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n behalf of the Niagara Falls
Fire Department (NFFD), it
is my pleasure to present
the 2021 Annual Report
highlighting the many
endeavors and successes endured over
the past year. Each day, our dedicated
team of fire service professionals
deliver exceptional customer service to
our growing and evolving community at
an elevated level that our residents and
visitors deserve.

Niagara Falls is no doubt a unique place to live, work and play. Although we are a small vibrant city which also provides a multitude of year-round activities, we attract over 14 million visitors every year. Among our diverse and unique demographics, we are faced with many challenges and must be prepared with an array of skill sets to mitigate emergencies, especially during our peak tourist season. Some of the challenges we face include highangle rescues into the Niagara Gorge, water rescues in the canals and other fast-moving waterways, a high number of tourists within the urban area which at times creates chaotic traffic patterns as well as more high rises per capita than the City of Toronto.

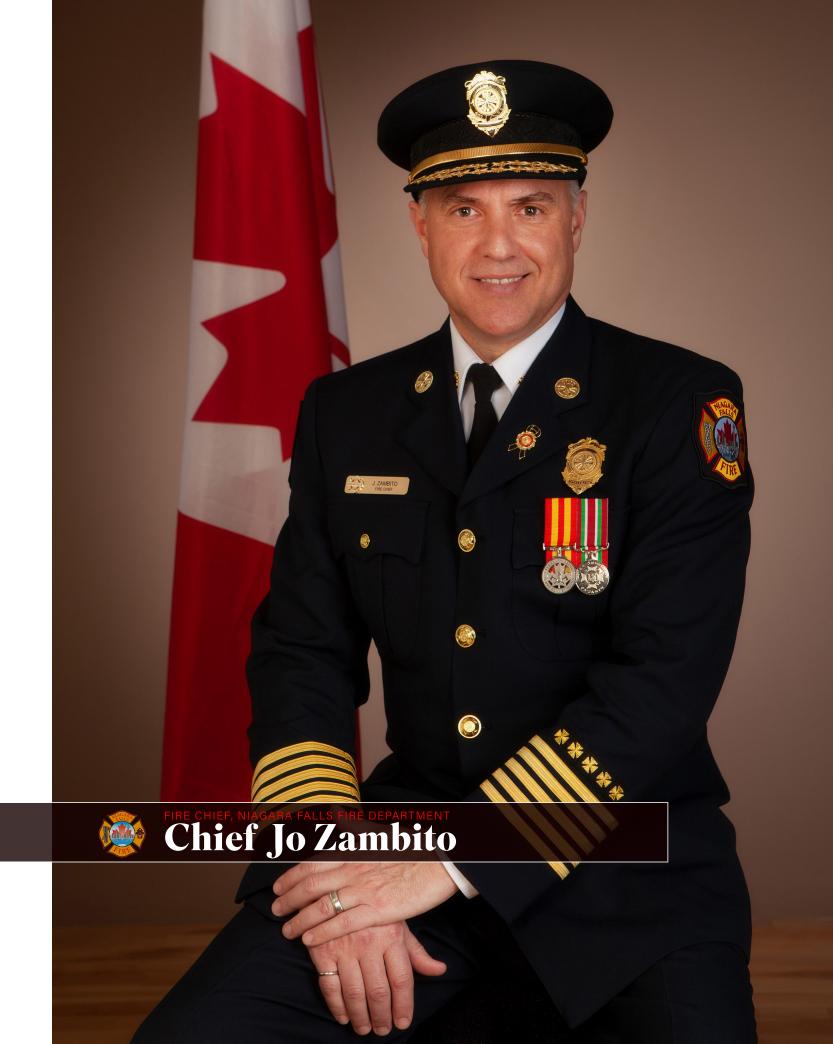
One of the main highlights for 2021 was the opening of our Station No. 7 on Lundy's Lane. We are so grateful to Mayor Diodati and all members of City Council for their support to construct and properly staff our state-of-the-art fire station which also hosts members of our Fire Prevention Division and our primary Emergency Operation Centre.

Without question, 2021 was once again a challenging year for many including our department. The COVID-19 pandemic tested our policies and procedures, our resilience, our integrity, and our perseverance, all while maintaining the level of service our residents and businesses have come to expect.

I want to acknowledge former Fire Chief Jim Boutilier whom retired after 31 years of service and led the NFFD through its most challenging time. His leadership, when there were so many unknowns, was instrumental and the foundation that led us through the pandemic.

The work environment for NFFD staff becomes more challenging every year, with increasing density and continued vertical growth. Despite these challenges, our staff in all divisions continue to demonstrate dedication and professionalism like no other. Thank you to each and every member of our service for the work they put in every single day, especially during these unprecedented times, to our residents, business owners and visitors. I am extremely fortunate and honoured to work alongside with such an amazing team and look forward to an even

brighter 2022.





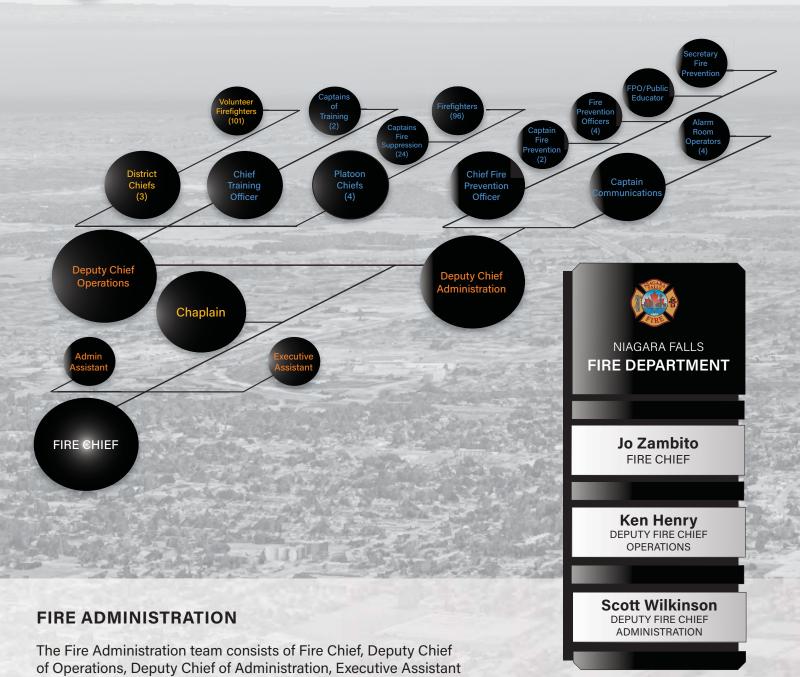


to the Fire Chief and Administrative Assistant to the Deputy Chiefs operating out of the Stan Thomson Fire Administration Building on

consisting of 144 career and 104 volunteer staff.

Morrison Street. The Fire Chief is responsible for a staff complement





SENIOR COMMAND TEAM



COMMUNICATIONS DIVISION Shelly Creighton/Robyn O'Brien CAPTAIN/ACTING CAPTAIN FIRE PREVENTION DIVISION Ben Trendle CHIEF FIRE PREVENTION OFFICER

DIVISION

Wayne Fansolato
CHIEF TRAINING OFFICER

DISTRICT CHIEFS

STATION 4 / CHIPPAWA

Rod Dunnett/ Dave Shelton
DISTRICT CHIEF

STATION 5 / WILLOUGHBY

Michael Brunning
DISTRICT CHIEF

STATION 6 / CROWLAND

Don McCauley
DISTRICT CHIEF

The support position of Chaplain is also part of Fire Administration and has proven to be an extremely valuable position within our department. Chaplain Isaac Flagg offers emotional support and counseling to staff, their families and trauma victims regardless of their religious beliefs.



Reverend Isaac Flagg CHAPLAIN



The NFFD has a complement of 140 full-time employees operating from four divisions: Communications, Fire Prevention, Suppression and Training and an approved complement of 104 volunteer firefighters.

Four full-time stations are based in the urban area and three volunteer stations are located in the suburban/rural area of the city.

There were three retirements in 2021:

One (1) Fire Chief

One (1) Platoon Chief

One (1) Fire Prevention Officer









BUDGET

The budget for the Fire Department is identified through Operating and Capital allocations approved by Council.

> Operating Budget - \$23,929,226 Capital Budget - **\$530,000**

The 2021 Capital Budget Projects included: Personal Protective Equipment - Bunker Gear, Boat House, Communications Recording System and Water and Ice Rescue Equipment (volunteer stations).



Our main suppression fleet includes: 10 pumpers, 2 aerials, 2 heavy rescues, 2 light rescues, 1 hazmat unit, 1 rehabilitation vehicle and 2 tanker/pumpers.

All vehicles are serviced by mechanics from the Municipal Works department who work with manufacturers and suppliers to ensure the fleet is appropriately serviced and maintained.



FLEET HIGHLIGHTS

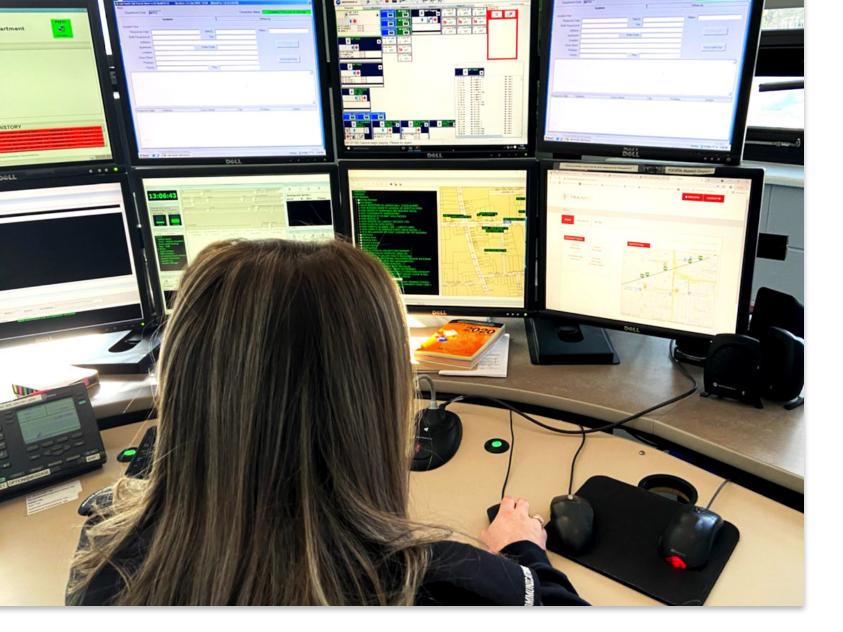
In June 2021, Pumper 7 ceremony was held in conjunction with the opening of Station No. 7.

In August 2021, Station No. 5 acquired a new tanker/pumper which replaced aging apparatus.

In November 2021, the Incident Safety Officer (ISO) On-Call Vehicle

was replaced due to aging ISO vehicle.

The addition of our Technical Rescue Trailer in late 2021.



Communications Division

2021 brought a number of changes which kept Communications very active and busy with exciting developments. First Class Communicator Robyn O'Brien was promoted to Acting Captain of Communications in March and successfully navigated many challenges in this new supervisory role.

PROMOTIONS

Jen Langlois was promoted to First Class Communicator.

Katelyn Halagian promoted to Third Class Communicator.

Communications welcomed Lindsay Crews, Probationary Communicator to the team.

TRAINING & CONFERENCES

As the Covid-19 pandemic continued with changing restrictions, ongoing training opportunities for qualified Firefighters and Communicators was reduced for most of 2021.





During the last quarter of the year, restrictions lifted providing the ability to complete monthly training. Each of the Probationary Firefighters spent onemonth of training in the Communications Division.

NFPA 1061 Telecommunicator I and II were also successfully completed with the new Firefighters and Communicator.

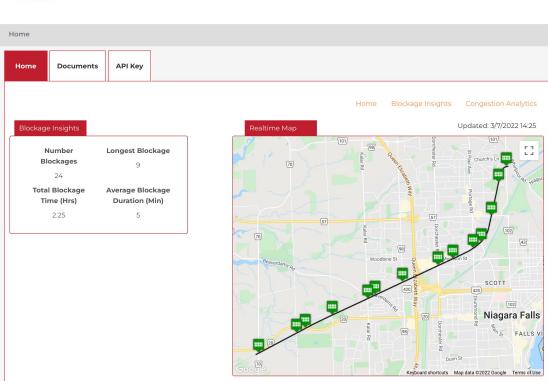
EQUIPMENT CHANGES & UPDATES

With the implementation of a new phone system throughout the department, a new recording program, NRBN U Boss, was integrated for the administration lines including an upgrade of the 9-1-1 phone recorder.



The Communications Division introduced a free web program with a user app called what3words. This development allows the Communicator to plot a range within rural areas, such as the Niagara Gorge, to determine and navigate a more accurate location improving response times to patients in need.





Trainfo is a new addition and helpful tool to Communication resources that assists in determining delays and blockages for the 14 rail crossings throughout the City of Niagara Falls, and thus assisting our crews to navigate accordingly.

A great deal of preparation for the opening of Station No. 7 occurred in Communications in gathering necessary equipment, radios, iPads as well as organizing installations. Extensive collaboration took place among departments, such as Information Systems (GIS and IT Infrastructure) and the Chiefs in order to make appropriate adjustments to response zones. Work continued in programming responses and allocations for sub-districts for the new zones in the live CAD system.

MOVING FORWARD

As hands on experience has huge benefits, goals are in place for Communicators to participate in ride outs in order to experience incidents from a suppression lens. Also, to participate in training in the Niagara Gorge in order to gain knowledge of trails and geographical landmarks. Communicators are now able to participate with radio communication scenarios and are actively involved with training on the fire ground.



Fire Prevention Division

In 2021, traditional public education techniques could not be utilized due to the pandemic. Fire safety messaging was focused through the departmental social media platforms and local print media.



RESTAURANT INSPECTION PROGRAM

The in-service restaurant program was implemented and saw firefighters attend restaurants and food shops in the municipality and perform cursory inspections. Upon completion of this inspection, firefighters submit a report to the Fire Prevention Division.

If any concerns are noted, follow-up inspections and associated orders are issued by Fire Prevention Officers. In total, 220 initial inspections were performed by firefighters and 33 premises required follow-up inspections from Fire Prevention staff.

Wake Up! Campaign

The department's annual hallmark campaign was suspended for 2021 due to the pandemic. This campaign traditionally sees firefighters attending approximately 1000 homes annually to promote and verify that smoke and carbon monoxide alarms are installed in accordance with the Ontario Fire Code. Where alarms are found to be faulty, missing or improperly installed, firefighters will make the necessary corrections including installing new alarms at minimal cost to the homeowner.



NFPA 1035 – Public Fire & Life Safety Educator Course

Throughout November 2021, Fire Prevention staff began delivering the NFPA 1035 course to all volunteer firefighters. The course was delivered over five weeks. The program is designed and implemented to provide a baseline understanding of fire loss statistics and the correlation and importance of public education in our community. This course provides staff with basic tools to begin developing and delivering fire safety education. This course has now been delivered to all full-time and volunteer staff from all divisions.

Vulnerable Occupancies

In 2021, the Fire Prevention Division continued to do comprehensive fire safety inspections and evacuation drills in the vulnerable occupancies within the City. These required inspections and drills were suspended in 2021 due to the pandemic. Standard procedures for the evacuation drills were modified to ensure safety of residents and staff.

FIRE PREVENTION STAFFING

Staffing levels within the Fire Prevention Division continue to be a hurdle in delivering effective fire prevention services to the community in accordance with the risks identified.

The scope of work expected of fire prevention staff has expanded considerably in the last 50 years. Development that has been proposed or approved for the City and the workload associated is of particular concern.

The current workload and complexity of work expectations leaves the current staffing model overwhelmed.



— WORK / INSPE	ECTION ACTIVITIES —
Type of Inspection	Number of Inspection
Fire Routes	3
Fireworks Plan Examination	9 194 (Only accounts for initial reviews.
	Does not take into account where multiple submissions are reviewed o if plans were submitted in previous years.)
Site Plan Approvals	(Only accounts for initial reviews. Does not take into account where multiple submissions are reviewed.)
Special Occation Permits	5
Subdivision/Condo Planning	(Only accounts for initial reviews. Does not take into account where multiple submissions are reviewed.)
Zoning Amendments	(Only accounts for initial reviews, Does not take into account where multiple submissions are reviewed.)
Address Changes	39
Other	17
Complaints	
From the Citezens	85
From the Suppresion Division	151
From Fire Prevention	20
Other	14
General Assignments	
File Search	77
Fire Safety Box	15
Fire Safety Approvals	58
Freedom of Information	20
Request	
Key Box	10
Pre-Consultation Meetings	81 (Only formal pre-con. Does not account for other development meetings, i.e. Hospital, Regional Projects)
Fire Safety Plan Approvals	(this includes the patios approved due to COVID-19)
Inspections	
CO Alarm Install	31
Smoke Alarm Install	40
Combo Unit Install	55
Inspection Order	(Only accounts for initial inspection. Does not include required follow-up)
Liquor License	(Only accounts for initial inspection. Does not include required follow-up)
Business License	92 (Only accounts for initial inspection. Does not include required follow-up)
Other Building Permit	134 (Only accounts for initial inspection. Does not include required follow-up)
Request	16
Fireworks - Sale Inspections	62
Site Inspection	3

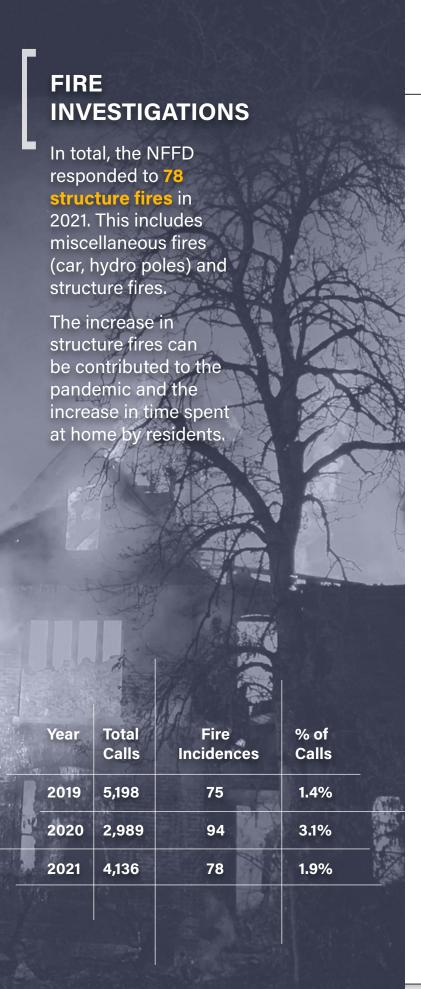




Table 1: Ontario Monthly Fatal Fires (excluding Federal/First Nations properties)

2021	TOTAL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Fatal Fires	99	15	8	16	2	7	5	7	7	10	6	8	8
*Fatalities	120	22	10	19	4	8	5	7	7	11	7	11	9

Table 2: Federal / First Nation Properties Only - monthly fatal fires

2021	TOTAL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Fatal Fires	3	0	0	0	0	0	0	0	1	2	0	0	0
*Fatalities	3	0	0	0	0	0	0	0	1	2	0	0	0

^{*}Please note that current year's data is subject to change, as fire deaths can be reported up to one (1) year after the fire incident occured.



Fire Suppression Division

Fire suppression crews responded to 4,136 calls with a wide variety of response types.





The Training staff delivers and oversees all training to the entire staff complement. Under their guidance, volunteer stations and full-time platoon officers augment the delivery of routine training.

Specialty training requires extensive technical expertise and is delivered through suppression staff that have achieved expert status.

Delivery has been provided by many in-house instructors. Officers conducted the review of training assigned for the year to their respective staff.

required course work on their own time or while on duty.

Training Division

The Training Division is staffed by a Chief Training Officer, a Captain of Training responsible for Career staff training and a Captain of Training responsible for Volunteer staff training.

NFFD also continues the transition to web based education and e-learning training. Training is currently expanding

the use of International Fire Service Training Association's (IFSTA) "ResourceOne" which allows the Division to create unique courses based on the current NFPA standard requirements. The delivery of web based education reduces cost

and provides for more learning opportunities for both Career and Volunteer personnel as it allows them to complete the



FIRE DEPARTMENT **INSTRUCTORS**

The NFFD is fortunate to be home to a number of dedicated, driven and knowledgeable members that have offered to be Instructors for our numerous specialty skillsets.

WATER & ICE RESCUE TECHNICAL HIGH ANGLE ROPE RESCUE **HAZARDOUS MATERIALS** SCBA/AIR TECHNICIANS **EMERGENCY MEDICAL SCBA FIT TESTING ELEVATOR RESCUE** FIREFIGHTER SURVIVAL

CONFINED SPACE RESCUE | PEER FITNESS INSTRUCTION PUMPER OPERATIONS **ELEVATOR RESCUE** FORCIBLE ENTRY **AUTO EXTRICATION ROAD TO MENTAL READINESS** TRENCH RESCUE **RAPID INTERVENTION TEAM (RIT)** The average training for a full-time firefighter in 2021 was 166.91 hours. In order to maintain **Ontario Fire Marshall** (OFM) certification, firefighters must train a minimum of 130 hours, plus specialty training per year.



NFFD Volunteer Firefighters Training Breakdown:

For their calendar year from November 1/20 to October 31/21, completed 442 Training events for a total of 6,395.6 hours.

Of the 442 training events, 31 of those events were conducted online and accounted for 254.6 of the 6,395.6 hours.

The 2021 training hour average is 92.7 hours which is slightly down from 102.4 hours for the previous year.

In order to maintain OFM certification, volunteer firefighters must train a minimum of 60 hours plus specialty training per their calendar year.

CONFINED SPACE RESCUE TRAINING

The NFFD's career firefighters have been trained to the operations and technician level of confined space. In order to enhance this training, a deck was constructed around the tanker to make the training more realistic, as well as providing a much safer environment to train in. Platoons completed 19 training events totalling 455.5 hours of training in 2021 to maintain their proficiency in this specialty.

WATER & ICE RESCUE TRAINING

In 2021, water rescue instructors delivered over 74 training events accumulating 1235.75 hours of training that encompassed all seven stations. Career Instructors continued to utilize the new Emergency Response Vessel (ERV) destined for use in the Ontario Power Generation open cut canal. The addition of the ERV and streamlining the response equipment has further enhanced this program. The equipment was put to good use during the 2021 Career recruit class not only for their own training, but also used as the rescue RIT boat for the open water swims in the Hydro Canal.

TECHNICAL ROPE RESCUE

In 2021, all four platoons of career firefighters participated in 108 training events for a total of 2271.75 hours of assigned rope training in 6 concentrated modules. The Rope Committee revised the training program modules in 2021 to include new equipment and more practical training. This total also includes 28 training events and 516 hours of the Aerial 1 Gorge Rescue set up. This year contained some excitement for the Rope Rescue Instructor Committee as they welcomed Reed Thorne from "Ropes That Rescue" to Niagara Falls. Mr. Thorne lives in Arizona and is internationally recognized as a pioneer of rope rescue and equipment development. The NFFD currently utilizes his most versatile creation to date, the Arizona Vortex rigging system. Committee members experienced 7 days of intensive training in a number of different challenging environments, which in turn, will make our firefighters better prepared to conduct rope operations in all types of situations and terrain.

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HAZARDOUS MATERIALS TRAINING

During 2020, the Hazardous Materials Committee introduced the Altair 5x PID Meter. In 2021, they were able to continue with more focused air monitoring training using the newest meters and paper technology. Unfortunately, due to pandemic, the NFFD missed a prime training opportunity when the Ontario Hazardous

Materials Responders Association cancelled their annual training symposium scheduled to be held in Niagara Falls. All suppression staff participated in 55 training events accounting for 1013.75 hours of Hazardous Materials training.

FIREFIGHTER SURVIVAL/ RAPID INTERVENTION TRAINING

Fire ground survival continued to practice the skills that could potentially save firefighter lives, or at least prevent them from getting into trouble. Training included Mayday prevention, self-rescue procedures and skills. All four Platoons and three volunteer stations completed 35 training events accounting for 710.5 hours of the advanced level of firefighter training.

PUMP OPERATIONS

In 2020, the Training Division conducted an NFPA 1002 Pump Operation course for the Volunteers. Continuing into 2021, the 1002 Standard is also now the method used to train and evaluate the 2nd Class candidates for their re-classification. Suppression staff and 2nd class candidates completed over 614 hours of training in 52 training events.

TRENCH RESCUE

2021 saw the return of practical trench rescue evolutions. The committee received their first week of NFPA 1006-2017 Chapter 11 Technician level training in 2019 when Spec Rescue came to Niagara Falls. Even with the shut down during pandemic restrictions, we were able to construct the interior of the newly acquired Trench Rescue trailer. 2021 brought another opportunity to bring the committee back together and complete another week of intense advanced level training with local instructor Mike Tesarski of Special Operations Consulting Canada. Mr. Tesarski is a career firefighter in Mississauga, a Critical Care Flight Paramedic with Ornge and recognized as a leading contributor to special rescue operations both in Canada and United States. The Trench Rescue Committee now have a solid direction to travel toward in completing a year one introduction to the career suppression division.

UPGRADES

Training Ground Upgrades

In 2021 the training ground gained a new structure for vertical ventilation and a reusable "Vent-Prop". This allows for multiple repetitions using a ventilation saw in which a fraction of the wood materials are used compared to the previous process. The Propane Tower prop was used extensively throughout the late summer and into the fall. The benefits to the new system were evident as multiple live fire events were conducted with minimal interruption. Additionally, a number of outside departments requested the use of the facility throughout the fall.



Promotion & Classification Examinations - CAREER

Promoted to Platoon Chief **Mike Halle**

Qualified to Act in the Position of Platoon Chief

Scott Bateman Tim Lea James Wakunick

Qualified to Act in the Position of Chief Training Officer

Phil Roberto

Qualified to Act in the Position of Chief Fire Prevention Officer

Kellie Kubik

Promoted to Captain

Frank Bartolini Pat O'Connor
Angus Butler Taylor Urquhart
Chris Martin Mike Teravich

Qualified to Act in the Position of Captain

Fred Bellehumeur
Tim Bennett
Jim Burgoyne
Dave Carpenter
Rick Devries
Mike Hill
Position of Capacitation of Ca

Qualified to Act in the Position of Captain Fire Prevention

Doug Collee Ron Massolin

2nd Class Examination Completed & Promotions Took Place

Tim Braun Chris Seebach
Ryan Howlett John Surla
Jon Leyenhorst Anthony Vallonio
Ian Morris Ryan Van Berkel

4th Class Examination Completed & Promotions Took Place

Matthew Brunskole Natasha Murphy Matthew Campbell Ryan Senese Brent Dawn Dan Shewfelt

CONGRATULATIONS



CAREER RECRUIT

TRAINING PROGRAM

On January 25, 2021, nine new firefighters began their career with the NFFD under the guidance of Captain Hicks and with support from Captain Roberto. The recruits spent 13 intensive weeks building the foundation of skills essential for their careers. Many of our Specialty Instructor firefighters were involved in the training program designed to develop proficiency and confidence in each other and their equipment. The 9 recruits graduated virtually on April 23, 2021.



CONGRATULATIONS

2021 Career Graduates:

Philip Beattie Christopher Blasinski Nathanael Huys Ryan Molloy Scott Orosz Mitchell Schneider Joshua Smith Aaron Tedesco Michael Woodhouse

Promotion & Classification Examinations - VOLUNTEER

New District Chief, Station No. 4.

Dave Shelton

New Captains, Station No. 4

Nick Berman JT Mills

CONGRATULATIONS

Carlene Prohaszka

Qualified to Act in the Position of Captain

STATION NO. 5

Eric Michitsch

Eric Millen

STATION NO. 6

Corey Barkman

Mitchell Henry

Theodor Manolescu

Steve Pietrangelo



VOLUNTEER RECRUIT TRAINING PROGRAM

Fourteen volunteer firefighter recruits were hired in December 2020. The class training program prepared them to challenge the provincial examination for NFPA 1001 (Firefighter I and II), Hazmat Awareness and Hazmat Ops. This program was the responsibility of Captain Roberto, with support from Captain Hicks and many other Instructors from the volunteer stations. The 14 recruits graduated virtually from the program on June 21, 2021 completing over 2371 hours of instruction and training.

CONGRATULATIONS TO VOLUNTEER GRADUATES:

STATION NO. 4

Ryley Dunnett Ben Kelly Grant Latam George Moore Tyler Styles Connor Wilkinson

STATION NO. 5

Jackson Cebrynski Kyle Janssen Kevin Kiddle

STATION NO. 6

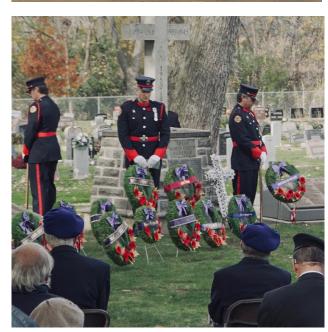
Josh Godfrey Charlotte Kates Brianna Kovacs Tristan Socha Petar Vucenovic

HONOUR GUARD



THE NIAGARA FALLS FIRE DEPARTMENT TEN-MEMBER HONOUR GUARD IS COMPRISED OF ACTIVE-DUTY FIREFIGHTERS AND RETIREES WHICH REPRESENT THE NFFD AT OFFICIAL EVENTS, SUCH AS OUR LINE OF DUTY DEATH CEREMONY.





They also participate in community-based functions and processionals as well as the City's annual Remembrance Day ceremonies.

When requested, they represent the NFFD at other important occasions, such as the Ontario Fallen Firefighters Memorial Service and the Ontario Association of Fire Chiefs Memorial Service.



EMERGENCY MANAGEMENT PROGRAM

The Fire Chief is the Community Emergency Management Coordinator (CEMC) and the Deputy Chiefs are alternates for the City of Niagara Falls. The CEMC is responsible for providing the forum for training, exercising and assembling the Emergency Management Team together in times of crisis. In December 2021, the compliance package was submitted to the Chief of Emergency Management of Ontario indicating that the City of Niagara Falls complied with all of the 15 annual requirements as set out in the Emergency Management and Civil Protection Act.

Due to the COVID-19 pandemic, the NFFD was unable to provide formal public education events in the community during Emergency Preparedness Week. Staff used the opportunity to promote public health messaging from both the provincial and municipal levels to residents in order to prevent the spread of COVID-19 within our community. Social media, the municipal website and other messaging mediums (electronic signboard) were utilized to reach the public.



Niagara Falls Fire Department's Newest Fire Station

WHAT WAS NEW IN 2021?

[Chief Jim Boutilier retired on June 30, 2021 after a career which spanned 31 years and was Fire Chief from 2016-2021.

Deputy Chief Jo Zambito was promoted to Fire Chief in June 2021. Chief Zambito was Deputy Chief of Operations since 2016. Prior to his arrival with the NFFD, Jo was Deputy Chief with the Town of Niagara-on-the-Lake Fire and Emergency Services.

Scott Wilkinson joined the Administration team on May 31, 2021 as Deputy Chief of Administration. Deputy Chief Wilkinson has been a firefighter since 1993 and worked his way through the ranks up to Acting Platoon Chief prior to being promoted to Deputy. Scott has brought a wealth of knowledge to his new role and a great asset to the management team.

[I The NFFD recognized three citizens with a Chief's Coin. Gord Mitchell and Paulo Da Silva for their actions to notify the NFFD and occupants of a building on fire and Angelo Rizzo for his actions in notifying the NFFD and tending to a burn victim. These citizens were quite worthy of this recognition as they had gone above and beyond in both of these situations.

Hiring Full-time (9) and Volunteer (14) firefighters in 2021 amidst the pandemic. Further, they were able to train and graduate on schedule.

Fire Station No. 7, located at 8530 Lundy's Lane, opened on schedule with a virtual grand opening on May 3, 2021. The state-of-the-art fire station was built to accommodate the future of fire service within our community. Our fully staffed fire station includes one fire apparatus with a full-time complement of one (1) Captain of Suppression, three (3) Firefighters, one (1) Captain of Fire Prevention and two (2) Fire Prevention Officers. The location of Station 7, on the west side of the city, will extend our established high level of fire service with prompt response times to our expanding community in this area.





