



VAUGHAN FIRE AND RESCUE SERVICE

2019 ANNUAL REPORT



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MESSAGE FROM

Mayor Maurizio Bevilacqua

On behalf of the City of Vaughan, I extend my warmest and sincerest appreciation to Fire Chief Deryn Rizzi and every member of the Vaughan Fire and Rescue Service (VFRS) for their commitment to keeping our city safe.

Emergency services are vital to communities. The brave men and women of VFRS are special individuals who have answered the call of public service. They have dedicated their lives to protecting our families, neighbours and public spaces.

Above and beyond responding to emergencies in a timely manner, members of the VFRS are always present in our city — volunteering their time and talent to educate the public about fire safety and prevention.

Their professionalism and compassion for our community is what earned the VFRS an unprecedented 100 per cent satisfaction rating from the people of Vaughan. This is a testament to the important work that firefighters undertake each and every day to safeguard the well-being of Vaughan residents, businesses and neighbourhoods.

We are proud and grateful for the exceptional team of firefighters in Vaughan. Once again, I wish to thank each and every member of the VFRS for serving our city with pride and honour.

Sincerely,



Hon. Maurizio Bevilacqua, P.C.
Mayor



MESSAGE FROM

Fire Chief Deryn Rizzi



Vaughan Fire and Rescue Service (VFRS) strives to operate as efficiently and effectively as possible while maintaining what is most important: the safety of firefighters and those who live, work and visit the city.

We have many challenges that extend beyond front-line emergency response. Maintaining training, education and professional development for our teams with increasing public expectations and legislative requirements is a significant challenge. Fire prevention and public education in a city growing as quickly as Vaughan requires innovation, creativity and a department-wide effort. Ensuring code compliance and building safety in one of the GTA's most rapidly growing vertical cities increases demands on VFRS resources each and every year. Leveraging technology,

ensuring effective communications and maintaining a complex fleet are other examples of the needs and priorities we address.

VFRS is committed to improvements in our response performance and has started a pre-emptive technology pilot project with York Region; the first of its kind for fire services in the region. We are continually researching, analyzing, building and integrating robust technology systems to support business and emergency operations. VFRS received national and international attention with a data-driven project titled "Igniting Insight: Using GIS and Analytics in the Fire Service." We are continuously evolving and improving as a fire service, and we utilize data to help inform future decision-making in terms of programs, initiatives and

service delivery. These are two examples of our progressive projects which support Vaughan's goal of maintaining our City's reputation as a trusted and sought-after Smart City technology leader.

We advanced our stakeholder relationships by building community partnerships, increasing public engagement through interactive fire prevention initiatives and improving the health and safety of our firefighters.

We understand a sustainable fire service relies on being fiscally responsible to our tax-paying citizens. As good stewards of public resources, and to meet current and future financial obligations, we ensure financial stability by establishing revenue and expenditure strategies and accountability processes.

Emergency services are vital to communities. In Vaughan, we are proud of the men and women of VFRS who put their lives on the line daily and are committed to ensuring the safety and protection of our families, neighbours and the public spaces we use every day.

VFRS is a proactive leader in the delivery of fire prevention, protection and emergency services; meeting the current and evolving diverse needs of our city. It is all the members of the VFRS team — firefighters, fire prevention officers, inspectors/investigators, communications officers, training officers, mechanics and clerks — who play a vital role in keeping our community safe.



Fire Chief Deryn Rizzi
Vaughan Fire and Rescue Service

VFRS MANAGEMENT TEAM



Fire Chief
Deryn Rizzi



Deputy Fire Chief
Grant Moffatt



Deputy Fire Chief
Andrew Zvanitajs



Deputy Fire Chief
Mike Doyle



Assistant Deputy Fire Chief
Michael Ing

OUR MOTTO

PRIDE AND HONOUR

OUR MISSION

To provide programs to protect lives, property and the environment from adverse effects of fire, medical emergencies and other dangerous conditions.

PHILOSOPHY OF OPERATIONS

- **Success** is dependent on providing citizens with what they need, when they need it—always.
- Fairness, integrity, and trust as essential **qualities** of ethical emergency service.
- Progressive thinking and learning through employee involvement and **teamwork**.
- **Citizens** as customers, deserving the highest quality of service.
- Duty-bound through perseverance and commitment to **excellence**.
- Our **trademark** caring about people with dignity and respect.



VFRS SENIOR COMMAND TEAM





EXECUTIVE SUMMARY

With a population of nearly 335,000 and more than 12,000 businesses, the City of Vaughan is one of the fastest-growing communities in Canada. As an important part of the City's health and wellbeing, VFRS is dedicated to providing efficient emergency response, fire protection/prevention, and safety and education to those who work, live and visit our city. This annual report recognizes VFRS's many accomplishments throughout 2019 and celebrates the people who helped achieve them.

In 2019, VFRS responded to more than 11,000 incidents, including fires, medical emergencies, hazardous material incidents, rescues, and other specialty rescues such as trench rescues and confined space rescues.

VFRS is always looking for innovative ways to improve response times. In 2019, VFRS partnered with the Regional Municipality

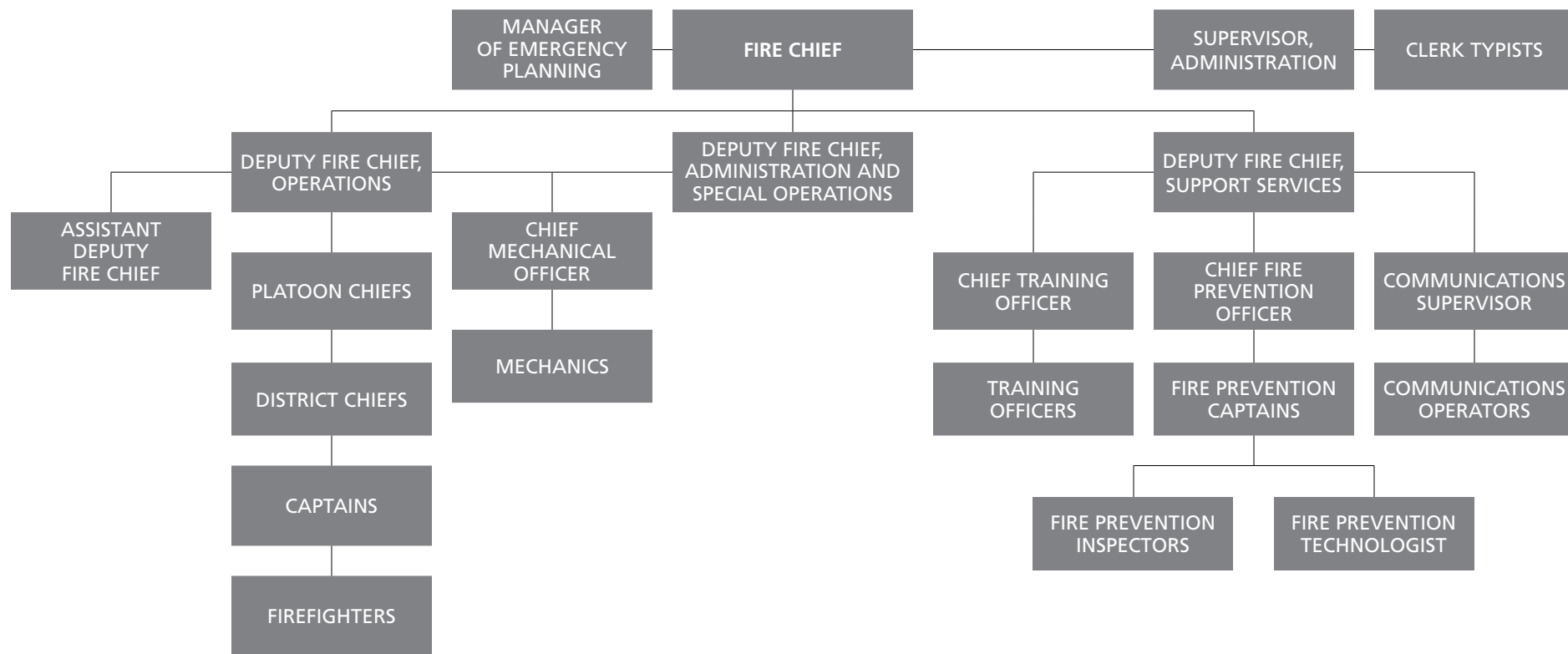
of York on a pilot program that upgrades our pre-emptive traffic signal technology. During an emergency, the upgrade allows traffic lights to be changed sooner, using GPS technology instead of line-of-sight that is currently in use. If successful, expansion of the project will occur by the end of 2021.

The bravery, skills, and ability will meet the demands of a rapidly growing city, are a testament to the firefighters who ensure that every one of our citizens receives the highest quality service.

A key focus for VFRS is keeping pace with the City's growth. Analyzing emergency service needs in areas of development as well as established communities is a top priority. Staffing and station configurations will constantly evolve to support the changing landscape and population in the City of Vaughan.



Organizational Structure



2019 Highlights



Inspected smoke alarms and carbon monoxide alarms in **3,455 homes** during the **2019 Alarm for Life campaign** as well as **756 inspections** as part of regular activities.

34 in-depth fire investigations WERE COMPLETED.

Launched the **Crew Fire Safety Assessment Program** and 23 cross-trained recruits now graduate with formal professional qualifications as firefighters, inspectors, and public educators.

67 schools and **3,297** Grade 1 students participated in the **Sleepover with Sparky Fire Education Program**.



VFRS responded to **11,313 calls**. Averaging 31 calls/day, involving a total of 47 apparatus/crews.

2,209 INSPECTIONS AND **4,203** PUBLIC EDUCATION events conducted by **FIRE PREVENTION**.



The City's emergency management team jointly participated with Alectra in Grid Ex V a North America-wide mock emergency exercise that involved more than 500 organizations.

The Communications Division achieved the **National Fire Protection Association (NFPA) Call Processing Time** standard of **64 seconds 89 per cent of the time**.



OUR STRATEGIC DIRECTION

VFRS uses an objectives and key results (OKRs) framework to define and track its departmental objectives and outcomes. This framework supports the alignment of people, priorities, processes and technology with Vaughan's 2018-2022 Term of Council Service Excellence Strategic Plan. VFRS OKRs establish the interconnections between annual budgets (both operating and capital), program areas, key activities and programs to deliver on Service Excellence to the community.

OBJECTIVE 1

- Decrease response time through an upgraded pre-emptive traffic technology pilot in partnership with York Region. If successful, expansion of the project will occur by the end of 2021.

OBJECTIVE 2

- Continue to provide a comprehensive fire protection program through public education and fire prevention within the City for 2021.

OBJECTIVE 3

- Build a new fire station for operations in 2023.

OBJECTIVE 4

- Implement Next Generation 9-1-1 (NG911) system by June 30, 2023.

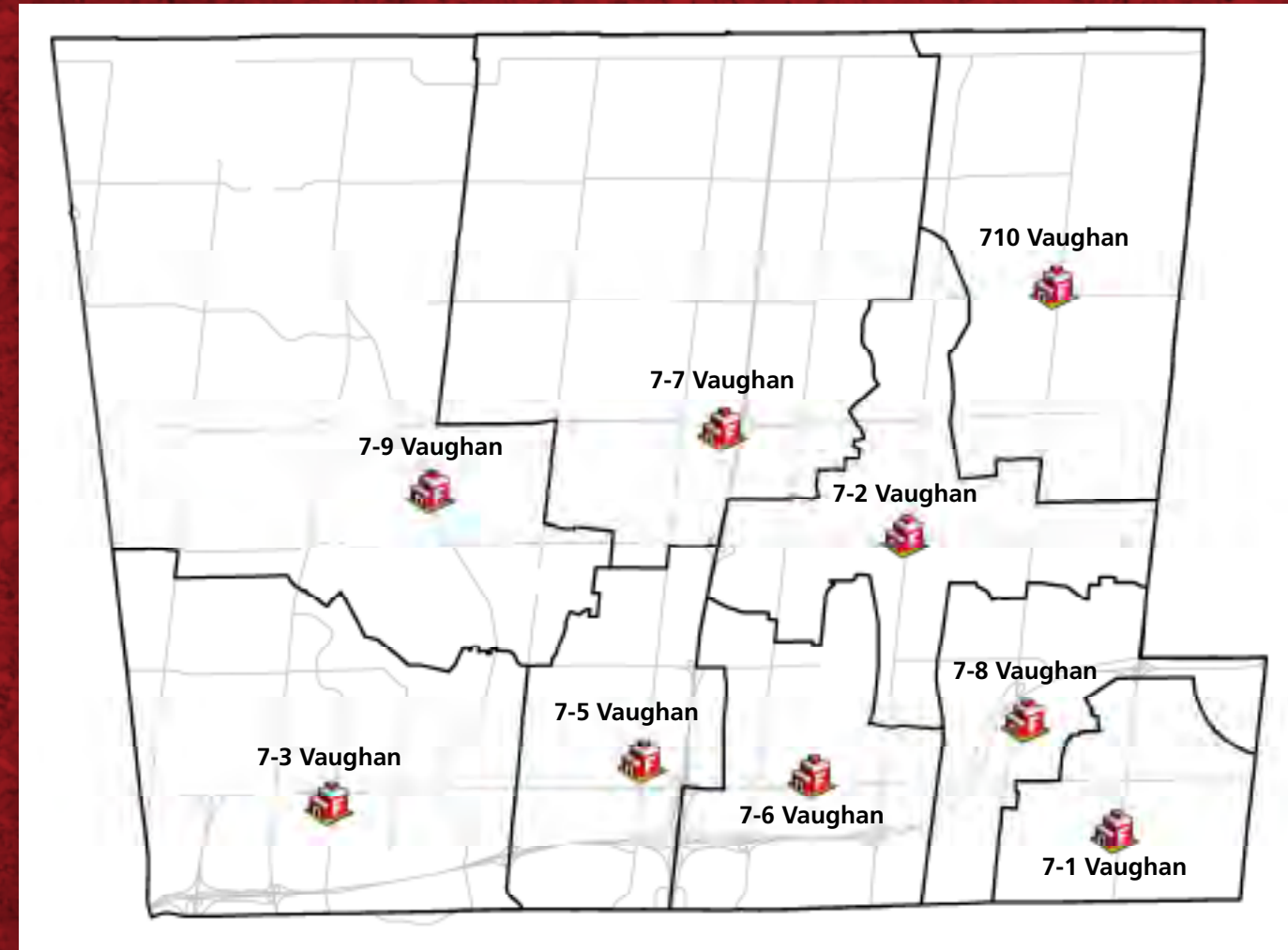
OBJECTIVE 5

- Strengthen capacity to manage emergencies that aligns with the mandatory elements of the Emergency Management and Civil Protection Act and its Regulations.





VFRS RESPONSE AREA MAP



- STATION 7-1**
835 Clark Ave. W.
- STATION 7-2**
9290 Keele St.
- STATION 7-3**
7690 Martin Grove Rd.
- STATION 7-5**
2 Fieldstone Dr.
- STATION 7-6**
120 McCleary Crt.
- STATION 7-7**
40 Eagleview Hts.
- STATION 7-8**
111 Rocco Pky.
- STATION 7-9**
9601 Islington Ave.
- STATION 7-10**
10800 Dufferin St.



GIVING BACK

The Vaughan Professional Fire Fighters Association (VPFFA) Benevolent Committee engages in community fundraising and awareness initiatives that help to support the needs of the Vaughan community.



META CENTRE

With five locations throughout the GTA, the Meta Centre provides vital services and supports for the social inclusion of people with special needs. In April, the VPFFA raised funds for the Meta Foundation's annual Ladies' Martini Night – an event that aims to raise awareness and support the Centre's operations.

MACKENZIE VAUGHAN HOSPITAL

The Mackenzie Vaughan Hospital, poised to open its doors to its first patients in early 2021, will provide citizens with world-class health care. Following the fundraising success of the 2019 Firefighter Calendar, the VPFFA launched the 2020 edition of the calendar to continue to raise funds for the new hospital.





VAUGHAN FOOD BANK

Food insecurity, hunger and poverty are persistent issues in communities. In December, firefighters hosted the annual holiday turkey drive at three Fortino's locations throughout Vaughan. Over 800 turkeys and food staples were donated by Vaughan residents and were provided to the Vaughan Food Bank.

VFRS's ongoing support of the Vaughan Food Bank was greatly appreciated by its executive director, Peter Wixson and his team, who thank the firefighters whose donations of countless hours over the years have helped provide families with warm, healthy meals.

OUR DEDICATED VOLUNTEERS

Volunteers play a big role at VFRS. Many active and retired personnel make time to support their fellow firefighters and community by attending many events and incidents as members of the Field Support Team and the Honour Guard.

VAUGHAN FIRE AND RESCUE FIELD SUPPORT UNIT

The Vaughan Fire and Rescue Field Support Unit attended five structure fires throughout the year, assisting crews with rehabilitation. The unit also attended Concerts in the Park, the CP Holiday Train supporting the Vaughan Food Bank and the Remembrance Day ceremony in Woodbridge.

VAUGHAN FIRE AND RESCUE HONOUR GUARD

The Vaughan Fire and Rescue Honour Guard consists of approximately 14 current and retired firefighters, captains and communications operators who attended the following events in 2019:

- Recruit graduation ceremony
- Funerals
- City of Vaughan events
- Remembrance Day ceremony in Woodbridge

Thank you to the devoted volunteers who are always ready and prepared to assist the department, Mayor and Members of Council, and the citizens of Vaughan whenever called upon.





CELEBRATING SUCCESS

CREW FIRE SAFETY ASSESSMENT PROGRAM

The Crew Fire Safety Assessment Program launched in 2019. All new Operations firefighter recruits now graduate from recruit class with formal professional qualifications as firefighters, inspectors and public educators. This program will continue to expand, thereby enabling VFRS to conduct an increased number of fire code inspections, including more proactive and frequency-based inspections, by leveraging existing resources.

In January 2019, the first group consisting of 23 cross-trained firefighters were deployed to fire stations throughout the city. These cross-qualified firefighters work closely with the VFRS Fire Prevention Division on the completion of Ontario Fire Code school inspections, while also performing their emergency response duties as Operations firefighters on a 24/7 basis. Phase one of this program

includes approximately 10 Operations firefighters on each of the four platoons for a total of 43, who are now fully trained and engaged in the inspection of schools. Under the initial phase of the program, 78 violation-specific inspections have been completed to date.



Vaughan continues to elevate its reputation as a trusted and sought-after Smart City technology leader. We remain committed to working with Vaughan Fire and Rescue Service to develop innovative solutions that ultimately improve the human condition for all people.

*Hon. **Maurizio Bevilacqua**, Mayor,
City of Vaughan*

IGNITING INSIGHT: USING GEOGRAPHIC INFORMATION SYSTEMS (GIS) AND ANALYTICS IN THE FIRE SERVICE

Some of the most important tools for fighting fires include advanced protective gear and state-of-the-art suppression equipment. However, in an age of growing communities, density issues and complex urban and rural landscapes, one of the most valuable tools in firefighting is data.

In May 2018, VFRS developed a Master Fire Plan to set the direction of the service for the next 10 years. The detailed plan contains maps, charts and data; however, there were some gaps in using the data to fully understand the future development of the city and the resources required to keep pace. This problem indicated a need to develop tools that could properly determine and forecast operational capacity.

To address this issue, VFRS partnered with York Region, York University, the University of Calabria, Universidad Autónoma del Estado de México, and the University of Genoa to undertake

a project that would share data, develop predictive analytics, model and simulate VFRS's response to emergencies and use data-driven, evidence-based decision-making to determine fire station locations and resource allocation.

The completed project, titled "Igniting Insight: Using Geographic Information Systems (GIS) and Analytics in the Fire Service," received the bronze 2019 Innovative Management Award from the National Institute of Public Administration of Canada (IPAC). The project's simulation model received international attention in September 2019 when it was presented at the 9th International Defence and Homeland Security Simulation Workshop in Lisbon, Portugal.

The success of this project lies in the ability for VFRS to use data to identify the impact of any resource allocation or infrastructure change on performance and response times – two factors that are paramount when responding to an emergency. Employing data analytics for fire prevention, suppression and response allocation will help ensure the fire service is strong, resilient and well-positioned for the future.

Vaughan Fire and Rescue Service has been steadily increasing its use of data and analytics, driving more effective and accurate decision-making. This is complemented by our evidence, management approach, adding validated cause-and-effect relationships that help to mitigate risks and ensure the safety of our citizens.

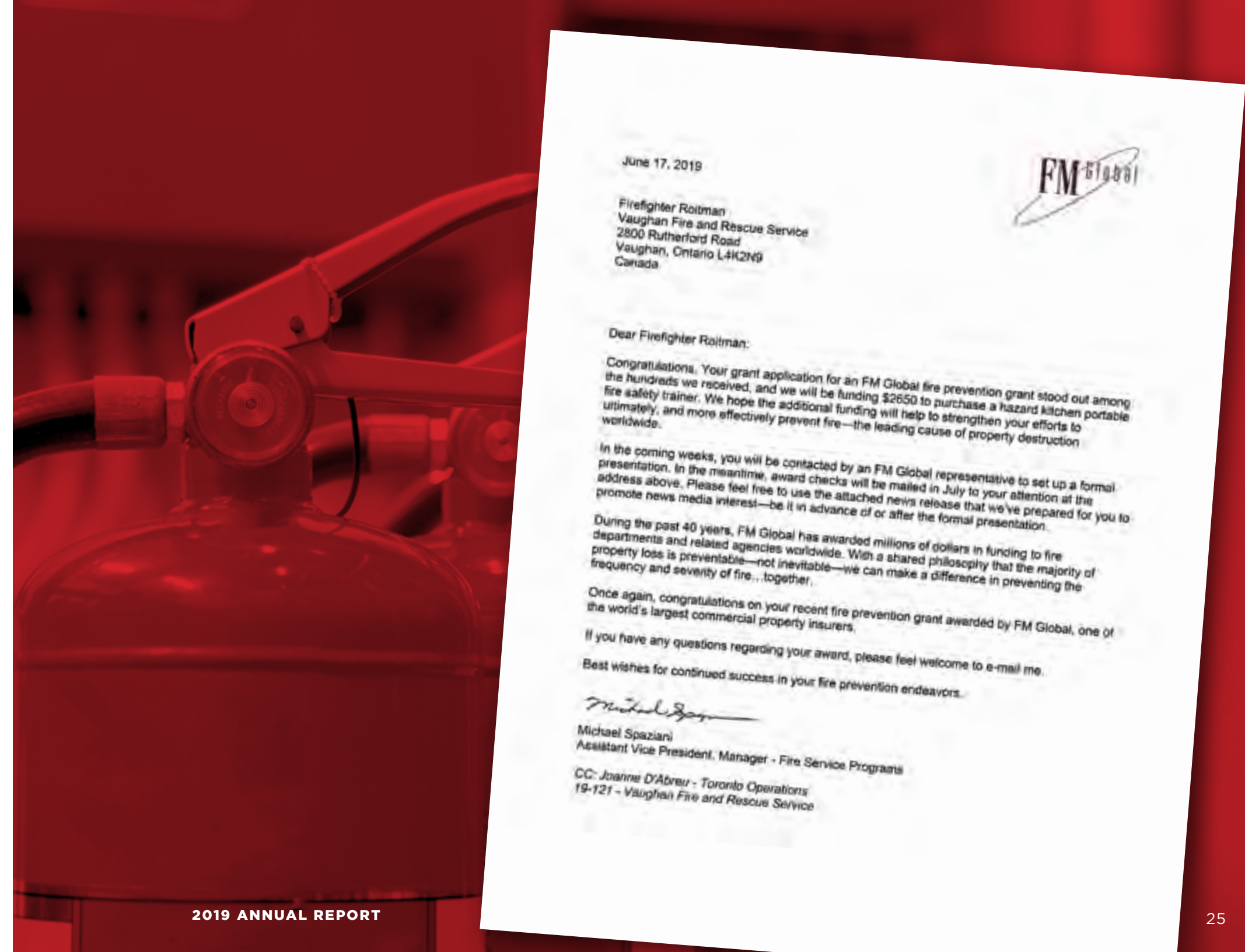
*Assistant Deputy Fire Chief
Michael Ing*



FIRE PREVENTION GRANT

Fire continues to be the leading cause of property damage worldwide, and in 2019 VFRS received a US\$2,650 fire prevention grant from FM Global to assist with fire prevention education and activities in the community.

Vaughan Fire has been steadily increasing its use of data and analytics, driving more effective and accurate decision-making. This is complemented by our evidence-based, management approach, adding validated cause-and-effect relationships that help to mitigate risks and ensure the safety of our citizens.



June 17, 2019



Firefighter Rollman
Vaughan Fire and Rescue Service
2800 Rutherford Road
Vaughan, Ontario L4K2N9
Canada

Dear Firefighter Rollman:

Congratulations. Your grant application for an FM Global fire prevention grant stood out among the hundreds we received, and we will be funding \$2650 to purchase a hazard kitchen portable fire safety trainer. We hope the additional funding will help to strengthen your efforts to ultimately, and more effectively prevent fire—the leading cause of property destruction worldwide.

In the coming weeks, you will be contacted by an FM Global representative to set up a formal presentation. In the meantime, award checks will be mailed in July to your attention at the address above. Please feel free to use the attached news release that we've prepared for you to promote news media interest—be it in advance of or after the formal presentation.

During the past 40 years, FM Global has awarded millions of dollars in funding to fire departments and related agencies worldwide. With a shared philosophy that the majority of property loss is preventable—not inevitable—we can make a difference in preventing the frequency and severity of fire...together.

Once again, congratulations on your recent fire prevention grant awarded by FM Global, one of the world's largest commercial property insurers.

If you have any questions regarding your award, please feel welcome to e-mail me.

Best wishes for continued success in your fire prevention endeavors.

Michael Spaziani
Assistant Vice President, Manager - Fire Service Programs

CC: Joanne D'Atreu - Toronto Operations
19-121 - Vaughan Fire and Rescue Service

COMMUNICATIONS DIVISION



The VFRS Communications Division is a vital link between citizens and responding personnel. The operators maintain contact with suppression personnel while on scene at emergencies and while units are out of the station and moving throughout the city. Along with answering calls from citizens, communications operators are also in constant contact with allied agencies and safety partners, including emergency medical services, police and other fire services.

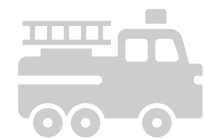
The division consists of 13 full-time operators and one communications supervisor, who are Association of Public-Safety Communications Officials (APCO) certified as of summer 2019.

In 2019, the Communications division handled:

42,525
INCOMING AND
OUTGOING
PHONE CALLS



11,313
DISPATCHES
FOR SERVICE



8,096
CALLS FOR
ALARM TESTING/
MAINTENANCE

An **increase** of
9% over 2018

EMERGENCY PLANNING DIVISION

The Emergency Planning Division is responsible for protecting and promoting public safety through prevention, mitigation, preparedness, response and recovery initiatives that comply with the Emergency Management and Civil Protection Act and its regulations. The division facilitates the development and maintenance of continuity of service plans, identifies current and emerging risks such as climate change and integrates management strategies into all aspects of service delivery.

Helping citizens understand how they can be prepared helps to mitigate the impact of an emergency. In 2019, the division distributed more than 33,500 pieces of preparedness literature at 11 events and 16 workshops to increase public understanding and awareness. The installation of audio-visual systems in the Emergency Operations Centre further enhanced the City's preparedness level.

Working in partnership with York Region Emergency Management, a comprehensive review of the hazards and risks that could impact the City was conducted using a new assessment tool developed by the Office of the Fire Marshal and Emergency Management. Concurrently, a review was conducted of the City's critical infrastructure.





FIRE PREVENTION DIVISION

As part of the National Emergency Preparedness and North America Occupational Safety and Health Weeks, VFRS collaborated with City of Vaughan departments to provide educational initiatives for staff on preparedness and safety. The division provided advice and support to many City departments and external stakeholders on potential hazards, community and safety protocols for third party and City-run public events, and conducted large-scale training exercises.

MOCK EMERGENCY EXERCISES

Joint mock emergency exercises with partners strengthen emergency management abilities. The annual large-scale exercise “Grid Ex V” included York Region Transit, York Regional Police, Red Cross and Alectra Utilities. Exercises were conducted with three care facilities, CN Cargo Flo, Anco/Great North Chemicals, and Wholesome Harvest Bakery. Selected members of the Emergency Management Team participated in the Enbridge Gas exercise. Training scenarios of this magnitude encourage a sense of assurance and security in the private sector, as well as confidence in the responders.

The Fire Prevention Division is committed to providing Vaughan citizens with the first two lines of defence: public education and fire inspection code enforcement. Currently, VFRS employs nine fire inspectors, two fire protection technologists/plan examiners, and two fire prevention captains that are under the supervision of a chief fire prevention officer. Members of the team review:

- Building permits with fire detection and suppression systems.
- Conduct fire safety inspections of new/existing buildings.
- Implement enforcement tools under the Fire Protection and Prevention Act.
- Provide fire prevention cross-training to the Operations Division.
- Investigate fires to determine the origin and cause.
- Deliver fire safety public education through organized events, media, door-to-door campaigns and training sessions.





ALARM FOR LIFE

Residential fires are responsible for 73 per cent of the fatal fires in Canada each year. With about 335,000 residents living in Vaughan in approximately 96,500 dwelling units, VFRS has taken the initiative to provide voluntary non-punitive inspections of residential homes in the Alarm for Life program. Fire crews go door-to-door to provide education and, if mutually agreed with the homeowner, an inspection to ensure the home has working smoke and carbon monoxide alarms. Residents are given fire safety literature and can speak with crews about any questions or concerns they may have.

In 2019, VFRS conducted 3,455 Alarm for Life visits, with 145 of those being completed in areas immediately following a residential fire. The department completed 2,554 visits during the Alarm for Life Campaign and 756 during regular response activities.

TOP 5 IGNITION SOURCES IN STRUCTURAL FIRES:

1. Cooking equipment
2. Miscellaneous
3. Open flame tools, smokers' articles
4. Other mechanical
5. Electrical distribution equipment

Cooking equipment is the leading ignition source of structural fires in Vaughan and these fires primarily occur in homes, with the most common cause being unattended cooking.

FIRE PREVENTION AND PUBLIC EDUCATION

The VFRS Fire Prevention Division undertakes inspections to enforce the Fire Code while the Public Education Division informs the public about potential fire hazards and fire regulations. These activities have been identified by the Office of the Ontario Fire Marshal and Emergency Management as the first two lines of defence. Fire response (suppression) is the last line of defence when education and prevention fail. VFRS continues to be proactive in providing residents with fire safety education and prevention programs and campaigns that align with their needs.





4,203
PUBLIC
EDUCATION
EVENTS

2,209
FIRE
INSPECTIONS

1,164
PLAN
EXAMINATIONS

FIRE PREVENTION INITIATIVES

The Fire Prevention Division saw an increase in the number of schools participating in the Sleepover with Sparky Program. In 2019, 67 schools and 3,297 Grade 1 students learned about fire safety and took a plush Sparky home for the night.

Coffee with a Firefighter events continued to be popular in 2019. This program, in partnership with McDonald's, provides an opportunity for residents to ask questions, learn something new and get to know the firefighters in their community.

During Fire Prevention Week in October, VFRS partnered with Metrolinx, McDonald's, fire inspectors and chief officers to deliver fire safety messages at the Maple GO station to approximately 2,500 morning commuters. That week, fire inspectors also conducted over 90 fire safety education sessions in highrise towers where they provided information to residents on cooking safety, dryer vent safety, escape planning and the highrise tower's fire safety plan. VFRS completed the week's activities with a booth at the Annual Woodbridge Fall Fair, where fire inspectors met with patrons to discuss the importance of planning an escape route before a fire occurs.

FIRE INVESTIGATIONS

VFRS members investigate fires and explosions resulting in injury or significant property loss. By investigating the cause, origin and circumstances of these events, valuable data is obtained that contributes to the development of inspection, enforcement and public education strategies. VFRS investigators work diligently to continue to develop and refine the skills required to complete investigations effectively.

In 2019, VFRS Investigators completed 34 in-depth investigations related to fires that caused five civilian injuries and an estimated \$4,792,111 in property loss.

The investigation team also achieved the following:

- Proposed a change to the Building Code based on a trend of garage fires in Vaughan.
- Added four new investigators to the investigation team.
- One investigator received National Fire Protection Association (NFPA) certification.
- One investigator received an Award of Merit and the first-ever designation of Certified Canadian Fire Investigator – Level B, from the Canadian Association of Fire Investigators (CAFI).

2019 INVESTIGATION RESULTS	
Accidental fires and explosions	22
Intentionally set fires	2
Undetermined fires	10
TOTAL NUMBER OF INVESTIGATIONS	34



FIRE INCIDENTS

MECHANICAL DIVISION



The VFRS Mechanical Division is revered in the industry for its highly skilled technicians who are committed to maintaining the highest level of standards for equipment and apparatus through education and training. Each member of the division holds a motor vehicle and heavy truck technician certification enabling them to perform highly specialized repairs and maintenance on truck apparatus.

It is essential to stay up to date with technological changes, including green technology. With new trucks going into service each year, VFRS seeks to enhance firefighter and citizen safety. In 2020, blue lighting that provides a softer flash will be added to all apparatus. This will help reduce the possibility of drivers becoming distracted by bright lights, which will assist with on-scene firefighter safety.

HAZMAT 738

VFRS has added more tools to its arsenal with the purchase of two new product-specific, chemical-detecting instruments in 2019. Hazmat 738 now has a dedicated chlorine and ammonia detector. These tools are in addition to the five-gas detector, Draeger tubes, and radiation detector already in use. Hazmat 738 also added a dome assembly clamp designed to lock down the dome lids on fuel tankers in the event of an accident or a rollover.



OPERATIONS DIVISION



The VFRS Operations Division's more than 300 dedicated firefighters continue to provide the highest possible level of service. These brave individuals spend countless hours training, checking apparatus, conducting fire inspections and numerous fire prevention activities, while also giving back to the community by participating in a variety of events. Over the past year, Vaughan's bravest have fought fires in highrises and wildlands, extricated countless patients from motor vehicle accidents and withstood the elements while extinguishing residential and commercial fires. No matter the day or hour, Vaughan firefighters are willing to lay it all on the line to protect the citizens of Vaughan.

VERTICAL FIRE RESPONSE IN A GROWING CITY

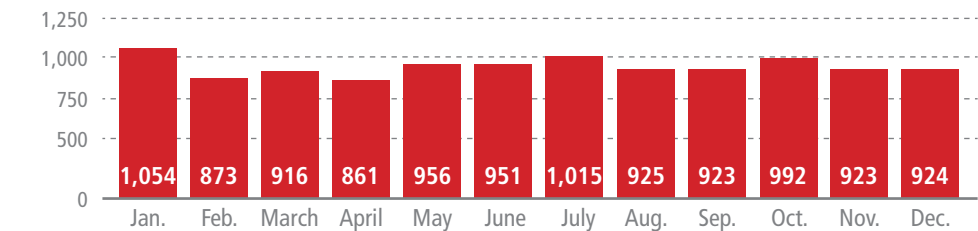
The City of Vaughan is transforming – especially in the Vaughan Metropolitan Centre (VMC). This positive change requires VFRS to examine its operations during vertical fire responses. In 2015, VFRS revised its highrise standard operating guidelines (SOG). With the increasing heights of buildings currently under construction and proposed future development in the next three-to-five years, VFRS is reviewing the guidelines and equipment used to fight highrise fires. VFRS Fire Prevention personnel have been instrumental, providing valuable insight that the service needs to make informed

decisions that will positively impact the response to highrise fires. The updated draft SOG will be available for review in late 2020, and personnel from all divisions are encouraged to provide feedback to ensure VFRS has the most appropriate guideline for the next generation of highrise operations.

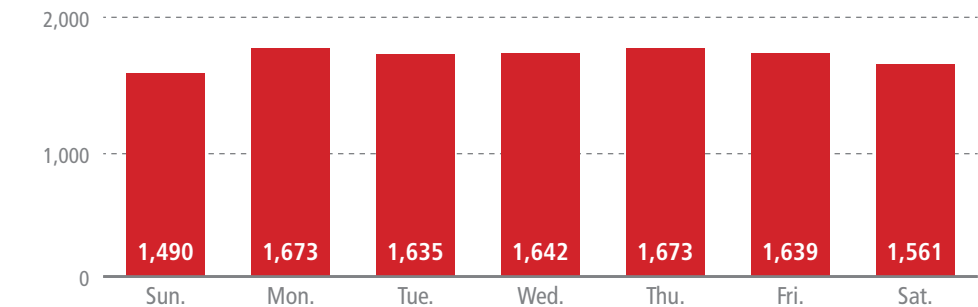
PRE-PLAN PROGRAM

The VFRS Pre-Plan Program continues successfully with a much-anticipated software addition that allows Operations Division crews to review information in the program and make appointments with occupants of assigned addresses. Using the APX software, a preliminary checklist is prepared and contains vital details about a building's structural features, water and utility supply and locations, as well as possible communications issues and keyholder contacts. The completed pre-plan can then be download to mobile data terminals on each front run apparatus. While currently being tested, once it is fully implemented, first due crews and command officers will have instant access to vital information while on an emergency scene. The collaborative effort between building occupants, the fire service and the various divisions of the VFRS will ensure the Pre-Plan Program's continued success.

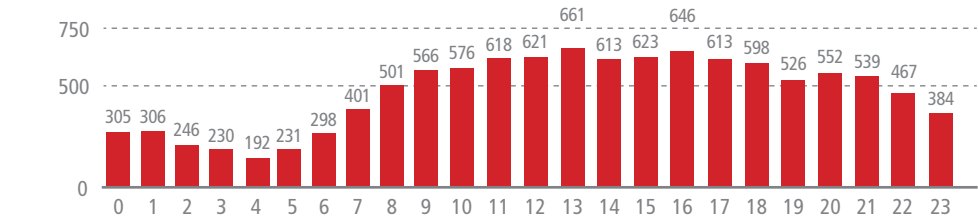
INCIDENTS BY MONTH



INCIDENTS BY DAY OF WEEK



INCIDENTS BY HOUR OF DAY





FIRE DEPARTMENT OPERATIONAL PERFORMANCE

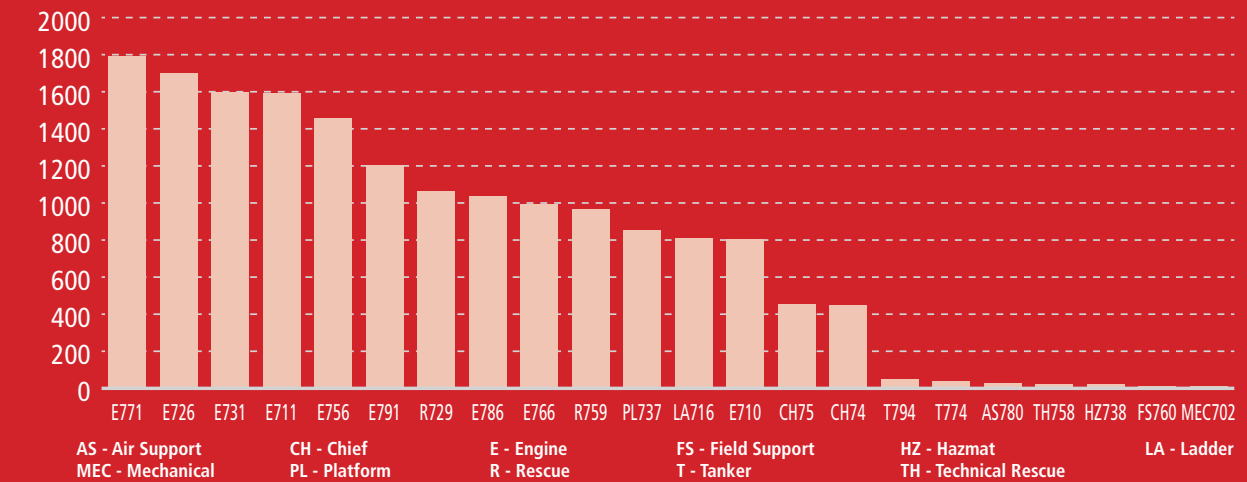
Fire department operational performance is a function of three considerations: resource availability/reliability, department capability and overall operational effectiveness.

Resource Availability/Reliability is the degree to which the resources are ready and available to respond.

Department Capability is the ability of the resources deployed to manage an incident.

Operational Effectiveness is the product of availability and capability. It is the outcome achieved by the deployed resources or a measure of the ability to match resources deployed to the risk level to which they are responding.

APPARATUS INCIDENT ASSIGNMENTS, 2019



UNIT UTILIZATION

E - Engine LA - Ladder R - Rescue PL - Platform

FIRE APPARATUS	E711	LA716	E726	R729	E731	PL737	E756	R759	E776	E771	E786	E791	E710
			E721			PL736	E751		E761		E781	E796	
Available	83.5%	87.3%	81.2%	83.2%	82.7%	87.4%	89.8%	86.2%	91.9%	83%	90.5%	88.2%	87.5%
On Air - Available	8.4%	7.5%	10.9%	11.0%	8.9%	7.4%	5.2%	8.2%	4.6%	9.0%	4.3%	5.9%	7.8%
Incident	6.5%	3.6%	6.2%	4.2%	6.8%	3.6%	3.8%	3.9%	2.6%	6.6%	2.4%	4.7%	3.4%
Training/Mechanical	1.6%	1.6%	1.7%	1.5%	1.6%	1.6%	1.2%	1.6%	0.8%	1.4%	2.8%	1.2%	1.3%

AVAILABLE: The percentage of time the fire apparatus is available to respond to an emergency.

ON AIR - AVAILABLE: The percentage of time the fire apparatus is driving in the district, but available to respond to an emergency.

INCIDENT: The percentage of time the fire apparatus is committed at an emergency incident and is not available to respond to a different emergency.

TRAINING/MECHANICAL: The percentage of time the fire apparatus is taken out of service for focused training evolutions or being serviced for mechanical issues.

REPORTED FIRES BY PROPERTY CLASSIFICATION

INCIDENT	2015	2016	2017	2018	2019
A - Assembly	10	4	5	4	5
B - Care and detention	2	3	3	1	0
C - Residential	67	74	59	75	57
D - Business and personal service	6	3	6	4	5
E - Mercantile	9	16	1	9	4
F - Industrial	32	38	26	28	26
Structures/properties not classified	34	33	22	20	19
Vehicles	81	67	70	72	65
TOTALS	241	238	201	213	181

FIRE WITH A LOSS OF \$500,000+

LOCATION	FIRE DISTRICT	PROPERTY TYPE	DATE
Flamingo Road	71	Residential	January 17
Jane Street	77	Residential	March 13
Grace Lake Court	79	Residential	May 4
Kipling Avenue	73	Commercial	June 9
Nicola Court	75	Residential	August 10
Crestwood Road	71	Residential	October 8
Applewood Road	75	Commercial	November 23
Doughton Road	76	Commercial	December 18

INCIDENT TYPE BREAKDOWN

	2015			2016			2017			2018			2019		
	TOTAL INCIDENTS	EMERGENCY INCIDENTS	APPARATUS RESPONSE	TOTAL INCIDENTS	EMERGENCY INCIDENTS	APPARATUS RESPONSE	TOTAL INCIDENTS	EMERGENCY INCIDENTS	APPARATUS RESPONSE	TOTAL INCIDENTS	EMERGENCY INCIDENTS	APPARATUS RESPONSE	TOTAL INCIDENTS	EMERGENCY INCIDENTS	APPARATUS RESPONSE
Property fire	241	235	979	238	233	1,147	201	201	897	213	212	1,018	181	177	880
Rescues	132	116	239	185	144	336	171	133	342	203	139	375	199	117	346
Minor fire / pre-fire conditions	511	369	1,340	557	419	1,404	491	357	1,266	479	372	1,308	504	351	1,329
Public hazard	488	253	799	426	192	723	427	187	685	464	221	753	505	240	846
Other	1,103	687	1,348	926	571	1,113	902	572	1,067	822	408	1,014	695	285	845
MVC's	1,628	1,577	2,478	1,750	1,701	2,739	1,737	1,698	2,698	1,686	1,638	2,544	1,599	575	2,463
False fire calls	2,525	1,465	5,202	2,400	1,270	4,876	2,437	1,325	5,016	2,453	1,372	5,242	2,318	1,226	4,753
Medical calls	3,800	3,624	3,933	4,468	4,306	4,607	4,695	4,809	5,165	5,514	5,345	5,727	5,312	5,184	5,527
TOTALS	10,428	8,326	16,318	10,950	8,836	16,945	11,061	9,282	17,136	11,834	9,707	17,981	11,313	9,155	16,989

TRAINING DIVISION

The VFRS Training Division is responsible for supporting and delivering ongoing training for all operations staff, which includes specialty responses, emergency medical services, officer development, and training on all new trucks and equipment. A highlight of 2019 was the successful completion of a rigorous four-month training program by VFRS recruit firefighters, Candidate Class 19-01. This division is also responsible for employee development opportunities, succession planning and NFPA certifications.



The Vaughan Fire and Rescue Service continues to leverage its three-acre training campus with specialized rescue techniques, auto extrication and trench rescue training, as well as live fire training and search and rescue operations. We have become a destination training centre for many smaller organizations and will continue to provide state-of-the-art facilities and equipment to our internal and external partners.

*Deputy Fire Chief
Andrew Zvanitajs*

HAZARDOUS MATERIALS TRAINING

In spring 2019, VFRS participated in a mock disaster scenario at the ANCO Chemical plant in Vaughan. The scenario focused on an ammonia leak, with multiple employees exposed and consequently injured, through contact with the product. VFRS successfully conducted a full evacuation, while assisting emergency medical services with patient care. Meanwhile, hazmat technicians were tasked with product control, product containment and incident stabilization which they handled quickly, safely and efficiently. Support crews assisted with decontamination and air monitoring, ensuring the work area was safe for employees to return.

PROFESSIONAL DEVELOPMENT

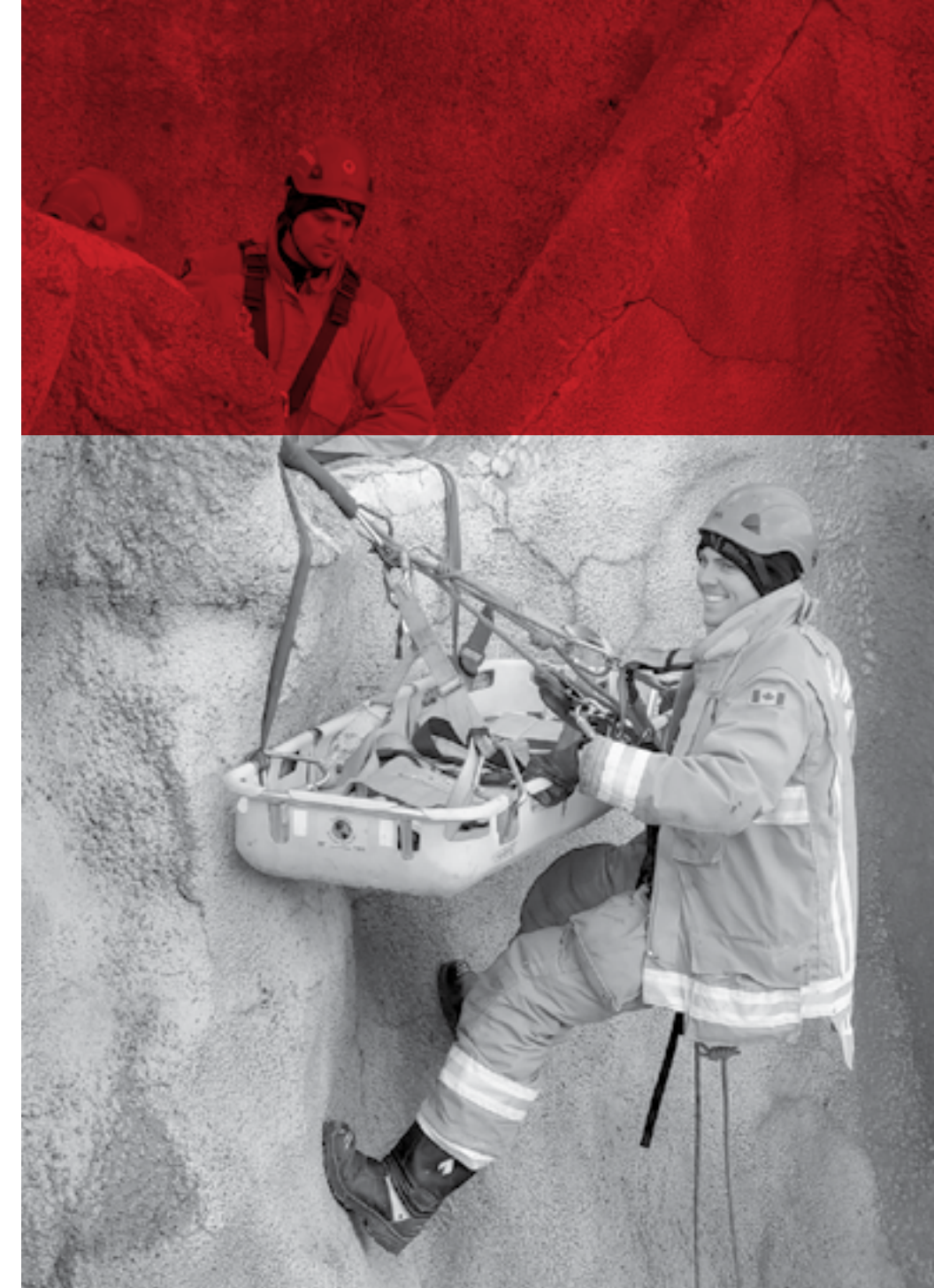
The importance of professional development should never be underestimated, it is a career-long obligation for our firefighters. Professional development benefits our members, our profession and the citizens we serve and protect.

On an annual basis, the training division sends out a professional development package to enhance the knowledge and skills of our staff. In 2019, VFRS offered an assortment of internal courses which included firefighter career development as well as specialty training.

INTERNAL COURSE OPPORTUNITIES:

- NFPA 1041 Level 1 – Fire Instructor
- NFPA 1021 Level 1 – Fire Officer
- Auto extrication
- Blue Card – Company Officer (Incident) Command
- Defib/Symptom Relief Instructor
- Fireground survival
- Live fire training
- Peer support
- Technical rope rescue
- Trans Canada Pipeline training
- Trench operations training

Over the last few years, the training division has recognized the importance of adding online studies to our professional development package. Online development courses offer firefighters the flexibility to complete their studies at their own pace. It also works logistically for management as classroom time and scheduling is not affected.





ONLINE OPPORTUNITIES:

- NFPA 1041 Level 1 – Fire Instructor
- NFPA 1021 Level 1 – Fire Officer
- Blue Card

In 2020 and 2021, along with career development, the division will look to expand specialty training in the following;

- Technical ice rescue
- Trench rescue
- Confined space rescue
- Auto extrication
- Rope rescue
- Subway training
- Hazmat

SUBWAY

Even before the subway system opened in Vaughan, VFRS firefighters were training and familiarizing themselves with the subway system in order to be well prepared for any emergency that could arise. In 2019, VFRS responded to 65 incidents in the subway system and each situation presented a different set of challenges that firefighters managed to quickly and efficiently mitigate.

2019 SUBWAY ALARM RESPONSES

- 55 Medicals
- 5 Elevator rescues
- 1 Smoke visible in subway
- 1 Subway - alarm
- 1 Subway – fire
- 1 Garbage bin/dumpster fire
- 1 Motor vehicle collision

As the largest fire service in York Region, the VFRS has the responsibility to be a leader in all aspects of our service delivery.

*Deputy Fire Chief
Mike Doyle*



HEALTH AND SAFETY

Members of the Joint Health and Safety Committee are dedicated to the overall safety of the entire VFRS team. In 2019, there was a renewed focus on information and science-driven changes across the wide spectrum of the fire service. Recent studies have shown the need to increase the level of protection during fire investigations immediately following suppression. By utilizing an event-driven process the committee captured the wide variety of inputs from the VFRS team with an emphasis on the health and safety of all employees.

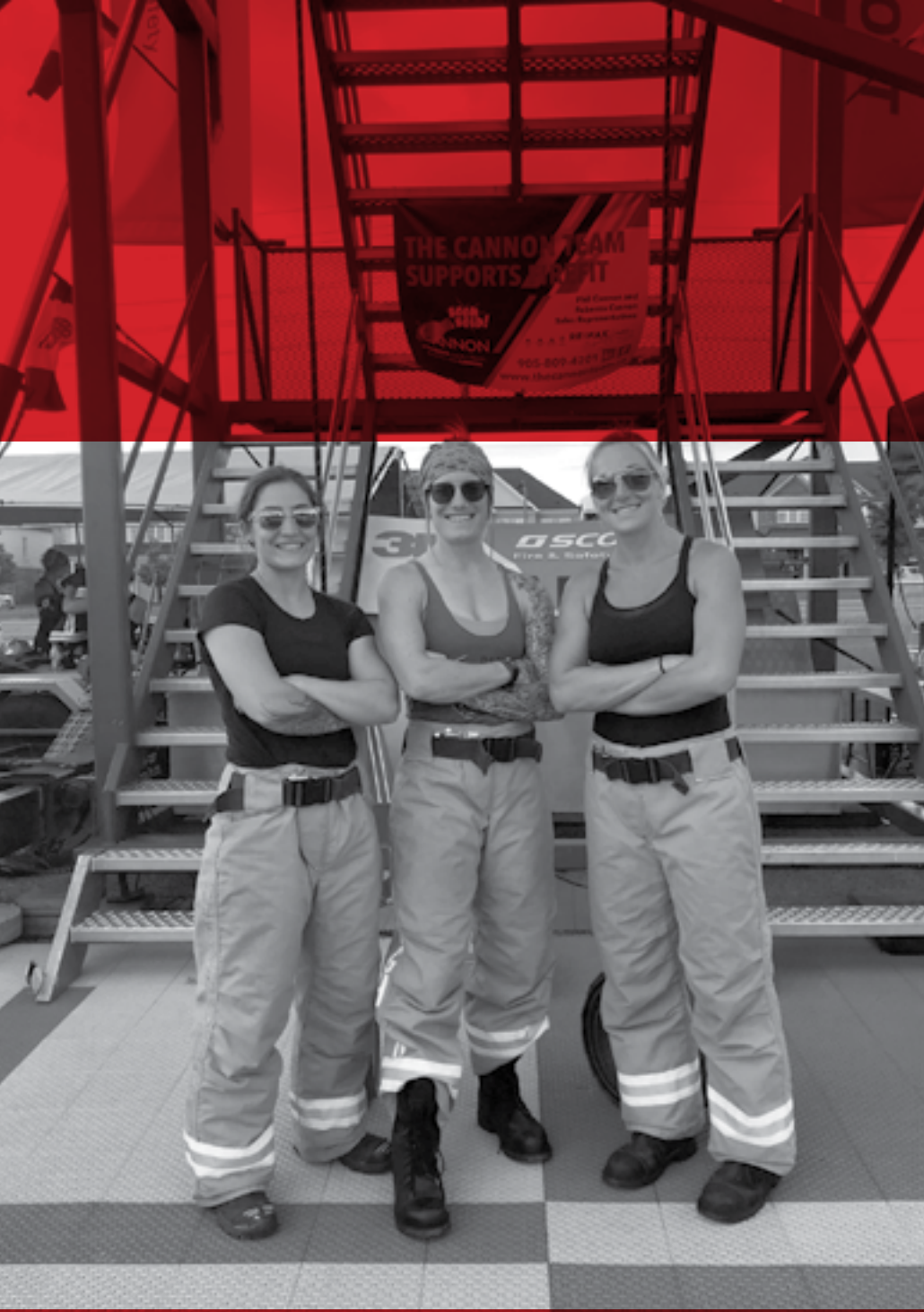
The committee also worked with suppression staff leaders and training division to redevelop and equip a ring removal program. This has seen multiple unique and fundamental tools being added to two different apparatus for use to aid the public and supplement the program objectives of the new Mackenzie Vaughan Hospital and our community partners.

PEER SUPPORT

Mental health is vital to overall health and wellbeing. In 2019, the peer support team welcomed new peer-nominated members and participated in a two-day course facilitated by International Association of Firefighters (IAFF) instructors. The curriculum focused on active listening, confidentiality, general assessment, suicide assessment, crisis intervention, action planning, outreach, self-care and building an effective peer support program.

While not a substitute for professional mental health care, peer support team members understand common behavioural health issues affecting the fire service and provide confidential support to peers who are struggling and can be a bridge to appropriate resources. The peer support team continues to develop its program and will be exploring resilience training in 2020.





WELLNESS FITNESS INITIATIVE

Physical fitness is critical to maintaining the wellness of our firefighters, who require high levels of aerobic fitness, muscular endurance, strength and power, and flexibility to perform safely and effectively in the fire service. Assessing uniformed personnel's current fitness level is an important part of developing an individualized fitness program. However, assessment is not a fitness program. As part of the VFRS's Wellness Fitness Initiative, peer fitness trainers educate firefighters about the benefits of fitness and nutrition, as well as support personalized fitness programs and educate new hires.



HEALTH AND SAFETY

DECONTAMINATION

FIREFIGHTERS HAVE A HIGHER RISK of contracting **ALL** cancers the longer they spend in the fire service.



For every 5° increase in temperature, skin becomes up to **400% MORE ABSORBENT.**

Heat from fires **ADDS TO THE RISK** of exposure to toxic chemicals.

REMOVING PPE after a fire causes **DRY CONTAMINANTS** to become airborne and inhaled leading to take-home exposure.

Modern materials release **HIGHER HEAT** and **MORE CARCINOGENS.**

Despite wearing PPE, firefighters are exposed to **MARKED LEVELS OF CARCINOGENS AND OTHER TOXINS**, with the greatest particulate accumulation on the face, neck, ears, lower abdomen where the coat overlaps the trousers and upper leg region.



POST-FIRE RECOMMENDATIONS



WEAR PPE and SCBA for all fire and haz-mat related incidents.



HOSE DOWN for health. On-scene decontamination with soap and water results in around 90% reduction in contaminants.



USE medical gloves and N95 masks when removing PPE.



Keep your cab **CLEAN**. Place contaminated gear in bag.



SHOWER within 30 minutes of returning to the station.



LAUNDRY undergarments separately.



Throughout 2019, VFRS participated in several opportunities to promote fire safety messages and their community involvement. These are some of the highlights.

Igniting Insight Vaughan Fire and Rescue Service using data to drive decision making

by RIZZI D



f t in M

EXCALIBUR



York Professors Partner with Vaughan Fire and Rescue Service

AWARDS > COMMUNITY > FACULTY > NEWS > SAFETY

Sep 12, 2019 · 0 Comments · 1,305

t in f s p M

Tyler McKay | Assistant News Editor

Featured image: Fire Chief Daryn Rizzi (middle-left) presented with the Bronze Innovative Management Award accompanied by Professor Solis (middle-right). | Courtesy of YFile

In 2017, York Professors Adriano O. Solis and Ali Asgari from the School of Administrative Studies, received research grants through the Advanced Disaster, Emergency and Rapid Response Simulation (ADERSIM).

According to Professor Asgari, this was part of a simulation and presentation project that is a national and international project to enhance the International Association of Fire Chiefs.

Since the Vaughan Fire and Rescue Service (VFRS) is one of the ADERSIM members, the York team was able to form a partnership to develop a project. The NFID data was not complete nor detailed enough, according to Professor Asgari.

This is the beginning of what would become the award-winning project, "Igniting Insight: Using GIS and Analytics in the Fire Service."

According to the VFRS, the project was designed "to model and simulate responses to emergency incidents."

Two different models were used in the simulation framework. The first was an incident generation engine which simulated the arrival of emergencies. The second was a response simulation model which showed how VFRS would respond to the emergency.

This resulted in an in-depth analysis of response times and other key performance indicators which facilitated evidence-based decision making.

ENGAGING STAKEHOLDERS, ENGAGING THE MEDIA

COMMUNITY FIRE SAFETY

Going door to door for fire safety

You seldom hear about the fire that was prevented, but these unheralded moments are our greatest source of pride. This requires more than just the hard work of our firefighters and fire inspectors; it requires a commitment from everyone in the community. The fire education programs of Vaughan Fire and Rescue Service (VFRS) are making a difference in the community by teaching residents about the important role they play in keeping their families and the entire city safe.



Deryn Rizzi

Adapted for the program
Vaughan Fire and Rescue Service (VFRS) is working to ensure the risk of death or serious injury from fire can be reduced. Planning for the other side of the door is a critical part of the program. The VFRS team is working with local businesses and organizations to ensure that fire safety is a top priority for everyone in the community. The program is focused on teaching residents about the importance of having working smoke alarms in their homes, as well as the importance of having a fire escape plan. The program is also focused on teaching residents about the importance of having fire extinguishers in their homes. The program is a key part of the VFRS commitment to the community and is a vital part of the fire safety education program.



How to create your family escape plan

Practising your plan every year can save lives. Write a family escape plan that includes a meeting point outside the home and a fire escape route for everyone. Make sure everyone knows the plan and practises it regularly.

Make the grade with fire safety

Every post-secondary student should be fire-smart when living away from home. Learn about fire safety basics, including how to use fire extinguishers and how to create an escape plan.

Raise the alarm on carbon monoxide

Invisible, odourless gas, sometimes called the silent killer, easy to detect and proper safety precautions, writes Vaughan Fire Chief Deryn Rizzi.

Inspiring the next generation of female firefighters in Vaughan

Vaughan Fire and Rescue Services' Firefighter Camp for Young Women encourages girls to follow dreams, writes Deryn Rizzi.

Hear the beep where you sleep

Not hearing your smoke detector is worse than sleeping through your alarm clock, writes Chief Deryn Rizzi.

Fireworks should be followed by cheers, not fire

Practice caution to ensure this long weekend is memorable for right reasons, writes Vaughan Fire Chief Deryn Rizzi.

No butts about fire safety

Unsafe smoking habits responsible for huge amount of fire emergencies, writes Chief Deryn Rizzi.

Make it Fire Prevention Week every week

Be a hero in your household by making fire prevention a priority, writes Vaughan Fire Chief Deryn Rizzi.

Fire prevention is the perfect gift

Keep fire safety top of mind while enjoying the holidays with family and friends, writes Vaughan Fire Chief Deryn Rizzi.

- Place your tree away from fireplaces, radiators, TVs and other sources of heat.
- If you decorate a real tree, use a tree stand that holds plenty of water, and check and replenish the water daily.
- Never use candles or open a Christmas tree and avoid the use of combustible decorations.
- When putting up lights around your home:
 - Inspect decorative lights every year before using them.
 - Turn off lights if you're leaving your home.
 - Turn off lights if you're going to bed.
 - Turn off lights if you're going to work.



Vaughan firefighters rescue 9 ducklings from catch basin, reunite them with mother

Rescue from 775 crew includes Capt. Jason Puopolo, Vince D'Agostino, Peter Mironijc.

York Regional Police investigate early morning fire at Vaughan plaza

Investigators find jerry can on scene, tattoo parlour damaged.

Vaughan firefighters quickly extinguish fire at top of condo building

Cause of blaze under investigation.

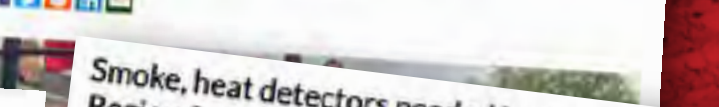
In a new move, Vaughan owner needs to secure vents after cat stuck for 2 days

Ceiling drywall and insulation removed in the garage to get Maxine out.



Vaughan fire department dons Pride colours in support of LGBTQ+ youth

'We are proud of the progress we've made,' says Fire Chief Deryn Rizzi.



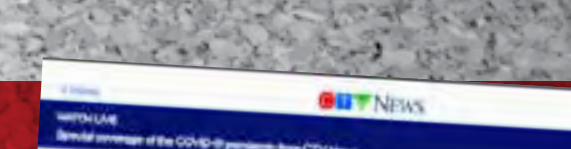
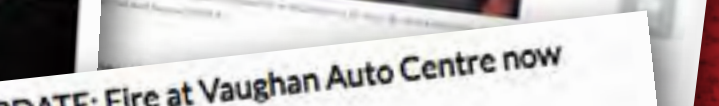
Smoke, heat detectors needed in garages, York Region fire safety officers say

Movements afoot across York Region to have fire detectors put in garages following a number of dangerous blazes.

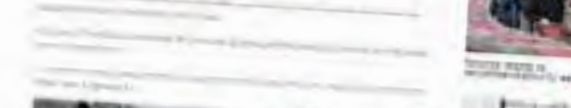
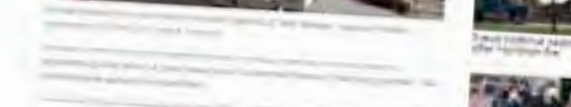
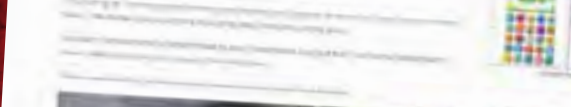


UPDATE: Fire at Vaughan Auto Centre now under control

Roadways closed indefinitely at Doughton Road business.



Fire crews battle two separate fires on industrial Vaughan

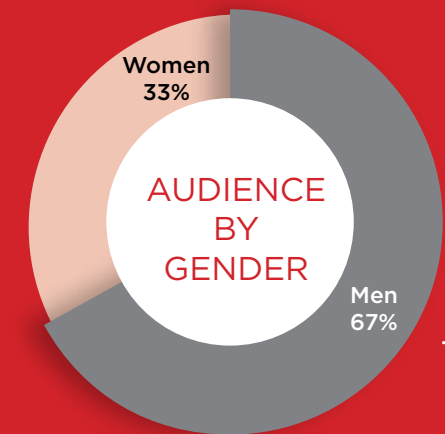
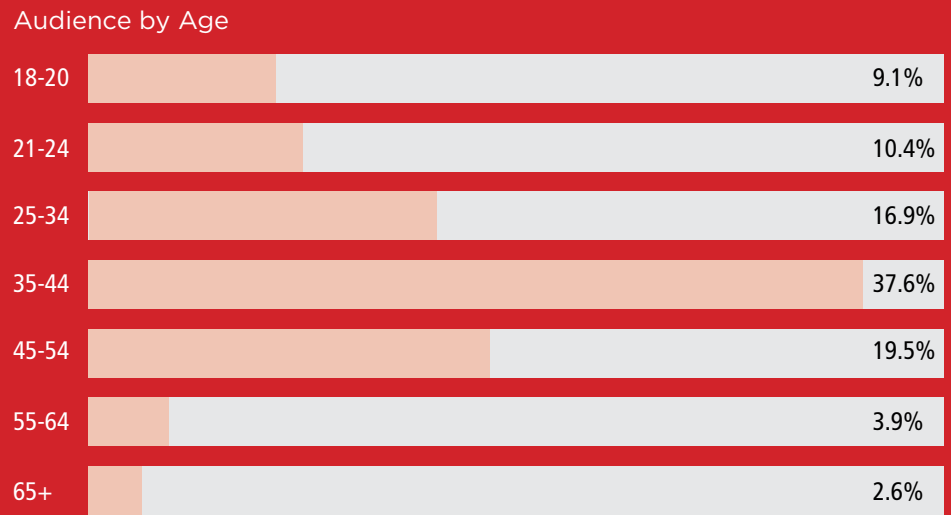


VFRS SOCIAL MEDIA 2019

TYPE	2019	% INCREASE SINCE 2018
Followers	5,560	11%
Followers	3,419	32%
Fans	2,266	38%

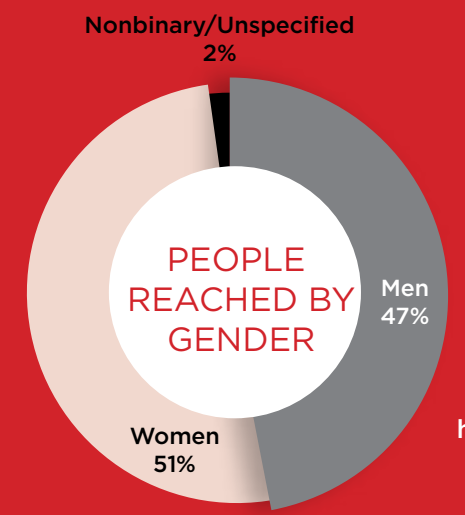
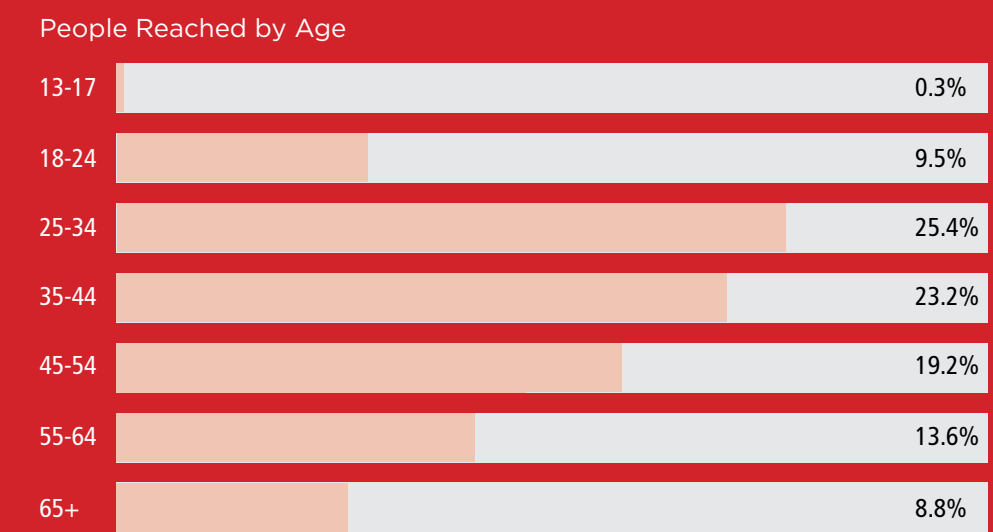


TWITTER AUDIENCE DEMOGRAPHICS



The majority of VFRS Twitter followers appear to be men along with people between the ages of 35-44.

FACEBOOK PEOPLE REACHED DEMOGRAPHICS



Women between the ages of **25-34** have a higher potential to visit our page.



REACHING PEOPLE IN:



TOP CITIES:

- Barrie
- Ottawa
- London
- Hamilton



SERVICE RECOGNITION

2019 PROMOTIONS

- Mike Doyle - Deputy Fire Chief
- Michael Ing - Assistant Deputy Fire Chief
- Sohail Ali - Captain
- Dan Dmytrasz - Captain
- Christine Mercado - Captain
- Dave Smith - Captain

ONTARIO FIRE SERVICE AWARD RECIPIENTS

“The Fire Services Long Service Medal” is an expression of public appreciation for the dedication and hard work of members of the Ontario Fire Services. It is officially recognized by the Province and is included in the Fire Protection and Prevention Act, 1997.

- Chris Appleton
- Fred Richard
- Phil Greco

FIRE SERVICES EXEMPLARY SERVICE MEDAL RECOGNITION (FEDERAL RECOGNITION)

The Fire Services Exemplary Service Medal honours members of a recognized Canadian fire service who have served in the performance of duties involving potential risks for 20, 30 or 40 years. Exemplary service is characterized by good conduct, industry and efficiency.

- Walter Bottiglione
- Jason Bucknall
- Jason Dennis
- Curtis Fensom
- Michael Gorveatt
- Travis Kreuger
- Terri Kubik-Genua
- Peter Mrkonjic
- Christopher Oakes
- Vince Pickett
- Romy Riley
- Mike St. Clair
- Michael Scott
- Lawrence Sibbald
- Robert Simmonds
- Elaine Steenhorst
- Robert Wilk





RETIREMENTS

The high level of emergency service provided to Vaughan residents and businesses would not be possible without the dedication of the more than 350 individuals who devote their careers to protecting others. VFRS thanks the following men and women for their service and congratulates them on their retirements.

- Dave Anderson
- John Bondrager
- Walter Bottiglione
- Dave Campbell
- Vito Colucci
- Steve Darragh
- Cindy Douglas
- Scott Hankins
- Lorne Harmer
- Scott Heard
- Teresa Houben
- Gerald Monig
- Ingrid VanGelder
- Roger Will





IN MEMORIAM

It takes a special person to become a firefighter, with its unusual and often long hours, and dangerous situations. In 2019, VFRS said goodbye to two alumni. Respected by colleagues, City of Vaughan staff and the community, John Hamm and Larry Robinson are fondly remembered and greatly missed.

John Hamm

Joining VFRS in 2010, John Hamm served the residents of Vaughan until being diagnosed with ALS in 2014. John courageously battled this disease for more than five years and sadly passed away on June 7, 2019. John will be missed by his family Cathy, Jake, Rachel, Sarah and his extended fire service family. John was taken from us far too soon, but the pictures show how he enjoyed life to the fullest and was able to achieve happiness with his friends, family and fellow fire service colleagues.



VAUGHAN FIRE AND RESCUE SERVICE

Larry Robinson

Chief Mechanical Officer Larry Robinson was a valued member of VFRS, whose passion for his work and the firetrucks never went unnoticed. His many years of pride and dedication to the Mechanical Division not only helped mold and mentor the technicians that worked for him, it also shaped the division's direction. His passion for perfection kept all who ride the rigs safe and proud. Chief Robinson retired in 2002 and passed away from ALS in 2019. He is fondly remembered and appreciated by those whose lives he touched. He is missed by his wife Colleen, his children Kimberly and Kaitlyn and his three grandchildren.



2019 ANNUAL REPORT





LOOKING AHEAD

TECHNOLOGICAL IMPROVEMENTS

VFRS is in the process of planning for critical technological changes that have the potential to alter how information is received, processed and transferred in the future. The Canadian Radio-television and Telecommunications Commission (CRTC) regulates telecommunications service providers that supply the networks needed to direct and connect 911 calls to emergency call centres. It mandated that existing 911 systems completely transition to the NG9-1-1 system by March 30, 2021, with networks ready to provide NG9-1-1 voice services by March 30, 2021. By September 30, 2021, NG9-1-1 text messaging services must be made available through a system called Real-Time Text (RTT), allowing for a conversational flow of communication.

VFRS continues to strengthen relationships with external partners and seeks to identify new collaboration opportunities with stakeholders and academic institutions. VFRS partnered with three universities to build business intelligence to better analyze historical data and improve future resource allocations for a more efficient service. VFRS will leverage research and technology to identify opportunities to improve service delivery. We have also enhanced collaborative efforts with other City divisions such as the Office of the Chief Information Officer, Infrastructure Planning and Corporate Asset Management.

Current projects include partnering with York Region on the development of a traffic pre-emption system to improve emergency vehicle response times. VFRS must implement technological solutions to determine the impact on overall response performance.





SERVICE PRIORITIES

Vertical Growth: The proliferation of highrise developments increases the need for reassessing the overall placement of stations and firefighting apparatus (trucks) due to the impact of vertical response times. Vertical growth can result in extended response times as firefighters require extra travel time to get to the location of the emergency incident. Vertical response issues can be tempered somewhat through recent changes to the Building Code requiring sprinklers in new multi-unit residential buildings over three storeys (since 2010). However, a significant stock of older buildings exists in the city with no retrofit requirements.

Densification and Congestion: Emergency response travel times are impacted by the increasing amounts of traffic and congestion in the city and this will only increase as the city continues to grow and develop. Planned technology projects may assist with these pressures, and a review and analysis of our performance is a continual process.

Diversity: With 105 different languages spoken in our city, we offer fire prevention and public education in many forms to ensure messages can reach and resonate with residents. As well, increasing diversity in the city provides opportunities to improve recruitment practices to attract a workforce that reflects the diversity of our city.

CONSIDERATIONS FOR PLANNING

VFRS recognizes trends that will have implications for the fire service. These include but are not limited to:

- Vaughan's population continuing to grow steadily, increasing the demand for emergency services.
- An aging population creating a greater need for VFRS to understand potential vulnerabilities and associated risks of various groups.
- Our Community Risk Assessment identifying opportunities for customized community-based fire prevention education programs.
- Extreme weather events in Vaughan presenting an increased need for VFRS to continue to be proactive in terms of emergency planning and specialized training.



Vaughan Fire and Rescue Service will continue to look for innovations to assist in the efficient, timely and appropriate delivery of fire and emergency service to all our citizens.

*Deputy Fire Chief
Grant Moffatt*

KEEPING OUR COMMUNITIES SAFE

The focus of our public education initiatives continues to be developing and implementing effective fire safety programs and initiatives to make Vaughan a fire-safe community.

- VFRS ensures public safety through fire prevention, fire investigation and fire code enforcement strategies.
- VFRS will strive to continuously improve service response times to maximize fire protection for people and property.
- VFRS has developed a dashboard that can monitor, benchmark, and evaluate performance metrics to ensure the delivery of services aligns with the needs of the residents of Vaughan.

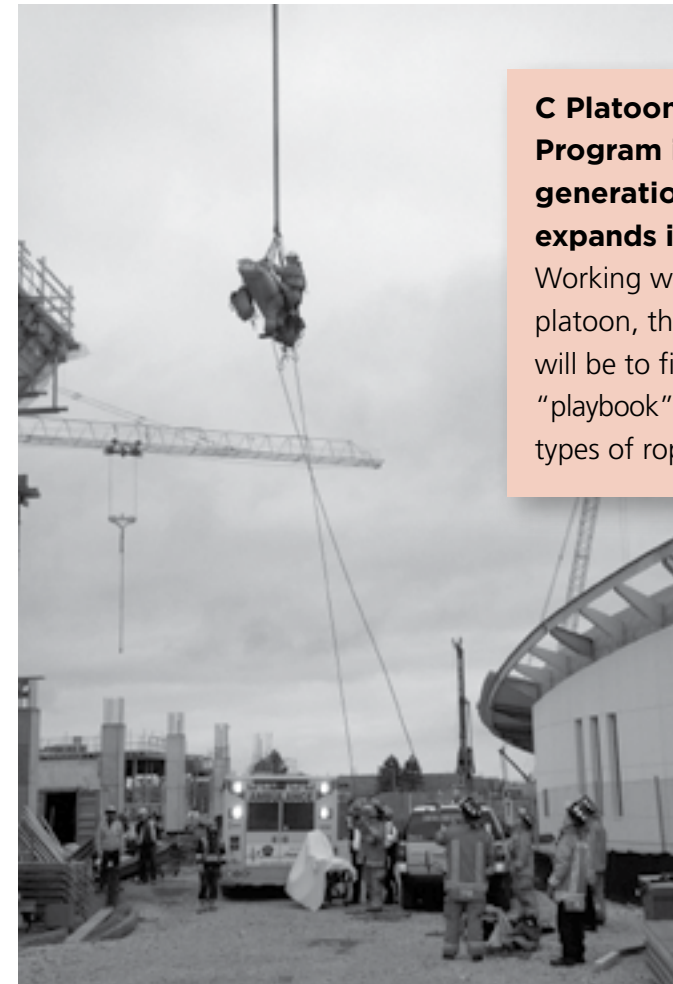
Traffic congestion is an ongoing issue.

Advanced traffic control technologies enable firefighters to control traffic signals from the trucks sooner than the current line of sight controls. This new tool will allow large vehicles to move safely within Vaughan's road network and help to reduce possible delays at traffic signal-controlled intersections.

VFRS is embarking on a new era of specialized rescue operations and is looking to make its mark as a technical rescue program leader in York Region. With all six of its disciplines – rope, trench, confined space, hazmat, ice/water and auto extrication – being retooled, VFRS is looking forward to the program being driven upwards from the rank and file.

C Platoon's new Rope Rescue Program is leading VFRS's next generation as it revamps and expands its rope rescue capabilities.

Working with two members from each platoon, the next phase of the program will be to finalize the rope rescue training "playbook" and ensure proficiency in all types of rope rescues.





2020 BUDGET

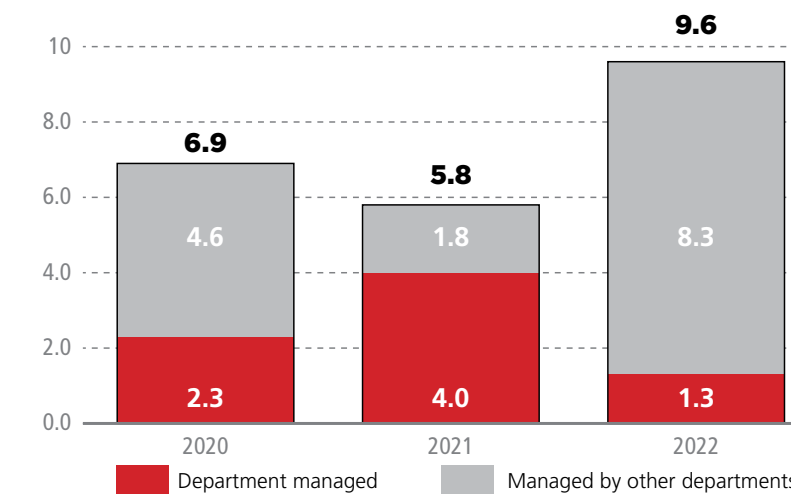
Over the past decade, VFRS has spent approximately \$27 million on capital infrastructure related to new builds to ensure public safety in the City of Vaughan and hired more than 90 new staff. In 2020, land for stations 7-12 and 7-11 will be secured. Over the next 10 years, VFRS will build these stations in 2023 and 2026 respectively (dependent on budget approvals and priorities) and relocate one fire station, with an estimated projected cost of \$28 million.

DEPARTMENT OVERVIEW

The 2020 gross operating budget is projected to be \$53.1 million, with salaries and benefits comprising more than 96 per cent of the budget. The Operations Division represents the largest portion of overall spending at 85.5 per cent of total expenditures. The budget is 98 per cent funded from taxation.

CAPITAL SUMMARY

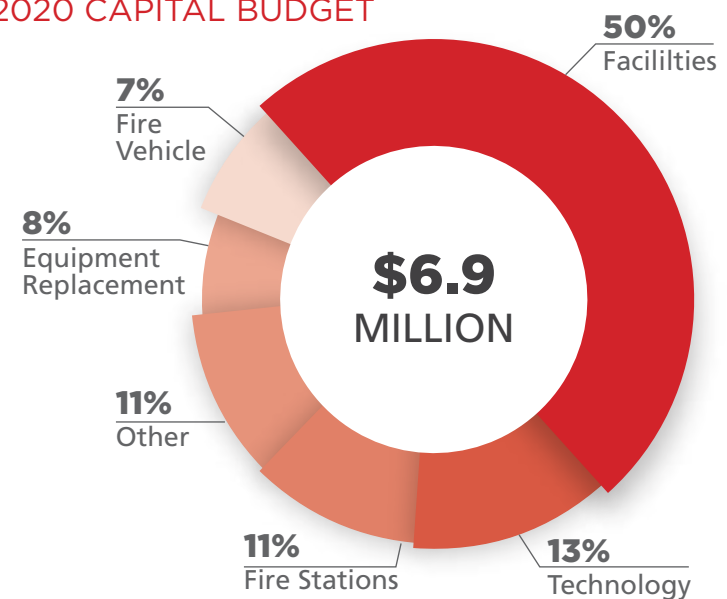
2020-2022 Capital Plan (\$M)





The total capital plan includes \$2.3 million in capital projects that will be managed and reported on by the Fire and Rescue Service department. Another \$0.5 million is managed by Facilities Management, \$3.9 million is managed by Infrastructure Delivery, and \$0.2 million is managed by Transportation and Fleet Management Services on behalf of VFRS.

2020 CAPITAL BUDGET



In 2020, 50 per cent of costs are attributed to the acquisition of land for fire stations 7-11 and 7-12.



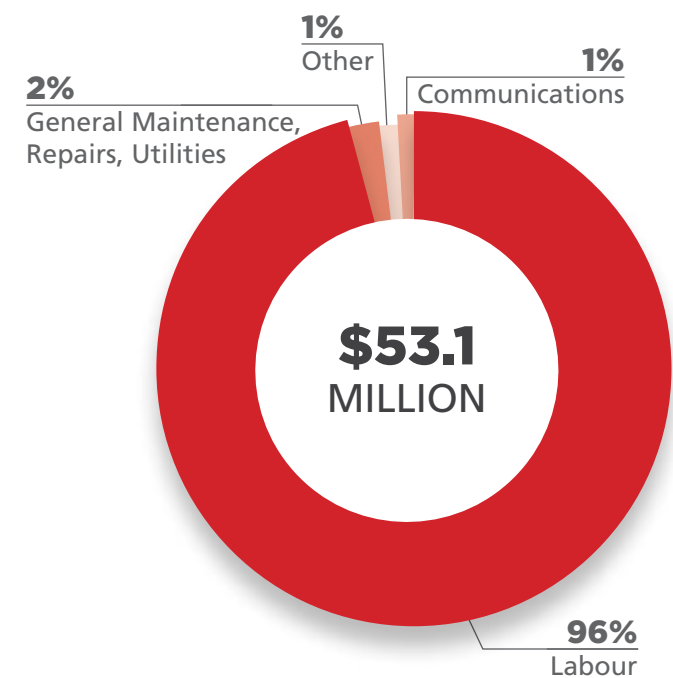
FIRE STATION MAINTENANCE PROJECTS

PROJECT/INITIATIVE	WORK CATEGORY	LOCATION	\$ COST	STATUS
Facility/energy renewal	Renewal	FH 7-1	1,500,000	2020/2021
Asphalt replacement	Site Works	FH7-5, 7-6, 7-9	620,800	2021
Security system installation (access)	Security	All	390,000	2020
Washroom renewal	Renewal	FH 7-2	124,000	2021
Exhaust system replacement	Renewal	FH 7-2	103,000	2021
Facility renewal feasibility study	Asset Management	FH 7-1	98,000	Completed
Hot water distribution replacement	Renewal	FH 7-2	84,000	2021
Generator replacement	Life Safety	FH 7-6	80,000	Completed
Fire panel replacement	Life Safety	FH 7-1, 7-2, 7-5, 7-6, 7-8	80,000	2020
Roof replacement	Renewal	FH 7-7	60,000	Progressing
Vvt air distribution system, central humidification system replacement	Mechanical	FH 7-8	55,000	Completed
Interior painting	Renewal	FH 7-2, 7-8	50,000	2020
Overhead door replacement	Renewal	FH 7-2	36,000	2022
Exterior window replacement	Renewal	FH 7-2	36,000	2020

PROJECT/INITIATIVE	WORK CATEGORY	LOCATION	\$ COST	STATUS
Exhaust system replacement	Mechanical	JOC Fire Services and Training Bays	35,000	Completed
Kitchen renewal	Renewal	FH 7-2	35,000	Progressing
Indoor air quality management enhancements	Mechanical	All	35,000	Completed
Interior painting	Renewal	FH 7-2	25,000	2021
Domestic hot water distribution replacement	Mechanical	FH 7-8	20,000	2021
Roof repairs (snow guards, eaves, fascia)	Renewal	FH 7-9	15,000	Progressing
Interior blinds replacement	Renewal	All	14,000	Scheduled
Fire panel replacement	Life Safety	FH 7-10	10,000	Completed
Ceiling fan upgrades	Mechanical	All	10,000	2020
UV/HEPA filtration units	Mechanical	All	10,000	Completed
Kitchen renewal	Renewal	FH 7-9	9,000	Completed
Roof repairs	Renewal	FH 7-6	4,000	Completed
Interior painting	Renewal	FH 7-7	4,000	Completed
Stove, dishwasher replacement	Renewal	FH 7-1	2,000	Completed
Refrigerator replacement	Renewal	FH 7-6	800	Completed
Dryer replacement	Renewal	FH 7-7	600	Completed
TOTAL			3,546,200	



2020 GROSS OPERATING EXPENDITURES



FUNDING TYPE	\$MILLION	PERCENTAGE
User Fees	1.1	2%
Taxation	52.0	98%
TOTAL	53.1	100%

BUDGET CHANGE

The projected annual increases in the Fire and Rescue Service operating budget are mainly due to labour progressions.

\$MILLION	2019	2020	2021	2022
Net Operating Budget	-	50.7	52.0	54.1
Status Quo	-	1.3	2.1	1.6
Growth	-	-	-	-
New	-	-	-	-
Net Operating Budget	50.7	52.0	54.1	55.7
Full Time Equivalents (FTE's)	346	346	346	346



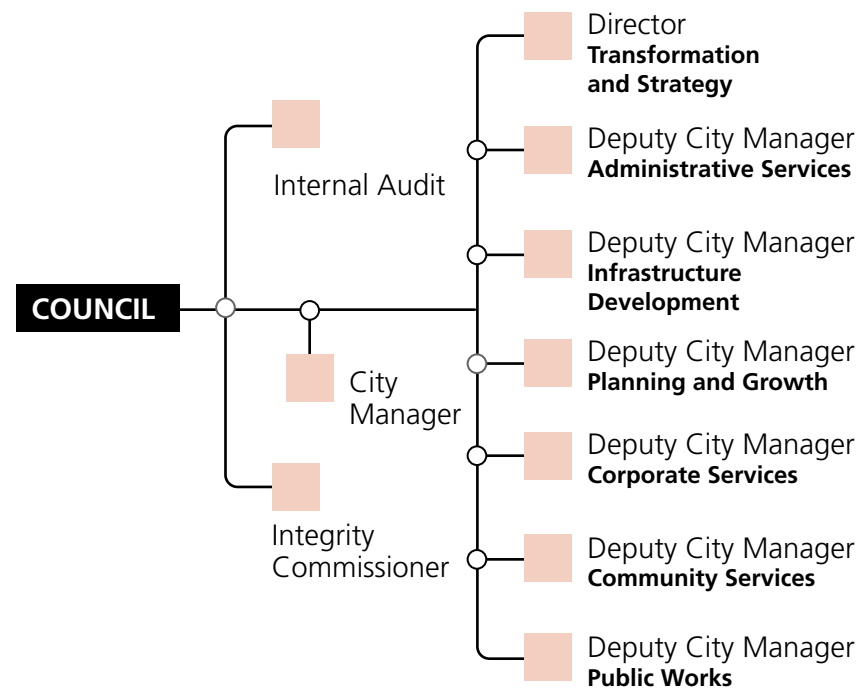
INVESTMENT IN COMMUNITY SAFETY

Land for 7-12.....	\$3.3M (value)
Platform truck.....	\$1.6M
SCBA.....	\$1.4M
Land for 7-11.....	\$1M
NG911.....	\$800K (timelines delayed due to COVID-19)
5 Fire prevention vehicles.....	\$200-\$250K
Truck hoist.....	\$125K
Trench rescue/Parateck.....	\$125K
COVID-19 PPE.....	\$100K
Air compressor.....	\$80K
Bunker gear washer / dryer.....	\$50K
Dispatch review.....	\$40K
Helmets.....	\$40K



CITY OF VAUGHAN ORGANIZATIONAL STRUCTURE

The City of Vaughan administration is comprised of seven portfolios including the Community Services portfolio, which VFRS is part of. Each portfolio is integral to the City's ability to deliver on the municipal services enjoyed by those who live, work and play in Vaughan.



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