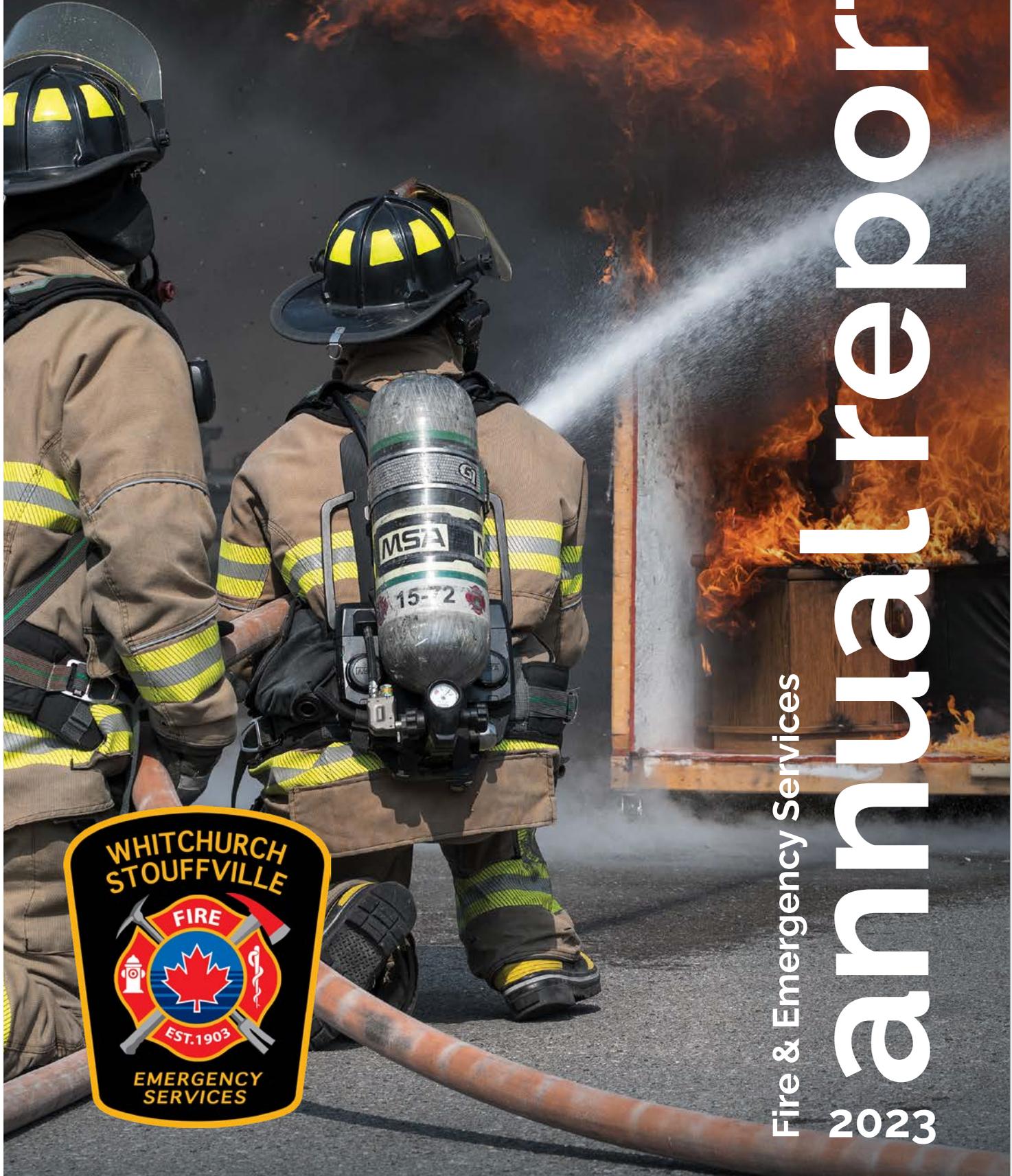


 Stouffville



Fire & Emergency Services

# annual report

2023



# Our Mission



## **MISSION STATEMENT:**

Proudly Protecting People and Property Through Public Education, Fire Prevention & Emergency Response.

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## Land Acknowledgment

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The Town of Whitchurch-Stouffville acknowledges this land is the treaty territory of the Williams Nations. It is also the traditional territory of other Anishinaabeg peoples, the Wendat, and the Haudenosaunee. We also recognize the contributions of all Indigenous peoples to this place and commit to a continued dialogue and greater respect for the land we have come to share. This recognition of the contributions and historic importance of Indigenous peoples must also be clearly and overtly connected to our collective commitment to make the promise and the challenge of Truth and Reconciliation real in our community.

# CAO's Message: Fire Services Annual Report

On behalf of the Senior Leadership Team, I would like to thank Stouffville Fire & Emergency Services for their continued dedication to the protection and safety of our Town.

Stouffville Fire & Emergency Services plays a crucial role in ensuring the safety and well-being of our community. They are the first responders to emergencies, whether it be a fire, medical incident, motor vehicle accident, or hazardous material situation. Their swift response, professionalism, and expertise are instrumental in mitigating risks and protecting lives and property.

Under the leadership of our Fire Chief and supported by a team of highly trained firefighters, administrative and support staff, the team consistently demonstrates excellence in service delivery. They undergo rigorous training, stay updated on the latest firefighting techniques and technologies, and work tirelessly to enhance emergency preparedness within our community.

Beyond their emergency response duties, the team also actively engages in fire prevention

and public education initiatives, including the "Home Safe Home Program". They conduct safety inspections, offer fire prevention tips, and collaborate with schools, businesses, and community organizations to promote fire safety awareness.

As your CAO, I want to express my profound appreciation for the dedication and professionalism exhibited by our personnel. Their selfless commitment to protecting and serving our community is truly commendable, and we are fortunate to have such an outstanding team safeguarding Stouffville's welfare.



**Sunny Bains**



**Sunny Bains**  
Chief Administrative Officer



**Mayor and Council**

**Pictured:** Rick Upton, Maurice Smith, Hugo T. Kroon, Iain Lovatt, Richard Bartley, Keith Acton, Sue Sherban

# Chief's Message

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It is with great pride and a sense of duty that I present the 2023 Annual Report on behalf of the 60+ women and men, who so proudly wear the uniform of Stouffville Fire & Emergency Services.



**Bill Snowball**  
Fire Chief



**Trevor Wawryk**  
Deputy Chief - Operations



**Jeff Bignell**  
Deputy Chief - Support Services

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As Fire Chief, I am honoured to provide an overview of the department's achievements, challenges, and commitment to service over the past year.

In a community where safety and security are paramount, Stouffville Fire & Emergency Services remains steadfast in our mission of "Proudly Protecting People and Property Through Public Education, Fire Prevention & Emergency Response."

Over the past year, the dedicated team has worked tirelessly to respond to emergencies, mitigate risks, and serve the community with unwavering dedication.

Throughout 2023, we responded to a total of 1788 calls for emergency assistance, ranging from structure fires, medical emergencies, hazardous material, and motor vehicle incidents.

Each call presented unique circumstances and challenges for our suppression and support staff who demonstrated skill, courage, and compassion in their response.

While many see our primary duty is to respond to emergencies, our commitment to public education and fire prevention remains our top priority.

Through proactive outreach programs, community education initiatives, and collaboration with local partners, we strive to empower residents with the knowledge and resources they need to prevent emergencies and respond effectively in times of crisis.

As we reflect on the past year, some of the highlights include the addition of a second Deputy Fire Chief, purchase of the property for the relocation of station 5-2, placing a new tanker apparatus in service, the very successful implementation of our “Home Safe Home Program” and engaging an architect for the construction of station 5-2. Looking ahead, we are committed to continuous improvement, innovation, and excellence in all aspects of

our operations. We will continue to invest in training, technology, and equipment to ensure we are prepared to meet the evolving needs and demands of our community.

In closing, I want to express my sincere gratitude to Mayor Lovatt and members of Council for their continued support and to the dedicated members of Stouffville Fire and Emergency Services for their unwavering support, collaboration, and commitment to public safety. Together we are building a safer, stronger, and more resilient community.



**Bill Snowball**



# Support Services

- Administration Division
- Prevention & Public Education Division
- Emergency Management Division



# Support Services

## Administration

Stouffville Fire & Emergency Services administrative team consists of Fire Chief, Deputy Chief of Operations, Deputy Chief of Support Services, and an Administrative Assistant to Stouffville Fire & Emergency Services. Administrative support services and general office systems are in place to efficiently and effectively manage the departments administrative functions, such as organizational planning and assessment, resource coordination, data analysis/research, records keeping, reporting, business communications, public interaction, and purchasing. The Administrative Assistant provides support to the Management team as well as, Fire Prevention, Fire Suppression and Training. Administration has a wide variety of responsibilities including department finances, payroll, inventory control, and permits.



## Emergency Management

Support Services also manages the Town's Community Emergency Management program and is responsible for ensuring the Town is prepared to respond to and recover from emergencies. This includes providing training, developing plans, and overseeing the Emergency Operations Centre.

Emergency Management in Ontario municipalities is governed by the Emergency Management and Civil Protection Act (EMCPA R.S.O. 1990) and the Municipal Act (R.S.O.2001) and is designed for the preservation of life, protection of property, and the environment.

The Emergency Management and Civil Protection Act (EMCPA) requires each municipality to develop and implement an Emergency Management (EM) program that includes 13 areas required for compliance.

The Town completed all the necessary requirements in 2023 to remain compliant with the Act.



## Fire Prevention & Public Education

Our team of Fire Prevention Inspectors under the direction of the Fire Prevention Officer inspect all building types to ensure compliance with the Ontario Fire Code. This team also educates the community on the benefits and requirements of fire safety and investigates fires to determine the origin, cause and circumstances related to these incidents. This dedicated team also reviews site plans, plans of subdivision, and building plans to ensure compliance with the Ontario Building Code for life safety systems.

### 2023 Divisional Highlights

- Stouffville Game Changer Award
- Hiring of FPO Alexandra Zaykin
- Receiving Project Zero alarms
- Fire House Subs - Grant (drone)
- Municipal Emergency Management Compliance

## Support Services - continued

### Public Education - In the Community

Our team's participation and involvement within the community through public education continues to increase each year. Our strong relationships with local partners, have impacted our community outreach immensely. Staff engaged with approximately 14,000 persons during in-person events and programs throughout the community in 2023.

Our team of firefighters and fire inspectors attended as well as hosted one-hundred thirty-four (134) public education events and tours throughout the year. These activities range from presentations in the workplace, community groups and associations, to school-aged fire safety programming for those in pre-school and continuing all the way into high school.



**134** In-Person Public Education Activities



**14,000** In-Person Public Interactions



**171,774** Social Media Impressions



**9,943** Total Engagements



### Home Safe Home Program

This program has been developed to ensure the residents within our community have operational smoke alarms and carbon monoxide alarms in every dwelling where required.

The Home Safe Home program is broken down into two main categories:

- Incidents and Inspections
- Door to Door Canvassing

Our fire crews are assigned specific areas within the community each year to promote home fire safety in hopes of providing a proactive approach to reduce fires and related injuries.

Number of Dwellings Entered in 2023	646
Percentage of Dwellings in Compliance	51%
Number of Dwellings with No Entry	1,600
Percentage of Dwellings Refused Entry	38%

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GRAND TOTAL OF DWELLINGS	2,246
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**32%** of non-compliant homes were a result of alarms being **beyond the required replacement date.**



### Inspection & Plans Review

To align with our master fire plan and community risk assessment, our team focuses on maintaining a proactive approach to routine and provincially mandated inspection requirements. In addition to inspecting existing buildings for Fire Code compliance, our team of Fire Prevention Inspectors also assist with building permit plans examination and inspections of new fire protection systems with the Town's building department.

Our Frequency Inspection Program indicates that all vulnerable occupancies (care, care & treatment, and retirement homes) are inspected annually as required by provincial legislation. Multi-residential buildings are inspected annually as these buildings present a higher risk of having fires due to the large amount of people residing in a densely populated space.

The division focused on routine inspections of all multi-residential and assembly type buildings throughout the community in 2023.

Planning activities continue to increase and take a large portion of the divisions time to complete. The amount of planning activities has tripled for the division since 2018. Reviews of development and building permit applications for fire protection coupled with reviews such as building fire safety plans, special occasion permits, public events, and internal permits (fireworks, open air burning) have all created increased demands on the division.



**602** Inspections



**14** Fireworks Permits



**151** Burn Permits



**228** Plans Examinations



**23** Water Supplies



**45** Lock Boxes

# Training Division

WHITCHURCH ~ STOUFFVILLE

**5,608**  
Training Hours  
in 2023

With a combined total  
of 2,553 sessions

Please note: all data is extrapolated from our online training platform - Fire Learning Management System (FLMS).

## Training Hours per Curriculum: All Divisions

- **2,134** National Fire Protection Association (NFPA) Qualifications
- **1,204** NFPA 1001 Level 1 & 2 Firefighter
- **640** OFC Courses
- **565** Fire Prevention Training
- **487** NFPA 1002: Driver/Operator
- **200** Refresher Block Training
- **154** Live Fire
- **124** Ontario Job Performance Requirement (JPR) Practical Refresh
- **100** Standard Operating Guidelines (SOG) Reviews

## Training Division

In this section you can see the breakdown of how many training sessions were completed by each curriculum category throughout 2023, with a grand total of 2,553 training sessions for the year.



### Training Sessions per Curriculum

**There is a significant training emphasis on our staff so that they are well equipped to provide the best level of service possible to the Town of Stouffville.**

These training sessions were not all done in-person. This graph (on page 10) reflects all our training assignments, whether in-person or through our on-line training platform (Fire Learning Management System). The NFPA Qualifications had the most training sessions.

There was a great deal of focus on several key training events such as officer development, bolstering our Ice

and Water Rescue program, Auto-Extrication skills and recertifying our firefighters to the Red Cross First Responder Standard.

NFPA 1001 Level 1 & 2 is required mandatory training for all firefighters that must be completed by 2026. Considerable time has been dedicated to this training in order to meet this requirement as the training encompasses what is required of a firefighter from an operational standpoint. All current staff will be certified by 2024 and recruit classes are certified to this standard during recruit training.

## Career Member Training

Sessions completed and show rate per curriculum



### NFPA 1001 Level 1 & 2 Firefighter

403 Sessions completed

92% Show Rate

### Ontario Job Specific Requirements (JPRs)

82 Sessions completed

93% Show Rate

### Refresher Block Training

52 Sessions completed

100% Show Rate

### NFPA Qualifications

953 Sessions completed

91% Show Rate

### NFPA 1002: Driver/Operator

335 Sessions completed

93% Show Rate

### Live Fire

22 Sessions completed

86% Show Rate

### SOG Review

61 Sessions completed

89% Show Rate

### OFC Courses

16 Sessions completed

100% Show Rate

### Fire Prevention Training

43 Sessions completed

100% Show Rate



## Volunteer Member Training

Sessions completed per curriculum

### Evening Training

48 Sessions completed

### Weekend Training

14 Sessions completed

### Recruit Training

24 Sessions completed

### Driver Training

21 Sessions completed

### Ride-Along

28 Sessions completed



### Mentorship

10 Sessions completed

### Fire Learning Management System (FLMS)

12 Sessions completed

### Make-Up Training

16 Sessions completed

### Special Training Events

25 Sessions completed

The Show Rate % is depicting the attendance for all of the training sessions within the given curriculum. What the numbers illustrate, overall training attendance for the 2023 calendar year was quite high. This includes Career and Volunteer Firefighters, and all members of our Fire Prevention Division.

# Suppression



## 2023 Incidents

- **47%** Medicals (834)
- **17%** Fires (310)
- **15%** Non-Fire (262)
- **13%** Rescue (233)
- **8%** Public Hazard (149)

# Suppression

The Stouffville Fire & Emergency Services (SFES) suppression division responded to 1,788 calls for assistance in 2023 resulting in 2,630 vehicle movements.

## 2023 Incidents

The numbers above represent a 5.1% increase in calls from 2022. These calls consist of fires, medical assist, rescues, motor vehicle collisions, and public hazards. SFES also provides assistance to other municipalities in the form of automatic aid and fire protection agreements. Under a fire protection agreement, SFES responded to 24 incidents in Uxbridge in 2023. SFES also responded to 14 incidents in East Gwillimbury as part of a reciprocal automatic aid agreement along Davis Drive. Due to increased travel time to the Northwest portion of the municipality, SFES maintains a fire protection agreement with Central York Fire Services (CYFS) for initial response within the contract area. In 2023, SFES and CYFS staff responded jointly to 24 calls in the contract area as well as 33 motor vehicles collisions on the 404 where CYFS responded alone.



## Types of Incidents:

### Fires

- Fire / Smoke Visible
- Remote Alarms
- Brush / Grass Fires
- Garbage Fires
- Vehicle Fires

### Medical

- Life Threatening
- Medical Emergencies

### Public Hazard

- Police Assistance
- Hazardous Materials
- Hydro
- Home / Vehicle Lockouts
- Elevator Rescues

### Rescues

- Vehicle Accidents
- Aircraft / Train Accidents
- Industrial Accidents
- Water Rescue

### Non-Fire

- Burning Complaints
- Public Assistance

# Suppression - continued

## Call Volume

As the Town continues to grow, the number of incidents per year continues to rise as well. Based on call volume trends, SFES is expecting to respond to more 1,850 calls for assistance in 2024.

### Total Call Volume by Year

2015	1,269	2018	1,467	2021	1,425
2016	1,374	2019	1,488	2022	1,701
2017	1,384	2020	1,378	2023	1,788

YEARLY AVERAGE **1,475 Calls**

### 2023 Call Volume by Time of Day

12 am	41	8 am	81	4 pm	89
1 am	32	9 am	100	5 pm	86
2 am	44	10 am	94	6 pm	90
3 am	43	11 am	102	7 pm	101
4 am	26	12 pm	107	8 pm	82
5 am	40	1 pm	111	9 pm	67
6 am	40	2 pm	112	10 pm	64
7 am	66	3 pm	107	11 pm	63

BUSIEST TIME OF DAY FOR CALLS **2 pm (112)**



### Tanker 524 – 2023 Kenworth T880

**Pictured (left to right):** Firefighter Jesse Lennon, Firefighter Kyle Pescador, Captain Brad Clubine, Acting Captain Chris Russell

## New Fleet Addition

In February, the department received and put into service, a 2023 Kenworth T880 Tanker truck. This tanker carries 2,500 gallons of water and replaced a 2005 Freightliner tanker that operates out of Station 5-2 in Ballantrae. Tanker trucks are used to fight fires in areas where municipal hydrants are not present. They are also equipped with pumps, and shuttle water between the fire and the closest water source available.

## Stations

The two stations are located at 100 Weldon Road (Station 5-1 Headquarters) and 15400 Highway 48 (Station 5-2). A minimum of 3 firefighters are on duty in each station 24/7, 365 days of the year.

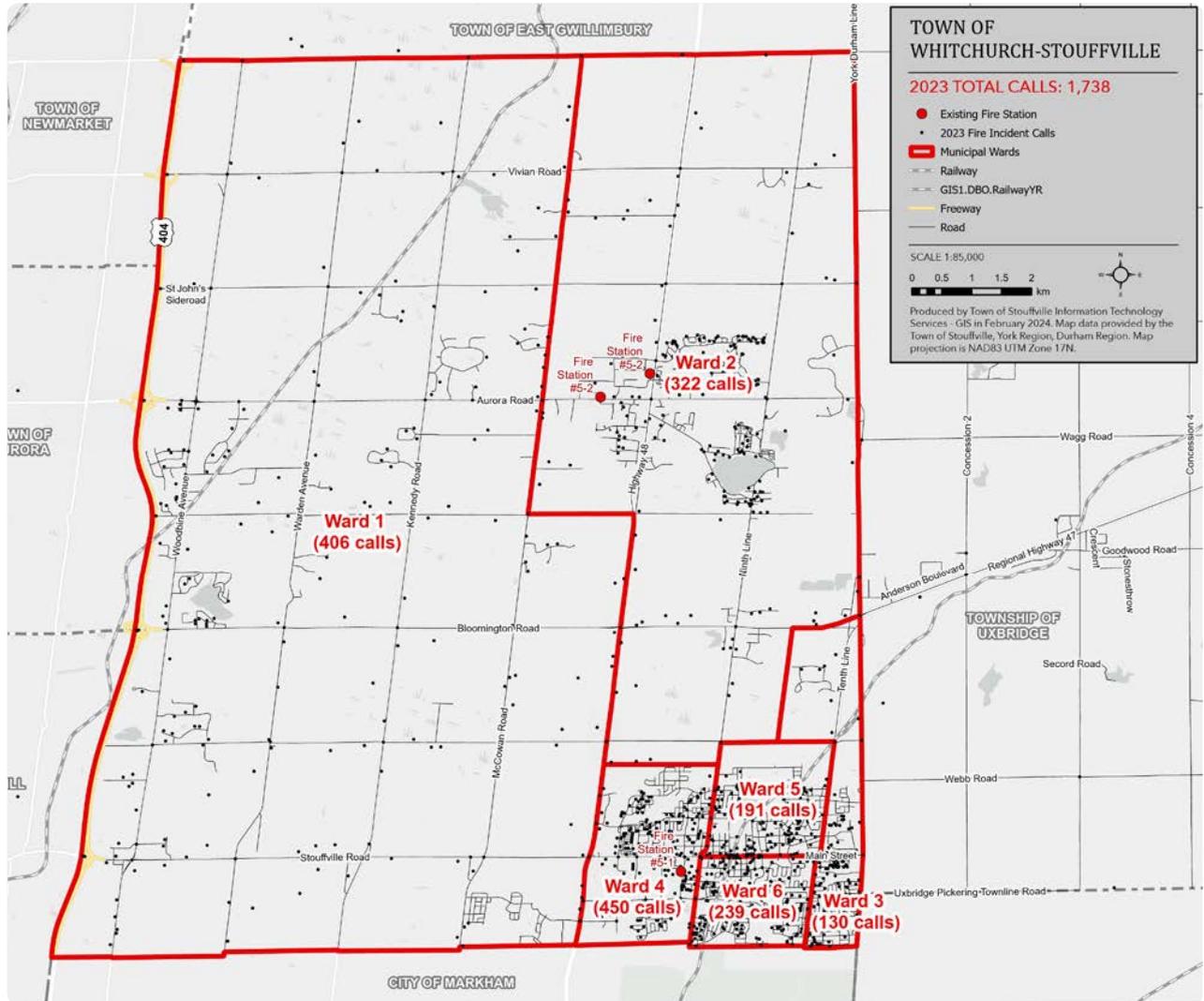
In the fall of 2022, the Town was fortunate to acquire a piece of property at 4902 Aurora Road. This will be the new location for the relocation of Station 5-2 with an anticipated completion date in 2026. This new facility will be a partnership with York Region Paramedic Services.



**Mutual Aid response to Richmond Hill**  
Jul 20-2023

# Suppression - continued

## Alarms by Ward



## Suppression - continued

### Staff

The suppression division is made up of 40 career firefighters and 22 volunteer firefighters. The career firefighters are split into 4 platoons consisting of 2 captains, 2 acting captains and 6 firefighters in each platoon. The members of each platoon are split between our two stations.

In 2023, the suppression division hired 4 of our volunteer firefighters into career positions. As the Town continues to grow rapidly, the need for additional suppression staff is also increasing. As outlined in the 2022 Master Fire Plan, staffing levels will need to increase to keep up with demand and additional stations are needed as growth continues.



#### Four additional career firefighters started May 01-2023

**Pictured (left to right):** Firefighter Alex McKenzie, Firefighter Fletcher Muir, Firefighter Adam McLean, Firefighter Nicholas Frederick



#### Fire on Bloomington Road Jul 27-2023

### Medical Response – November 26, 2023

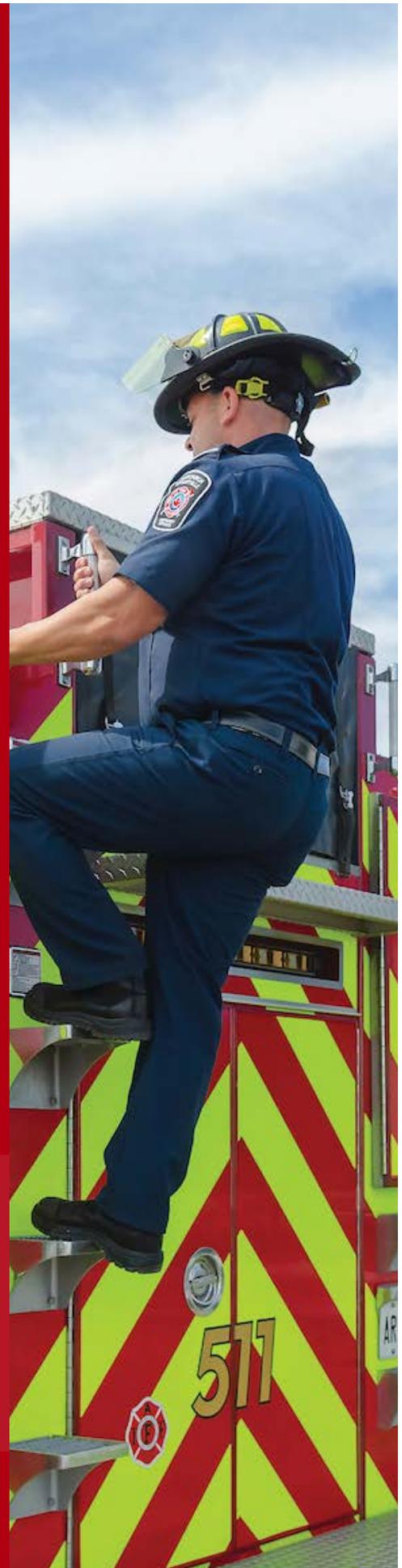
On December 22, 2023, the fire crew had a visit from Bob and Ted Riddiford. Ted suffered a heart attack and his brother Bob started CPR before our fire crew arrived on scene.

Thanks to the quick action from Bob and our fire crew, Ted survived his heart attack and came to thank the fire crew.

During Ted's visit, the crew was presented with Lightning Bolt Awards. Lightning Bolt Awards are in recognition of the work our firefighters do at cardiac arrest calls. They are given when a patient is successfully defibrillated and discharged from the hospital.



**Pictured (left to right):** Firefighter Adam Kennedy, Firefighter Troy Connor, Bob Riddiford, Ted Riddiford, Firefighter Cameron Scott, Acting Captain Todd Balazs, and Captain John Winters



## Stouffville Fire & Emergency Services

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