2019 ANNUAL REPORT

NIAGARA-ON-THE-LAKE
FIRE & EMERGENCY SERVICES

Photo Courtesy of The Lake Report

Niagara-on-the-Lake Fire & Emergency Services

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MESSAGE FROM THE LORD MAYOR & INTERIM CAO

"Niagara-on-the-Lake Fire & Emergency Services is a solid foundation our community can consistently rely on. Our volunteer firefighters show up for citizens on what is often the worst day of their lives, putting themselves in harm's way to ensure their safety. With health and safety measures a top priority and prevention and education a keen focus, they are dedicated to safeguarding their members while maintaining an environment upon which all who reside in, conduct business in or visit Niagara-on-the-Lake can feel secure. As you will see from the annual report, they excel at professionalism, proactively streamlining operations to ensure effective and efficient service. Town Council and I will continue to support our Fire Department so they can continue to support our residents, businesses and visitors."

- Betty Disero
Lord Mayor

"Our firefighters are a key part of the Town's success. They protect and safeguard residents, visitors, and property owners through community risk reduction and emergency response. The challenges presented by a growing population, increasing density, and surges in seasonal demand for service must be addressed efficiently and effectively. The Town of Niagara-on-the-Lake is committed to sustainable, predictable funding that allows us to maintain safe equipment, apparatus and facilities to support our volunteer firefighters' service to our citizens."

- Sheldon Randall
Interim CAO

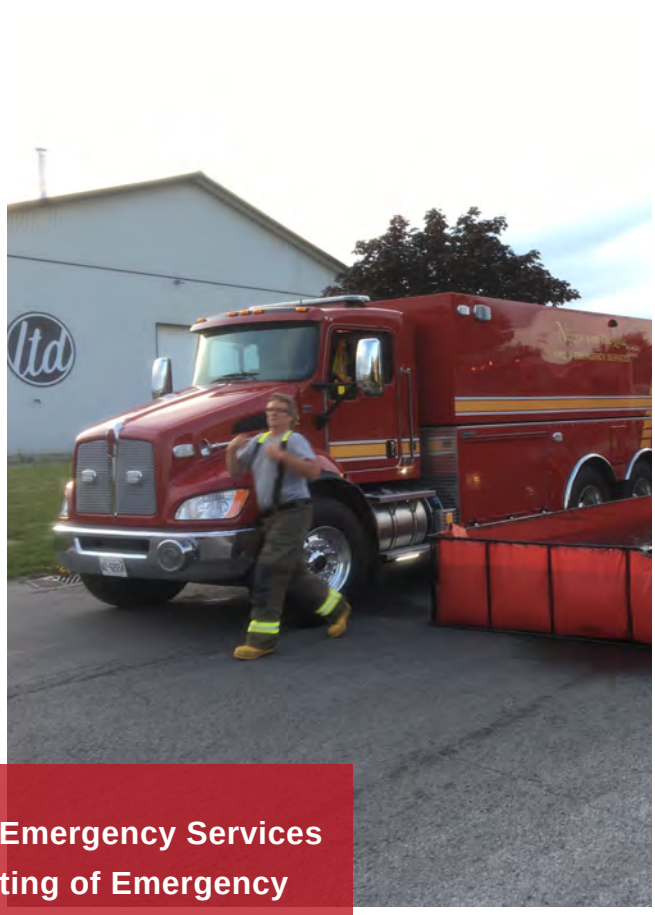
REMEMBERING CAPTAIN MIKE VRIENS

Niagara-on-the-Lake Fire & Emergency Services would like to acknowledge and remember the passing of Captain Mike Vriens, who passed away July 27th, 2019 after a long and courageous battle with cancer.

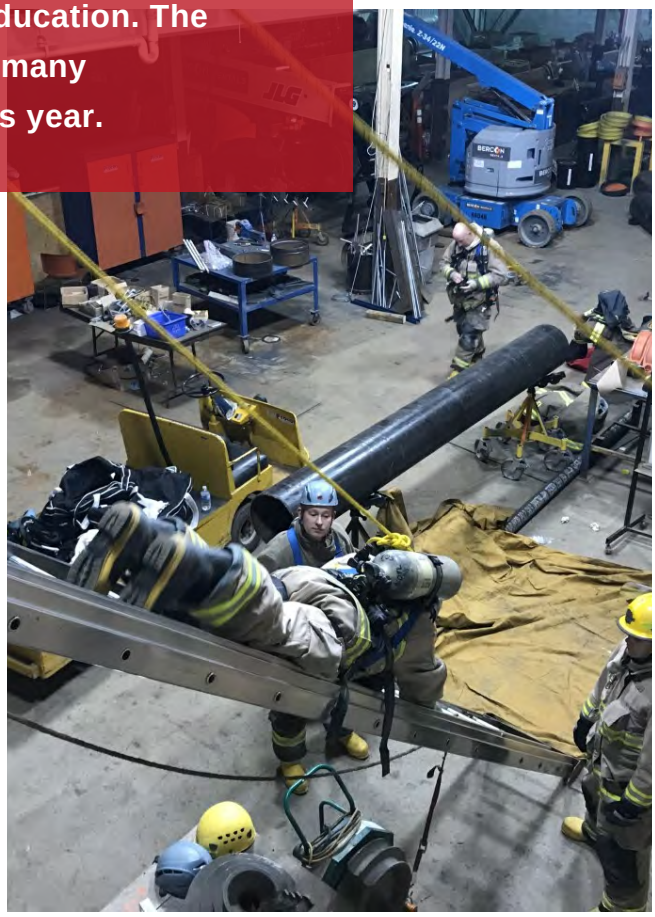
Captain Vriens served as a member of Niagara-on-the-Lake Fire & Emergency Services for 34 years, proving to be a valuable and integral member of Station 1 in the Old Town District which he served.

Mike is remembered by family, friends, and fellow firefighters for a lifetime of friendship and service in the town he loved so much. Captain Mike Vriens will be incredibly missed, but never forgotten.

2019 HIGHLIGHTS



During 2019, Niagara-on-the-Lake Fire & Emergency Services was involved in numerous events consisting of Emergency Response, Fire Prevention, and Public Education. The following sections highlight some of the many accomplishments made over the previous year.



2019 HIGHLIGHTS

642
TOTAL INCIDENTS

This is the total number of incidents Niagara-on-the-Lake firefighters responded to throughout 2019.

198
ALARM ACTIVATIONS

This represents any call that was initially dispatched as a remote alarm, or alarm activation in either a commercial, or residential occupancy.

153
MOTOR VEHICLE COLLISIONS

Niagara-on-the-Lake firefighters respond to a variety of locations for MVCs ranging from residential roadways, to the Garden City Skyway.

30
FIRE CALLS

Any report of a possible fire is encompassed in this category. This includes vehicle, structure, rubbish, and brush fires.

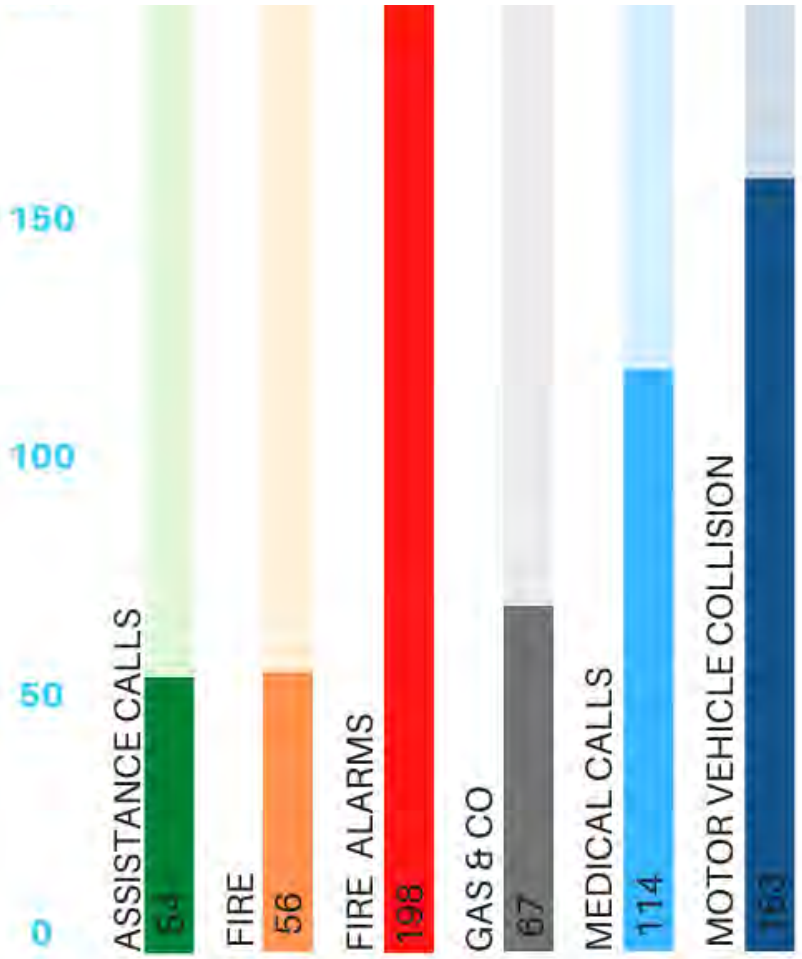
263 inspections were conducted across Niagara-on-the-Lake for compliance with the Ontario Fire Code.

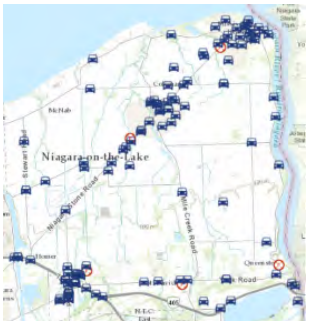
Responded to **642 emergencies**, representing a **5.7% decrease** compared to 2018.

Performed over **12,000 hours** of **training.**

Educated **1150 children** through presentations, events, workshops, and displays.

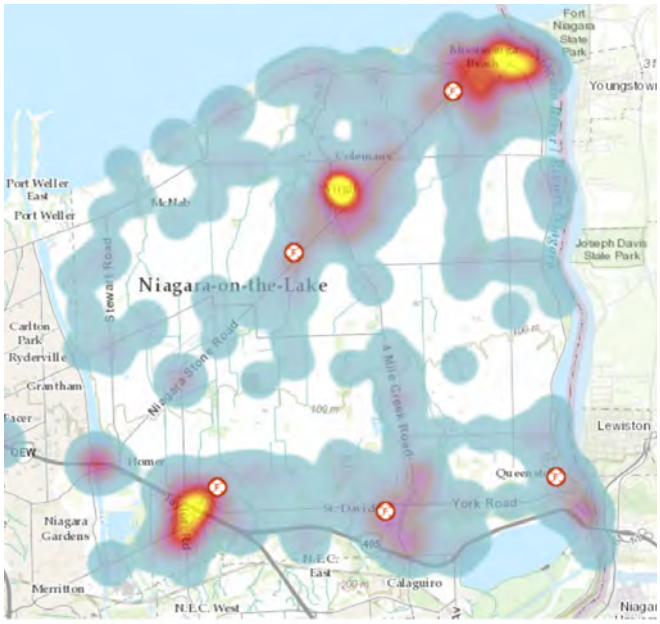
Attended **253 homes** as part of the **SAFE HOME Residential Smoke & Carbon Monoxide Alarm Program.**





CALLS BY TYPE

The above information displays the number of each call type and location Niagara-on-the Lake Fire & Emergency Services attended in 2019. Niagara-on-the-Lake Fire & Emergency Services tracks information regarding call types and locations to ensure data is the driving force for any future fire protection service decisions. When it comes to fire service data, visual representation is critical.



NIAGARA-ON-THE-LAKE HEAT MAP

HEAT MAPPING

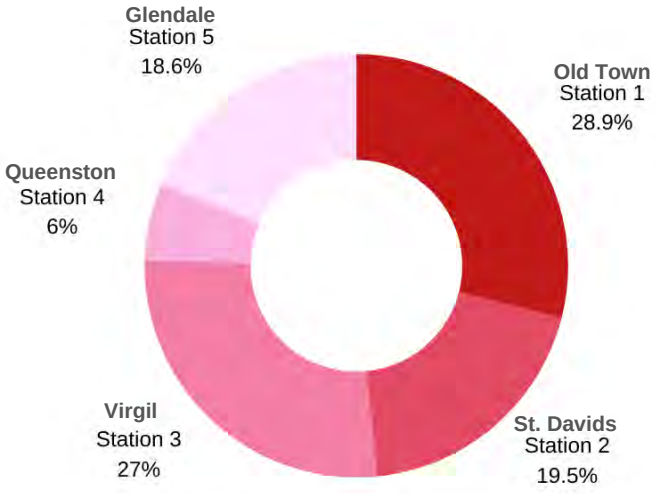
This heat map identifies locations that Niagara-on-the-Lake Fire & Emergency services responded to over the course of 2019. The brighter coloured locations on this map represent areas with a higher volume of calls than the areas with blue, or no colour.

This heat map allows for informed data driven decision making within the department.

CALLS BY STATION

This infographic breaks down the percentage of calls that happened in each of the five geographical areas within Niagara-on-the-Lake.

Building off the data from the above heat map, this provides greater detail as to the station area where the majority of incidents are taking place.



2019 CALLS BY STATION

FIREHOUSE SOFTWARE

In 2019, Niagara-on-the-Lake Fire & Emergency Services began utilizing Firehouse Database Management Software to track station response, training, incidents, and equipment.

FIRE CHIEF'S MESSAGE

On behalf of the men and women who comprise Niagara-on-the-Lake Fire & Emergency Services, I am proud to present our 2019 Annual Report. Niagara-on-the-Lake Fire & Emergency Services' staff and volunteers are committed to providing exceptional customer service to our residents and visitors through community risk reduction and emergency response. As Fire Chief, I am incredibly proud of each member of our organization as they work tirelessly toward continuous personal and organizational improvement.

As the fastest growing municipality in the Niagara Region, we are faced with numerous challenges maintaining a resilient and sustainable system that will be there when the community needs us the most. Some of these challenges include increased training requirements for volunteer firefighters, seasonal density and demand issues related to tourism, recruitment and retention of volunteer firefighters, and ensuring that surge capacity and capability exists to respond to major events.

This report highlights many of the valuable initiatives and programs that our staff and volunteers contribute to daily, as well as presents data and information on the delivery of many of our critical services. Niagara-on-the-Lake Fire & Emergency Services has a renewed focus on data and analysis, both of which enable and inform the evidence-based decision-making process.

Looking back, it has been an incredibly demanding year but has also proven to be a very successful year. I am honoured to serve alongside such hardworking and compassionate firefighters that demonstrate such commitment to their community.

Furthermore, I am thankful for the ongoing support that we receive from Lord Mayor Disero, Town Council, and Interim CAO Sheldon Randall, without which we would be unable to deliver the excellent service that the public has come to expect. Council, residents, and firefighters alike can be proud of the community-focused, data-driven, outcome-focused, strategic-minded, well organized, properly equipped, and properly staffed and trained fire department that we have become.

Sincerely,

Nick Ruller, MA
Fire Chief & CEMC

EXECUTIVE SUMMARY

Niagara-on-the-Lake Fire & Emergency Services delivers exceptional customer service through community risk reduction and emergency response. This is achieved through the delivery of programs that focus on education, prevention and preparedness, and the effective emergency response to fires, medical emergencies, and other rescues.

We are a community of approximately 17,500 residents, however we welcome millions of visitors each year. Each year millions of people from around the world travel here to experience our Town's unique charm and historic sites, including Fort George and Brock's Monument; period-restored heritage homes, top-flight golf courses, breath-taking parks and gardens, as well as over 30 wineries and countless vineyards, many of which produce our world-class wine. The Outlet Collection at Niagara attracts an impressive 6.5 million visitors annually alone. Niagara-on-the-Lake Fire & Emergency Services delivers programs and services to enhance the safety and preparedness of visitors, citizens and businesses alike.

Niagara-on-the-Lake Fire & Emergency Services is continually challenged to meet the increasing service demands that result from increased growth. In 2019, the department welcomed 15 new recruit volunteer firefighters that began their 300 hour recruit training program. Recruitment and retention of volunteer firefighters has been identified as one of the most significant challenges facing the organization. Concerted effort has been made to identify retention strategies and develop implementation plans. Midway through 2019, Council supported a four-year uniform distribution plan that will replace all station wear uniforms for volunteers and phase in the issuance of dress uniforms that have never been previously issued.

With the increased growth, increased demand has resulted in the replacement of firefighting equipment and several fire apparatus. The replacement of a 1972 tanker truck located in the St.Davids community has improved the capacity for response in rural areas of Niagara-on-the-Lake. Fire Station 2 in St.Davids placed a 2019 Kenworth 3000 gallon tanker into service early in 2019. In 2018, Council approved the replacement of the 75’ aerial ladder truck that is currently located in the Glendale area. Rosenbauer America was the successful bidder and has begun the 18-month process to build a 101-foot aerial platform truck, due for delivery in mid 2020. The completion of the replacement of the department's auto extrication tool cache occurred early in 2019 now providing the latest state-of-the-art battery powered ‘Jaws-of-life’ to every fire station in the community. The replacement of outdated extrication tools with modern equipment proves incredibly valuable as automobile accidents represent a significant portion of the emergency responses handled by Niagara-on-the-Lake firefighters.

Late in 2019, Niagara-on-the-Lake Fire & Emergency Services Stabilization & Growth Plan was released. This document, aligned with the 2019-2022 Council Strategic Plan, is intended to provide short-term direction during the development of a 5-10 year Fire Master Plan that will commence in 2020. The intent of this document is to measurably improve the provision of fire services over the next 18-month period while a Fire Master Plan is completed. This Stabilization & Growth Plan identifies strategies to increase retention, adequately resource key initiatives, drive critical organizational improvements, and enhance the department's ability to meet expectations of both internal and external stakeholders.

All members of Niagara-on-the-Lake Fire & Emergency Services work together to create an efficient and high-quality emergency service. With a dedication to public education, training, teamwork, and commitment to continuous improvement, it is Niagara-on-the-Lake Fire & Emergency Services’ goal to become leaders in the provision of fire services through the volunteer fire protection service delivery model.

YOUR FIRE SERVICE

ADMINISTRATION

In 2019, Niagara-on-the-Lake Fire & Emergency Services saw unprecedented turnover involving all six permanent staff positions. This significant change, although proving challenging, allowed the department to move forward and begin working on many important projects and initiatives.

In September of 2019, then Deputy Fire Chief Nick Ruller was promoted to Fire Chief & CEMC for the Town. Following Chief Ruller's appointment, a 'Stabilization & Growth Plan' was developed, outlining an 18-month plan intended to stabilize key staff positions, and provide short-term direction for the Department while a more fulsome Fire Master Plan is completed to provide clear direction over the next decade.

Nicholas Ruller - Fire Chief & CEMC
Photo courtesy of The NOTL Local.

ADMINISTRATION

In addition to the 'Stabilization & Growth Plan', a realignment of the reporting structure within Niagara-on-the-Lake Fire & Emergency Services occurred that included the reclassification of Fire Prevention Officer Jay Plato's position to Deputy Fire Chief – Community Risk Reduction (DFC-CRR). This reclassification saw the responsibility for the Town's Emergency Management Program shift to DFC-CRR, as well as newly defined responsibilities related to Data Analytics & Decision Support.

Jay Plato - Deputy Fire Chief - Community Risk Reduction

Darren Trostenko - Deputy Fire Chief - Operations & Training

The Deputy Fire Chief position vacated due to the promotion of Chief Ruller was aligned to better focus on professional development, training, operations, health & safety, and fleet & facility maintenance. The Deputy Fire Chief – Operations & Training (DFC-OPS) position was posted in late 2019, seeing the promotion of then Station 2 District Chief Darren Trostenko to the DFC-OPS position.

Under the direction of the Deputy Fire Chief - Operations & Training, Training Officer Darryl Janzen is responsible for the development, coordination, and delivery of training across the organization. This includes a regular firefighter and officer training curriculum, recruit firefighter training program, new equipment training, and high-angle rescue team training. Additionally, Training Officer Janzen researches, reviews, develops and implements policies, procedures, guidelines, techniques and equipment in order to ensure current legislation, regulations, and standards are met.

Under the direction of the Deputy Fire Chief – Community Risk Reduction, Fire Prevention & Public Education Officer Brad Disher is responsible for coordinating all fire prevention activities, conducting fire safety inspections, enforcing the Ontario Fire Code and other relevant legislation and standards, coordinating the delivery of public education, conducting plans examination as it relates to fire safety, reviewing special event applications as it relates to fire safety, preparing court documents required for prosecution of fire code violations and investigating the cause and origin of fires.

Reporting to the Fire Chief, Administrative Assistant Matt van der Zalm assists staff with a wide variety of multifaceted administrative duties. Matt plays a key role in the establishment of administrative processes, both internal and external communication projects, data management and reporting, asset management, and procurement.

Left to right: Deputy Chief Jay Plato, Training Officer Darryl Janzen, Deputy Chief Darren Trostenko, Fire Chief & CEMC Nick Ruller, Administrative Assistant Matt van der Zalm, Fire Prevention & Public Education Officer Brad Disher.

Photo Courtesy of The NOTL Local

Left to Right: Assistant District Chief D. Kruitbosch, Lieutenant J. Edgecombe, Captain M. Mitchell, S. Baxter, A. Ward, J. Williams, J. Williams, N. Murphy, D. Gordon, M. Polgrabia, J. Froese, V. Martens.

STATION 1 - OLD TOWN

Station 1 in Old Town was the busiest fire station in Niagara-on-the-Lake in 2019, with 281 responses. The Old Town station is comprised of a District Chief, an Assistant District Chief, two Captains, two Lieutenants, and 19 Firefighters.

Built in 2000, this 10,000 square foot facility includes a large training room, office space for station officers, a self-contained breathing apparatus fill station, central storage, and three large double length drive-through fire apparatus bays. This station houses a pumper, a 100-foot aerial ladder truck, and a light rescue squad.

A photo of Station 1 located at 22 Anderson Lane, Niagara-on-the-Lake.

Photo Courtesy of The NOTL Local

Left to Right: Back Row: J. Plato, E. Trostenko, S. Roy
Middle Row: Captain D. Ignatczyk, Assistant District Chief D. Rigby, District Chief D. Trostenko, S. Lebrasseur, R. MacLeod, R. Ignatczyk
Front Row: M. Newman, M. Vujovich, Lieutenant D. Rooney

A photo of Station 2 located at 745 Warner Road, St. Davids.

STATION 2 - ST. DAVIDS

Station 2 in St. Davids responded to 189 incidents in 2019. The St.Davids station is comprised of a District Chief, Assistant District Chief, one Captain, one Lieutenant, and 16 Firefighters.

Built in 1984, this 7,000 square foot facility includes a training room, office, and three-bay apparatus area. This station houses 2 pumpers and a 3000-gallon tanker.

Photo Courtesy of The NOTL Local

Left to Right: Back Row: J. Reynolds, C. Tucker, V. Trapani, H. Boese, M. van der Zalm
Front Row: H. Heikoop, Assistant District Chief J. Neufeld, Lieutenant J. Reschke, Captain R. Read, D. Merza, B. Disher, J. Meleskie, J. Disher, J. Plut, Lieutenant D. Janzen, District Chief R. Gray, A. Cherney

STATION 3 - VIRGIL

Station 3 in Virgil responded to 262 incidents in 2019. The Virgil station is comprised of a District Chief, an Assistant District Chief, two Captains, two Lieutenants, and 19 Firefighters.

Built in 2008, this 10,500 square foot facility includes a large training room, office space for station officers, a fitness room, and three large double length drive-through fire apparatus bays. This station houses a pumper, heavy rescue, 3000-gallon tanker, and a reserve pumper.

A photo of Station 3 located at 1391 Concession 6 Road, Virgil.

Photo Courtesy of The NOTL Local

Left to Right: P. Cox, L. Devries, D. Skubel, C. Bottomley, R. Glass, L. Prue, T. Mussari, Station 4 Lieutenant , Captain G. Vandermeer, Assistant District Chief D. Jones

A photo of Station 4 located at 5 Dumfries Street, Queenston.

STATION 4 - QUEENSTON

Station 4 in Queenston responded to 58 incidents in 2019. The Queenston station is comprised of a District Chief, Assistant District Chief, one Captain, one Lieutenant, and 16 Firefighters.

Built in 1974, this 5,200 square foot facility includes a training room and two bay apparatus area. This station houses a pumper and heavy rescue.

Photo Courtesy of The NOTL Local

Left to Right: C. Zerwes, L. Mazzuca, A. Harlond, G. van Egmond, Lieutenant S. Ferguson, K. Hnatiw, J. Stuart, B. Lowes, Lieutenant S. Maxwell, Assistant District Chief L. Visser, District Chief C. DeGrow

STATION 5 - GLENDALE

Station 5 in Glendale responded to 181 incidents in 2019. The Glendale station is comprised of a District Chief, Assistant District Chief, two Lieutenants, and 14 Firefighters.

A photo of Station 5 located at 350 Townline Road, Glendale.

Built in 2005, this 9,000 square foot facility includes a training room, office space for station officers, and three large drive-through apparatus bays. Niagara Emergency Medical Services currently leases a portion of this space for utilization as an ambulance base.

VOLUNTEERS

Niagara-on-the-Lake Fire & Emergency Services is comprised entirely of volunteer firefighters. What this means is that there are no career firefighters staffing the stations at any time. When there is an emergency, firefighters are called via pager to respond to the fire station from their homes, jobs, or elsewhere to provide emergency services.

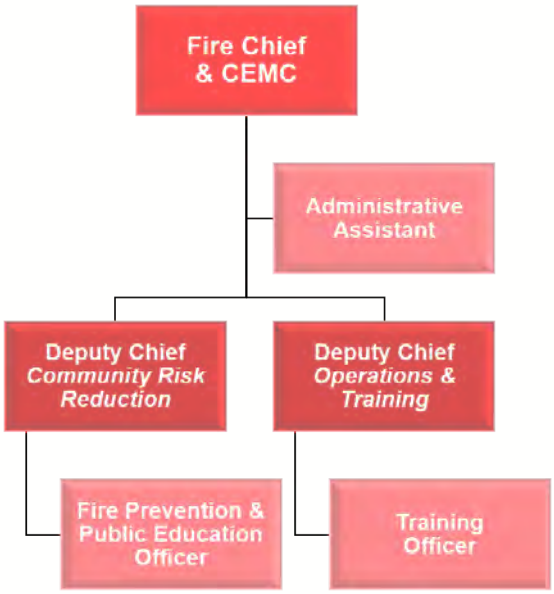
As described by the National Volunteer Firefighter Council *"Volunteer firefighters are summoned to a wide array of emergencies across the country every day including fires, emergency medical incidents, terrorist events, natural disasters, hazardous materials incidents, water rescue emergencies, high-angle and confined space emergencies, and other general public service calls. The public relies on the volunteer emergency services to be their first line of defense in these emergencies. Volunteers spend an enormous amount of time training to prepare for these emergencies."*

Niagara-on-the-Lake Fire & Emergency Services is proud to operate five fire stations staffed by 110 volunteer firefighters who courageously provide service and devotion to the community that they live in.

Firefighter S. Roy in one of the department's recruitment posters. This poster is used to emphasize that our department consists of regular citizens looking to make a difference in their communities.

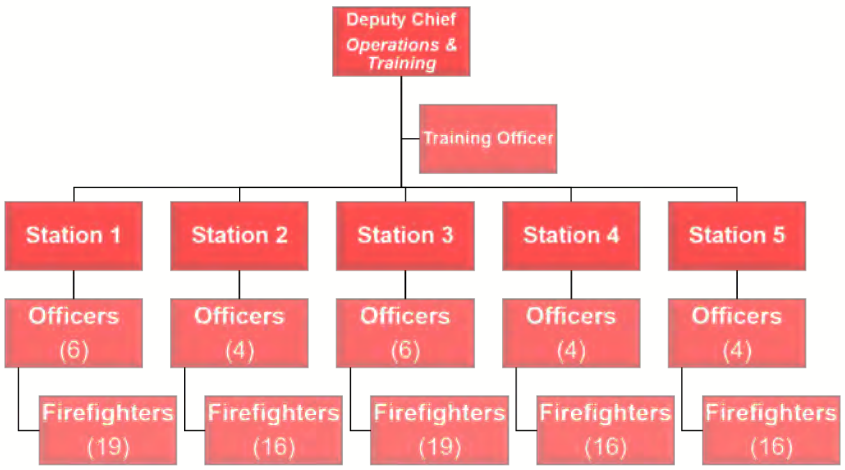
ADMINISTRATION STRUCTURE

The administrative structure of Niagara-on-the-Lake Fire & Emergency Services is headed by the Fire Chief & CEMC who the Administrative Assistant, and two Deputy Chiefs report to. Under the Deputy Chief of Community Risk Reduction is the Fire Prevention & Public Education Officer, and under the Deputy Chief of Operations & Training is the Training Officer.



OPERATIONS STRUCTURE

Within the operational structure of the department, there is the Deputy Chief of Operations & Training who oversees the five fire stations. Each of the five stations follows a similar chain of command which consists of District Chiefs, Assistant District Chiefs, Captains, Lieutenants, and Firefighters.



APPRECIATION NIGHT

From Left to Right: Councillor E. Wiens, Councillor W. Cheropita, Captain R. Van Berkel, Firefighter R. Hunter, Firefighter D. Gordon, and Fire Chief Ruller at the 2019 Appreciation Night at Wayne Gretzky's Estate Winery & Distillery.

In support of our volunteer firefighters, the Lord Mayor and Council host an annual Appreciation Night to recognize the commitment and dedication that the firefighters put in towards protecting the Municipality.

This annual awards night has proven to be an excellent event to support comradery within the department, giving the firefighters from different districts a chance to socialize with one another and enjoy a night out with their colleagues, partners, and spouses.

Traditionally, this evening has also been used as an opportunity for Council, and members of the department to recognize significant milestones that firefighters have achieved over the previous year of duty.

At the 2019 Appreciation Night, 27 firefighters were recognized for their years of service milestones, promotions, or retirements that took place in the preceding year. The following pages highlight some of these achievements.

YEARS OF SERVICE AWARDS

Niagara-on-the-Lake Fire & Emergency Services recognizes members with a Certificate of Membership and additional sticker for every 5 years of service that they dedicate to the department. Additionally there are Federal Exemplary Service Medals (20 Years), as well as Provincial Long Service Medals (25 Years) that are awarded by the government to recognize the longevity of service that first responders dedicate to their communities. Below is a list of members from the department and the number of years they were recognized for in 2019.

Station 1

Randy Van Berkel - *10 Years of Service*
Raymond Hunter - *25 Years of Service*
Dan Gordon - *30 Years of Service*

Station 2

Mark Newman - *5 Years of Service*
Derek Rooney - *5 Years of Service*
Rick Legros - *25 Years of Service*
Greg Pillitteri - *30 Years of Service*

Station 3

Jim Reschke - *20 Years of Service*
Dean Filipetti - *25 Years of Service*

Station 4

Tanner Ferguson - *5 Years of Service*
Crisipin Bottomley - *20 Years of Service*

Station 5

Alistair Harlond - *5 Years of Service*
Kevin Hnatiw - *5 Years of Service*
Brenda Lowes - *5 Years of Service*
Jacob Stuart - *5 Years of Service*
Sean Ferguson - *15 Years of Service*
Scott Maxwell - *15 Years of Service*

The Federal Exemplary Service Medal awarded to firefighters who have served as an active member of their department for 20 years. A service bar is added to this medallion for every 5 additional years a firefighter serves.

The Ontario Long Service Medal is awarded to firefighters who have served as an active member of the Province for a total of 25 years. Additionally a bar is added to this medallion for every 5 years of service thereafter that the Firefighter serves.

Chief Ruller with Assistant District Chief D. Kruitbosch, and Captain M. Mitchell, accepting their promotion letters at the 2019 Appreciation Night.

PROMOTIONS

Along with recognizing the length of service firefighters have dedicated, the department also recognizes any promotions firefighters have received over the previous year. The 2019 promotions are as follows:

Cort Day – *District Chief* – Station 1

Dayton Kruitbosch – *Assistant District Chief* – Station 1

Michael Mitchell – *Captain* – Station 1

Dave Jones – *Assistant District Chief* – Station 4

George Vandermeer – *Captain* - Station 4

Scott Maxwell – *Lieutenant* – Station 5

RETIREMENTS

In 2019, Niagara-on-the-Lake Fire & Emergency Services had two members retire with a combined years of service total of 76 years. Niagara-on-the-Lake Fire & Emergency Services would like to thank District Chief Greg Warner (45 Years) and Firefighter Allan Bilinsky (31 Years) for their dedication and service to the department over the course of their tenure.

Firefighter Alan Bilinsky along side of his two sons Jared (Left) and Braeden (Right) receiving his letter of retirement from Councillor E. Wiens, and Fire Chief Ruller.

PREVENTION & PUBLIC EDUCATION

FPO B. Disher with members of the Brownies Scout Group. after a guided tour of Station 1

2019 HIGHLIGHTS

2019 was a busy year for the Prevention & Public Education Division of Niagara-on-the-Lake Fire & Emergency Services. Some of the highlights from 2019 include the following:

236
FIRE INSPECTIONS

These include short-term rental, commercial, and vulnerable occupancy inspections completed by the Prevention Division to verify compliance with the Ontario Fire Code.

196
APPLICATIONS REVIEWED

These consisted of both planning applications reviewed for the safety of future developments within town, and special event applications to confirm the fire and life safety for all occupants attending these events.

31
PUB-ED EVENTS

These consisted of station tours, group presentations, school visits, and more throughout 2019.

NOTL HOME SHOW

In March of 2019, fire prevention staff and volunteer firefighters attended the Niagara-on-the-Lake Home Show at Crossroads Public School where they distributed fire safety messaging to residents and encouraged families to check their smoke and carbon monoxide alarms. Furthermore, firefighters made themselves available to answer any fire safety questions from residents and visitors.

From left to right: Firefighter H. Boese, Firefighter C. Zerwes, Deputy Chief J. Plato, and FPO B. Disher at the 2019 Niagara-on-the-Lake Home Show.

SOUTH KOREAN FIREFIGHTER VISIT

In August, the Niagara-on-the-Lake fire prevention staff once again welcomed emergency responders and delegates from South Korea. This was the second year in a row that the Niagara-on-the-Lake Fire & Emergency Services has hosted a group from South Korea, touring Station 1 in Old Town and having a chance to talk about the differences and similarities between the two fire services.

Deputy Chief J. Plato, and FPO B. Disher with the Emergency Responders and Delegates from South Korea after a station tour of the Niagara-on-the-Lake Fire Station 1.

PROJECT ZERO

In the fall of 2019, Niagara-on-the-Lake Fire & Emergency Services was the recipient of 126 combination smoke and carbon monoxide alarms generously donated by Enbridge Gas as part of their Project Zero Campaign.

Project Zero provides selected fire departments within Enbridge Gas' service area with free combination smoke and carbon monoxide alarms, for distribution to individuals in their communities who are deemed to be high-risk.

"Within Niagara-on-the-Lake, firefighters and prevention staff have been able to distribute these alarms to help ensure that those at risk within our community are protected from the dangers of smoke and carbon monoxide."

COMMUNITY RISK ASSESMENT

New provincial regulations surrounding Community Risk Assessments saw the Niagara-on-the-Lake Fire & Emergency Services begin to create a new comprehensive Community Risk Assessment. The creation of this document, which is slated to be completed by the end of the 2nd quarter of 2020, will then serve as a guiding document for all future decisions within the department.

SAFE HOME PROGRAM

Niagara-on-the-Lake Fire & Emergency Services Safe Home Smoke and Carbon Monoxide Alarm Program deploys our volunteer firefighters throughout the community, educating residents on the importance of working alarms and fire safety in their homes. Niagara-on-the-Lake Fire & Emergency Services has partnered with Penner Building Centre in order to be able to provide smoke or carbon monoxide alarms to non-compliant residences at no cost to the homeowner. This program allows for the following:

- It **educates residents** on the importance of having working smoke and carbon monoxide alarms in their home. Part of our program is to remind residents to test their alarms monthly and change their batteries at least once per year. This also includes checking the dates on smoke and carbon monoxide alarms and the importance of replacing expired devices.
- It **distributes smoke or carbon monoxide alarms** to homes that are not properly protected, and ensures they meet the requirements of the Ontario Fire Code.
- It **engages the community** and provides additional opportunities for members of the public to meet Niagara-on-the-Lake's volunteer firefighters and educate them about the organization.

Left to Right: Firefighter H. Boese, Firefighter J. Reynolds Firefighter L. Prue, and Firefighter C. Bottomley after a tour of Niagara-on-the-Lake Station 1.

FIRE STATION TOURS

Fire prevention staff conducted seven fire station tours for children of various ages throughout 2019. Each group was educated on the importance of fire safety, and were encouraged to plan and practice home escape plans with their families. The groups toured the fire station, where they were shown various fire trucks and firefighting equipment, followed by an explanation of their application.

Firefighters R. MacLeod, and S. Lebrasseur helping deliver pizza to one of the local school classrooms.

FIRE PREVENTION WEEK

Fire Prevention Week is an annual international initiative taking place every October. This initiative is aimed at raising fire prevention awareness within communities throughout North America. The theme for 2019's Fire Prevention Week was "Not every hero wears a cape. Plan and practice your escape!". Fire prevention staff and volunteer firefighters were out in the community speaking with residents about home escape planning, the importance of having working alarms, and other important fire safety messages. Fire prevention staff and volunteer firefighters also attended local elementary schools to conduct witnessed fire drills, as well as handing out cooking safety information to seniors throughout the week.

As part of Fire Prevention Week, Niagara-on-the-Lake fire prevention staff, along with volunteer firefighters, participated in "Coffee with a Firefighter". This provincial initiative partners with McDonald's and provides residents within the community a relaxed atmosphere to learn about fire safety from firefighters, while enjoying a hot McDonald's coffee.

Many residents stopped by to chat with the firefighters, taking some home educational materials with them, as well as insights from their conversations.

Left to Right: FPO B. Disher, Firefighter N. Murphy, Firefighter R. McLeod, Firefighter C. Bottomley, Firefighter T. Mussari, Firefighter K. Hernder, and Firefighter S. Lebrasseur at the Coffee with a Firefighter event at McDonald's.

DATA ANALYTICS & DECISION SUPPORT

As a result of the various organizational changes that took place late in 2019, Data Analytics & Decision Support became part of the portfolio of the Deputy Fire Chief – Community Risk Reduction. The Data Analytics & Decision Support initiative improves efficiency by eliminating manual data tracking, streamlining reporting processes and improving effectiveness by informing critical decision-making with direct access to accurate, consistent, and timely data.

An example of one of the info graphics being released on the Fire & Emergency Services social media accounts.

The Data Analytics & Decision Support initiative is a critical step in the development of a continuous improvement model that ensures we are community-focused, data-driven, outcome-focused, strategic-minded, well-organized, properly-equipped, and properly-staffed and trained.

A snapshot of the mapping NOTL Fire & Emergency Services is making available via the Town website.

Internal and external stakeholders, media and members of the public also have increased access to data via the Town's website. An interactive mapping initiative began in 2019 where incident types and call volume is now presented.

These enhancements enable Niagara-on-the-Lake Fire & Emergency Services to increase both the amount and the sophistication of data being provided to the public and other stakeholders, thereby increasing transparency for all aspects of their operations.

Firefighter M. van der Zalm, and FPPO B. Disher in front of Ladder 1 with the Brownies Scout Group after giving a tour of Old Town Station 1.

FIRE PREVENTION

The Niagara-on-the-Lake Fire & Emergency Services Fire Prevention Division is responsible for conducting fire safety inspections to ensure all buildings and structures in Niagara-on-the-Lake are in compliance with the Ontario Fire Code. Fire prevention staff are appointed as Assistants to the Fire Marshal under the Fire Protection & Prevention Act. Enforcement of the Ontario Fire Code is an essential part of fire protection within the community. Through enforcement of the Ontario Fire Code, we can ensure the safety the residents of Niagara-on-the-Lake and the many visitors who enjoy the town throughout the year.

- *Fire Prevention staff* ***completed inspections of 100% of vulnerable occupancies in Niagara-on-the-Lake*** *(including care occupancies, and retirement homes) to protect the most vulnerable residents within the town. These inspections included witnessed fire drills as required by the Ontario Fire Code for vulnerable occupancies.*

- *Fire Prevention staff* ***completed 236 inspections throughout 2019*** *as part of our proactive fire safety inspection schedule. These inspections were completed in various types of occupancies, including short-term rentals, migrant worker housing, hotels, multi-unit residential buildings, schools, wineries, restaurants, and commercial properties. These inspections resulted in 33 inspection orders issued to property owners with various Ontario Fire Code violations.*

PREVENTION & PUBLIC EDUCATION STATISTICS

Niagara-on-the-Lake Fire and Emergency Services

Fire Prevention Statistics — **Monthly 2019**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Fire Inspections	37	23	42	26	15	15	11	10	6	17	16	18	**236**
Occup. Inspec. w/ Bldg	0	4	2	2	0	4	1	1	6	2	1	4	**27**
Fire Orders Issued	2	3	2	3	2	3	3	3	4	3	2	3	**33**
FSP Reviews	4	10	3	0	0	0	2	0	1	5	2	2	**29**
Site Plan Reviews	5	1	0	3	1	4	4	2	1	2	2	3	**28**
Construction Plan Reviews	1	1	1	3	0	0	2	0	0	1	3	0	**12**
Planning Reviews	0	7	3	4	4	4	10	9	6	3	7	6	**63**
Spec. Event Reviews	5	0	0	1	11	27	28	23	24	4	5	5	**133**
Spec. Event Letter Issued	1	0	0	3	4	10	11	7	3	0	0	1	**40**
AGCO Pemits Issued	1	0	1	0	2	0	0	2	2	1	0	1	**10**
File Searches	3	0	4	0	1	0	0	0	0	0	0	1	**9**
Pub. Ed Events	0	2	5	3	2	6	3	1	4	2	3	0	**31**
Witnessed Drills	1	0	0	0	0	0	0	0	3	7	0	0	**11**
Charges Laid	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Investigations	1	0	0	1	0	0	0	1	0	0	1	0	**4**
TAPP-C	0	0	0	0	0	1	0	0	0	0	0	0	**1**
												Total Activites	**667**

From a fire prevention and public education standpoint, the above statistics highlight the type and frequency of activity the prevention division committed to over the course of 2019. It is evident based on the information provided that fire inspections were the largest proportion of prevention activities conducted in the preceding year. Other major areas the division invested their time in were special event reviews (133), and planning reviews (63). This information is extremely useful to Niagara-on-the-Lake Fire & Emergency Services as it gives an outline of just how many events and activities are actually addressed by the prevention and public education division in the course of a calendar year.

TRAINING DIVISION

The Training Division of Niagara-on-the-Lake Fire & Emergency Services made significant improvement to the many existing comprehensive internal programs in 2019. This progress is partly a result of the transition to a modular training program that better utilizes available training hours.

The Training Division is responsible for the regular firefighter curriculum, officer training curriculum, delivery and coordination of National Fire Protection Association (NFPA) certifications, and various specialized internal and external training and certification.

"89 Firefighters Certified to an NFPA Standard"

In 2019, the department **successfully certified over 89 firefighters to an NFPA standard** in at least one area of discipline. Furthermore, training began for 15 volunteer firefighter recruits in the fall of 2019 with the intent of a spring 2020 graduation.

Firefighter M. Skubel operating the eDRAULIC Jaws of Life while training on Auto-Extrication on a Monday night.

The Training Division provides ongoing education for all members of Niagara-on-the-Lake Fire & Emergency Services, including firefighters, officers, and new recruits. Furthermore, the Training Division also provides research and development for fire suppression technology matters, the dissemination of new information in the field, and the updating of technical guidance documents. Due to the high-risk nature of firefighting, training consumes a significant portion of firefighters' time. Effective, ongoing training produces highly competent firefighters, while decreasing their risk of injury.

In 2019, firefighters accumulated over 12,700 hours of regular curriculum training. The curriculum training takes place Monday evenings with a focus on medical emergencies, hazardous material incidents, fire ground operations, vehicle rescue, firefighter survival, and incident management.

In addition to the regular scheduled curriculum training, the most recent intake of firefighter recruits began the Recruit Training Program. These new recruits undergo a rigorous 300-hour training program which prepares them for the National Fire Protection Association written and practical testing and certification.

Firefighters and Recruits participating in different training exercises at the newly acquired Nurses Residence on Byron St. in Old Town.

FORMER NURSES RESIDENCE

In 2019, Niagara-on-the-Lake Fire & Emergency Services made valuable use of the former nurses residence on Byron Street. Our firefighters were able to perform valuable skills training in this building such as search and rescue, Rapid Intervention Team skills, hose advancements, and hose cabinet drills. Use of this building provided a more realistic training environment for our firefighters. This building has also proven to be beneficial to the 2019 recruit class. Multiple training sessions have been held at this location, providing recruits a realistic opportunity to incorporate all of the individual skills they have developed, and apply them to scenario-based drills.

Firefighters practicing various skills at the nurses residence.

TRAINING HIGHLIGHTS

NFPA 472

14 FIREFIGHTERS CERTIFIED

This standard outlines the qualifications firefighters need to meet for Hazardous Materials incidents. We successfully trained and tested 14 firefighters to the Operations level of this standard, which is a requirement in the process of receiving International Fire Service Accreditation Congress seals.

NFPA 1002

11 FIREFIGHTERS CERTIFIED

11 firefighters successfully completed the training and testing to Chapter 5 of the NFPA standard, which encompasses the complex operations of a fire pump truck. These 11 firefighters are now able to safely operate a pump truck in both rural and urban environments.

NFPA 1041

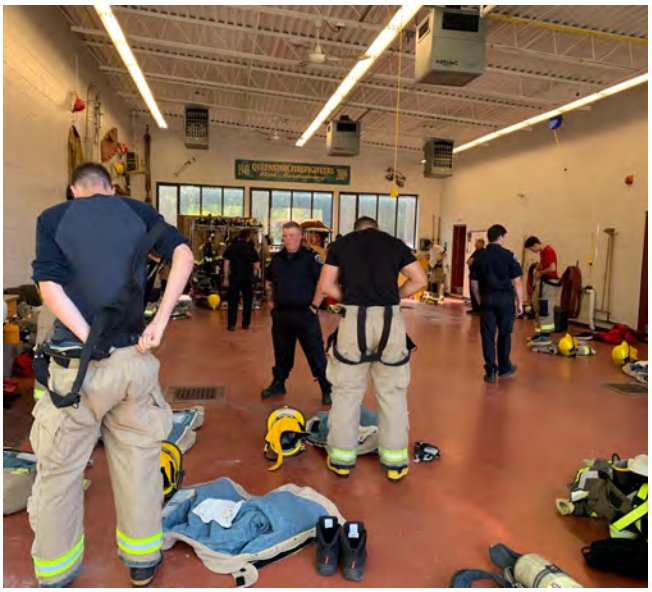
20 FIREFIGHTERS CERTIFIED

20 firefighters became certified Fire Instructors after successfully completing the assignments and testing to Level 1 of this standard. This adds depth to the instructor pool within our department.

12, 732

TOTAL TRAINING HOURS

This is a combined total of the amount of training hours that firefighters, and recruits have dedicated to training in the year 2019.



2019 RECRUITMENT

2019 RECRUITMENT

"15 CANDIDATES HAVE EACH DEDICATED OVER 300 HOURS OF TRAINING IN PREPARATION OF BECOMING VOLUNTEER FIREFIGHTERS IN NIAGARA-ON-THE-LAKE."

In spring of 2019, Niagara-on-the-Lake Fire & Emergency Services began a recruitment drive consisting of recruiting, training, and certifying volunteer firefighter candidates.

Since beginning the 2019 recruitment, there have been 15 candidates who have successfully completed their NFPA 1001 Level I certification. Completion of NFPA 1001 Level II, 472, and 1035 are expected to be completed in 2020.

THE PROCESS

As a result of the overwhelming response to 2019's recruitment drive, a large group of candidates participated in the selection process. After initial screening of the applications, qualified candidates were invited to participate in the candidate aptitude test, which took place in May 2019.

Those successful at the aptitude testing stage then participated in panel interviews intended to better assess their qualifications and fit as a volunteer firefighter. This year's round of recruit interviews took place in June 2019.

Those successful in the interview process were then provided a conditional letter of employment which marks the start of their tenure with the Niagara-on-the-Lake Fire & Emergency Services.

In order to satisfy the aforementioned conditions, applicants must complete the Candidate Physical Ability Test administered through Firefighter Services of Ontario. Additionally, a satisfactory medical screening, driver abstract, and Police Vulnerable Sector Check are required.

Successful candidates must then complete more than 300 hours of training and testing each over a nine month period before becoming an active firefighter. To ensure their competency on the fireground, recruits are certified to the National Fire Protection Association Standard for Firefighter Level I & II, Hazardous Materials Operations Level, and Fire & Life Safety Educator Level I. This certification process is intended to ensure that new recruits are trained to the highest standards, and are prepared to safely operate alongside their peers.

FLEET & EQUIPMENT ADDITIONS

A photo of the completed Kentworth T370 3000-gallon tanker that will serve as the new Tank 2 truck in St. Davids.

TANK 2

In May of 2019, Niagara-on-the-Lake Fire & Emergency Services placed a new 3000-gallon tanker into service in St.Davids. This vehicle replaced a 1972 Thibault tanker that was remounted on a used chassis in the mid-90s.

Volunteer firefighters provided input into the design of the new apparatus, which is specifically designed for the unique characteristics of Niagara-on-the-Lake's landscape. Firefighting in rural settings typically involves firefighters bringing water to a scene and as such, a tanker with increased water capacity is extremely important.

This 2019 Kenworth T-370 has a 3,000-gallon water tank, automated side dump chutes, and an onboard pump that allows it to feed another fire apparatus on a scene. New safety features include improved emergency and scene lighting, a 360-degree camera system, high visibility chevrons and a large traffic advisor to alert motorists when operating on Highway 405 and the QEW.

The Niagara-on-the-Lake Fire & Emergency Services strives to ensure that modern firefighting equipment is available to support our volunteer firefighters in the delivery of effective emergency responses. The addition of Tanker 2 increases the safety of both the public and the firefighters.

Photos of the chassis of the new Ladder 1 currently being constructed.

LADDER 1

Due to significant reliability issues with the 2005 American LaFrance/LTI aerial truck stationed at Station 5, the decision was made to accelerate its replacement.

This replacement plan includes the relocation of the 2007 Spartan/Smeal aerial truck from Station 1 in Old Town to Station 5 in Glendale. The procurement process for a replacement aerial truck commenced late in 2018 with the successful proponent being Rosenbauer America.

In April 2019, representatives from NOTLFD attended a pre-construction meeting at Rosenbauer's factory in Sioux Falls, South Dakota. A mid-point inspection of the cab and chassis was performed by NOTLFD representatives in October of 2019 that uncovered only a few minor issues.

Final inspection and delivery is expected in May of 2020, with a targeted in-service date of late June 2020. This replacement represents a significant investment into the provision of fire protection across Niagara-on-the-Lake.

FLEET& EQUIPMENT ADDITIONS

Firefighter S. Lebrasseur training with the new Hurst eDRAULIC auto extrication tools.

E-DRAULIC TOOLS

Over the past 36 months, Niagara-on-the-Lake Fire & Emergency Services has been replacing the traditional hydraulic 'jaws-of-life' tools with state-of-the-art electric-hydraulic tools. In 2019, the purchase of two spreaders, two cutters, and one ram completed this department-wide replacement.

These tools are smaller, lighter, and stronger, making them quicker and more versatile than the outgoing equipment.

Recruits being briefed prior to using the forcible entry prop.

FORCIBLE ENTRY PROP

Niagara-on-the-Lake Fire & Emergency Services purchased a forcible entry prop built by H&R Machine Welding & Fabricating in Fergus, Ontario. This prop allows firefighters to practice forcing inward and outward swinging doors, removing hinges, and removing door knobs and deadbolts.

STABILIZATION & GROWTH PLAN

Late in 2019, Fire & Emergency Services Stabilization & Growth Plan, aligned with the 2019-2022 Council Strategic plan, was released with the intention to provide short-term direction during the development of a Fire Master Plan that will commence in 2020. The intent of this document is to measurably improve the provision of fire services over the 18-month period that a Fire Master Plan is completed.

Upon completion of the Fire Master Plan, this Stabilization & Growth Plan can then be reviewed and integrated into the implementation plan that will be developed based on the recommendations of the completed Fire Master Plan.

The Stabilization & Growth Plan consists of four overarching objectives:

- **Make Organizational Improvements**
- **Improve Service Delivery**
- **Enhance Training & Professional Development**
- **Commit to Continuous Improvement**

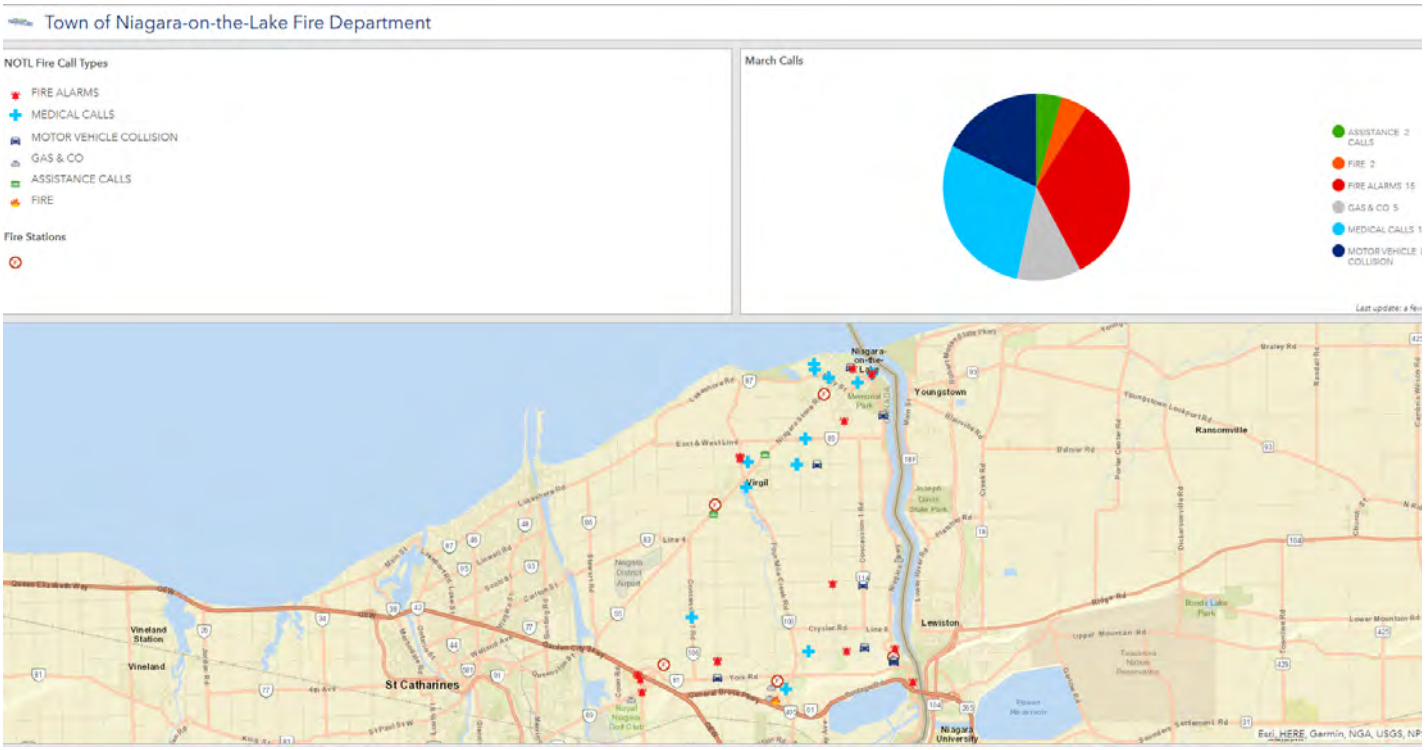
It is the intent of Niagara-on-the-Lake Fire & Emergency Services to become leaders in the provision of fire services through the volunteer fire protection service delivery model. Consequently, this document does not compare the organization against other comparable fire services, rather it outlines initiatives that will position Niagara-on-the-Lake Fire & Emergency Services as a leader in the fire service.

STABALIZATION & GROWTH PLAN

Niagara-on-the-Lake Fire & Emergency Services faces many challenges that extend beyond front-line emergency response. Maintaining training and education levels for our firefighters with increasing public expectations and legal requirements proves to be demanding.

Public education requires innovation and creativity in order to meet the needs of a rapidly changing community. Managing the Municipal Emergency Management Program in order to not just meet but exceed minimum provincial compliance requirements has been outlined as an immediate priority.

The utilization of technology, ensuring effective emergency communications, and maintaining a complex fleet are other examples of the various challenges that continue to be faced.



A snapshot of the online interactive Fire Map from the Fire & Emergency Services Webpage. This map can be found at : https://www.notl.org/fire_incidents_map

COMMUNITY ENGAGEMENT

FIRE MAPPING

As a result of the increased focus on data analytics and the utilization of GIS mapping, Niagara-on-the-Lake Fire & Emergency Services was able to produce an online interactive incident map for public consumption. This interactive map allows users to view incidents by type or location throughout the municipality. The data is updated monthly and has various filtering options to allow the user to focus on areas of interest.

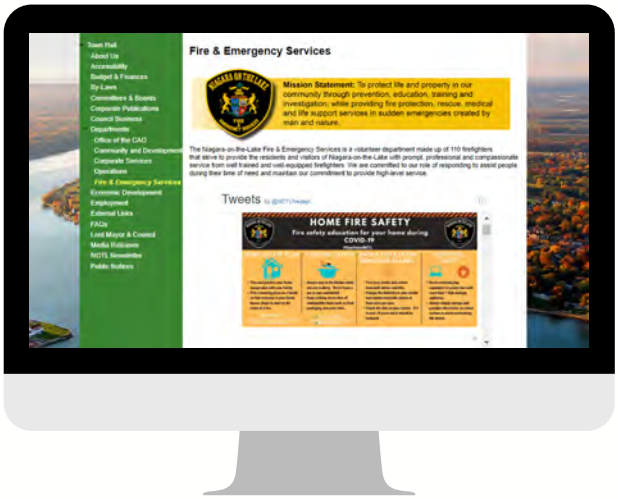
OPEN AIR BURNING

As open-air burning is part of regular farming practices, it was important for Niagara-on-the-Lake Fire & Emergency Services to identify and implement process improvements that would reduce unnecessary administrative work and improve customer service.

The process development and implementation strategy for an online approval procedure was initiated in 2019. Working with the Agriculture Committee to streamline and modernize the approval process, the online approval process was successfully launched early in 2020.

WEBSITE

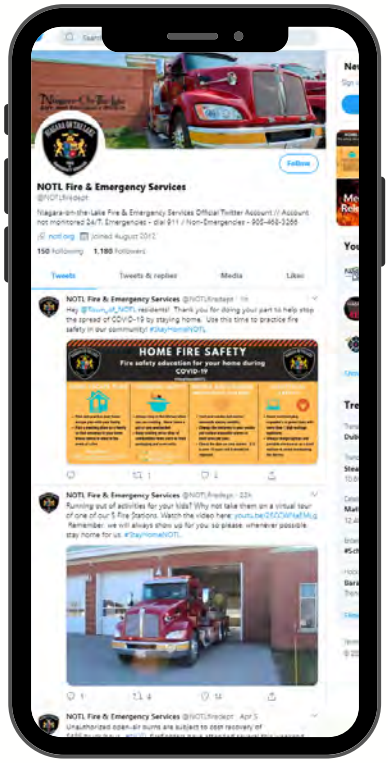
In order to better serve the public, and in alignment with Town Council's 2019-2022 Strategic Plan, a revamping of the existing Fire & Emergency Services web page was initiated. The revamped web page will provide a more seamless user experience moving forward. Furthermore, access to an online training portal is available through a secure login process that allows volunteer firefighters to access all internal communication, forms and documentation remotely.



A snapshot of the home screen of the Fire & Emergency Services Webpage. that can be found at: http://notl.com/content/fire-and-emergency-services

SOCIAL MEDIA

Engaging the public through various social media platforms proved to be highly valuable throughout 2019. The @NOTLfiredept Twitter page has over 1200 followers with tweets garnering 475,100 impressions, and 72,240 engagements in 2019. Through the completion of the Community Risk Assessment in 2020, social media engagement will see more targeted and refined messaging.



A look at the Fire & Emergency Services Twitter page.

You can follow Niagara-on-the-Lake Fire & Emergency Services at:

@NOTLfiredept

@notlfiredept

@NOTLfire

ASSOCIATIONS EVENTS

Firefighter D. Merza, Assistant District Chief J. Neufeld, and District Chief R. Gray with a donation to NOTL Minor Lacrosse.

In Niagara-on-the-Lake, four of the fire stations have formed individual associations including current and past members that spend countless hours raising funds and volunteering their time within the community. The funds that are raised through the various fundraisers are often donated to community groups, used as sponsorships for sports teams, or used to purchase supplies for other community groups in support of their initiatives.

The following section highlights some of the events that associations held over the past year in support of the community.

Firefighter Steve Lebrasseur at the MD Tollgate

TURKEY ROLLS

Each year, Fire Stations 1, 2 & 3 host turkey roll fundraising raffles. Historically, the funds raised from these events would be reinvested into the stations, vehicles, or equipment in order make needed improvements. As funding models evolved, the proceeds of these fundraisers are no longer used for funding department initiatives, rather they are donated to local charities and community groups.

In addition to the critical fundraising component of these events, the events prove to be a great opportunity for community members to connect with the volunteer firefighters in their community.

CAR SHOWS

Virgil Volunteer Firefighters Association is well known for their car shows and cruise nights. Spring Fever is a joint fundraising initiative between the Niagara-on-the-Lake Kinsmen Club and the Virgil Volunteer Firefighters Association.

In August, the volunteers host an annual car show at Fire Station 3 where proceeds raised are donated to youth sports in Niagara-on-the-Lake.

Firefighter Richard Moore (Left) with the Winner of the Virgil Fire Station Car Show.

MD TOLLGATE

More than 600 Fire Departments and Associations across Canada raise more than $3 million annually in support of Muscular Dystrophy Canada. Each year, firefighters give their time and help “Fill the Boot” by organizing various events like boot drives, rooftop campouts, stair climbs, ladder sits, car washes, raffles, sporting events and truck pulls in support of more than 50,000 Canadians who are impacted by neuromuscular disorders.

Every August, since 1971, Station 1 firefighters have hosted an annual tollgate at the intersections of Mississagua Street and Queen Street and at King Street and Queen Street in Old Town. This past year, volunteers raised $9,936.00 for Muscular Dystrophy Canada. To date, Station 1 firefighters have raised over $280,000. Station 1 Firefighters would like to thank their retirees for their assistance with collecting, as well as members from the St.Davids Firefighters Association who came out to help with this years Boot Drive as well.

Last Saturday of the Month
8:00 am - 10:00 am

Firefighter S. Lebrasseur at the Annual MD Tollgate.

BREAKFASTS & DINNERS

The St.Davids Firefighters Association hosts a breakfast buffet on the last Saturday of every month at 745 Warner Road. Queenston Volunteer Firefighters Association hosts spaghetti dinners twice throughout the year, once in the spring, and the other in the fall.

These events raise on average approximately $1500 each with the funds reallocated to support local organizations such as minor sports, Air Cadets, Red Roof Retreat, Bicycles for Farm Workers, and more.

FD10
Paramedic

ST. DAVID'S

INCIDENTS OF SIGNIFICANCE

Photo of the Colaneri Winery Fire that took place on April 16, 2019.

COLANERI WINERY - STRUCTURE FIRE

At 1:56 pm on April 16th, 2019, firefighters from Niagara-on-the-Lake Fire & Emergency Services were dispatched to Concession 6 Road for reports of heavy black smoke coming from Colaneri Estates Winery.

Following the initial dispatch, Chief Ruller observed a column of heavy black smoke rising from the area of the reported incident, and immediately upgraded the call to a 2nd alarm.

Upon arriving on scene, Chief Ruller assumed Colaneri Command. After conducting an initial size up of the premises, it was determined that an outside storage building, along with a tractor trailer, stacks of skids, and some farm equipment were on fire along the rear of the premises, threatening the main winery building.

First arriving crews proceeded to secure a water supply and used large diameter hose lines to knock down the flames.

As additional resources arrived on scene, crews proceeded to stretch additional hose lines to battle the blaze and protect potential exposures. Crews conducted searches of the winery verifying that no fire had extended into the main winery building itself.

Crews were able to contain the fire and had it under control in approximately 40 minutes. In total, 51 personnel responding on 11 different fire apparatus contributed to mitigation of what could have been a catastrophic event had the fire extended to the main winery building.

"Huge thank you goes out to the Niagara-on-the-Lake firefighters with their quick response and bravery. There are no words to express properly our gratitude. They are special people who volunteer for this."

- Colaneri Estates Winery

SEVENTH STREET - MUTUAL AID

A large commercial greenhouse fire in the area of Seventh Street and Fourth Avenue in St. Catharines broke out just past 11:00 pm on August 16th, 2019. This roughly 700,000 square foot structure was well involved and threatening additional structures of neighbouring properties.

As part of a mutual aid request, Niagara-on-the-Lake Tank 2 was dispatched at 12:32 am on August 17th, 2019 to aid in the shuttling of water to front line apparatus, as this incident was in a rural area.

As all St. Catharines fire apparatus were committed and in the midst of recalling staff, through the Regional Fire Coordinator, Niagara-on-the-Lake Pump 5 was made available with staff from 12:30 am through 2:30 am to provide coverage if necessary. At 6:30 am, the Incident Commander requested Niagara-on-the-Lake Pump 3 and Tanker 3 to respond to assist in containing the fire as it was spreading rapidly towards neighbouring structures.

Fire Chief Ruller responded to the scene in order to liaise with the Incident Commander and supervise Niagara-on-the-Lake firefighters. At 9:00 am, in order to provide relief for Niagara-on-the-Lake firefighters that were on scene advancing hoselines in arduous weather and terrain, four additional Niagara-on-the-Lake firefighters and 1 District Chief were requested. Furthermore, two more firefighters were requested to relieve the pair that had been operating Tanker 2 for just over 9 hours. At the height of the incident, there were 24 fire apparatus from various departments across the region, and countless staff/command vehicles.

Photo from the Seventh Street Greenhouse fire.

LINE 6 ROAD - GREENHOUSE FIRE

On August 23rd, 2019, at 12:04 am crews from St.Davids, Queenston, Virgil, Glendale and Old Town were dispatched to Line 6 Road for reports of a 100,000 square foot greenhouse on fire.

Upon arriving on scene, first arriving units confirmed there was extensive fire throughout the greenhouse, and an interior attack was initiated. The crew from Pump 2 was tasked with advancing 400 ft of 45 mm hose interior for a primary attack. Subsequent arriving crews secured a water source and stretched additional hose lines to control exterior fire spread.

As additional apparatus arrived, crews were able to contain the fire and bring it under control by 1:00 am.

Deputy Fire Chief Jay Plato investigated the origin, cause and circumstances surrounding the fire. The cause was determined to be electrical in nature and originated in irrigation equipment in the center portion of the greenhouse. At the height of the incident, there were seven trucks on scene with 40 firefighters.

Photos from the incident that took place at the call on Line 6 Rd.

NIAGARA DISTRICT AIRPORT - AIRCRAFT ACCIDENT

On the afternoon of August 31st, 2019, firefighters from Virgil and Glendale were dispatched to the Niagara District Airport for a plane that had experienced a mechanical failure during landing and had left the runway and subsequently experienced significant damage.

During the landing, the aircraft experienced damage to one of the wings that in turn resulted in a significant fuel spill. Firefighters deployed a hoseline as a precaution and assisted staff on site in containing the leak. The Ontario Spills Action Centre was notified prior to crews clearing the scene.

Photos from the fuel spill incident that took place at the Niagara District Airport.

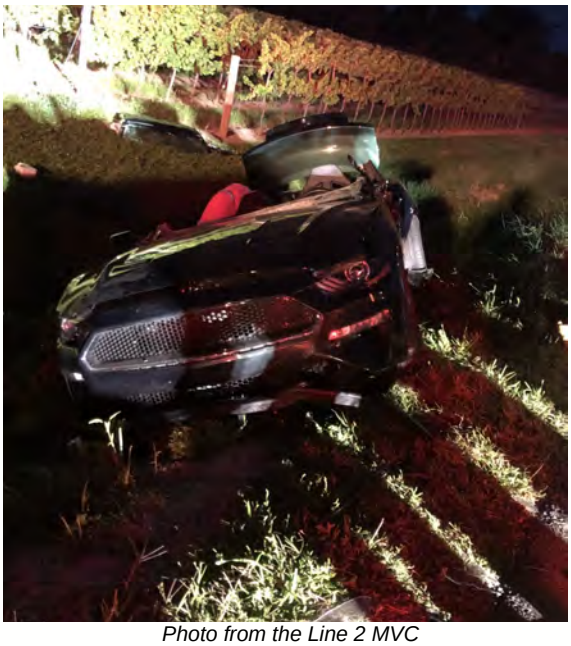


Photo from the Line 2 MVC

LINE 2 RD - M.V.C

In the evening of August 31st, 2019, a serious vehicle collision occurred in the area of Line 2 Rd. and Concession 2 Rd.

Crews from Virgil and Old Town were involved in a complex vehicle extrication to remove two trapped patients. This extrication involved the complete roof removal of one vehicle by firefighters while other firefighters secured a landing area for the air ambulance at Caroline Cellars.

LOOKING AHEAD - 2020 INITIATIVES

FIRE MASTER PLAN

The primary objective of the Fire Master Plan is to provide Niagara-on-the-Lake Fire & Emergency Services' stakeholders with a document that contains achievable and measurable recommendations that will elevate the customer service experience and be the basis from which future policies and decisions are made. The Fire Master Plan will also consider policies and recommendations set out by other municipal documents such as the Town's Official Plan, Secondary Plan, and District Plan, as well as other planning and community growth strategies.

The key driver behind this document is the reduction of risk. This plan will rely heavily on information gathered and compiled in the Community Risk Assessment (CRA) that is currently underway by Niagara-on-the-Lake Fire & Emergency Servicesstaff. This study considers demographics, geography of the town, types of occupancies, current and historic emergency data, and economic/financial impacts.

This Fire Master Plan will provide a complete review of the current operations of Niagara-on-the-Lake Fire & Emergency Services to assist Council in establishing key objectives for the department. The plan will include recommendations to address both short-term and long-term strategies for the Town. The overarching goal of a Fire Master Plan is to present a clear understanding of the existing and future requirements of the department.

Referencing best practices, including relevant standards and legislation, this report will be prepared by completing an assessment of the following departmental administrative and operational components:

- Governance, legislation, by-laws and administration
- Fire prevention and public education Firefighter staffing and service agreements
- Emergency response
- Firefighter training
- Apparatus, equipment and maintenance
- Dispatch and communications
- Budgets and revenues.

MOBILE DATA TERMINALS

The integration of Mobile Data Terminals (MDTs) in all frontline fire apparatus will begin in 2020. The utilization of tablet-based MDTs provides the following benefits:

- Accurately indicates staffing levels for incidents through IamResponding.
- Reduces response times by displaying the location of responding firefighters allowing an informed decision as to whether an apparatus should respond immediately or wait for additional firefighters.
- Provides routing information to scene based on available data.
- Provides for a secure medium from dispatch via the Computer Aided Dispatch interface so that responding crews can be updated while on route to the scene.
- Provides mapping and flow rates of fire hydrants.
- Allows for responding crews to have seamless access to fire pre-plan and property access information while on route to and at the scene of an incident.

PUMPER / RESCUE

As part of the approved 2020 capital budget, NOTLFD is proceeding with the purchase of a Rescue Pumper for Fire Station 3 in Virgil.

This pumper will allow for the decommissioning of a 1990 Pumper and a 1994 Heavy Rescue. The increased call volume and increased use of fire apparatus located centrally in Niagara-on-the-Lake, specifically at Station 3 in Virgil has identified the need to reconsider the types of apparatus that are responding from Station 3.

Due to its central location, Station 3 allows for exceptional additional coverage throughout all 5 Districts when required. Specifically, Station 3 apparatus have the ability to support both Station 1 in Old Town and Station 5 in Glendale, which are experiencing continued growth and intensification by providing depth to the response (additional staffing) to supplement those stations as they continue to work to increase their staffing levels.