efficacy** are the main reasons the public is confident in Toronto Fire Services.

- 99% continue to believe emergency response is an important service.
- 98% believe that Toronto Fire Services employees are professional, representing a 2% increase over 2020 results.
- 97% believe fire safety education is an important service.
- 96% trust Toronto Fire Services to determine appropriate service levels.
- 89% believe Toronto Fire Services is an easily accessible service when the public needs them, a 5% decline from 2020 survey results.
- 99% are confident that the Toronto Fire Services is able to meet their and their families' needs today, and 97% are confident that Toronto Fire Services will be able to meet their needs and their families' needs five years from now.



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

TESTIMONIALS FROM MEMBERS OF THE PUBLIC

Some testimonials have been shortened to remove personal information.

"We just wanted to write a quick letter to express our sincere thanks to your entire team for the amazing, professional job you did in helping to control the fire.... Perhaps just as important as your success in putting out the fire — your team displayed remarkable thoughtfulness and kindness. Every single firefighter we spoke to was polite and compassionate with us. Despite their tough job they had to do in our home, they took the extra few seconds to try to protect important valuables (such as my wife's wedding dress...). All around just an amazing group of people...."

"The Toronto Fire personnel that attended our home last night were incredible. They were the most professional people I have encountered in a very long time. They were patient, and understanding and incredibly helpful and caring. They were respectful and educated our entire family on the threats of fire and safety that is necessary. I am indebted to them for their support and the way in which they took care of all of us..."

"...In June, one of your teams (was) here handing fire safety literature out door to door. This made me aware of tables set up in our lobby for residents to obtain more information and an opportunity to ask any questions. I did go down to the lobby and asked questions regarding scooters and batteries. I always kept my scooter plugged in charging, necessary or not. I learned with lithium batteries this may not be a good habit. I also learned a battery may bulge, and because the battery is covered on a scooter that noise may be heard from the battery, if the battery is dysfunctional. I really appreciated the time taken to explain these safety concerns..."

"I don't know (the) name of the firefighters or their unit but they were so calming on one of if not the most stressful days of (my) life. They were first to get there and I was freaking out. I thought I was about (to) have my baby on our bathroom floor and just having them so calm and reminding me to breathe while taking care of me before paramedics showed up was so helpful. I'm incredibly grateful they got there that day so quickly..."

"We live in a townhouse. Our neighbour had a carbon monoxide detector alarm go off at 3:00am on a Sunday morning. They contacted the fire department who then needed to determine if the leak was coming from our property. They tried to rouse us with a phone call which we did not hear. They rang our doorbell and our dog woke us up. The two responders were very professional, polite and personable without being too informal or casual. They hit the balance just right for someone who was awakened from a deep sleep at just before 4 in the morning. They did their investigative work in our home and then departed and resolved the issue with our neighbours. We were left feeling very confident in our department as a result of their efforts."

"I wanted to extend a heartfelt thank-you for the fantastic tour shift D and the Captain provided. Everyone truly enjoyed learning about the equipment, the trucks, and the daily work that goes into keeping our community safe. Shift D was welcoming, patient, and incredibly informative. The time they took to answer questions and share experiences made the visit both educational and memorable. We left with a much deeper appreciation for the dedication and skill involved in your work."



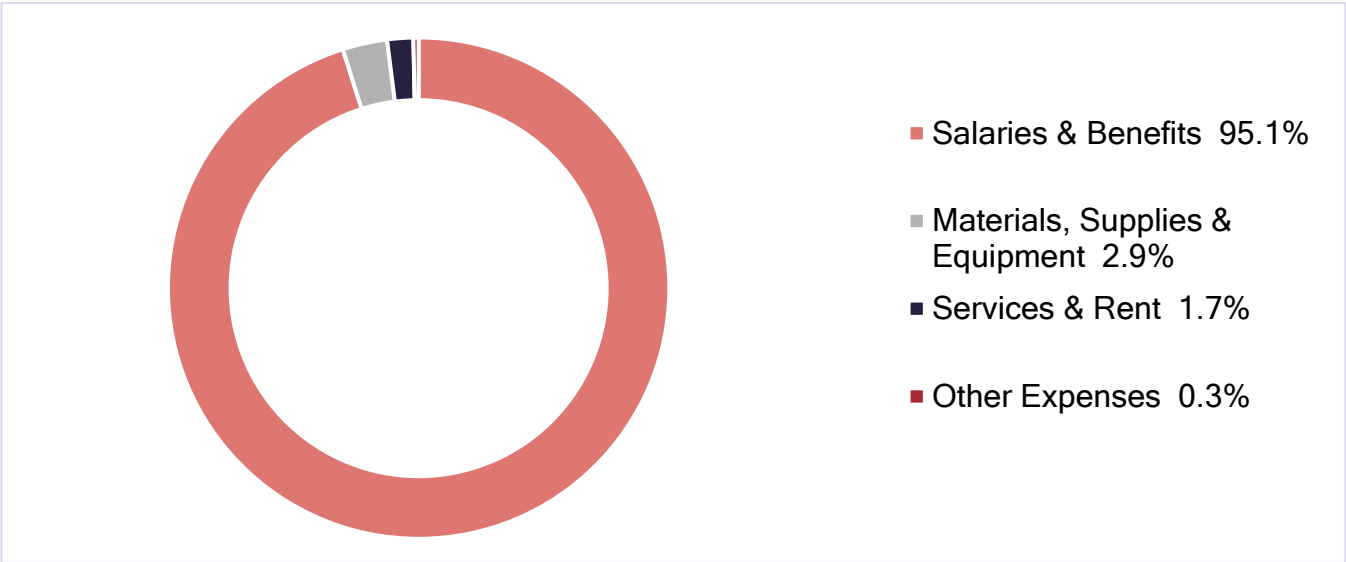


FINANCIAL HIGHLIGHTS

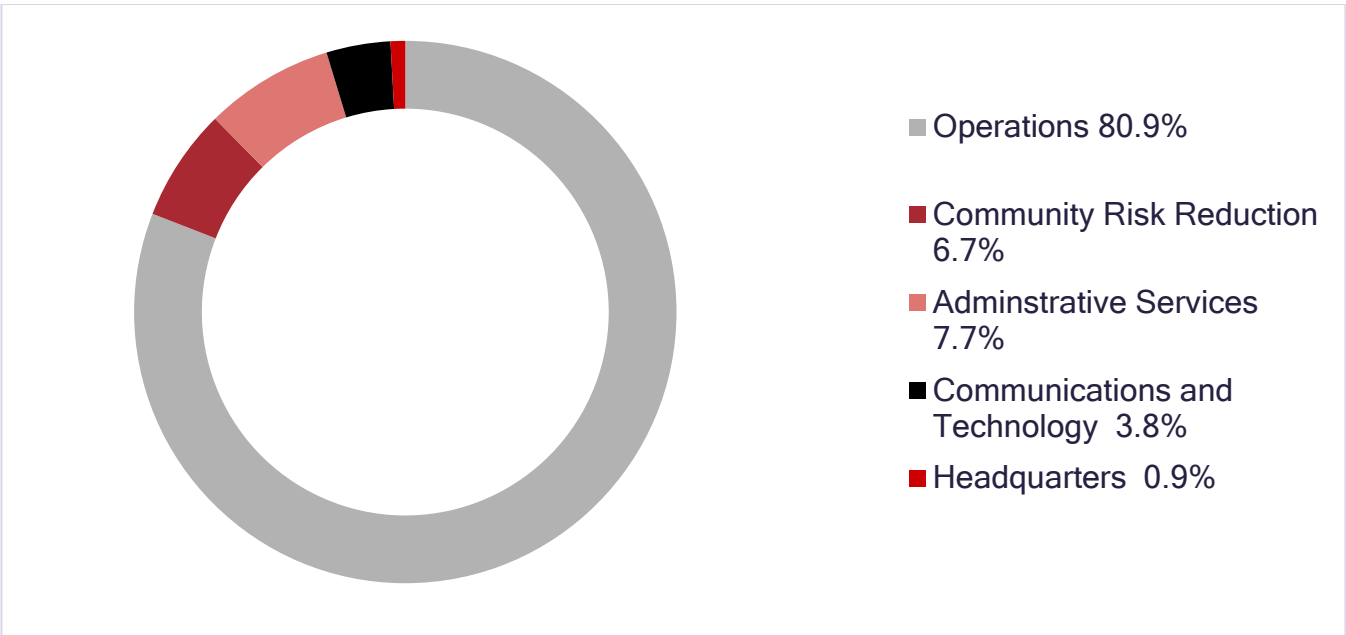
Operating Budget

The 2025 Toronto Fire Services’ approved operating budget was \$575,042,800. Salaries and benefits comprised 95.1% of the budget. The Operations Division represented the largest proportion of overall spending at 80.9% of total expenditure.

2025 Approved Operating Budget by Expenditure Type



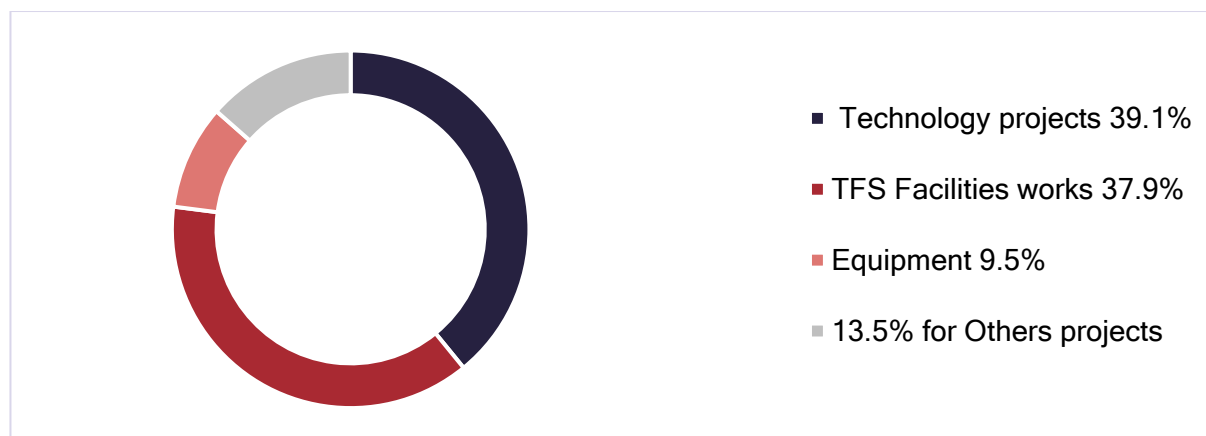
2025 Approved Operating Budget by Division



Capital Base Budget

The 2025 Toronto Fire Services' Approved Capital Budget was \$27,098,000. The majority of the budget was allocated to two categories: various divisional technology projects including Next Generation 9-1-1 and the Toronto Radio Infrastructure Project, and Toronto Fire Services Facility projects including feasibility studies for a new training facility and decontamination equipment for stations. Equipment projects included replacing existing and installing new training simulators and various equipment replacements for response capabilities. Other projects include the Fire Boat dock repair, and Personal Protective Equipment replacement.

2025 Approved Capital Budget by Project type



Toronto Fire Services Maintains Accredited Agency Status from the Commission on Fire Accreditation International

Toronto Fire Services is an Accredited Agency under the Commission on Fire Accreditation International (CFAI) and the Centre for Public Safety Excellence, Inc. This accreditation recognizes the Services' commitment to continuous quality improvement and delivery of world-class fire protection services that meet the needs of Toronto.

The City of Toronto is the largest city in North America to be recognized with an internationally accredited fire service under CFAI and is one of only 310 agencies worldwide to earn CFAI Accredited Agency status, which is valid from 2024 through 2029.



SUPPORTING MENTAL HEALTH AND WELLNESS

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

Road to Mental Readiness

Road to Mental Readiness (R2MR) training was initiated across Toronto Fire Services in 2017, as part of the implementation of the Toronto Fire Services’ Post Traumatic Stress Injury and Suicide Prevention Plan. This training increases firefighter resiliency and mental health awareness. The rollout of this training continues and has been permanently incorporated as part of our recruit training programs. Toronto Fire Services continues to increase the training capacity for this program to ensure continuity and effectiveness.

Training Module	% of TFS Staff Trained
TFS - R2MR: Optimizing Performance	80%
TFS - R2MR: Persons in Crisis	77%
TFS - R2MR: Recovery	85%
TFS – R2MR: Suicide Awareness	46%

Peer Support Team

The Toronto Fire Services Peer Support Team plays a pivotal role in Toronto Fire Services, offering our staff mental health and wellness assistance. The dedicated support of this volunteer team is aimed at helping those who may be grappling with the effects of stress, trauma, and other challenges, whether stemming from their duties or personal lives. Peer support provides a safe space for staff to seek help to navigate these challenging experiences, obtain referrals and

build resilience, underscoring the importance of their role and contributions.

Critical Incident Stress Response

Critical Incident Stress Response is facilitated by trained senior members of the Peer Support Team. They provide psychological first aid and ongoing support to staff that may be experiencing operational stress.

Staff Psychologist

Toronto Fire Services has one full-time Psychologist who provides short-term counselling, guidance, advice and coaching to staff. Additionally, the Psychologist offers referrals to both internal and external resources as needed. In addition to individual support, our Staff Psychologist develops and leads workshops and training programs aimed at enhancing the psychological well-being of staff. They also offer consultation on clinical, organizational, and labour relations matters related to employees facing personal challenges that may affect work performance. The Psychologist provides oversight and training for the Peer Support Team and conducts regular wellness checks to ensure ongoing support. **Since the introduction of a Staff Psychologist at Toronto Fire Services, there has been a 39% decrease in the number of WSIB claims for traumatic exposures or mental stress injuries.**

In 2025, City Council approved the addition of a second Staff Psychologist for the service, marking a significant advancement in strengthening mental wellness supports across Toronto Fire Services. With an additional clinician, Toronto Fire Services will now be better positioned to broaden preventative programming in efforts to reduce operational stress injuries. This milestone

represents a major step forward in fostering a more resilient, healthy workforce, reducing stigma surrounding mental health, and embedding a comprehensive, prevention-focused approach to psychological well-being across all divisions.

Chaplaincy Program

Our Chaplains provide care and support for the members of our service. Through regular onsite services, one-on-one counselling and support, the Chaplains provide staff with a foundation of non-denominational emotional, physical, and social health supports.

The Chaplains support Toronto Fire Services staff in times of trial and difficulty, provide strength in times of challenge, and provide leadership, care, and support during times of sadness and mourning following the passing of one of our own. They encourage, understand, and willingly share the various

burdens that our staff often carry. The Chaplains conducted a combined 300 station visits to see staff and conducted 121 counselling sessions.

Psychological Health and Wellness Working Group

Toronto Fire Services established a Psychological Health and Wellness Working Group in 2025, comprised of 10 Toronto Fire Services staff members and led by the Staff Psychologist. This group aims to promote awareness of psychological health issues, provide support, offer training, and foster a culture of wellness. Additionally, the group seeks to develop policies, conduct research, and establish intervention protocols. These objectives intend to address mental health challenges, reduce stigma, and foster a supportive environment for firefighters.



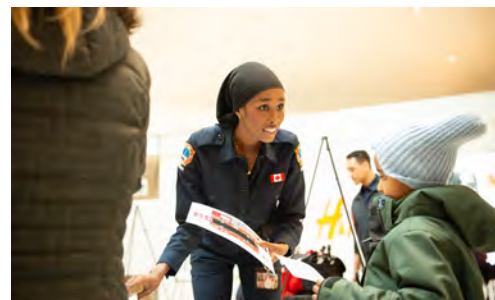
DIVERSITY AND INCLUSION

Toronto Fire Services is committed to building an increasingly inclusive and positive workplace culture that reflects the diversity of the population we serve. Toronto Fire Services continues to engage in this work with a number of initiatives throughout the year. **37% of the 207 Operations Firefighter recruits hired in 2025** self-identified as members of a designated group (females, Indigenous, peoples, visible minorities or 2SLGBTQ+).

Black History Month at Toronto Fire Services

In 2025, Toronto Fire Services proudly celebrated Black History Month with a series of events across the city. In partnership with the Toronto Fire Services Black Staff Network, organized pop-ups at various shopping malls around the city, offering engaging fire safety education, career information, and a showcase of firefighter equipment. This provided the public with an interactive and informative opportunity to learn about Toronto Fire Service. The month-long celebration culminated in what has become an annual event, an Open House at the Toronto Fire Academy. This open house featured rope rescue demonstrations, fire trucks, and key elements from the mall pop ups, as well as the participation of our colleagues from Toronto Paramedic Services. It was an amazing opportunity for the community to join us and the Toronto Fire Services Black Staff Network in honouring all the amazing contributions of Black staff to our service.

The Toronto Fire Services Black History Month Decal was also once again featured on all our apparatus during the month of February.



Showing our Pride!

Toronto Fire Services proudly participated in the annual Toronto Pride Parade, displaying specially designed decals and staff showing their support with special pride station wear t-shirts. Together with family and friends, staff celebrated with the thousands of members of the 2SLGBTQ+ community and allies in downtown Toronto.



TCHC Day in the Life

In July 2025, Toronto Fire Services opened the Toronto Fire Academy to 150 Youth, working in the Toronto Community Housing (TCH) YouthWorx program. This is the second year we have partnered with TCH to offer this opportunity to their staff. The youth spent an exciting day at the Academy where they received a hands-on opportunity to experience Toronto Fire Services careers and gained insight into the day-to-day work of our dedicated staff. The day gave participants an opportunity to engage with all the divisions of Toronto Fire Services with an experience that showcased each division in an engaging and interactive way, which included live demonstrations and the opportunity to connect with our staff and learn about potential career paths. This event was inspiring for our staff as well!



Dreamer Day

Toronto Fire Services was happy to once again participate in Dreamer Day, an annual event in celebration of the United Nations' International Day of the Girl. Our staff connected with event goers to provide Toronto Fire Services career information.

Jump up and Wave!

Toronto Fire Services was honoured to once again participate in the Toronto Caribbean Carnival Parade as the Grand Marshal. Toronto Fire Services attended a number of the 2025 Toronto Caribbean Carnival festivities, celebrating with residents and parade revellers from across Toronto and the world!



National Day for Truth and Reconciliation

Toronto Fire Services was honoured to recognize National Day for Truth and Reconciliation, and *Every Child Matters* movement with a special decal that was placed on all Toronto Fire Services apparatus and vehicles for the month of September as a visual reminder.

A group of staff who are part of the Toronto Fire Lacrosse team (Toronto Professional Fire Fighters' Association affiliate) organized a special Fire versus Police lacrosse game to honour Truth and Reconciliation Day. Toronto Fire Services was grateful for the opportunity to come together and recognize National Day for Truth and Reconciliation.



CAREER OPPORTUNITIES

Did you know that we have exciting and rewarding career opportunities at Toronto Fire Services?



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 fire inspections can help prevent fires? Fire Prevention staff conduct fire inspections and enforce the Ontario Fire Code, leading 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