

Details of Service Change

In addition to the certifications required by July 2026, the Certification Regulation requires fire departments who perform technical rescue as part of their fire protection services to certify firefighters who perform those services to the NFPA 1006 (Standard for Technical Rescue Professional) by July 1, 2028. The technical rescue services outlined in the regulation include Surface Water Rescue, Swift Water Rescue, Ice Rescue, Rope Rescue, Trench Rescue, Confined Space Rescue and Structural Collapse Rescue. While Mississauga Fire & Emergency Services firefighters are trained and have been performing these disciplines for many years, the training has not been completed in accordance with NFPA standards and therefore has not resulted in certification. The additional two Training Officers will be tasked with leading the technical rescue portfolio and will be accountable for co-ordinating all technical rescue training and testing.

The technical rescue training and certification requirements alone will take in excess of five years to complete, and consist of training and testing hundreds of firefighters. The additional Training Officers will be tasked with leading the technical rescue portfolio and will be accountable for co-ordinating all technical rescue training and testing. It is estimated that there will be 3,400 student hours and 4,200 instructor hours required over the five years from 2023 to 2028.

Service Impact

The addition of these training positions will help Fire & Emergency Services to meet legislated training requirements. While firefighters are already trained well, training and certifying firefighters to this standard further reinforces that public confidence in Mississauga Fire & Emergency Services is well placed.

BR #10816 – Communications Operators

Description of Budget Request

This request is for two permanent Communications Operators starting in 2025 to improve efficiency at the Fire & Emergency Services Communications/Dispatch centre due to increasing call volume and incident complexity. Communications Operators currently handle more than 45,000 calls annually and provide firefighters with updated incident information on scene, dispatch additional resources when required, and maintain communications throughout the duration of an incident.

Why Staff Recommend this Initiative

Fire & Emergency Services is experiencing increasing call volume and changes in the level of complexity for many types of incidents. MFES Communications Operators (dispatchers) handle more than 45,000 calls annually. Firefighters rely heavily on Communications Operators to provide them with updated incident information on scene, dispatch additional resources when required and maintain communications throughout the duration of an incident.