

FIRE AND RESCUE SERVICES

VALUE STATEMENT

I need a fire and rescue service that educates the public on fire prevention and responds quickly in a time of emergency to ensure my safety and minimize losses.

FIRE AND RESCUE SERVICES

What is this Service?

The goal of Fire Services is to protect the life and property of citizens and businesses from fire and other hazards. There are three primary fire safety activities provided in communities.

Objectives May Include:

- Public education and fire prevention
- Fire safety standards and enforcement
- Emergency response

Influencing Factors:

- **Geographic Profile:** Topography (natural and artificial) features that may impact travel times or hazard levels within a municipality: landforms (mountains, contours), hydrography (rivers, lakes, etc.), vegetation (wooded areas), transportation (road network, railway, bridges, airports). The geographic profile will also influence the extent of emergency response programs required (Technical Rescue, Aviation, Marine, Wildland).
- **Population and Demographics:** Population size and density (residents, commuters, visitors) and demographic characteristics (age, cultural background, education, socio-economic make-up) are factors influencing service volumes and community fire risk. Traffic congestion in population dense areas will impact response travel times.
- **Building Stock:** Building types (high-rise, complex, strip mall, detached home, etc.), occupancy types (care institutions, residential, industrial, etc.), building age and other characteristics that can increase the likelihood or consequence of structure fires.
- **Hazard Profiles:** Potential hazards such as extreme weather, floods, forest fires, transportation emergencies are taken into consideration when developing response plans and staffing models. The occurrence of major incident depletes available resources and impacts response times.
- **Fire Education and Prevention:** Fire safety education provided by the service department and other community services mitigate risk by educating citizens on safe cooking and smoking practices, increasing early detection with working smoke alarms. Fire prevention enforces minimum fire safety requirements within and around existing facilities and building structures.

- **Service Level Agreements:** Service level agreements set by municipal councils based on need and circumstance directly influence staffing levels and operating costs. Agreed upon service levels impact staffing levels and models (career, volunteer or composite).
- **Tiered Response Agreements:** The level of emergency medical response provided by the Fire Service will impact staffing levels and operating costs.
- **Operation Facilities and Apparatus:** The location of fire station facilities and crews relative to service demand impacts travel time. The design/layout of the fire station can have an impact to turnout times. The age and upkeep of fire station facilities and apparatus impact operating costs and potentially response capabilities.

Additional Information:

To improve the comparability of the information in this report, separate urban and rural results have been provided where appropriate:

- **Urban areas** have been defined as those served by full-time firefighters stationed with their vehicles on a continuous basis
- **Rural areas** are defined as those served by volunteer firefighters who are engaged in other professions, but are on call to respond to emergencies as they arise

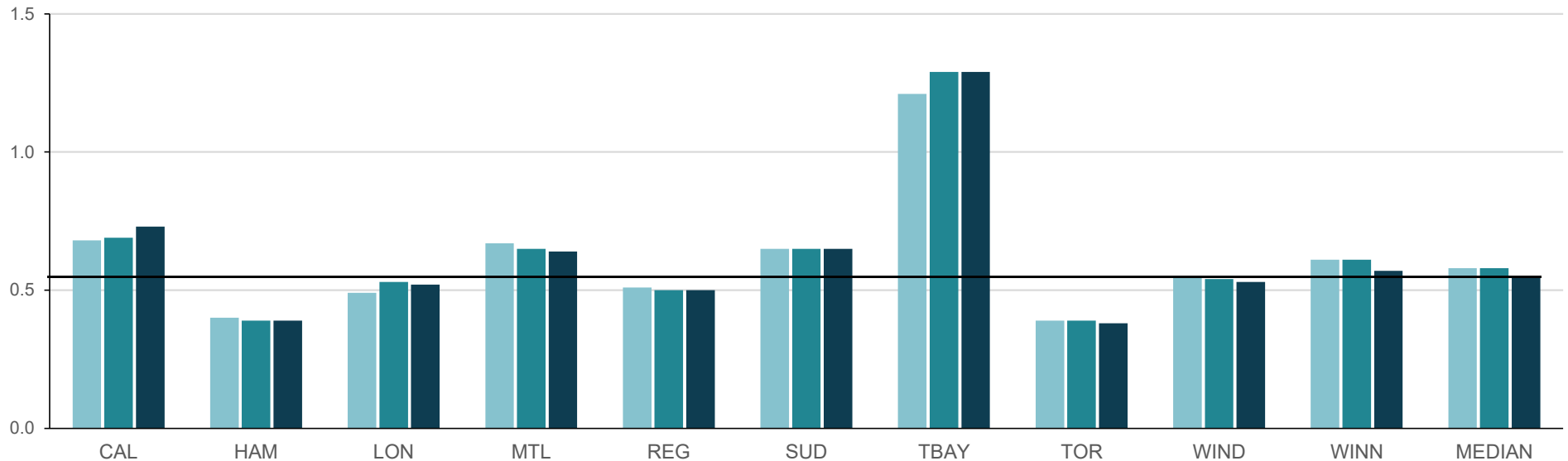
Extenuating Circumstances:

- **COVID-19 Pandemic:** Fire and rescue services may have been impacted by changes to services delivered, staff redeployment, modifications to PPE usage and policies and restricted access to facilities, changes in dispatch protocols to manage COVID-exposures. During the COVID-19 pandemic in 2020, more time was spent in residences, and more people were working from home. This factor may have contributed to fluctuations in the rate of residential fires.

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Figure 10.1 Number of Staffed Fire In-Service Vehicle Hours per Capita

This measure includes both urban and rural areas. Urban is defined as the area served by full-time firefighters stationed with their vehicles on a continuous basis; and rural is defined as the area served by volunteer firefighters who are on-call to respond to emergencies as they arise. Rural areas tend to have higher vehicle hours per capita because there is a proportionately smaller number of citizens in those response areas. Hamilton and Sudbury have both an urban and rural component of service delivery; whereas all other municipalities have an urban component only.



2018	0.68	0.40	0.49	0.67	0.51	0.65	1.21	0.39	0.55	0.61	0.58
2019	0.69	0.39	0.53	0.65	0.50	0.65	1.29	0.39	0.54	0.61	0.58
2020	0.73	0.39	0.52	0.64	0.50	0.65	1.29	0.38	0.53	0.57	0.55

Source: FIRE230 (Service Level)

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Figure 10.2 Residential Fire Related Civilian Fatalities per 100,000 Population

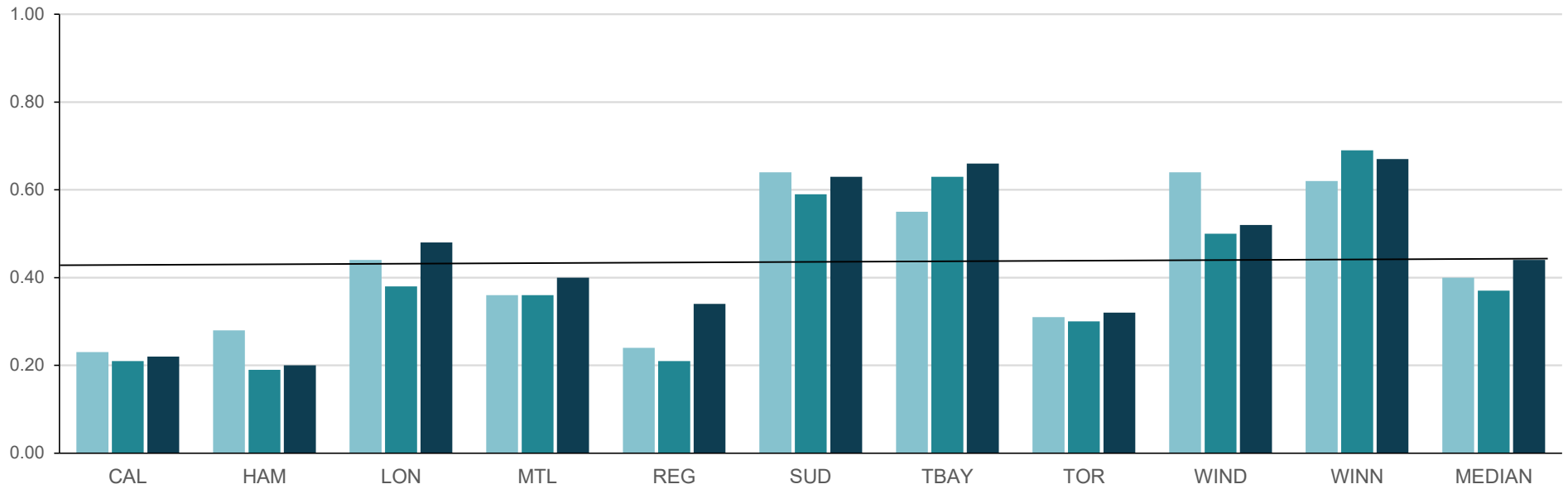
Total number of residential fire related civilian fatalities, as determined by each respective jurisdiction, per 100,000 population.

MUNICIPALITY	2018	2019	2020
CAL	0.24	0.31	0.23
HAM	1.05	0.17	0.35
LON	0.00	0.25	0.50
MTL	0.35	0.54	0.39
REG	0.43	0.84	0.84
SUD	0.62	0.62	0.00
TBAY	3.67	0.92	0.92
TOR	0.41	0.34	0.60
WIND	0.89	2.20	0.43
WINN	0.80	1.05	0.91
MEDIAN	0.53	0.58	0.47

Source: FIRE110 (Community Impact)

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Figure 10.3 Rate of Residential Structural Fires with Losses per 1,000 Population



2018	0.23	0.28	0.44	0.36	0.24	0.64	0.55	0.31	0.64	0.62	0.40
2019	0.21	0.19	0.38	0.36	0.21	0.59	0.63	0.30	0.50	0.69	0.37
2020	0.22	0.20	0.48	0.40	0.34	0.63	0.66	0.32	0.52	0.67	0.44

Source: FIRE123 (Community Impact)

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Figure 10.4 Actual 90th Percentile Fire Station Notification Response Time (Mins/Secs) (Urban Area)

This measure reports the actual 90th percentile response time (from fire station notification to arrival) for municipalities with an urban component. Results are presented in minutes: seconds. Each municipality has a different mix of vehicle types and staffing models, reflecting its fire and community risks.

MUNICIPALITY	2018	2019	2020
CAL	6:51	6:40	6:19
HAM	6:53	6:54	6:51
LON	6:26	7:31	7:13
MTL	6:20	6:24	6:26
REG	6:43	6:40	6:06
SUD	7:32	7:39	7:42
TBAY	6:48	6:44	6:53
TOR	6:43	6:48	6:55
WIND	6:56	6:40	6:38
WINN	7:16	7:32	7:46
MEDIAN	6:49	6:46	6:52

Source: FIRE405 (Customer Service)

Figure 10.5 Actual 90th Percentile Fire Station Notification Response Time (Mins/Secs) (Rural Area)

This measure reports the actual 90th percentile response time (from fire station notification to arrival) for municipalities with a rural component. Results are presented in minutes: seconds.

MUNICIPALITY	2018	2019	2020
HAM	14:21	14:35	14:14
SUD	15:38	15:18	14:58
MEDIAN	14:59	14:56	14:36

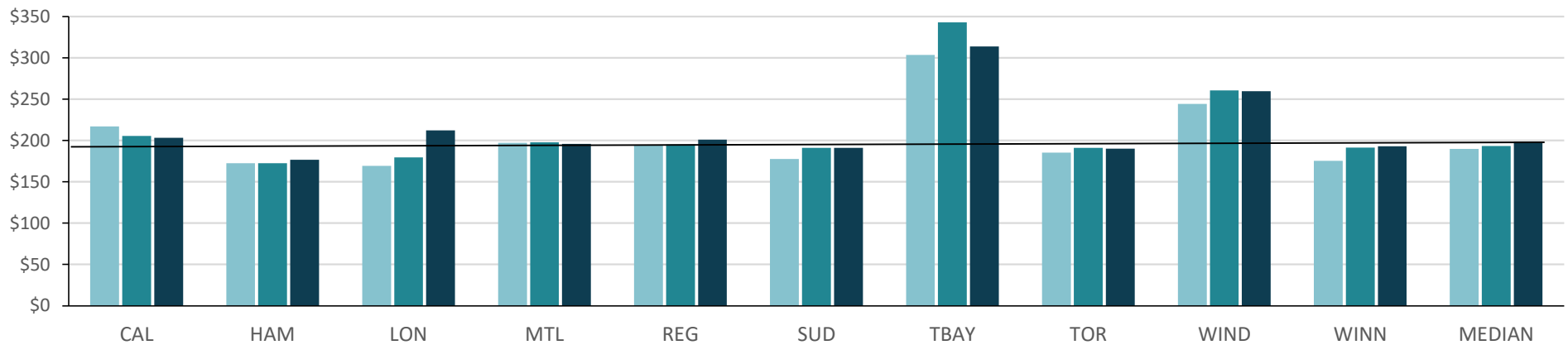
Source: FIRE406 (Customer Service)

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Figure 10.6 Total Fire Cost per 1,000 Population

This measure presents the total cost (including costs associated with administration, suppression, prevention, education, training, investigations) to provide fire services divided by the population. Costs may vary significantly between municipalities and may be influenced by different municipal priorities, such as investments in community risk mitigation efforts. Municipalities may also have different requirements for specialized vehicle apparatus and/or firefighting capabilities. When there is a mix of urban and rural areas served by volunteer firefighters, the cost tends to be much lower than urban areas served by full-time firefighters because volunteer firefighters are paid only for the hours in which they are actively responding to emergencies. Costs may also be influenced by work related injuries associated with WSIB. For a full list of influencing factors, please refer to the Influencing Factors at the beginning of this Chapter.

(In Thousands)



2018	\$217,058	\$172,644	\$169,129	\$197,054	\$194,069	\$177,667	\$303,641	\$185,280	\$244,170	\$174,259	\$189,675
2019	\$205,341	\$172,372	\$179,496	\$197,901	\$195,336	\$191,150	\$342,943	\$191,144	\$260,610	\$191,355	\$193,346
2020	\$203,296	\$176,661	\$212,229	\$195,968	\$200,931	\$191,150	\$313,749	\$190,213	\$259,695	\$193,103	\$198,450

Source: FIRE275T (Service Level)