



2024

HAMILTON FIRE DEPARTMENT

ANNUAL REPORT



STRONG
for **YOU**

www.hamilton.ca/fire

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Message from the Fire Chief

I would like to begin by expressing my gratitude and appreciation to the dedicated staff of the Hamilton Fire Department for their outstanding efforts in 2024. Their skill, resilience, and adaptability were instrumental in successfully navigating the challenges posed by the cyber incident. Despite obstacles, staff were able to develop both short and long-term solutions while simultaneously maintaining day-to-day operations. They continued to make progress on key projects outlined in the Hamilton Fire Department 10-Year Service Delivery Plan as well as priorities within their respective divisions. All of this was accomplished while managing a significant increase in emergency incidents.



I would also like to extend thanks to staff across the Corporation, particularly those who supported the Emergency Operations Centre and Information Technology (IT) staff whose focused efforts were invaluable during the critical early weeks and months following the cybersecurity incident that happened on February 25, 2024.

While this annual report reflects a great deal of challenging work accomplished in 2024, it is notably different from previous reports in one key aspect - the absence of complete and comprehensive data. The Hamilton Fire Department is known for its robust data-driven approach, which is crucial to help guide decisions about service delivery. Unfortunately, due to the impacts of the cybersecurity incident, we were unable to fully recover lost data, or collect comprehensive new data for the entire year in a format that would facilitate easy analysis. Nevertheless, there was enough data to illustrate that 2024 was a busy and successful year. Case in point - we responded to 40,529 emergency incidents, nearly doubling the 21,160 incidents in 2023.

Beyond increased call volumes, other notable accomplishments included the critical improvements and efficiencies led by our Mechanical & Stores Division, our Emergency Management and Planning teams managing the cybersecurity incident response at the Emergency Operations Centre, learning sessions delivered by our Training Division which resulted in 517 Certifications, the proactive and responsive efforts of Fire Prevention in supporting businesses, property owners, and residents, and the excellent collaboration of the Administration team in support of all divisions.

I encourage the community and staff to take the time to review this report and reflect on the incredible work that was completed in 2024. Once again, thank you to all who contributed, and please stay safe.

For fire safety education resources, please visit www.hamilton.ca/fire or follow us on X @HamiltonFireDep.

Fire Chief David Cunliffe

Key Metrics



Fire Operations staff (full-time and volunteer firefighters) **responded to 40,529 emergency incidents** in 2024 - a 48% increase from 2023.



802 fire prevention inquiries and reviews completed in 2024.



Saved \$1.8M through the new Spot Buy approach (process to purchase new firefighting apparatus).



Completed **2,376 fire prevention inspections** to support Ontario Fire Code compliance.

Received and responded to **300+ media enquiries.**



Emergency Management

Program provided 11 training sessions (i.e., Incident Management System courses) **for 138 participants.**



Facilitated training sessions resulting in **517 National Fire Protection Association (NFPA) certifications.**

Activated the City's Emergency Operations Centre for 309 days in 2024 to coordinate and manage the response to the Cybersecurity Incident.



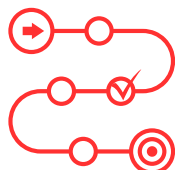
Received **\$55K of in-kind donations through partnerships and community safety initiatives** that provided smoke and carbon monoxide alarms for risk reduction programs and were distributed to residents.



Participated in a **total of 364 events** educating and assisting the community on fire prevention, including the "Smoke Alarms, Make Them Work for You" campaign.



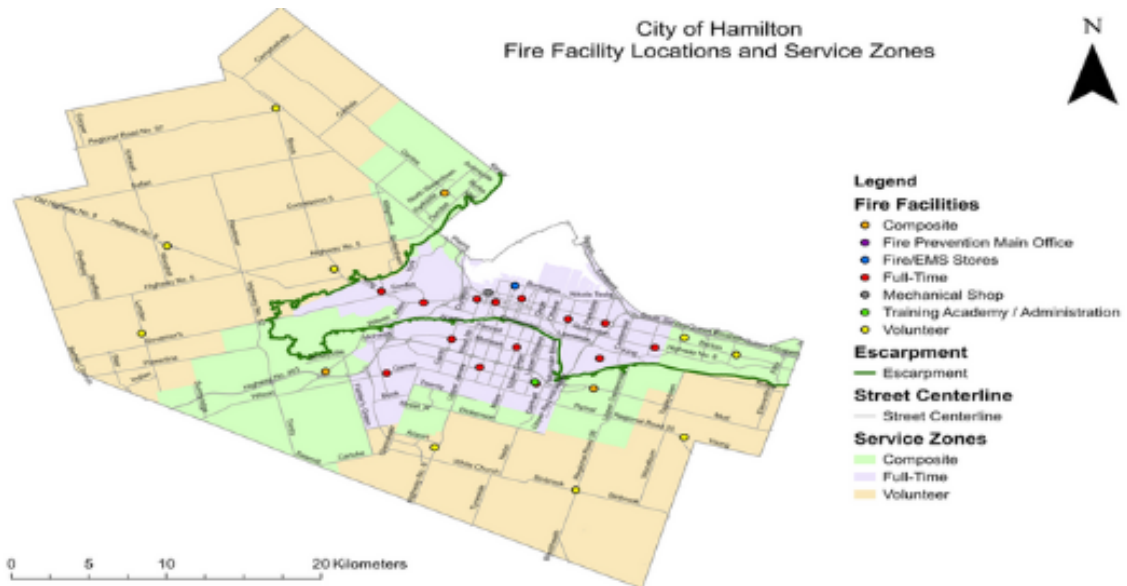
Completed 45% of action items in the Hamilton Fire Department's 10-Year Service Delivery Plan.



Reviewed and approved 21 Emergency Response Plans for large scale public events held in the city.



About the Hamilton Fire Department



Levels of Service

The Hamilton Fire Department is an all-hazards, composite (full-time and volunteer firefighters) service that serves a city of 569,353 (reference: GRIDS) people across an area of approximately 1,200 sq kms. Fire Protection and Rescue Services are delivered via three (3) levels: full-time firefighter emergency response services in urban areas, volunteer firefighter emergency response services in rural areas, and composite (both full-time and volunteer firefighters) emergency response service for suburban areas of the city. The Hamilton Fire Department operates out of 30 locations across the city with 26 emergency response stations made up of either full-time or volunteer firefighters.

Services

In addition to firefighting and emergency response, the Hamilton Fire Department provides a range of services that are regulated and described in the City's Establishing and Regulating (E&R) By-law (19-034). Services currently provided include:

- fire suppression, fire prevention, fire safety education,
- rescue and hazardous materials response,
- emergency medical response services in accordance with a tiered-response agreement with Hamilton Paramedic Service,
- 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,
- communication in respect of any matter described in (a)-(d),
- training of persons involved in the provision of any services described in (a)-(d),
- training of persons involved in the provision of any services described in (a)-(e) in accordance with National Fire Protection Association (NFPA) standards, and
- delivery of all services described in (a)-(f) above.

Departmental Divisions

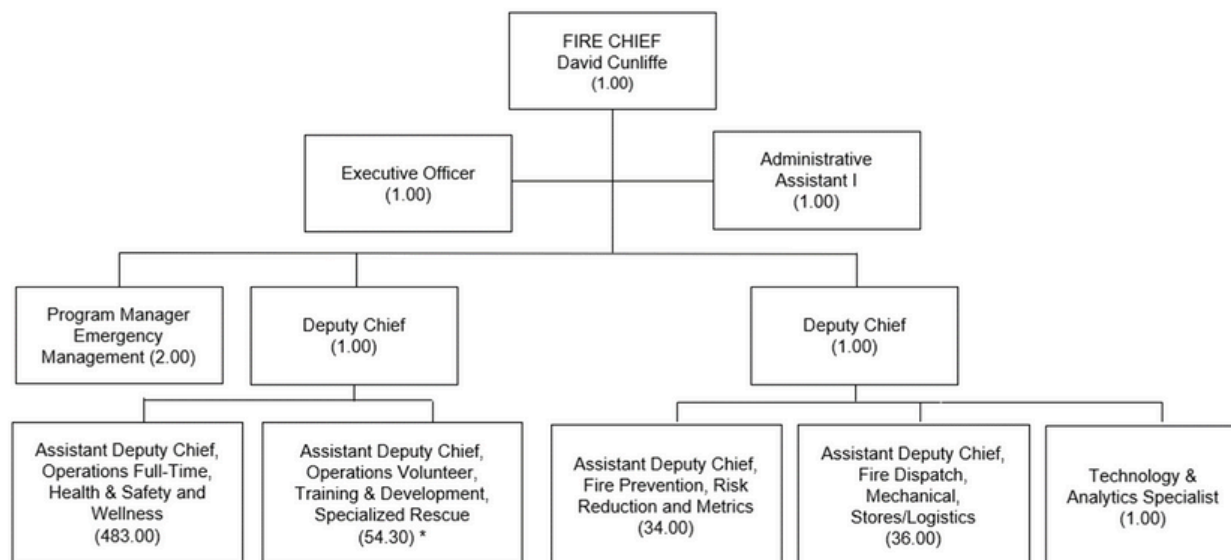
The Hamilton Fire Department is composed of the following divisions: (alpha order)

- Administration (i.e., Leadership team),
- Emergency Management,
- Fire Dispatch,
- Fire Operations: Full-time and Volunteer firefighters,
- Fire Prevention,
- Mechanical & Stores, and
- Training.

A detailed description of divisions is found on page 25-26.

Organizational Chart and Staffing

HAMILTON FIRE DEPARTMENT



* includes 39.30 FTE
Volunteer Firefighters
= 300 Head Count

| Complement (FTE) | Management | Other | Total | Staff/Mgt Ratio |
|---------------------|------------|--------|--------|--------------------|
| 2023 | 9.00 | 590.30 | 599.30 | 65.59:1 |
| 2024 | 9.00 | 606.30 | 615.30 | 67.37:1 |
| Change | 0.00 | 16.00 | 16.00 | |



Highlights

Key Achievements

Despite the significant challenges posed by the cybersecurity attack, particularly the complete loss of the Department's Records Management System, staff across all divisions were able to maintain day-to-day operations, mitigate impacts, and make significant progress.



Fire Dispatch and Fire Operations teams handled and responded to 40,529 emergency incidents in 2024, a 48% increase from 21,160 incidents in 2023. These efforts contributed to life-saving interventions, injury reduction, and minimized property loss.

Fire Dispatch staff and fill-in operators worked extended hours following the cybersecurity incident to ensure 2,689 calls were processed using manual dispatch procedures.

Members of the Fire Dispatch Division and operations support staff advanced preparations for the Next Generation 9-1-1 (NG-911) project.



40,529 emergency incidents



2,689 calls dispatched using manual procedures

Key Achievements



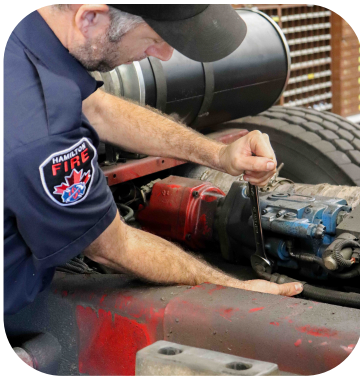
Fire Service Women Ontario's (FSWO), 2024 Training Symposium held in Hamilton.

Fire Chief David Cunliffe presenting FSWO President and Acting Captain, Pike Krpan with a Legacy Leadership Award.

The Hamilton Fire Department remained actively engaged with the Fire Service Women Ontario (FSWO) organization having two (2) Hamilton Fire Department personnel sitting on the board of directors and committees. In 2024 Hamilton hosted the FSWO Training Symposium which was the largest to date with over 200 people in attendance from across Canada and the U.S. This event is an opportunity for women across North America to network and participate in education sessions covering a broad range of theoretical learning and practical training.

Fire Service Women Ontario's 2024 Training Symposium was hosted in Hamilton

Key Achievements



The Mechanical, Stores, and Facilities teams, through collaboration and continuous improvement, maintained a fleet of 265 apparatus, optimized warehouse operations and implemented numerous facilities upgrades to enhance safety, efficiency, and organization in multiple facilities.

Fire Prevention staff handled a high volume of calls for service, conducted over 2,376 inspections, and attended multiple community events. Staff also led a comprehensive campaign to enhance public awareness about fire safety and smoke and carbon monoxide (CO) alarm compliance.

Training Division officers successfully organized and facilitated varied training sessions resulting in 517 provincial certifications recognized by the Office of the Fire Marshal (OFM), ensuring Fire Operations personnel met the core competencies for advanced firefighting, technical rescue, and emergency medical response.



The Emergency Management team activated the Emergency Operations Center (EOC) in February and sustained its operation throughout the year, ensuring continuity of operations and delivery of essential city services.

Staff reviewed and approved 21 Emergency Response Plans for large scale public events held in the city.

Maintained 265+ apparatus



2,376 inspections conducted



517 NFPA certifications obtained through OFM

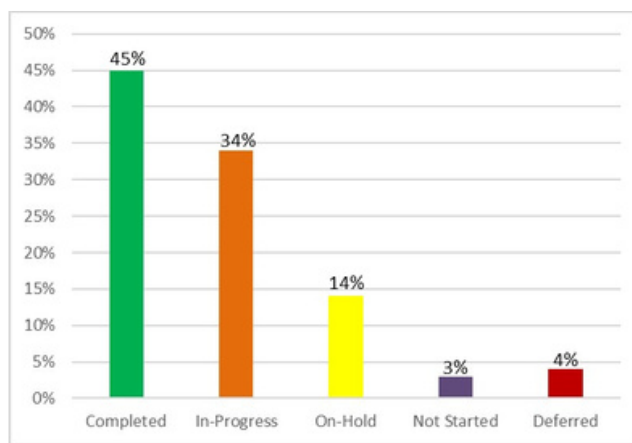
21 Emergency Response Plans reviewed and approved



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). Designed as a living document, the initial Plan outlined 12 objectives and 98 individual actions to guide future improvements.

Since the Plan's inception in 2019, significant progress has been made despite major challenges, including the pandemic and, more recently, the cybersecurity incident in 2024.



Status as of December 31, 2024

As of December 31, 2024, the status of actions highlighted in the Plan are as follows: 45% of actions complete, 34% in progress (70% of these are at least 60% complete), 14% on hold, 3% not started, 4% deferred.

The initial expectation of achieving 65% completion by the end of 2024 was impacted by the cyber incident. Responding to the cybersecurity incident resulted in a shift in work to ensure service continuity and community safety and impacted expected work in 2024.

The actions that are 45% complete primarily align with the guiding principles of Optimized Service Delivery and Reduced Risk for a Healthier and Safer Community. Actions currently in progress are evenly distributed across all four (4) guiding principles (innovative and effective use of technology, revenue generation opportunities, existing resources utilized to maximum potential and enhanced customer value proposition).

Actions that remain on hold or that are not yet started were either scheduled to begin in 2024 then delayed due to the cybersecurity incident or were planned to begin after 2024. Some of the on- hold actions require reassessment, particularly those in the area of technology-related improvements.



Plan is at mid-point

Mid point assessment planned for 2025

Trends, Technology and Improvements

Past Loss and Trends

Important note/reminder: The cybersecurity incident greatly impacted the records management system (data collection), requiring implementation of temporary solutions. These temporary solutions have limitations in their ability to gather and analyze data; therefore, the 2024 Annual Report does not reflect the typical robust data shared in previous reports.



40,529 Emergency Incident responses

48% increase in incidents compared to 2023

A significant portion of the increase in emergency incidents appears to be correlated to the Hamilton Fire Department's return to the pre-pandemic Tiered Response protocol for medical emergencies.

500+ Fires

300+ Structure Fires

The number of fires and structure fires in 2024 continued to trend at the same level as the past three years and were comparable to 2023 numbers (i.e., in 2023 there were 513 fires and 299 structure fires).

Residential buildings continue to have the most fires in comparison to other property types.

Types of Fires

We continue to see more larger scale structure fires. Fires are also burning hotter and faster with the fires consuming more of the involved structure and the adjacent buildings, resulting in high level of damage and loss.

4 Fire Related Deaths

The City experienced four (4) civilian deaths and 24 civilian injuries.



Technology

In response to cybersecurity incident impacts, temporary solutions were required to mitigate operational disruptions. In Q2, with the assistance of IT, the Administration team developed temporary solutions to assist with the loss of technology and systems.



New Records Management System

As a result of the loss of the existing Records Management System (RMS), with the support of the Emergency Operations Centre a new vendor, First Due, was secured at the end of Q4 and staff began planning the implementation with a phased roll out approach to begin in 2025.

NG-911

Staff continued to advanced preparations for the Next Generation 9-1-1 (NG-911) project, which included:

- Installation of new NG-911 data lines into both primary and backup Public Safety Answering Point (PSAP) centres ensuring full redundancy and backup capabilities,
- Signing a partnership agreement with St. Catherines Fire to serve as the backup PSAP for 911 calls, and
- Installation of a new call handling system equipment in the Public Safety Answering Point (PSAP) centres to support the switch to the enhanced NG-911 service.

Equipment and Apparatus

New Apparatus

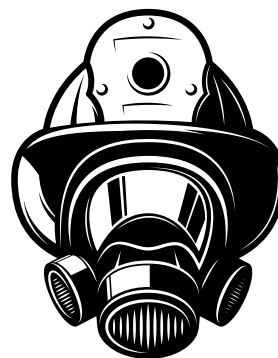
Using the new Spot buy process, the Hamilton Fire Department efficiently and cost-effectively purchased four (4) new apparatus: three (3) urban pumpers and one (1) rural pumper.



Self Contained Breathing Apparatus (SCBA) Testing

Completed equipment testing for SCBA masks:

- 807 G1 FIT facepieces
- 805 MSA G1 facepieces flow
- 804 MSA half masks



Improvements and Efficiencies

Improved Procurement Process resulting in efficiencies and cost savings

Implemented a new (Council Approved) Spot Buy Approach for Apparatus:

As a result of an approved staff report outlining a new Spot Buy approach that included input and support from the City's Procurement Division, the Hamilton Fire Department was able to save time and money by purchasing four (4) firefighting apparatus directly off vendor lots resulting in cost savings of \$1,830,135. The apparatus were added to the operational fleet within six (6) months compare to industry lead times currently approaching three (3) years.

Enhanced Workspaces for Fire Prevention

New workspaces were installed in Fire Prevention to enhance efficiency and organization.

Mechanical, Stores & Facilities Division Improvements included:

Parts Area Continuous Improvements

- Continued the vehicle parts inventory continuous improvement project, expanding storage with increased shelf space. Inventory was organized by division (EMS/Fire) and type and new inventory spreadsheets were created following the loss of our inventory system to the cybersecurity incident.

Mechanical Division (Station 13) Reconfiguration

- The Mechanical Division team reconfigured Station 13 to enable year-round non-destructive testing of aerial truck ladders, optimized shop space by relocating task-specific equipment to auxiliary storage such as sea containers when not in use.

Asset Management and Workflow Enhancements

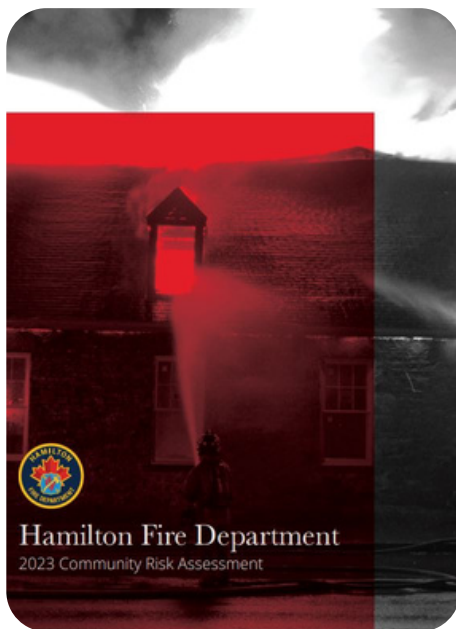
- Following the loss of the comprehensive asset management program due to the cybersecurity incident, Stores personnel implemented workflow enhancements and incremental improvements in storage, efficiency, and asset management processes, optimizing warehouse operations.

Facilities Improvements

- Facilities staff made improvements that supported workplace safety and wellness and overall efficiency to several fire stations with improvements and enhancements that included restoration of flooring, interior and exterior painting, exterior security upgrades such as adding lighting and gates, installation of new SCBA compressor, a refresh of an existing storage shed, pouring new apparatus bay concrete, exterior sidewalk replacements and new exterior walkways, setting up a new gymnasium, installation of new Air Conditioning, new overhead doors, replacement of HVAC system components, and flat roof replacement.

Building a Safer and Healthier Community

Projects



Completed and presented the City of Hamilton Community Risk Assessment Report (CRA).

CRAs are unique to each community and are a critical and foundational tool used to comprehensively assess and document current and future fire risk based on a range of features and profiles.

Identified risks and trends are then used to inform decisions about the three (3) lines of defense, which include fire safety education; fire safety standards and enforcement; and emergency response (delivery of Fire Protection and Rescue Services). The Hamilton Fire Department uses this information to determine which risks we need to prioritize and how best to manage and reduce them.

Regular Reporting on Fire Related Incidents at Encampments

With the assistance of Fire Operations, began providing weekly and monthly reports of fire related incidents involving encampments to the Housing & Homelessness team as a component of the city-wide Encampment Team report to support Council's priority of safe and thriving neighbourhoods.

Projects completed by Emergency Management staff included:

- Updated contact information and data on the Critical Infrastructure List.
- A Council approved By-law 24-027 - the updated Emergency Plan - presented via a staff report and included the Vulnerable Sector Unit.
- Completed 11 compliance items for the development of the Emergency Management program. Compliance items are required under the Emergency Management and Civil Protection Act. The 11 compliance items were submitted to the Emergency Management Ontario and our Emergency Management Program Committee (Mayor, Senior Leadership Team etc.) and included (Regulation 380/04) Appointment of Emergency Management Program Coordinator, Emergency Management Program Committee, Hazard Identification Risk Analysis, Critical Infrastructure List, Municipal Emergency Plan, Municipal Emergency Control Group, Emergency Operations Centre, Emergency Information Officer, Public Education, Emergency Management Program Annual Review and Emergency Management Program By-law.

Staff Training

Full-Time Firefighting Operations: Training and Exams Completed in 2024

Provincial legislation requires prescribed competency training including written and practical examinations. In 2024, while simultaneously navigating the impacts of the cybersecurity incident, the Training Division organized and facilitated training sessions that resulted in 517 individual certifications recognized by the Ontario Fire Marshal:

| Type of Training/Certification | Number of Staff that Participated (received certification) |
|---|--|
| NFPA 1001 Firefighter Level I | 10 |
| NFPA 1001 Firefighter Level II | 10 |
| NFPA 1002 Fire Apparatus Driver/Operator | 81 |
| NFPA 1006 Rope Level II | 104 |
| NFPA 1006 Water Rescue Operations | 16 |
| NFPA 1021 Fire Officer Level I | 173 |
| NFPA 1031 Fire Inspector and Plans Examiner | 24 |
| NFPA 1035 Fire & Life Safety Educator | 39 |
| NFPA 1041 Fire Instructor Level II | 12 |
| NFPA 1072 Haz Mat Operations | 32 |
| NFPA 1521 Incident Safety Officer | 16 |

**NFPA: National Fire Protection Association*



Successfully administered a new Acting Captain Training Program for candidates who passed the 2024 Officer Promotional Exam. This five-day program covers report writing, note-taking, incident command, policy review, and relevant provincial legislation, including the Highway Traffic Act and the Occupational Health & Safety Act.

Conducted a full-time firefighter recruit class with 16 recruits. This was the first cohort to receive Fire & Life Safety Educator training and certification (1st Line of Defense) and Water Rescue Operations Level training and certification. This initiative enhances workforce skills, cross-trains front-line staff to expand their role in public safety education and maximizes resource utilization.

Conducted a full-time recruit classes for Fire Prevention Inspectors (8), Mechanics (4), and Dispatch staff (4).

Successfully completed a volunteer firefighter recruit class and certified ten (10) recruits in advanced firefighter skills, hazardous materials operations, and ice and rope rescue specialty qualifications.

Technical Rescue & Response Training/Resources

- Certified instructors to deliver a new Water Rescue program, successfully conducting Hamilton Fire Department's first Operations Level training for new recruits in 2024.
- Machine Rescue training for extricating entrapped patients is in development.
- Designed and Published a Lithium-Ion Battery response and Battery Packaging protocol Policy for staff.
- Conducted maintenance training for Ice Rescue, Confined Space Rescue, Hazardous Materials, and Rope Rescue responders.

Awareness and Education Campaigns

Fire Prevention staff organized and implemented two (2) major awareness campaigns:

1. Smoke Alarms - Make Them Work for You campaign:

- Worked with Corporate Communications to promote the campaign through local and social media, enhancing public awareness and emphasizing the importance of testing smoke alarms.



- Introduced the "Townhouse Tuesdays" pilot program, where firefighting crews distributed campaign educational materials, including door hangers, to selected townhouse complexes every Tuesday in September and October.
- Partnered with over 20 community organizations to promote key messaging and content while participating in community events.

2. Fire Prevention Week (October 6-12, 2024):

- Delivered Fire Safety Training/Education using the Fire Safety Trailer to three (3) elementary schools from October 8-10, 2024.
- Attended multiple events and collaborated with community partners such as Hamilton District Apartment Association, Hamilton Wentworth Catholic District School Board, all Private Schools within Hamilton, Forge Football Club, Limeridge Mall etc., to set-up information kiosks and distribute fire prevention materials and raise awareness among residents.
- Provided four (4) Fire Safety kits to the community, including one distributed to the Indigenous community.

* See additional education and awareness efforts on page 22



**Awareness and
Education**

**Collaborated on provincial and national
campaigns**

Assisting Businesses, Property Owners and Residents

The Fire Prevention team handled a high volume of calls for service and inquiries, completing 2,376 inspections.

(Please note: due to the cybersecurity attack and the resulting loss of the Records Management System, the reported figures do not fully capture the total workload. These numbers reflect the most accurate data available.)



- Handled 802 Fire Prevention related inquiries / reviews including file searches, fire safety plan reviews, spill procedure reviews, disconnection of services, outdoor patio reviews, special events application (SEAT) reviews, pyrotechnic approval reviews, alternative solution reviews, emergency response plan reviews, freedom of information request etc.
- Staff worked on a total of 25 legal appeals and complex enforcement cases necessitating involvement of the Ontario Fire Marshal.

2024: Inspections completed by Type

| Inspection Call Types | Number of Inspections Completed |
|--|---------------------------------|
| Action Requests Inspections (demolition, building clearance, Carbon Monoxide Non-Compliance Notice (CONN), Smoke Alarm Non-Compliance Notice (SANN), encampments, special occasions permit etc.) | 1293 |
| Paid Service Inspections (commercial, licensed and private home daycare, open air burning, store & trailer, group home etc.) | 233 |
| Vulnerable and Residential Care Occupancies (including fire drills) | 297 |
| License Inspections (eating establishments, rental housing by-law, industrial, AGCO etc.) | 533 |
| Multi-Agency Task Force Inspection | 20 |
| TOTAL | 2376 |

Supporting Staff - Safety and Wellness

The Hamilton Fire Department is committed to providing ongoing support for all staff to enhance their well-being, promoting a healthy, safe, and resilient work environment.

Programs or events that provided enhanced support to staff in 2024 included:

Peer Team Support

Facilitated training session for Peer Team members on Applied Suicide Intervention Skills Training (ASIST).

Enhanced Respiratory Equipment

Updated the Respiratory Protection Program to include MSA G1 Self Contained Breathing Apparatus (SCBA) and respirators, to enhance firefighter protection in hazardous environments.

Staff Development and Growth

Hired additional training staff to support ongoing growth and development of department personnel.

Mental Health Support

Continued to provide mental health and wellness support through partnership with Wounded Warriors Canada to provide an additional layer of support for all Hamilton Fire Department staff. These programs are available at no cost to staff and are in addition to the City's Employee Assistance Program (EAP).



Family and Community Support

Hosted two (2) 'Family Night' evenings for volunteer and full-time new recruits to share information about support services available to the partners, spouses, and families of new employees.

Worked towards fostering a more inclusive fire service by enhancing Inclusion, Diversity, Equity and Accessibility initiatives. Collaborated with the Indigenous Committee to raise awareness and provide education on Indigenous communities, aiming to improve diversity and ensure a workforce that reflects the community. The Indigenous Committee now participates in Family Nights for both full-time and volunteer recruits.

Collaborating, Engaging and Communicating



The Hamilton Fire Department increased its active community engagement, by building relationships with diverse groups and communities including Indigenous communities. This included gaining a deeper understanding of Indigenous culture, principles and practices by attending and supporting several Indigenous events including sacred fires, a sunrise ceremony for the Day of Truth and Reconciliation, and Indigenous Veteran's Day. Additionally, the department actively included and recognized the Indigenous community within Hamilton Fire Department-led events/activities such as graduation ceremonies and family wellness nights.

Funding & In-Kind Donations

To support Fire Prevention efforts, in-kind donations valued at approximately \$55K were received through partnerships and community safety initiatives. These contributions provided additional smoke and carbon monoxide (CO) alarms for risk reduction programs and distribution to residents.

Engaging through Community Events

In 2024 staff across the Hamilton Fire Department participated in 364 events and activities that educated and assisted the community, including (broken down below by division and event types):

- Fire Prevention attended and participated in 53 events, with 32 public education presentations, 19 Fire Safety Trailer demonstrations, and two (2) Hamilton Arson Prevention Program for Children (HAPPC) events.
- Fire Operations (full-time firefighters) participated in a total of 260 events, with 171 events involving fire truck and firefighter attendance, and 89 station tours.
- Operations (Volunteers) participated in a total of 51 events, with 37 events involving fire truck and firefighter attendance, and 14 station tours.
- On October 14, 2024, the Department re-initiated the Hamilton Fire Department Thanksgiving Open House at all fire stations, with Fire Prevention distributing fire safety smoke and carbon monoxide (CO) alarm safety materials to attending residents.
- On October 19, 2024, the Fire Prevention Division partnered with Rona at the Waterdown and Barton locations to distribute fire safety smoke and carbon monoxide (CO) alarm safety materials to residents.
- The Training Division led the Future Firefighters in Training (FFIT) camp on October 4-6 at the Multi-Agency Training Centre. This program is aimed at empowering women and diverse youth (16-24) with firefighting information and hands-on participation opportunities to foster interest in a career in the fire service.
- Hamilton Fire Department staff continued to work in collaboration with other City Divisions/Departments including Indigenous Relations, Recreation, Public Works, and Risk Management.



Connecting with the community

364 events attended

Community Collaboration and Support

- The Hamilton Fire Department actively engaged in various community events, with Volunteer firefighters organizing a clothing drive to support the community.



The Emergency Management & Planning team engaged and assisted community partners:

- Provided support for the evacuation of a significant fire at the YMCA on July 22, 2024.
- Provided public education at nine (9) community events including partners such as, Senior Centers, Indigenous groups, Red Cross, youth engagement personnel etc.
- Engaged with the Emergency Preparedness and Response Advisory Committee that included emergency services agencies, hospitals, utility providers, private industry, the education sector, and non-governmental organizations.
- Participated in community partner exercises such as the Provincial Government, Hamilton Airport, McMaster University, and Hamilton Health Sciences.
- Conducted eleven (11) training sessions for 138 participants to receive provincial accreditation on the Incident Management System.



Media and Social Media

- Responded to 300+ media enquiries.
- Developed and distributed 54 Media Releases.
- Conducted 12 (monthly) interviews with Cable 14.
- Developed multiple radio and print media campaigns.
- Launched a paid Instagram campaign to promote the Thanksgiving Open Houses (October 9–14, 2024), reaching 65,645 people with 127,327 views and 4,655 interactions. This is one of our highest-performing social media campaigns to date.
- In November 2024, the Hamilton Fire Department launched a new, secure Fire Incidents Dashboard at www.hamilton.ca/HFDIncidentsDashboard replacing the @HFD_Incidents feed on X (formerly twitter) that provides residents with real-time updates on active emergencies.



Hamilton Fire Department
@HamiltonFireDep



We're live! The new Hamilton Fire Department (HFD) Incidents Dashboard is here—get timely information on active incidents that the Hamilton Fire Department is responding to across the city. Access the dashboard now via hamilton.ca/HFDIncidentsDashboard



9:06 AM · Nov 14, 2024 · 62K Views

Social Media Highlights

Instagram

Posts: 57

Engagements: 5,070 with 2,437 likes

Impressions: 203,435

In 2024, the focus was using Instagram, and despite posting less frequently than last year, saw higher engagement rates.

Top organic social posts (not including paid posts for awareness campaigns) included:

Instagram Stories on:

- Fireworks Safety
- New Fire Incidents Dashboard
- Future Firefighters in Training Camp

Instagram Reel on:

- Thanksgiving Open Houses Are Back
- Fire Prevention Week
- Test Your Smoke Alarm Day
- Emergency Preparedness Week 1
- Emergency Preparedness Week 2
- Thanksgiving thanks from the Chief

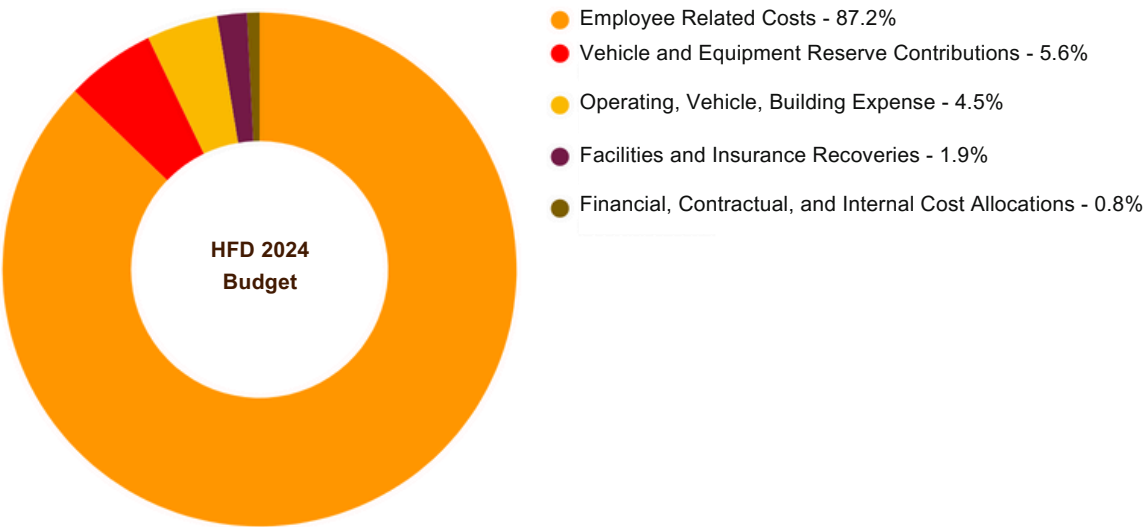


@HamiltonFireDep

Budget and Department Overview

2024 Budget

The Hamilton Fire Department approved budget for 2024 totaled \$107,623,200.



2024 Budget by Category

| Categories | Total |
|---|-------------|
| Employee Related Costs | 94,923,700 |
| Vehicle and Equipment Reserve Contributions | 6,135,600 |
| Operating, Vehicle, Building Expense | 4,879,600 |
| Facilities and Insurance Recoveries | 2,039,600 |
| Financial, Contractual, and Internal Cost Allocations | 856,200 |
| User Fees | -1,211,500 |
| Hamilton Fire Department - 2024 Budget | 107,623,200 |

Budget Highlights

- The collection of user fees was impacted by the cybersecurity incident resulting in a 54% decrease (shortfall of \$1.2M) in expected revenues.
- The 2024 Budget introduced business cases and enhancements for Fire Services for the first time in years, leading to the hiring of new staff.

Description of Divisions

Leadership Team: includes the Fire Chief, Executive Officer, 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: receives, 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



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: oversees prevention, Ontario Fire Code inspections, enforcement, and public fire safety education including fire drills for vulnerable occupancies, response to public complaints or concerns, property inspections, licensing, fire safety approvals and permits, and public awareness campaigns.



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. Future Firefighters in Training (FFIT), Wounded Warriors).

