

Fire Department Service Standards Chart

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Fire Administration	Appointment of Fire Chief	Mandated Responsible to the council of a municipality for the delivery of fire protection services. (FPPA) Essential Deputy Fire Chief is responsible for overall fire operations (Fire Bylaw)	Annually review and Update the CRA.* Recommend services to Council and prepare budgets Provide oversight and incident management at fire scenes when required. Responsible for operational management and efficiencies Alternate to the Fire Chief	1 Fire Chief 1 Deputy Fire Chief
Fire Suppression	Responds to fire emergencies and delivers fire suppression.	Mandated (CRA Informed) <ul style="list-style-type: none"> Must provide fire suppression Must do Community Risk Assessment to inform level of service Essential (as per CRA) <ul style="list-style-type: none"> Exterior Attack Interior Attack, Search and Rescue Wildland and Urban Interface Fire Non structure fire extinguishment (Motor Vehicles/Bin Fires/Equipment fires) 	Employees must meet Fire Prevention and Protection Act Training Standards* Review Community Risk Assessment Annually* Total Response Time of 10 minutes. (Based on 2024 averages)	<ul style="list-style-type: none"> 49 Volunteer firefighters 6 Full time firefighters 1 Firefighter/Prev. 1 Firefighter/Training 2 Chief Officers
Technical Rescue (Legislated) Ontario	Provide water and ice rescue and motor vehicle entrapment support	Mandated Must do a community risk assessment (see what is needed)	Review Community Risk Assessment Annually*	<ul style="list-style-type: none"> 49 Volunteer firefighters 6 Full time firefighters

regulation 343/22		<p>Mandatory training for elected duties</p> <p>Essential (CRA Informed)</p> <ul style="list-style-type: none"> Water and ice rescue with shore-based water entry Highway Traffic MVC Emergency Response, including fire control, rescue of victims and minor spill containment 	<p>Must meet FPPA training standards for prescribed duties*</p> <p>Total average response time of 10 minutes.</p>	<ul style="list-style-type: none"> 1 Firefighter/Prev. 1 Firefighter/Training 2 Chief Officers
Technical Rescue Continued	<p>Provide additional rescue supports as identified in the Community Risk Assessment, including:</p> <ul style="list-style-type: none"> Equipment entrapments Rope rescue Hazardous materials operations (operations and awareness only) Confined space (operations and awareness) 	<p>Mandated</p> <ul style="list-style-type: none"> Must do a Community Risk Assessment Must complete mandatory training for elected duties <p>Essential (CRA Informed)</p> <p>Respond to:</p> <ul style="list-style-type: none"> Respond to entanglements in machinery Rope, harness climbing equipment rescue Identify and keep people away from spilled substances (solids, liquids, gas) 	<ul style="list-style-type: none"> Review Community Risk Assessment Annually* Complete legislated training under Fire Protection and Prevention Act* <p>Total average response time of 10 minutes</p>	<ul style="list-style-type: none"> 49 Volunteer firefighters 6 Full time firefighters 1 Firefighter/Prev. 1 Firefighter/Training 2 Chief Officers
Fire Prevention (Legislated)	<p>Regular Inspections of existing buildings to ensure compliance with the Ontario Fire Code and Regulations</p>	<p>Mandated</p> <ul style="list-style-type: none"> Inspections on complaint or request Immediate Threat to Life (ITL) inspections 	<p>Schedule inspection within 1 days</p> <p>Immediate response</p> <p>Schedule inspection within 1 day</p> <p>Visit 100 homes per year</p>	<p>.5 FTE of FF/FPO Fire Prevention Officer (also a firefighter) with other composite fire fighters assisting</p>

		<ul style="list-style-type: none"> • Institutional/Vulnerable occupancy type inspections • Smoke and CO awareness program • Fire Scene Cause determination • Building Inspection Training <p>Discretionary</p> <ul style="list-style-type: none"> • Site plan reviews 	<p>Immediate response (16 fires last year)</p> <p>Training as required by Fire Prevention and Protection Act*</p> <p>As requested by Building Dept. (request driven)</p>	
Fire Safety Education (Legislated)	Provide Fire Safety Education in Partnership with Community's Demographic Profile Most at Risk From Injury and Death Due to Fire	<p>Mandated</p> <ul style="list-style-type: none"> • Smoke and carbon monoxide awareness program • Maintain legislated training requirements • Discretionary Institutional fire safety discussions • Static Displays at community events • Fire station tours and touch the truck events 	<p>Maintain Number of Fire Educations Events within 5% of previous year</p> <p>Meeting training requirements as per Fire Protection and Prevention Act</p> <p>Review Community Risk Assessment annually to determine education areas*</p> <p>Maintain education partnership with area schools and community groups</p>	.50 if 1 Firefighter/Fire Prevention Officer Coordinating with Firefighters to deliver public fire safety education
Training (Legislated)	<p>Provision of fire protection service knowledge.</p> <p>Training and testing on practical skills.</p> <p>Ensuring maintenance of training certification standards.</p> <p>Table of training Standards attached as appendix 2.</p>	<p>Mandated</p> <ul style="list-style-type: none"> • Coordinate recruit training. • Coordinate site-specific training • Establish new training on modern firefighting techniques 	Adhere to current certification standards as per the Fire Protection and Prevention Act*	.5 of 1 FF/ Training Officer Coordinating with Firefighters to deliver site specific training