

# Staff Memorandum



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To	Mayor A. Nuttall and Members of Council
Subject	Barrie Fire and Emergency Service 2024 Annual Report
Date	November 26, 2025
Ward	All
From	K. White, Fire Chief, Director Emergency Services
Executive Member Approval	J. Schmidt, GM Community and Corporate Services
CAO Approval	M. Prowse, Chief Administrative Officer

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The purpose of this memorandum is to provide members of Council with a copy of the BFES 2024 Annual Report.

**Appendix:**

Appendix A – 2024 Annual Report

**Memo Author:**

K. White, Fire Chief, Director Emergency Services, Barrie Fire and Emergency Service

**File #:**

Not Applicable

**Pending #:**

Not Applicable



Barrie Fire and Emergency Service

# 2024 Annual Report



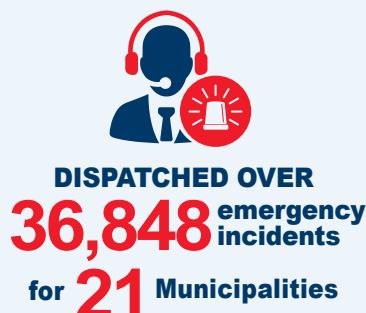
PREVENTION | DETECTION | ESCAPE



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## 2024 Highlights



### A Message from the Mayor

On behalf of City Council and the City of Barrie, I would like to extend my gratitude to the dedicated members of the Barrie Fire and Emergency Service. In 2024, the team dispatched to 36,848 emergency incidents for 21 municipalities and responded to over 10,310 emergency incidents. Each day, you demonstrate unwavering commitment, bravery and professionalism to community safety, often under challenging circumstances.

Your work goes far beyond responding to emergencies. You are leaders in fire prevention, education and community outreach, making Barrie a safer place to work, raise a family and play. Whether it's responding to fires, collisions, or providing critical support during emergencies, your presence offers reassurance to all residents. Your community engagement makes a difference every day, from door-to-door smoke alarm inspections, the Hot Summer Night event, Fire Safety Week, to retirement home and school visits. The City reaps the benefits of teaching fire safety and fire code enforcement at home, work, school, and play.

Barrie is proud to have a fire service of such high calibre. The City is committed to providing necessary resources so Barrie Fire and Emergency Service can continue to grow to meet the demands of our growing city. We look forward to the opening of a new station this year in the southeast, the further roll out of cutting-edge Next Generation 9-1-1, and the fire services' continued efforts to be more efficient, effective, and to innovate as firefighting evolves.

To all BFES staff, we recognize the sacrifices you and your families make to serve our city, and we thank you for your courage, compassion and excellence.

Mayor Alex Nuttall

### Message from the Fire Chief

On behalf of Barrie Fire and Emergency Service, I'm proud to share our 2024 Annual Report. As the new Fire Chief, it's an honour to lead such a dedicated team serving our community with professionalism and care.

This year brought major progress and change. As call volumes rise with the city's growth, our team continues to support Barrie and regional partners with strength and professionalism.

In 2024, we reached several key milestones that reflect our commitment to modernization and service excellence. Construction began on Fire Station #6, a critical expansion that will enhance response times and coverage in the city's south end. We also completed major Next Generation 9-1-1 upgrades, making us one of the first dispatch centres in Canada to transition to this advanced emergency communications platform. Investments in our training infrastructure continued, strengthening operational readiness and supporting the professional growth of our team. Additionally, the results of our Comprehensive Community Risk Assessment are now actively informing the development of our next Master Fire Plan (2025-2035).

We've also continued to prioritize fire prevention and public education, with our Alarmed for Life and Fire Safety Assessment programs reaching more residents than ever before. These proactive strategies are helping reduce risk and build safer communities through engagement and education.

As we move forward, BFES remains committed to continuous improvement, operational excellence, and most importantly, to the people we serve.

Fire Chief Kevin White



# Vision, Mission, Values

## VISION

To be a dynamic organization that is recognized and respected by the community as being on the leading edge of service provision.

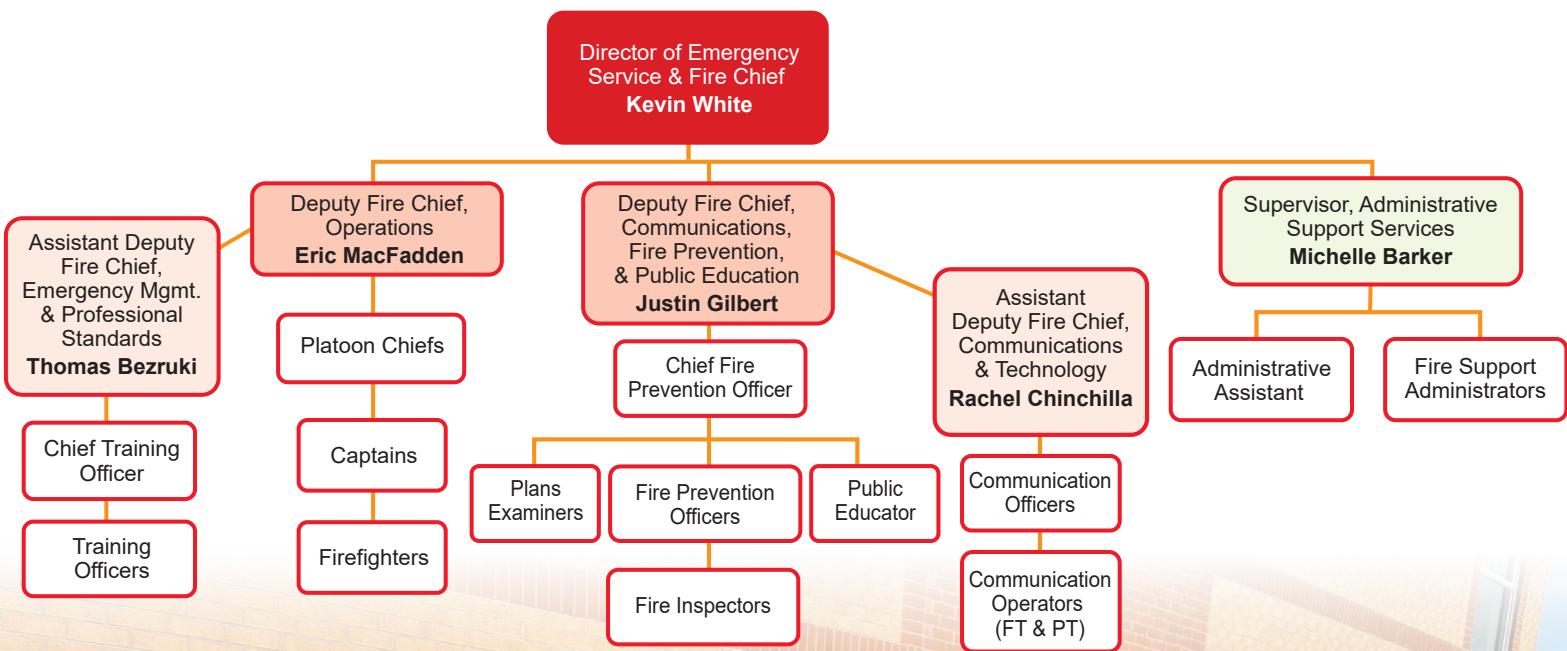
## MISSION

To protect the lives, well-being and property of the people of Barrie through dedication to life safety, commitment to community service and preservation of the environment.

## VALUES

Reflect leadership through team involvement encompassing: Safety, Professionalism, Commitment, Accountability, Efficiency, Integrity & Innovation.

## Organizational Chart



# Barrie Fire and Emergency Service Profile



## Administration & Emergency Management

Responsible for managing all branches, this team oversees and directs the day-to-day operations including the current and long-range strategic planning, business services, capital and operating budgets, labour relations, employee wellness, contracted service management, policy development, procurement, performance management and recruitment.

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

## Operations

This team provides an all-hazard response to mitigate emergencies including fires, hazardous materials incidents, medical emergencies, and technical rescues such as rope rescue, confined space rescue, ice and water rescue, trench rescue, and automobile extrication. Operations staff support our Fire Prevention & Public Education and Training branches in conducting proactive Fire Safety Assessments.

## Communications & Technology

This branch dispatches emergency and non-emergency calls 24/7/365 for the City of Barrie and 20 additional municipalities with 62 fire stations throughout Simcoe County, District of Muskoka, Grey County, Dufferin County, Beausoleil First Nations, and York Region. They provide emergency call taking and dispatch services for almost 1 million people across 7,111 square kilometers. Using modern technology this team receives, processes, prioritizes, and communicates emergency information to our residents and emergency services teams.

## Professional Standards

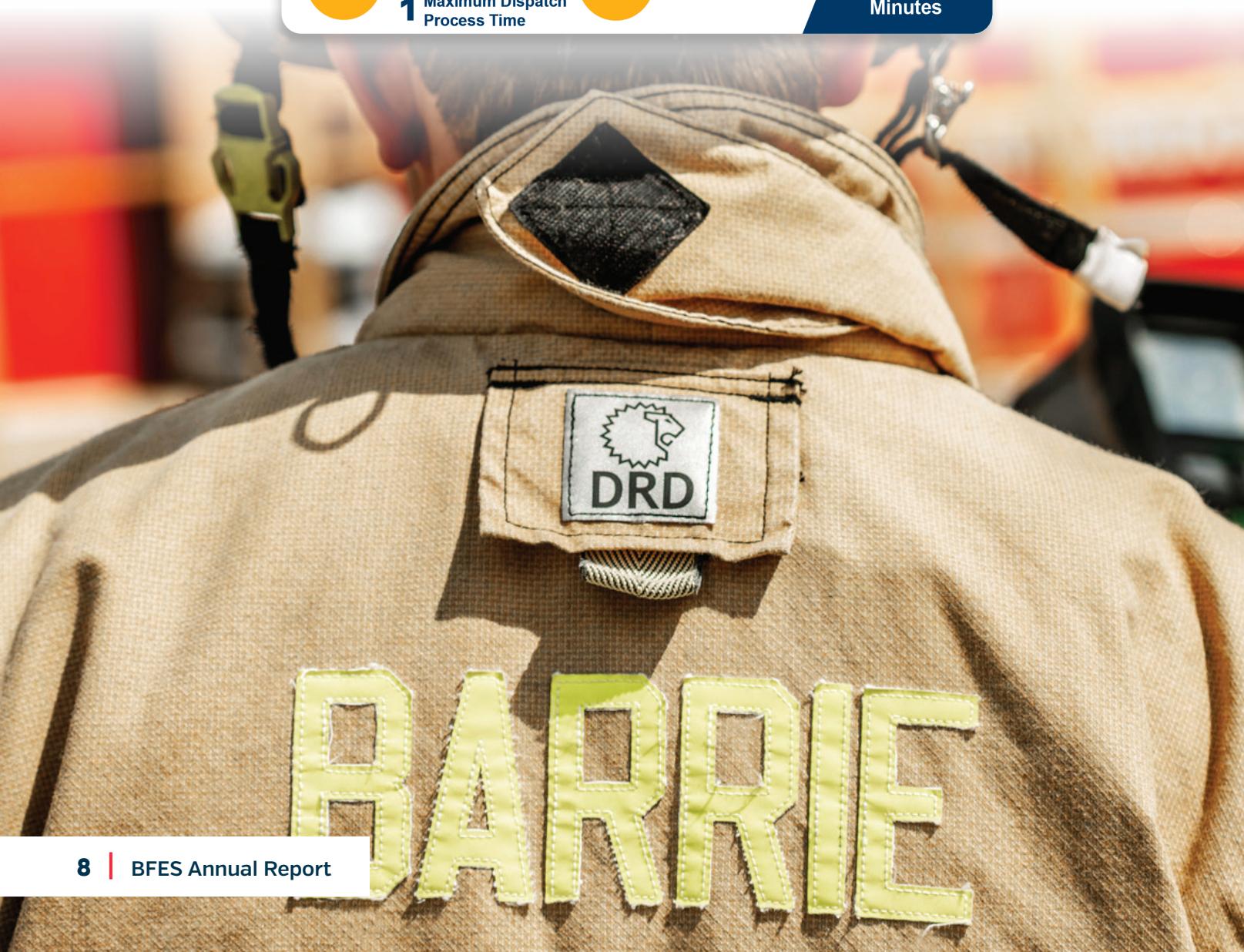
This branch is responsible for developing, implementing, and delivering staff training to meet our legislated requirements and industry best practices. The team delivers exceptional service to our community by delivering diverse programming including recruit training, officer development, fire operations, and technical rescue.

## Fire Prevention & Public Education

The team of Fire Inspectors, Fire Prevention Officers, and Plans Examiners inspect all building types to ensure compliance with the Fire Code by reviewing site plans, plans of subdivision, and building plans to ensure compliance with the Ontario Building Code for life safety systems. They also conduct fire investigations to determine the origin, cause, and circumstance of fires.

Public Educators create fire safety education programs and teach fire safety lessons to all members of the community. This team strives to educate individuals, groups, classes, workers and stakeholders on the benefits and requirements of fire safety and fire code enforcement.

## Barrie Emergency Incident Overview



Incident Type	# of Incidents
Burning Controlled	284
Pre-Fire Conditions – No Fire	221
Public Hazard	273
Property Fires/Explosions	227
Rescue	697
Alarm Activation/Co.	1,539
Medical Incidents	7,690
Other	481
<b>Total</b>	<b>11,412</b>

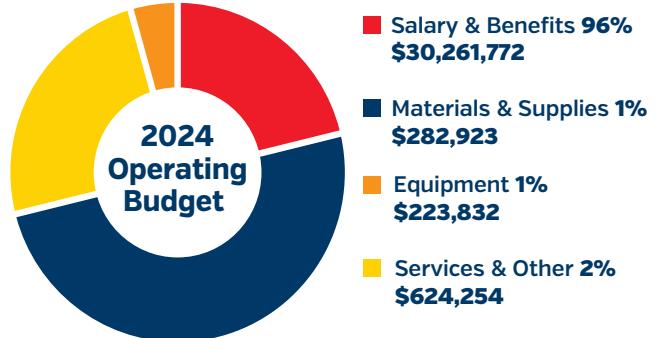
## Highlight of Activities

 26	Fire Investigations	 1,064	Inspection Complaints/Requests
 132	Fire Safety Plan Reviews	 632	Fire Consultations
 367	Fire safety assessments: Inspections	 2,507	Burn Permits Issued
 114	Re-inspections		
 596	Building Permits & Site Plan Reviews	 222	Public Education Activities

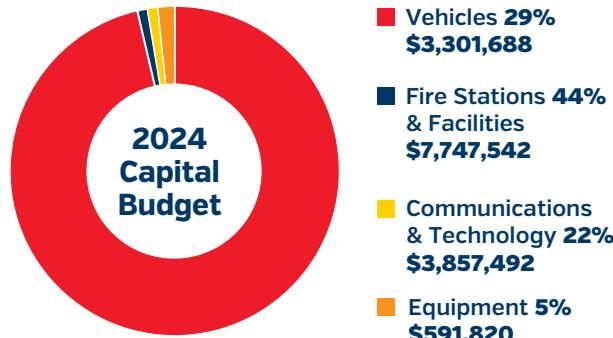


## Financial Overview

The 2024 Barrie Fire and Emergency Service net operating budget was **\$31,392,781**. BFES receives approximately **\$2,178,661** in revenue.



The 2024 Barrie Fire and Emergency Service Capital Budget was **\$15,498,542**.



## Fire Prevention and Public Education Activities

### Engaging Our Community

Barrie Fire & Emergency Service focuses on community risk reduction through public education, fire safety standards and enforcement.

**5,700** followers



**7,100** followers



**1,070** followers



### Fire Inspections by Facility

**1,190**  
Residential

**421**  
\*Assemblies

**609**  
Merchants

**264**  
Institutional

**163**  
Industrial

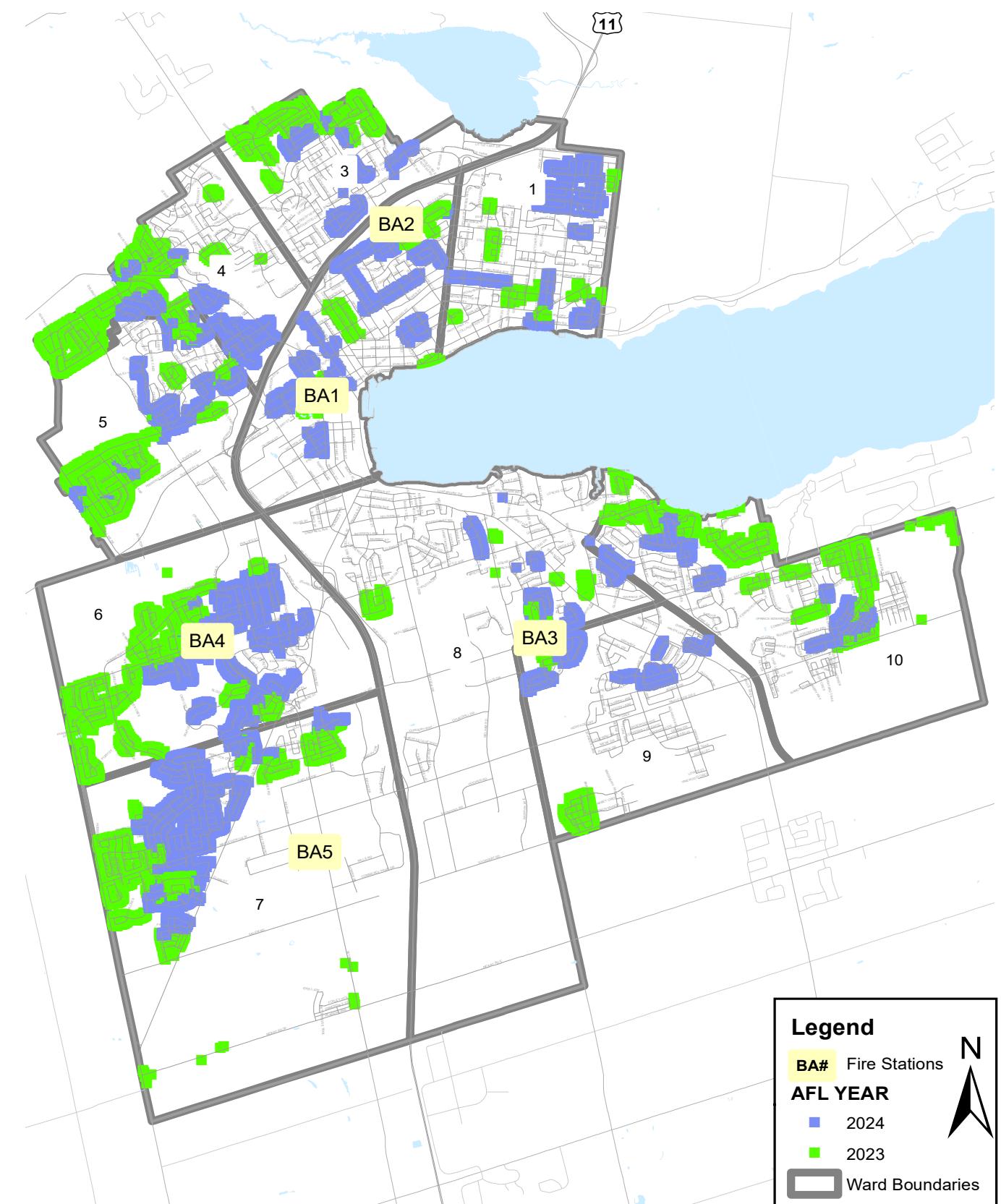
**553**  
Business Services

\*Assemblies in this context means facilities where people commonly gather and assemble, and are not included in the other categories (i.e. churches, recreation centres, etc.)



## Alarmed For Life

The following map indicates where Barrie Fire crews went door-to-door ensuring homes have working smoke and carbon monoxide alarms for 2024 which marks the start of a new 5 year cycle.



## Fire Incidents

### Response Times

Receive information and dispatch apparatus	Firefighters put on PPE	Arrive at incident	Total
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BFES has an average response time of 6.01 minutes from receiving the information to arrival on the scene.



90% of the time, BFES has a response time of less than 8.50 minutes from receiving the information to arrival on the scene.



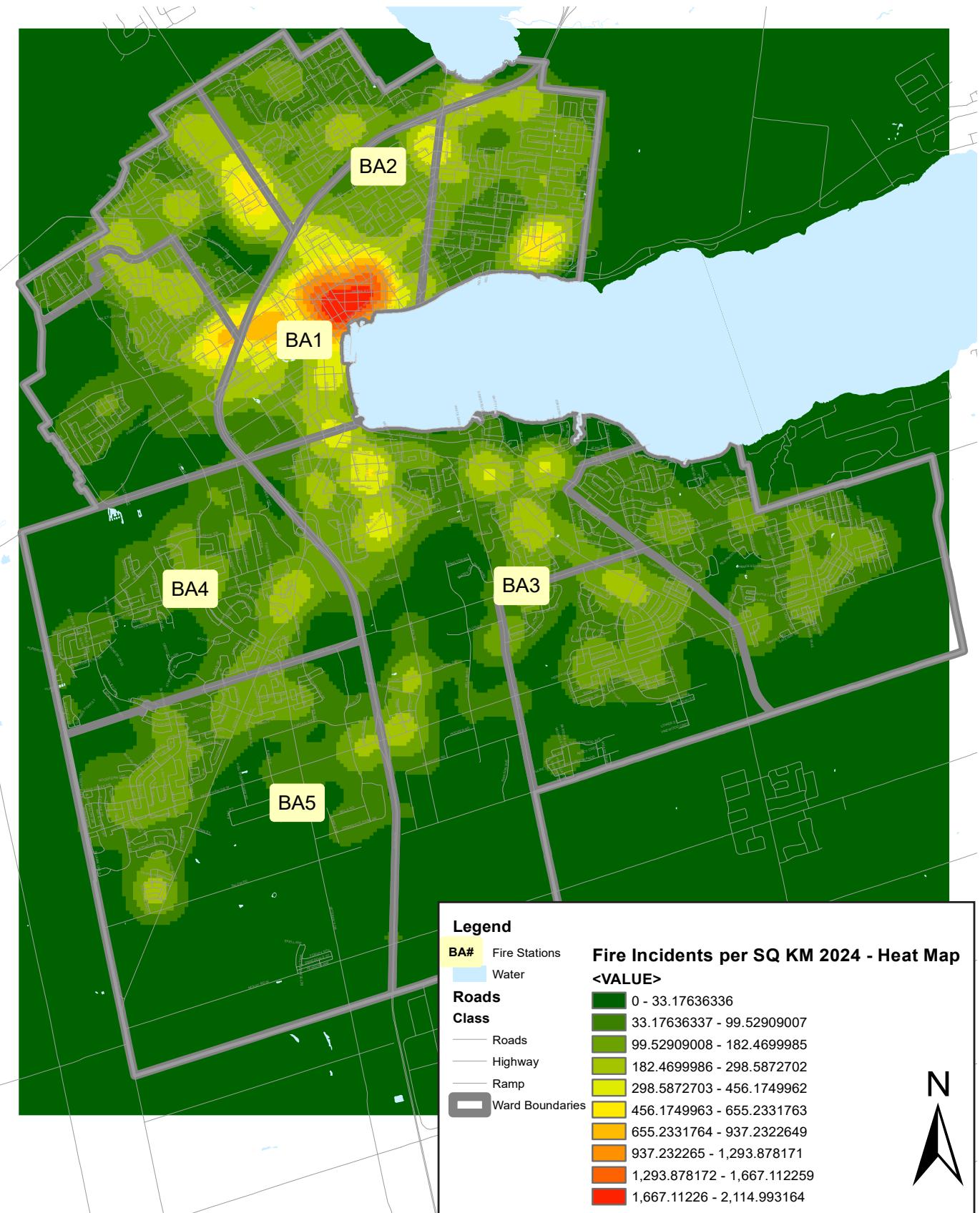
### Emergency Incidents 2018-2024

Year	Incidents	% Change
2018	8,449	- 3.9%
2019	8,330	- 1.3%
2020	7,453	- 10.53%
2021	8,772	+ 17.7%
2022	10,402	+ 18.6%
2023	10,778	+ 3.5%
2024	10,310	- 4.35%



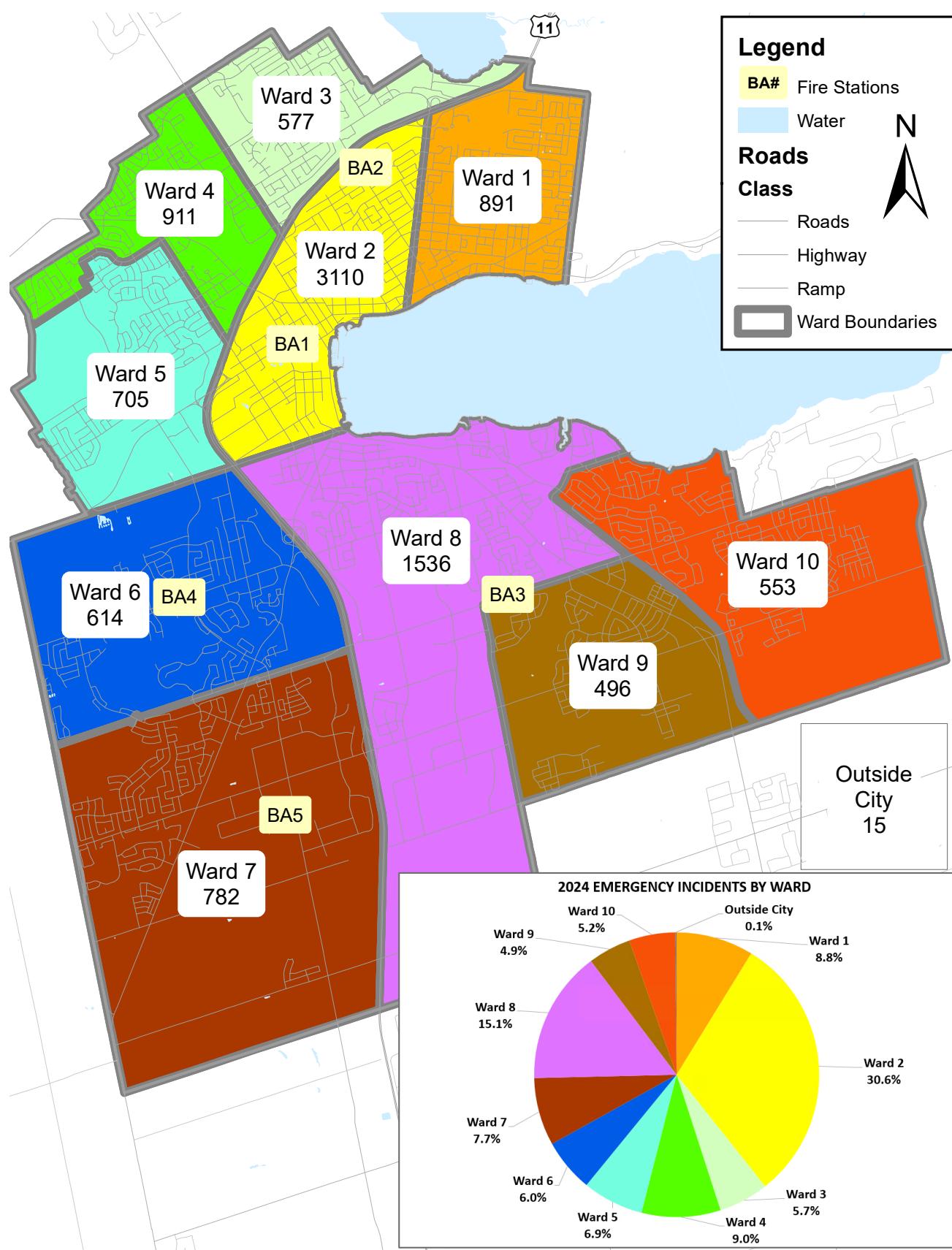
### Heat Map

The following map demonstrates the areas of higher incident frequency based on call volume for 2024.



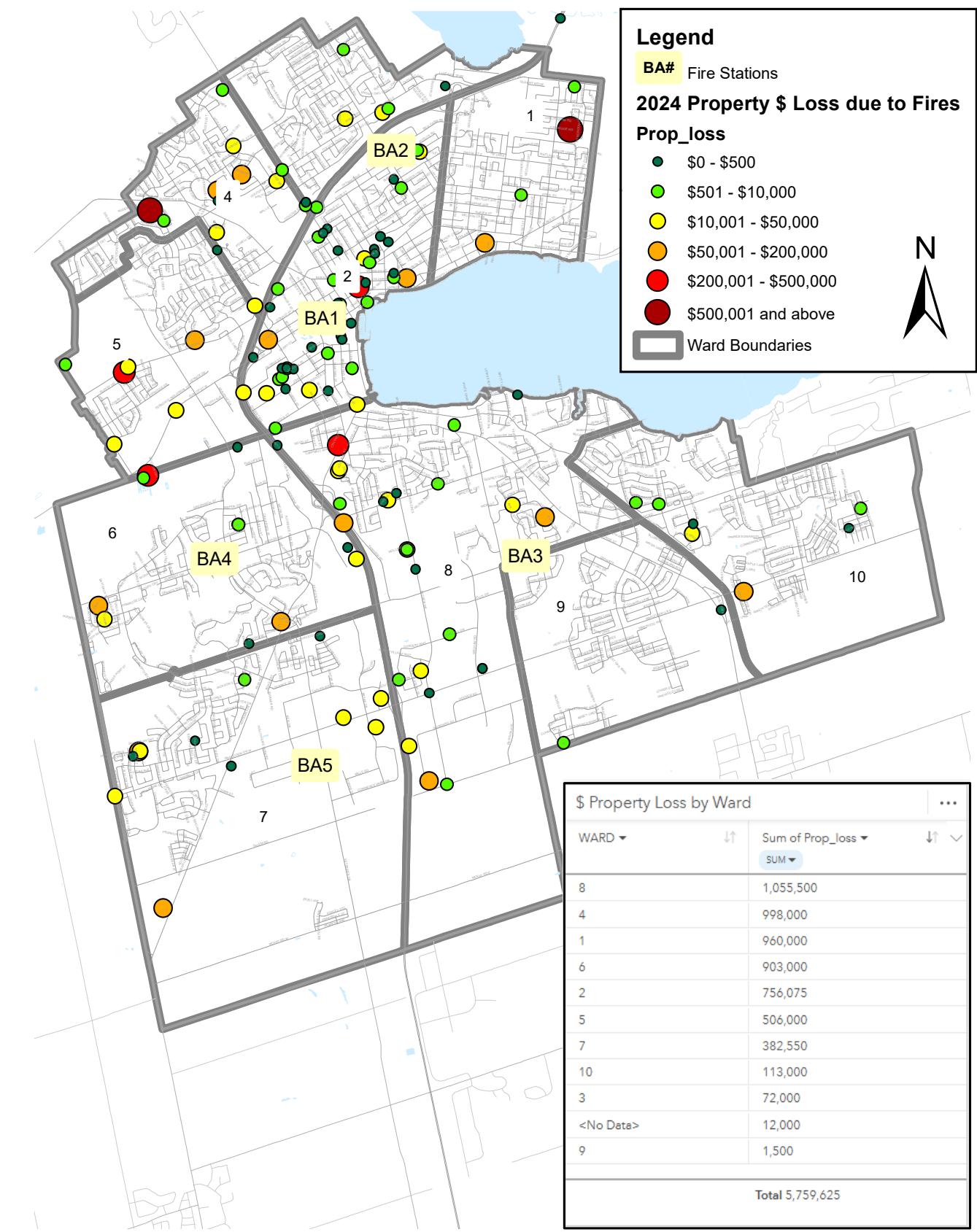
## Emergency Incident Locations

The following map indicates the number of emergency incidents by ward for 2024.



## Property Dollar Loss Due to Fire

The following map indicates the dollar loss amount occurring per emergency incident in 2024.



## Looking Ahead

BFES is committed to being a data driven, outcome based, strategic, customer focused, properly resourced and modern fire service that supports an inclusive and diverse workplace. Each branch has key priority areas moving forward through 2024 to ensure we meet the expectations of our growing community.

### Administration

- Manage and grow our long-term Mental Health and Wellness Program that proactively supports every member of our team and provides appropriate post incident care, as required.
- Initiate and complete a long-range master fire plan to support and guide BFES from 2025-2035.
- Enhancement of data collection and analytics to manage operational performance and support long range planning.

### Fire Prevention and Public Education

- Complete comprehensive Risk Reduction Strategy.
- Deliver risk based in-person public education programming to improve fire safety.
- Expand and support Operations-led public education and fire safety inspections.
- High Rise Retrofit Blitz.

### Operations

- Continue to expand and develop our in-service proactive fire inspection program using operations staff to reduce community risk.
- Attend over 10K residential homes to conduct smoke alarm testing and provide public education.
- Design, construct, and operationalize new Fire Station 6 to serve southeast Barrie.

### Professional Standards

- Enhance our technical rescue and specialized training programs to meet industry standards and the evolving needs of the community.
- Develop and implement an enhanced learning management system that improves access to training materials and employee records.
- Delivery of recruit training program to new operations firefighters.

### Communications

- Utilization of current communications resources to expand partnership opportunities with other municipalities.
- Implement and operationalize the Next Generation 911 [NG911] system.
- Implement and operationalize enhanced station alerting system, Computer Aided Dispatch, and Records Management System.

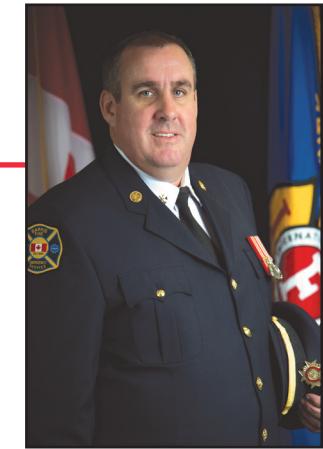
### Emergency Preparedness

- Review and update Emergency Plan.
- Develop hazard specific plans.
- Delivery of Incident Management System training to internal city staff.

## Staff Promotions



**Kevin White**  
Fire Chief



**Eric MacFadden**  
Deputy Chief



**Kent Johnston**  
Platoon Chief



**Tony Farrell**  
Platoon Chief



**Andrew Moreau**  
Captain



**Cameron McLeod**  
Acting Captain

## Staff Retirements

Robert Rivet Firefighter  
Sanford Stevens First Class Firefighter





## Barrie Fire and Emergency Service

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