



2024 to 2027 Business Plan

Service: Fire and Rescue Services

\$323.00	8.30%
Annual cost for the average rate payer (2024 to 2027)	Of the 2024 to 2027 City of London Net Property Tax Supported Budget

Who we are:

- The London Fire Department ('LFD') is responsible for the delivery of fire protection services including responding to fires, medical emergencies, car accidents, hazardous materials incidents, and specialized rescues.

What we do:

- The LFD contributes towards the prevention of loss of life and injury to residents and non-residents visiting the City, as well as the reduction of property loss due to fires and natural disasters.
- Crews at the 15 stations, respond to fire and other emergencies within the city.
- The Communications & Dispatch Centre processes and prioritizes incidents to provide appropriate response to emergency and non-emergency incidents.
- Personnel are trained to ensure compliance with the [O.Reg 343/22 Firefighter Certification](#) as well as local needs and circumstances through a dedicated group within and seconded to the Training Division.
- Vehicles and equipment are maintained by exceptional mechanical staff at the Apparatus Division.
- Further to emergency related calls for service, the LFD also responds to non-emergency events such as open-air burn complaints, carbon monoxide calls and other public hazards.
- It is important to note many of the compliment of firefighters also serve on the Department's specialty teams thereby permitting the LFD to respond to hazardous materials calls, water and ice rescue calls, and technical rescue calls, as well as act as backup communication operators.
- The Health and Wellness of LFD personnel remains a top priority for the LFD. Supports, services, and resources are being made available, inclusive of the Peer Support Team, to assist personnel in navigating challenges stemming from emergency responses, home, the workplace and others. By providing support early and on a timely basis we can ensure personnel remain work ready, and able to serve Londoners.

Why we do it:

- **Mandatory** – Section 2(1) (b) of the *Fire Prevention and Protection Act (FPPA)* requires every municipality to provide such fire protection services as it determines may be necessary in accordance with its needs and circumstances.

The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2024	2025	2026	2027	2024 to 2027 TOTAL
Gross Operating Expenditures	\$72,268	\$74,732	\$75,555	\$75,861	\$298,416
Other Revenues	-\$111	-\$113	-\$115	-\$117	-\$456
Net Tax Levy Supported Operating Budget	\$72,157	\$74,619	\$75,440	\$75,744	\$297,960
Total Capital Expenditures	\$17,956	\$48,269	\$8,331	\$8,032	\$82,588
Full-Time Equivalents (FTE's)	420.6	420.6	423.4	423.4	N/A

Reflects 2024 to 2027 adopted City budget as of December 1, 2025

Linkage to the 2023 to 2027 Strategic Plan

This service supports the following Strategic Areas of Focus in the 2023 to 2027 Strategic Plan:



**Reconciliation, Equity,
Accessibility, and
Inclusion**



**Economic Growth, Culture,
and Prosperity**



**Housing and
Homelessness**



**Mobility and
Transportation**



Wellbeing and Safety



**Climate Action and
Sustainable Growth**



**Safe London for Women,
Girls, and Gender-Diverse
and Trans People**



Well-Run City

Environmental, Socio-economic Equity and Governance (ESG) Considerations

Environmental, Socio-economic Equity and Governance Profile for this service:

Environmental:

- In the selection and implementation of new vehicles and equipment investigate the best of products that focus on the decreasing of greenhouse gases thus upholding a commitment to the Climate Emergency Action Plan. Larger apparatus may include Idle Reduction Technology to help reduce emissions, and the lighter duty vehicles may transition to hybrid and/or electric motors that will offset any potential increases in emissions due to adding an extra apparatus to the fleet.
- Equipment previously powered by gas motors is being reviewed with a focus on life cycle replacement with battery operated equipment, where possible.
- The Climate Emergency lens was applied during planning discussions for the construction of Station 15; it was decided that this should be a “green build” based on passive house principles to reduce the London Fire Department’s carbon footprint and to set a standard for future station builds and retrofits.

Socio-economic Equity:

- Attract and retain dedicated, highly skilled, and committed personnel to the London Fire Department while identifying and removing barriers faced by equity-denied groups and encouraging internal demographics to be representative of the community being served.
- Internally improving staff wellness through continuous learning and development in conjunction with a sense of inclusion and belonging through implementation of recommendations within the Fire Master Plan.

Governance:

- Continue to deliver and enhance high-quality and effective fire protection services that make London a safe city for residents, businesses, and visitors. Supporting improvements to the delivery of public safety programs and services in the core and across the city while maintaining a sustainable level of fire service through the implementation of the Fire Master Plan.

The following section provides an overview of the key activities the service plans to undertake from 2024 to 2027 to implement the Corporation’s 2023 to 2027 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

Service Highlights 2024 to 2027

- Comply with the Province's requirements for the Next Generation 9-1-1 (NG911) system.
- Pursue opportunities to transition larger emergency response vehicles to a shorter useful life cycle replacement schedule as outlined in the Fire Master Plan.
- Continue to partner with London Police Services on a Protective Services Training Campus.
- Receive and put into service additional Apparatus as outlined in the Fire Master Plan..
- Continue hiring firefighters to fill attrition, and Station 15.
- Ensure compliance with all provincially mandated training requirements.
- Continued development and implementation of the LFD Health and Wellness Plan.
- Prepare for and negotiate the next Collective Agreement.

Risks and Challenges Anticipated in 2024 to 2027

- Continued challenges with obtaining appropriate data to conduct analysis and setting planning priorities.
- Increase in presumptive legislative claims and costs associated with Post Traumatic Stress Disorder, Cancer, and Cardiovascular related WSIB claims.

Other reference information and links:

- [Fire Master Plan Action Plan](#)

Contact:

- Lori Hamer
- Fire Chief
- (519) 661-CITY (2489) Extension 4785
- lhamer@london.ca