

Hamilton Fire Department **ANNUAL REPORT**



STRONG
for **YOU**

www.hamilton.ca/fire

2023



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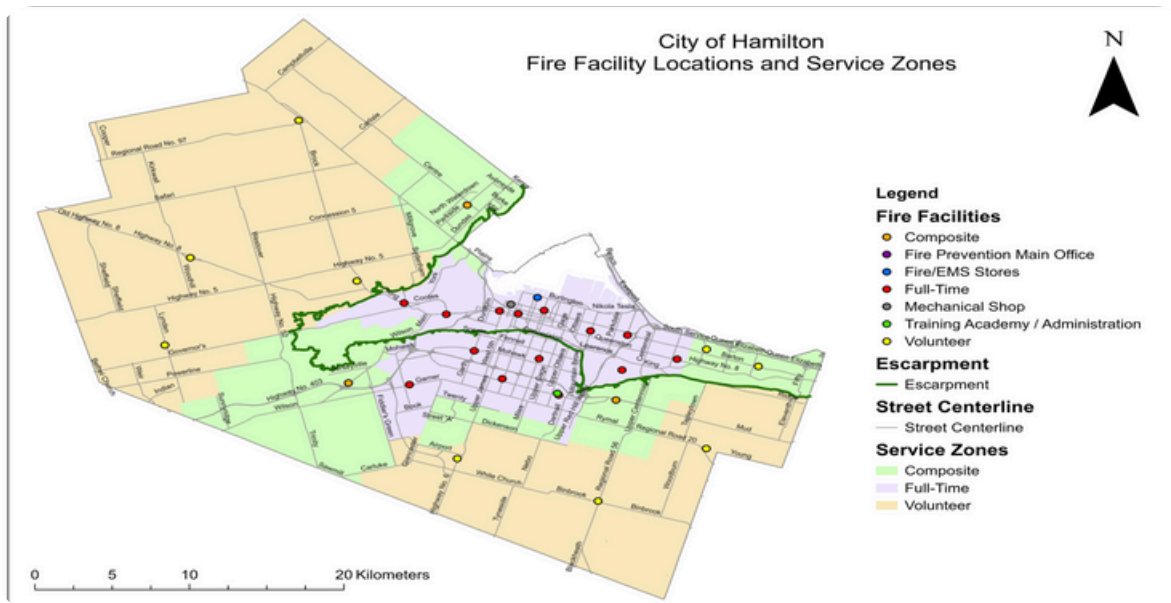
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About the Hamilton Fire Department



Levels of Service

The Hamilton Fire Department is an all-hazards, composite (fulltime and volunteer firefighters) service that serves a city over 569,353 (reference: GRIDS) people, covering an area of approximately 1,200 sq kms. Fire Protection and Rescue Services are delivered in three levels: Full-time firefighter emergency response services in urban areas, volunteer firefighter emergency response services in rural areas and a composite (both fulltime and volunteer firefighters) emergency response service for suburban areas of the city. The Hamilton Fire Department is also responsible for the City's Emergency Management Program and Plan.

Services

The fire protection and rescue services provided by the Hamilton Fire Department include:

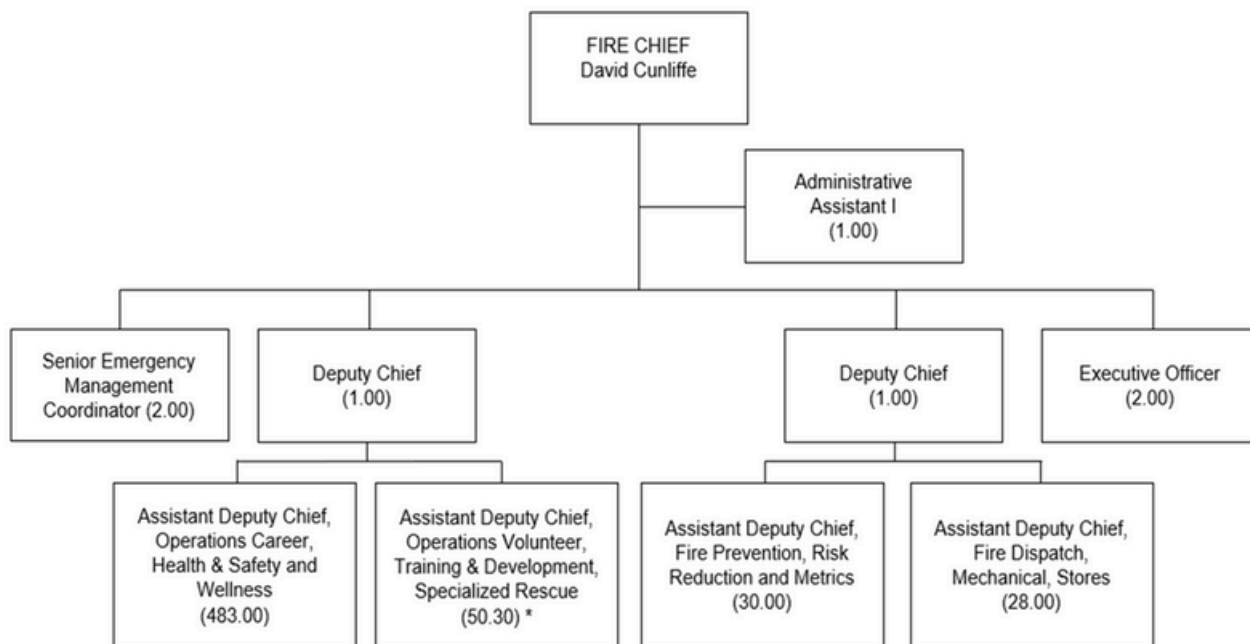
- a) fire suppression, fire prevention, fire safety education;
- (b) rescue and hazardous materials response;
- (c) emergency first response services in accordance with the tiered-response agreement with Hamilton Paramedic Services;
- d) mitigation and prevention of risk created by the presence of unsafe levels of carbon monoxide and safety education related to the presence of those levels;
- (e) communication in respect of any matter described in (a)-(d);
- (f) training of persons involved in the provision of any services described in a-d

Services (cont...)

- (f) training of persons involved in the provision of any services described in (a)-(e) in accordance with National Fire Protection Association (NFPA) standards; and
- (g) delivery of all services described in a-f

Organizational Chart and Staffing

HAMILTON FIRE DEPARTMENT



* Includes 39.30 FTE Volunteer Firefighters = 280 Head Count

Complement (FTE)	Management	Other	Total	Staff/Mgt Ratio
2022	9.00	590.30	599.30	65.59:1
2023	9.00	590.30	599.30	65.59:1
Change	0.00	0.00	0.00	



Description of Divisions



Leadership Team: includes the Fire Chief, Deputy Fire Chiefs and Assistant Deputy Fire Chiefs, facilities and asset management staff and various administrative staff. The Administration team is responsible for developing and maintaining the overall strategy and operations of the entire Department. Some of the specific responsibilities include budget oversight and management, policy development, asset and risk planning and management, data collection and analysis, facilities and technology planning and management, ensuring compliance and required communication with regulatory bodies (i.e., Ontario Fire Marshal, Ministry of Health, Ministry of Transportation etc.) and various standards (i.e., National Fire Protection Association).

Fire Dispatch: takes, dispatches, manages and oversees all emergency and non-emergency calls related to Fire Services provided in the City of Hamilton. Acts as the liaison between front-line operations staff and the required internal and external resources.

Emergency Management: provides management and oversight of the City's Emergency Management Program, including the Emergency Operations Centre, emergency plan development, training, exercises, and public education on emergency response and preparedness to enhance the City's disaster resiliency.

Mechanical and Stores: operates an Emergency Services Fleet Services Centre and a Stores/Logistics Centre that provide oversight and management of all apparatus (vehicles) for both the Hamilton Fire Department and the Hamilton Paramedics Service, equipment, and wide range of assets.

Description of Divisions cont...

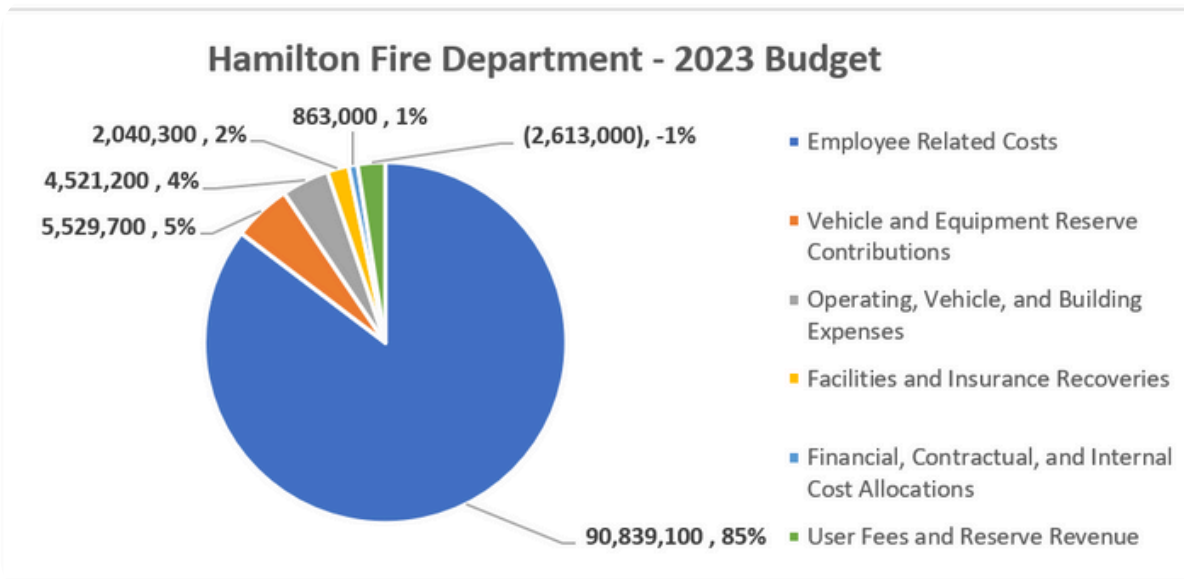


Firefighting Operations: includes all full-time and volunteer firefighters who provide responses to a range of items such as emergency response for fires, medical calls, motor vehicle collisions, alarm conditions, gas leaks, and carbon monoxide alarm calls. In addition, this team/division provides specialized rescue services such as rope rescues, confined space rescue, ice rescue, Remote Piloted Aircraft Systems (drones), and hazardous materials operations.

Fire Prevention: management and oversight in the areas of prevention, Ontario Fire Code inspections, enforcement, and public fire safety education. Services include inspections and fire drills for buildings that are home to vulnerable people, response to public complaints or concerns, inspections and licensing for a range of property types (i.e., private home daycare, municipal licenses, Provincial agencies, building clearances, commercial property inspections etc.), fire safety approvals, fire permits, and public education and awareness campaigns and resources to assist in fire safety and prevention.

Training Division: provides both theory-based and practical skills training for staff. Skills include firefighting operations, technical rescue incidents, and emergency medical response. Oversees and manages all legislatively required training, exams, and certification of staff, organizes and provides training for new recruit classes, trains all staff on new apparatus, equipment, and specialties as required, and leads programs related to attracting and retaining staff (i.e. Camp Future Firefighters in Training (FFiT), Wounded Warriors).

2023 Budget



2023 Budget by Category

Categories	Total
Employee Related Costs	90,839,100
Vehicle and Equipment Reserve Contributions	5,529,700
Operating, Vehicle, and Building Expenses	4,521,200
Facilities and Insurance Recoveries	2,040,300
Financial, Contractual, and Internal Cost Allocations	863,000
User Fees and Reserve Revenue	(2,613,000)
Hamilton Fire Department - 2023 Budget	101,180,300

Budget Highlights

- In 2023 User Fee Revenue increased by 16% from 2022 for a total of \$592K.
- Other revenue and fees totaled \$580K for an increase of 9% from 2022.
- Supply Chain Issues caused budget challenges due to industry-led delays in vehicles/apparatus. The delivery time of new apparatus in Hamilton Fire Department increased from approximately one (1) year to three (3) years.

People



Significant Staff & Team Achievements

Examples of achievements across the Department:

The teams and staff in Fire Dispatch and Firefighting Operations (full-time and volunteers) responded to a significant number of calls/emergencies - 21,160 calls/incidents. These responses assisted in saving lives and reducing injuries to members of the public as well as reducing property loss and impacts to Hamilton's building stock and community.

Even with the significant number of incidents in 2023, the Firefighting Operations teams met and performed better than the approved target time for the convergence of an Effective Firefighting and Rescue Force (EFRF).

Time for the convergence of an Effective Firefighting and Rescue Force (EFRF)		
Response Type	90 th % Approved Target Mins/Sec.	90 th % Actuals for 2023 Mins/Sec.
Full-Time	10:54	9:63
Composite	18:51	13.77
Volunteer	20:45	15.66

21,160 Incidents Dispatched



513 Fires





Significant Staff & Team Achievements

The team in the Mechanical Division (8 technicians) who are responsible for maintaining a fleet of 220+ apparatus kept vehicles on their maintenance schedules. These schedules range from three (3) services per year per vehicle to as many as six (6) services, based on time and or km driven. This incredible feat of 660++ services was accomplished through hard work, extra hours, and the considerable pride, culture of productivity, and team ownership.

Fire Prevention staff responded to a significant number of calls and inspections (up 7% from 2022).

Stores staff implemented barcoding and a new forklift, both of which helped to significantly increase efficiencies and positively impact areas across the department.

Emergency Management team achieved a 100% compliance with large outdoor event organizers in their completion of Emergency Response Plans.

Maintained 220+ apparatus



7% increase in Fire Prevention activity



Increased efficiencies by Stores



100% compliance for large event emergency response plans





Significant Staff & Team Achievements

Operations support and asset management support staff implemented improvements at ten stations, assisting workplace safety and wellness and overall efficiencies.

All members of the Fire Dispatch Division completed training with the Solacom Call Handling System, continued preparations for Next Generation 9-1-1, and Officers and Acting Officers completed the National Fire Protection Association (NFPA) 1041 - Fire Service Instructor Level 1.

**Improvements to
10 stations**



Preparing for NG-911





Support for Staff

- Increased the number of firefighters who assist with the Volunteer Peer Support Team.
- Organized training sessions for Peer Teams.
- Developed and shared an updated Critical Incident Stress policy.
- In support of mental health and wellness, entered into an agreement with Wounded Warriors Canada to provide an additional layer of support for all Hamilton Fire Departments staff. These programs are accessed for free by staff in addition to the City's Employee Assistance Program (EAP).
- Hosted two (2) 'Family Nights' evenings for Volunteer and new Recruits to present support services to the partners, spouses, and families of new recruits who may be receive Occupational Stress Injuries from exposures to trauma.
- Completed a final Report to assist with Improving Inclusion, Diversity, Equity, and Accessibility by working with CityLab, McMaster University, and Human Resources to complete a project that will assist with improving recruitment efforts with the goal of improving diversity and inclusion and to help ensure our workforce is more reflective of our community.

Message from the Fire Chief



The term “significant number” is referenced multiple times throughout this report and serves as a theme for 2023. We continue to experience impacts from the pandemic relative to supply chain challenges and trends in the quantity and type of work being done in all divisions. Despite these challenges, staff continued to achieve significant results.

On behalf of the leadership team, I want to extend immense thanks to staff for their professionalism, pride of work, support, and protection of the Hamilton community.

We are grateful for everyone’s efforts in navigating the challenges of the past year and for the tremendous results achieved. Those efforts yielded positive results across all four guiding principles of our Service Delivery Plan: optimized service delivery; exceptional people and performance; robust collaboration and integration; and reduced risk for a healthier and safer community.

The Hamilton Fire Department team’s continued resilience, courage, and focus on sustainability is illustrated by the numerous successes achieved in 2023. One such milestone was the 100th anniversary of the Lynden fire station. This centennial anniversary served as a reminder of Hamilton’s long history of firefighting, and the challenges both faced and ultimately overcome. Other 2023 successes include reduced emergency response times, managing high call volumes, repair and maintenance of increasingly complex assets that include fleet, equipment, and facilities, growth in the quantity and quality of training completed, continued technology adoption and enhancement, and escalated community risk reduction initiatives and response to fire prevention, fire code enforcement, and public education inquiries.

The pride I have for this department and for the dedicated staff who serve the Hamilton community are beyond evident. I hope this annual report offers insight into the breadth and depth of services the Hamilton Fire Department provides. And most importantly, I hope this information prompts readers to keep fire safety and prevention at the forefront of their minds. Together, we can continue to keep Hamilton safe.

Fire Chief David Cunliffe

Highlights



Achievements by Division

There was a large amount of work that was achieved across all Divisions in 2023. The following are some highlights for each area in the Hamilton Fire Department.

Leadership Team

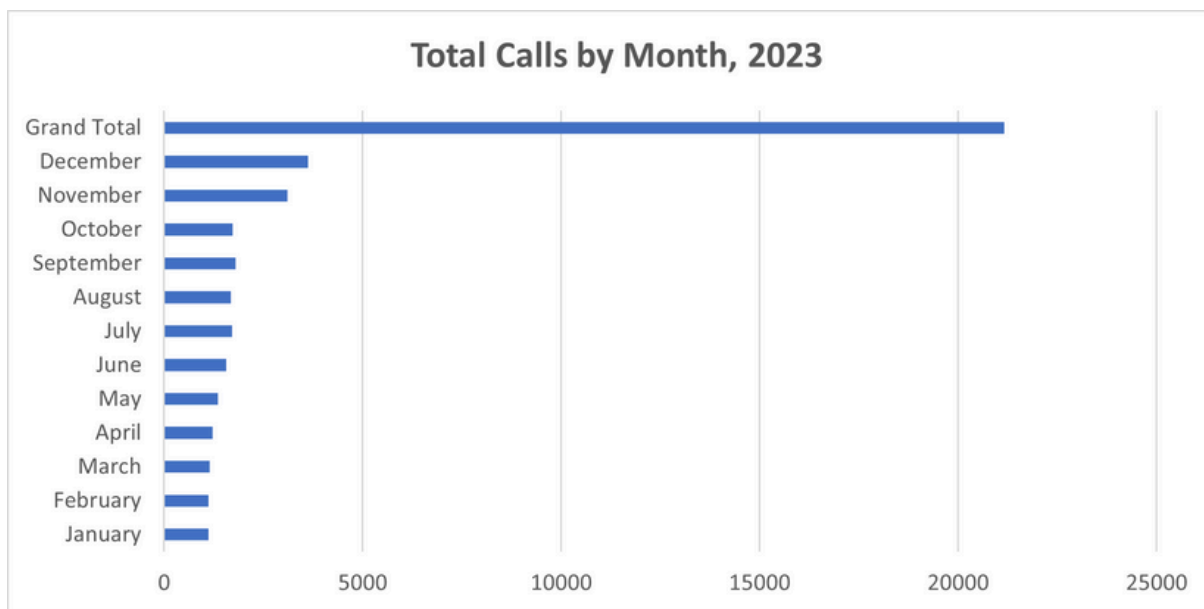
- Completed five (5) Council/Committee reports to enhance or support projects or goals connected to the 10-Year Service Delivery Plan.
- Facilitated and organized 38 meetings with staff that included Senior Officer meetings, Platoon Chief meetings, various Working Group meetings, and Joint Health & Safety meetings.
- Completed the Departmental Asset Management Plan which included public consultation.
- Developed and launched new fire safety resource for people who are unsheltered.
- Completed phase one of the Mandated NG 911 Project that included the initial infrastructure installation, received equipment, and began consultation for phase two. 27% of the project was completed in 2023 represent and the overall project is on-track for final completion in 2025.

Fire Dispatch

In 2023 the total calls received by Fire Dispatch was 21,160 up from 14,593 in 2022. The 2023 calls also surpassed an already significant number of calls (17,334) received in 2020.

2023: Incidents Dispatched by Type

Type of Call	Number of Calls/Responses
Burning (Controlled) i.e., open air burning complaints	899
CO False Calls	770
False Fire Calls	4548
Medical Calls	9466
Other Responses	977
Overpressure Rupture (no fire)	6
Pre-fire Conditions (no fire)	890
Property Fires/Explosions	1262
Public Hazard	732
Rescue (i.e., rope, ice, water, elevator, RPAS etc.)	1611
TOTAL	21,160



→ High call/incident volume

45% increase in calls from 2022 to 2023

→ Seasonal trends

Q4 had highest number calls/incidents

Emergency Management & Planning

Reports and Projects

- Updated the Emergency Plan to include Vulnerable Sector Unit – Recommendation Report.
- Complete the Hamilton Ukrainian Humanitarian Crisis Response Update – Recommendation Report.
- Complete the Emergency Response Plans for large scale events that included a review of 23 Emergency Response Plans for large scale events including the Grey Cup.

Engagement/Assistance with Community Partners

- Provided public education at 10 community events including partners such as Red Cross, Senior Centres, youth engagement personnel.
- Engaged with the Emergency Preparedness Advisory Committee that includes emergency services agencies, hospitals, utility providers, private industry, the education sector, and non-governmental organizations.
- Participated in community partner exercises such as the Port Authority, Sun Canada Pipeline, Hamilton Health Sciences, Grey Cup.

Number and Type of Emergency Operations Centre Training Exercises

- Completed nine (9) training sessions that included the provincial accredited Incident Management System Courses and the Emergency Management Note Taking course.
- Completed annual emergency exercise with the EOC Management Team in October and Evacuation Centre exercise in June.
- Completed 11 compliance items for the development of the Emergency Management program. Compliance items are required under the Emergency Management Civil Protection Act and the provincial regulations. The 11 compliance items that were submitted to the Province (Emergency Management Ontario) and our Emergency Management Program Committee (Mayor, SLT etc.).

→ Emergency response planning

Reviewed 23 Emergency Response Plans for large scale events

→ Ongoing community support and engagement

Attended 10 events and supported key sectors, businesses, agencies etc.

Firefighting Operations

Reviewing the 21,160 calls received (outlined in the Fire Dispatch Division highlights), most of these incidents required specific action or follow up by the Firefighting Operations team.

Examples included:

- 513 fire related incidents with 303 structure fires
- 9,466 medical calls
- 1,294 vehicle accidents
- 1,611 rescues (i.e., ice/water, rope, elevator, Remote Piloted Aircraft System etc.)

Hamilton Fire Department Technical Rescuers responded to incidents such as elevator entrapment, vehicle extrication, rope, and ice rescue, confined space, and industrial machinery entrapment.

The Hamilton Fire Department also operates a Hazardous Materials Response Team with dedicated specialty apparatus and personnel. In 2023 there were:

- 18 Rope Rescue Incidents
- 165 Motor Vehicle Collisions with reports of a patient trapped
- 177 Elevator Rescue Incidents
- 3 Industrial Rescues
- 2 Confined Space Rescues
- 12 Hazardous Materials Level II responses



Wide range of
emergency
responses

**513 fires, 303 structure fires
and 377 other emergencies**

Firefighting Operations Response Times

To optimize service delivery, the Hamilton Fire Department tracks and analyzes Hamilton’s changing environment, risk profiles, and circumstances and then adapts its operations. Total response times are measured and evaluated relative to the 90th% response time/service level targets that were approved by Council and adopted by the Hamilton Fire Department as described in the 2019 10-Year Service Delivery Plan.

As shown below, response times in 2023 improved on the 90th percentile target times.

First on scene for a Non-medical call		
Response Type	90 th % Approved Target Mins/Sec.	90 th % Actuals for 2023 Mins/Sec.
Full-Time	07:54	7:42
Composite	07:54	7:42
Volunteer	16:25	17:59

First on scene for a Medical call		
Response Type	90 th % Approved Target Mins/Sec.	90 th % Actuals for 2023 Mins/Sec.
Full-Time	07:37	6:57
Composite	07:37	6:57
Volunteer	14:56	16:36

Time for the convergence of an Effective Firefighting and Rescue Force (EFRF)		
Response Type	90 th % Approved Target Mins/Sec.	90 th % Actuals for 2023 Mins/Sec.
Full-Time	10:54	9:63
Composite	18:51	13.77
Volunteer	20:45	15.66



Mechanical, Stores and Facilities

- Parts Area Continuous Improvement Project: sorted and tracked all parts, reorganized shelves and layout to improve efficiencies and reduce waste, and tracked through new inventory software.
- The Stores warehouse continued incremental improvements to storage, efficiency, and asset management resulting in a better workflow and improved workspace.
- Stores continued to improve its processes and asset management with an eventual move to a comprehensive asset management program.
- Station 13 - Mechanical Division, was reconfigured to allow all-season non-destructive testing of aerial ladders. The Mechanical team made use of all available space to increase ability and productivity to allow for full use of aerial device inside building. Additionally, the increase in usable floor space resulted in improvement to Niederman exhaust extraction drops.
- A third set of heavy hoists was purchased, greatly improving productivity.
- A diagnostic scan tool was implemented for EMS & Fire to maintain and improve the ability to diagnose and repair the newest chassis.
- Additional storage space at Burlington Street greatly improved security of storage for vehicles not in service, new vehicles stored while being upfitted, equipment etc.
- Facilities improvements overseen by Operations and asset management support staff to enhance workplace safety and wellness and overall efficiencies at ten (10) fire stations. Improvements and enhancements included creating functional workspaces, expanded a gym space, upgrades to flooring, lighting and cameras, new fencing, gates, and keyscan panels etc.



**Culture of
continous
improvement**

**7+ continous improvements projects
and implemented efficiencies at 10
stations**

Fire Prevention

The work done by the Fire Prevention team includes proactive, legislated (required by the Province/Ontario Fire Marshal), and reactive (complaint or inquiry-based) inspections, enforcement, prevention, and education efforts.

Some statistics that reflect this work include:

- Received a significant number of calls/inquiries.
- Completion of 171 Vulnerable Occupancy and Residential Care inspections and 113 Vulnerable Occupancy fire drills.
- 702 inspections related to municipal licences (i.e., restaurants, housing by-law, bed and breakfast establishments etc.).
- Completed 1,376 Fire Prevention Reviews that included file searches, incident requests, fire safety plan template and fire safety plan review, special events applications (SEAT) reviews, film permit (pyrotechnics) review etc.
- 23 Multi-Agency Task Force Inspections.
- 387 inspections related to demolition or construction (building permits), commercial or private daycares, fireworks store and trailer inspections, open air burning etc.
- Staff worked on a total of 55 legal appeals and/or more Complex enforcement involving the Ontario Fire Marshal.

Awareness and Education Effort highlights:

Organized and implemented two (2) major awareness campaigns:

1. Saved by the Beep Campaign:



- Worked with the Ontario Fire Marshal to share content and messaging about the importance of testing smoke and CO2 alarms.
- Collaborated and promoted key messages and content with 20+ internal and external partners.
- Promoted through a local media release, interviews, and social media.

→ Significantly high number of calls/inspections

7% increase

→ Awareness and Education

Collaborated on provincial and national campaigns

Fire Prevention (cont...)

2. Fire Prevention Week:

- Delivered fire safety education programming to over 2500 children using the Fire Safety Trailer at nine (9) elementary schools from October 10-13 and 16-20, 2023.
- Developed and promoted new Smoke Alarm Safety video.
- Attended and collaborated with a range of community partners such as Hamilton Public Library, Sackville Seniors Centre, Hamilton Health Sciences General Hospital Burn Unit, set up info booth at Limeridge Mall etc.
- Collaborated with the Fire Safety Council for a live CHCH media event that featured interviews with the Chief, Fire Prevention staff, and a tour of the fire safety trailer.

Note: additional education and awareness efforts are reflected in the section five (5).



Training

The Hamilton Fire Department's Training Division develops and facilitates training for Operations staff, ensuring that they have the core competencies required for their daily activities. The Training Division provides an environment that promotes both theory-based and practical skills training for staff. Skills include firefighting operations, technical rescue incidents, and emergency medical response.

Full-Time Firefighting Operations: Training & Exams Completed in 2023

Provincial legislation requires a wide variety of training with written and practical examinations. In 2023 the following training with written and practical examinations were organized and facilitated by the Training Division for certification:

*NFPA: National Fire Protection Association

Type of Training/Certification	Number of Staff that Participated (received certification)
NFPA 1001 Firefighter Level I	173
NFPA 1001 Firefighter Level II	250
NFPA 1002 Fire Apparatus Driver/Operator	1
NFPA 1041 Fire Instructor I	311
NFPA 1006 Chapter 5 Technical Rescuer	85
NFPA 1006 Rope Rescue Level I	106
NFPA 1006 Elevator Response	161
NFPA 1006 Water Rescue	2
NFPA 1072 Haz Mat Operations to Mission Specific	10
NFPA 1072 Haz Mat Mission Specific to Technician	35
NFPA 1521 Incident Safety Officer	47



Training (cont...)

Certified Trainer/Facilitators (8 facilitators: 4 Safety Officers, 4 Accountability Officers) to:

- NFPA 1041 Fire Instructor Level I (exams and practical evaluations submitted to the Province for certification)
- NFPA 1521 Incident Safety Officer
- NFPA 1021 Fire Officer Level I - Content and learning packages were issued to Officers and Acting Officers in the 3rd quarter of 2023 for blended delivery of self-study and online delivery through the remote screens to prepare for Provincial examinations and practical evaluations in the 2nd quarter of 2024

Volunteer Firefighter Recruit Training

Two (2) classes were trained, with a total of 27 volunteer recruits who graduated in 2023.

Equipment Testing

- 532 SCBA facepieces tested.
- 740 SCBA facepieces flow tested.
- 411 half masks tested.

Online Training Sessions

Training Division delivered 36 training sessions online to full-time and volunteer divisions. Topics ranged from Incident Command, and Incident Safety Officer presentations. Practical sessions included CPR and first aid, emergency vehicle operation, driver training and recertification testing, Utility Terrain Vehicle (UTV) vehicle driver training, Hazardous Materials, Rope, Ice rescue, bus extrication, elevator rescue, pump operations, and fire prevention trailer driver training.

Additional 30 training sessions were delivered through the remote screens that included 24 sessions for full-time firefighters (conducted by Platoon) and six (6) sessions for volunteer firefighters.

→ Range of mandatory & practical training completed

30+ types of training delivered

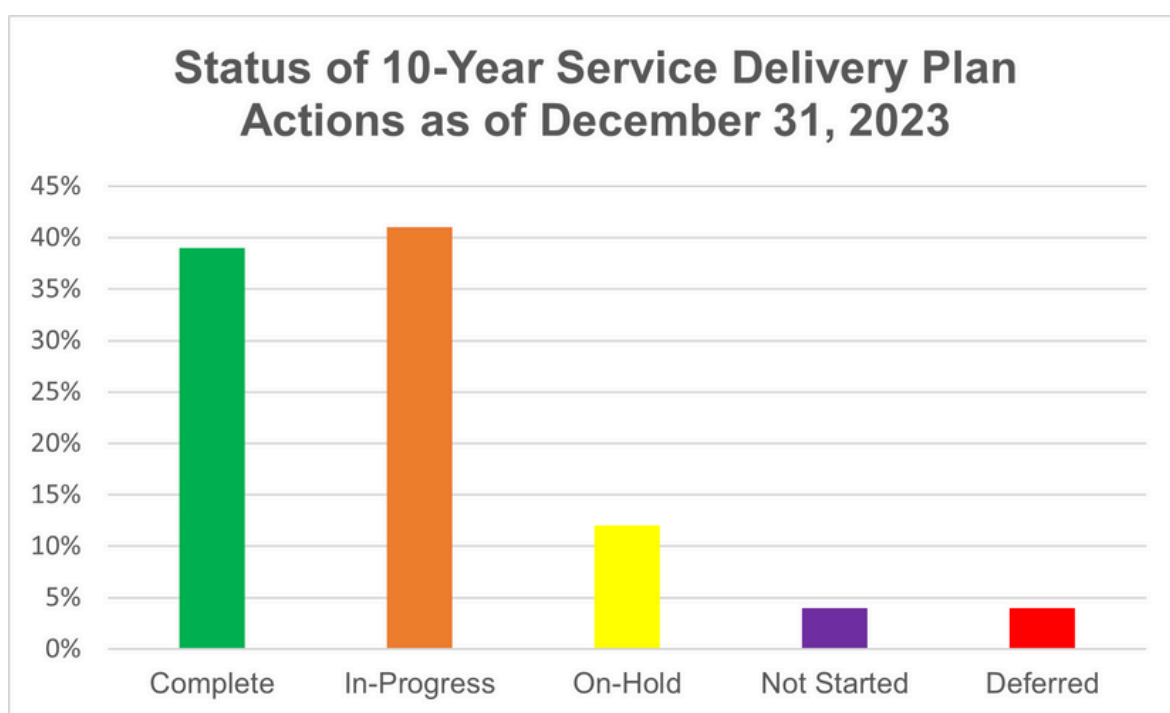
→ Keeping staff and the community safe

1,181 certifications completed

10-Year Service Delivery Plan Updates

The Hamilton Fire Department's 10-Year Service Delivery Plan (2019 – 2028) was approved by Council in June 2019 (Report HSC19026). The Plan is an evergreen document and has 12 objectives and 98 individual actions.

2023 marked the mid-way point for the 10-Year Service Delivery Plan. As of December 31, 2023, the status of actions within the Plan are: 39% of actions complete; 41% in progress (with 66% of these actions at least 60% complete); 12% of the actions on hold; 4% not started; and 4% deferred. The expectation at the end of 2024, is that ~ 65% of actions within the 10-Year Service Delivery Plan will be complete.



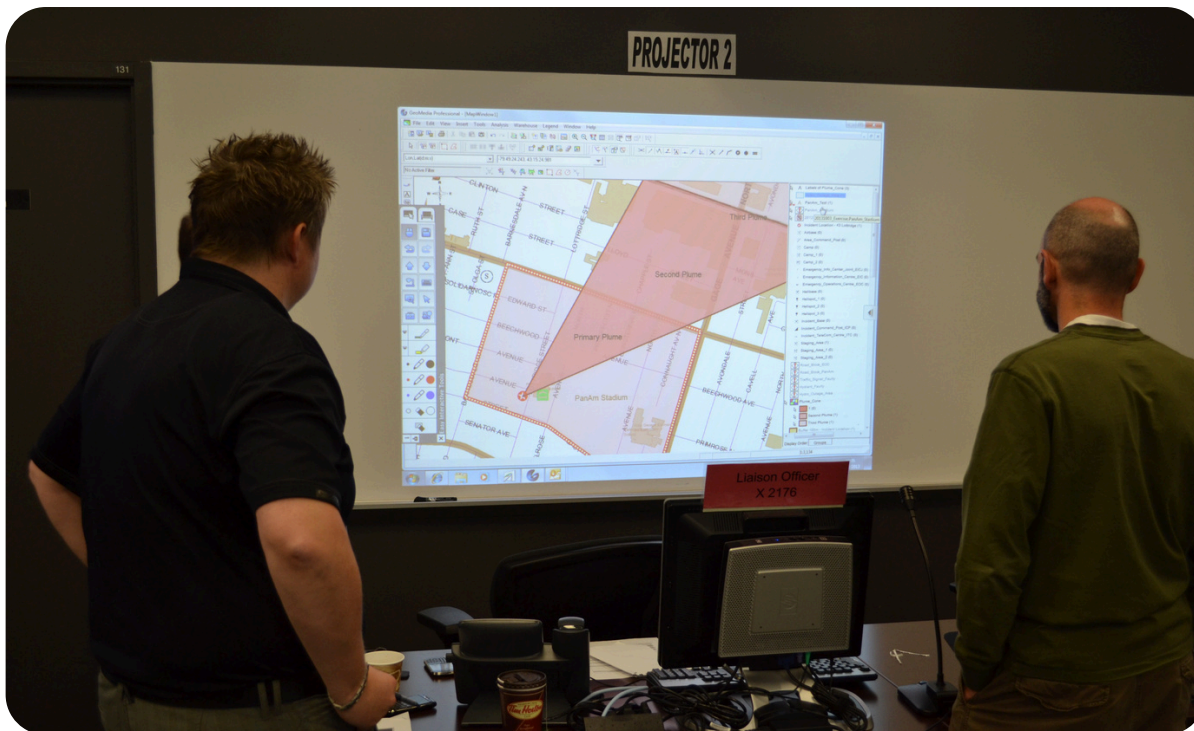
Most completed actions fall into the guiding principle areas of Optimized Service Delivery and Reduced Risk for a Healthier and Safe Community. Actions in progress are equally weighted across all four principles with a number of these actions anticipated to be complete by the end of 2024. Actions either on hold or not started were planned to begin in 2024 or beyond.



Plan is at mid-point

Expectation and goal for end of 2024 is 60% of actions will be complete

Trends and Technology



Past Loss

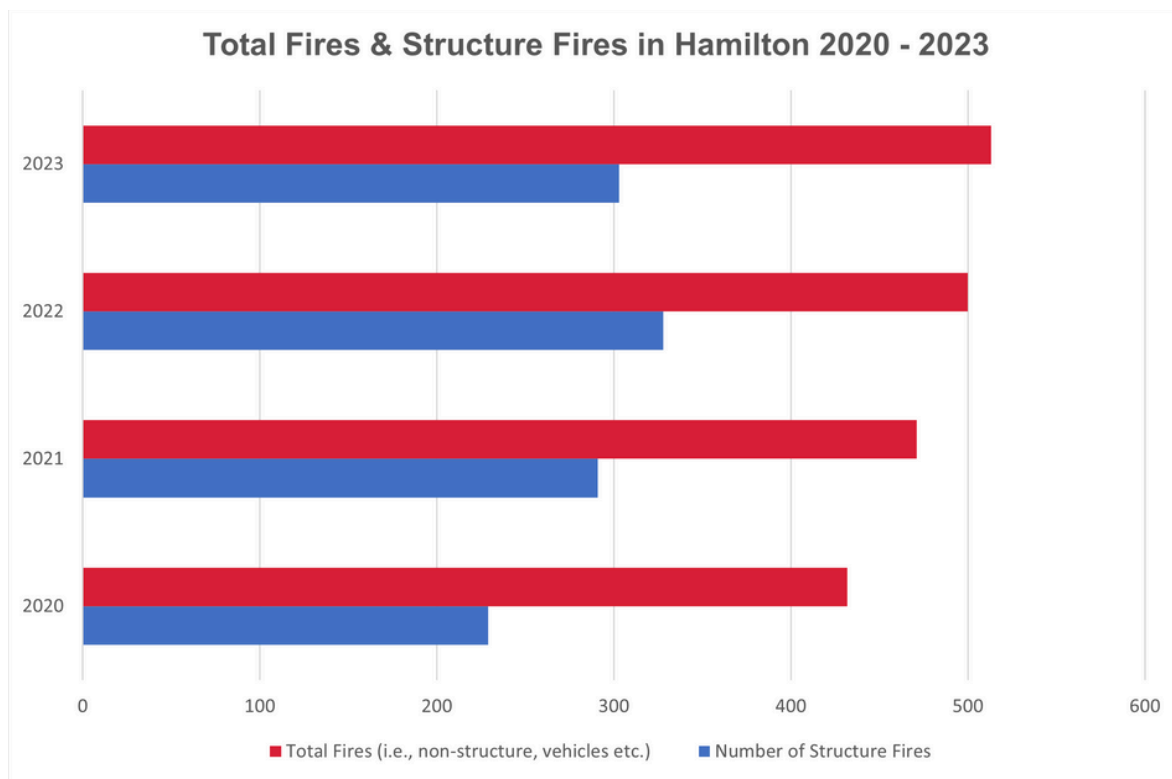
Past loss data includes information on the number of fires, types of buildings impacted, dollar loss, injuries and deaths, structure fires by Ward, fire causes, and non-fire calls/incidents. The information is structured in the same way as the 2023 Community Risk Assessment Report.

Fires and Structure Fires

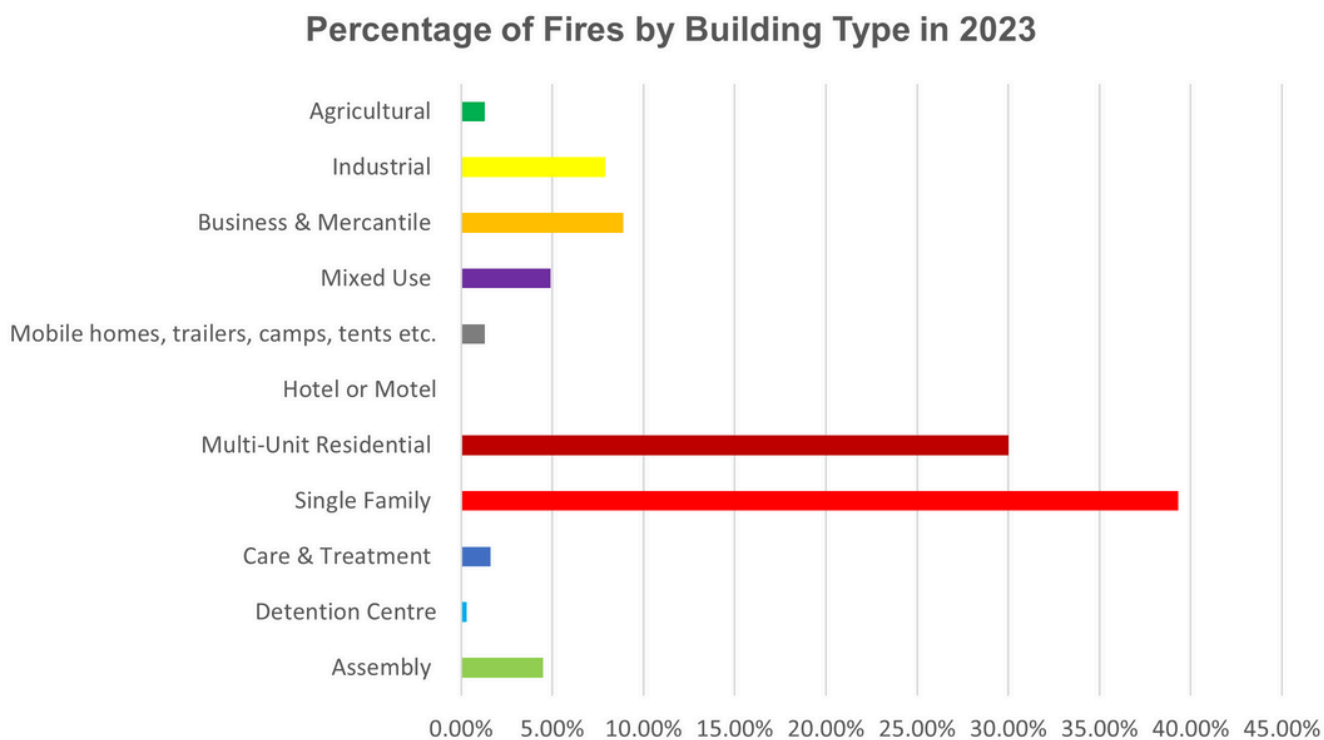
In 2023 Hamilton experienced the highest number of fire incidents in the last five (5) years. with 513 fire incidents. 303 of these were classified as structure fires. Non-structure fire incidents include fires associated with vehicles, grass, sheds, barns etc.

Fires and Structure Fires

To provide additional context in trends, below are the number of fires and structures fire in Hamilton from 2020 to 2023.



Structure Fires by Building Type



Structure Fires by Building Type cont...

In Q4 2023 the Hamilton Fire Department improved its data collection by providing more detailed tracking information for fires occurring in areas where persons unsheltered were located.

Data for previous years (2020 – 2022) is found in the 2023 Community Risk Assessment.

Dollar Loss, Injuries and Deaths

In 2023 there was:

- A total dollar loss of \$39.32M.
- 46 injuries that includes civilians and firefighters related to fire incident/response.
- Three (3) civilian deaths.

Ward Trends

Ward	Number of Structure Fires	Percentage of Fires
1	22	7%
2	54	18%
3	70	23%
4	33	11%
5	12	4%
6	9	3%
7	12	4%
8	14	5%
9	7	2%
10	6	2%
11	14	5%
12	18	6%
13	13	4%
14	9	3%
15	10	3%
Total	303	100%

Top Five (5) Causes of Fires

Cause	Percentage of Fires
Electrical/Mechanical Failure	16%
Arson	15%
Carless Smoking	9%
Unattended Cooking	5%
*Misuse of Ignition Source	5%

**Misuse of Ignition Source: accidents involving the source of ignition such as inadequate control of open fires, playing with a source of ignition, welding, or using a torch too close to a flammable object, etc.*

Incidents Dispatched by Type

Type of Call	Number of Calls/Responses
Burning (Controlled) i.e., open air burning complaints	899
CO False Calls	770
False Fire Calls	4548
Medical Calls	9466
Other Responses	977
Overpressure Rupture (no fire)	6
Pre-fire Conditions (no fire)	890
Property Fires/Explosions	1262
Public Hazard	732
Rescue (i.e., rope, ice, water, elevator, RPAS etc.)	1611
TOTAL	21,160

Technology, Equipment & Apparatus

- Deployed two (2) vehicles: 1.) New Utility Terrain Vehicle: a multi-purpose vehicle that assists with trail rescues and other firefighting and rescue efforts 2.) Foam Specialty Vehicle that carries and can deploy large volume of Firefighting Foam for specialized incident types (flammable liquids and/or hazardous materials).
- Deployed and introduced new Remote Controlled Water Rescue Device (Dolphin 1) placed in service on Air1 (drone support vehicle).
- Pet resuscitation equipment was added to all apparatus.
- All of this equipment is helping to meet the needs of the City's complex and diverse risk profile.



Photo credit: Hamilton Spectator



Efficiencies & Savings

Training sessions held via remote screens helped reduce travel time and use of vehicles preventing the need to travel to the Multi Agency Training Centre (MATC). This translated to a savings of 580 km per platoon for each full-time truck to attend, or 2,320 km total for all four (4) platoons. For volunteers, savings equaled a total of 1,052 km. Combined, this represents 4,320 hours of total vehicle travel time saved. These efficiencies support and align with the City of Hamilton's Climate Action Strategy.

Collaborating, Engaging & Communicating



Photo credit: Luke Lillicrop

Public Survey

In 2023 an Asset Management Survey was completed that engaged the public and asked for feedback about the services provide by the Hamilton Fire Department. The average survey respondent's opinion was that the Hamilton Fire Department is meeting resident needs. (Asset Management Report Reference: Report PW23073(a), General Issues Committee - March 20, 2024).

Funding & In-Kind Donations

- Received funding through the Climate Change office to support the purchase of anti-idling technology for 15 vehicles/apparatus (representing 1/4 of Fire's Fleet). The initial approach was to install this technology in apparatus that produce the most CO2.
- To help support Fire Prevention risk reduction efforts, received \$50K in funding and in-kind donations that allowed the purchase and distribution of smoke and CO detectors to residents, and the acquisition of staff training materials and equipment.

Engaging in Community Events

In 2023 staff across the Hamilton Fire Department participated in a total of 461 events or activities that educated and assisted the community, broken down by division and event types:

- Fire Prevention attended and participated in a total of 55 events such as 49 public education presentations, four (4) fire safety trailer events, and two (2) Hamilton Arson Prevention Program for Children events.
- Operations (full-time firefighters) participated in a total of 391 events that included 253 events involving fire trucks and firefighters and 138 station tours.
- Operations (Volunteers) participated in a total of 15 events including two (2) fire safety trailer events and three (3) other types of events (i.e., parades).
- On December 12, 2023, the Ontario Municipal Fire Prevention Officers Association (OMFPOA) Chapter 6 meeting was hosted by Hamilton Fire Department's Fire Prevention Division.
- Hamilton Fire Department staff continued to work in collaboration with other City Divisions/Departments including Indigenous Relations, Recreation, Public Works, Risk Management, and Hamilton Fire Department to support the indigenous community as it relates to sacred and ceremonial fire events.

Media Efforts and Outcomes

- 300+ media interactions/inquiries
- Developed and distributed five (5) Media Releases
- Conducted 12 interviews with Cable 14
- Developed multiple radio and print media campaigns and received coverage received for key prevention campaigns

Social Media Highlights

- Total # of posts: 96, impressions: 318,787, engagements: 3,450, and likes: 2,169.
- Top posts (not including paid social media posts for awareness campaigns) included Victoria Day Fireworks Safety Reminders, Canada Day Fireworks Safety Reminders, Volunteer Recruits receiving new bunker gear and equipment, and Family Night to support volunteer recruits.



Connecting with the community

461 events attended

300+ media inquiries