



City of Hamilton Report for Information

To: Chair and Members
Emergency and Community Services Committee

Date: May 22, 2025

Report No: HSC25019

Subject/Title: Hamilton Fire Department 2024 Annual Report

Ward(s) Affected: City Wide

Recommendations

That Report HSC25019 respecting the Hamilton Fire Department 2024 Annual Report **BE RECEIVED** for information.

Key Facts

- The purpose of this report is to update Council and the community about work achieved by the Hamilton Fire Department in 2024.
- Appendix A includes a summary of key achievements and metrics, an update to the 10-Year Service Delivery Plan, highlights about trends, technologies, and improvements, projects and initiatives that contributed to building a safer and healthier community through engagement with residents, business, and property owners.
- 2024 was an incredibly busy year, where the Hamilton Fire Department responded to 40,529 emergency incidents, nearly doubling its 2023 call volume.
- The cybersecurity incident on February 25, 2024 disabled some of the city's IT systems. Essential Emergency services were maintained, however it greatly impacted day-to-day operations and systems (i.e. data collection and records management system), requiring significant time and labour-intensive effort to devise and implement temporary solutions.
- These temporary solutions have limitations in their ability to gather and analyse data; therefore, the 2024 Annual Report does not reflect the typical robust data shared in previous reports.

Financial Considerations

N/A

Background

Annually, the Hamilton Fire Department provides a report or progress update on work performed and goals achieved. All initiatives are informed and guided by the [2019-2028 10-Year Service Delivery Plan](#).

Examples of key metrics and accomplishments realized in 2024 include:

- Responded to 40,529 emergency incidents, including structure fires, motor vehicle accidents, burning complaints, medical calls, rope rescues, hazardous materials events, explosions, etc.
- Fire Prevention Inspectors conducted 2,376 inspections to support Ontario Fire Code compliance.
- Facilitated training sessions resulting in 517 National Fire Protection Association (NFPA) certifications.
- The Emergency Management Program provided 11 training sessions for 138 participants that included delivery of provincial accredited Incident Management System courses.
- Activated the City's Emergency Operations Centre (EOC) for 309 days in 2024 to coordinate and manage the response to the Cybersecurity Incident. The work of the EOC included ensuring the incident was quickly contained, that City services continued to meet community needs, and prompt development of activities and plans associated with recovery and protecting against future incidents were undertaken.
- Saved \$1.8M on the purchase of new fire trucks using an innovative Spot Buy approach, supporting Council's priority of reducing taxpayer burden.
- Reviewed and approved 21 Emergency Response Plans for large scale public events held in the city.
- Progressed towards completion of action items in the 10-Year Service Delivery Plan. By year-end 2024, 45% of action items were complete, 34% were in progress (of those in progress, 70% were at least 60% complete.)
- Received \$55K of in-kind donations through partnerships and community safety initiatives which assist efforts to keep residents safe by providing smoke and carbon monoxide (CO) alarms to Hamilton residents at no cost.
- Provided fire and life-safety education (using kiosks and/or a Fire Safety Trailer) at 364 public events across the city.
- Responded to over 300 media inquiries / interactions, assisting with Council's priority of responsiveness and transparency.

Analysis

Legal Implications – N/A

Corporate Policy Implications – N/A

Staffing Considerations – N/A

Alternatives

N/A

Relationship to Council Strategic Priorities

The Hamilton Fire Department's 2024 Annual Report aligns and supports Council's strategic priorities of Safe and Thriving Neighbourhoods and Responsiveness and Transparency - specifically proactive communication.

Previous Reports Submitted

Previous related reports and plans include:

- [2023 Hamilton Fire Department Annual Report](#)
- [2023 Community Risk Assessment](#)
- [2019-2028 Hamilton Fire Department 10 Year Service Delivery Plan \(PDF, 16.33 MB\)](#)

Consultation

This report was developed with the input and collaboration from all Divisions within the Hamilton Fire Department.

Appendices and Schedules Attached

Appendix A: 2024 Hamilton Fire Department Annual Report

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