

Winnipeg Fire Paramedic Service

# Annual Report 2025



Winnipeg is located in Treaty One Territory, the home and traditional lands of the Anishinaabe (Ojibwe), Inineew (Cree), and Dakota peoples, and in the National Homeland of the Red River Métis. Our drinking water comes from Shoal Lake 40 First Nation, in Treaty Three Territory.

The City of Winnipeg recognizes the importance of First Nations, Inuit, and Métis Peoples connected to Winnipeg's history, and the vibrant, diverse people who make up Indigenous communities today.

The City of Winnipeg acknowledges the harms and mistakes of the past, and is dedicated to upholding Indigenous rights, and to moving forward in partnership with Indigenous communities in a spirit of truth, reconciliation and collaboration.



## 2025 Executive Team

**Christian Schmidt**, Fire and Paramedic Chief

**Ryan Sneath**, Deputy Chief, Paramedic Operations and Training

**Scott Wilkinson**, Deputy Chief, Fire-Rescue Operations and Training

**Tom Wallace**, Deputy Chief, Support Services and 9-1-1 Communications

**Jay Shaw**, Deputy Chief, Safety, Emergency Management, and Public Information

**Wayne Mosienko**, Assistant Chief, Paramedic Operations

**Jamie Vanderhorst**, Assistant Chief, Fire-Rescue Operations

**Lisa Gilmour**, Assistant Chief, Community Risk Reduction

**André Bérard**, Assistant Chief, Research and Data Intelligence

**Dr. Rob Grierson**, Medical Director

**Dr. Erin Weldon**, Assistant Medical Director

**Natalie Durocher**, Manager, Human Resources

**Dennis Blazewicz**, Manager, Innovation and Technology

**John Hall**, Financial Controller

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# Message from Chief Schmidt

**Every day, every hour**, the Winnipeg Fire Paramedic Service (WFPS) team stands ready to protect and serve. Our members are the first line of help when seconds matter—bringing skill, compassion, and courage to every emergency. Their dedication is unwavering, and I could not be prouder of the work they do for our city.

The past several years tested us like never before. Winnipeg’s growing population drove call volumes to record highs, making us one of the busiest metropolitan departments in Canada. Emergencies are more complex, and the opioid crisis has added layers of risk and urgency to our work. At the same time, our members face mental health challenges from repeated exposure to trauma and rising levels of on-the-job violence.

These realities mean less time between calls, more pressure, and greater personal sacrifice. And yet, through every challenge, our members have shown what true dedication looks like - meeting the moment with professionalism, empathy, and strength.

Through it all, our team continues to deliver – because we know what’s at stake: lives, families, and community safety. Winnipeggers can trust that when they call, we will answer. We are transparent about the challenges we face, and we are committed to meeting them head-on.

## Our Commitment

In 2025, we focused on strengthening our ability to respond and care for our community:

- Modernized operations to improve response times and prioritize critical emergencies.
- Investing in our people—with expanded mental health and wellness programs, peer support, and fitness initiatives.
- Building capacity through staffing and infrastructure improvements to keep pace with demand.

These investments are not just about equipment or systems - they ensure our members have what they need to do their jobs safely and effectively, today and in the future. They ensure Winnipeggers can feel safe, knowing WFPS will be there when they need us the most.

## Looking Ahead

Our mission is clear: protect life, reduce harm, and be there when you need us most. We will continue to innovate, collaborate, and lead with transparency, so Winnipeggers and Council can have full confidence in their Fire Paramedic Service.

The dedication of our staff not only impacts today but also inspires future generations to take up the call to serve, ensuring Winnipeg remains a compassionate and safe place for all.

To WFPS members: your unwavering professionalism, compassion, and courage never go unnoticed.

To Winnipeg residents: know that your safety is our shared priority—and we will always answer the call.



Christian Schmidt  
Fire and Paramedic Chief

# 2025 by the numbers

**1,297**

Firefighters, paramedics  
9-1-1 telecommunicators



Focus on efficiency:  
change from two to five  
dispatch priorities

**91**

Inspectors, educators,  
mechanics, trainers, and  
stores, facilities, and  
air room staff

**10,000+**

fire inspections

**160.2**

incidents per 1,000  
population



New energy-efficient  
WFPS station in  
Windsor Park

**27**

calls for substance use  
concerns every 24 hours

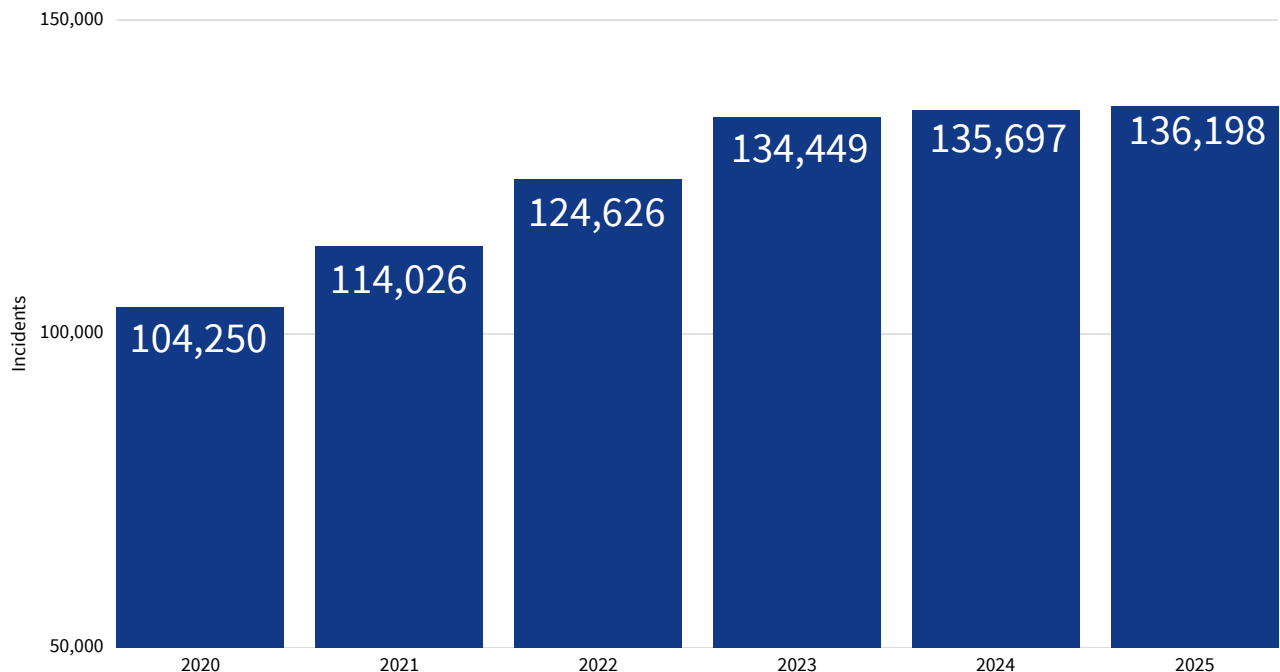
**6,765**

calls handled over the  
phone with no  
emergency response  
needed

**819**

residents supported  
during an emergency  
through Emergency  
Social Services

Demand for service: total incidents



# A unified team for a safer city

In Winnipeg, firefighters and paramedics work together as a team. Every fire engine and rescue apparatus includes at least one firefighter-paramedic, ensuring lifesaving interventions can begin immediately—even before an ambulance arrives.

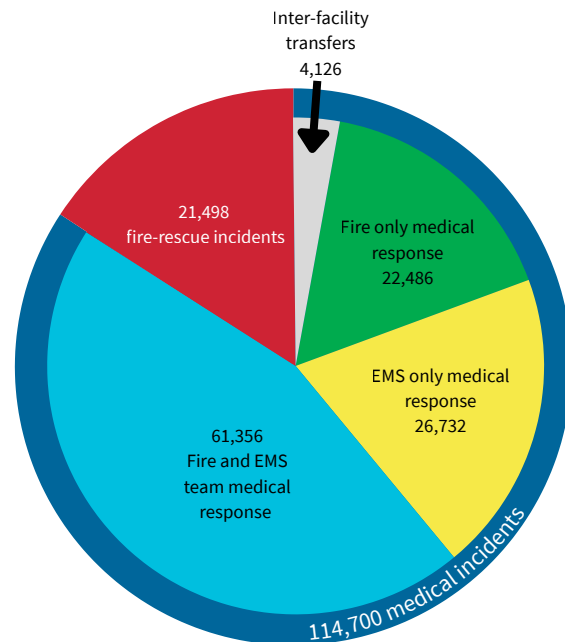
This unified response saves patients precious minutes when seconds matter, with trained primary care paramedics providing interventions like CPR, defibrillation, and trauma care as quickly as possible.

Ambulance-based paramedics have a range of skillsets, from primary care paramedic to advanced care paramedic practitioner. These skills ensure patients receive the best care possible before they arrive at a hospital.

In recent years, population growth, rising call volumes, increasing call complexity, longer hospital off-load delays, and social-medical issues like addictions have placed significant pressure on ambulance availability. The unified response model has helped WFPS maintain a high level of service for Winnipeggers, but these pressures continue to affect response times and staff.

Paramedicine is funded by Shared Health Manitoba on a full cost-recovery basis. The City of Winnipeg funds fire and rescue operations.

## 2025 incidents by response type



### 4.5

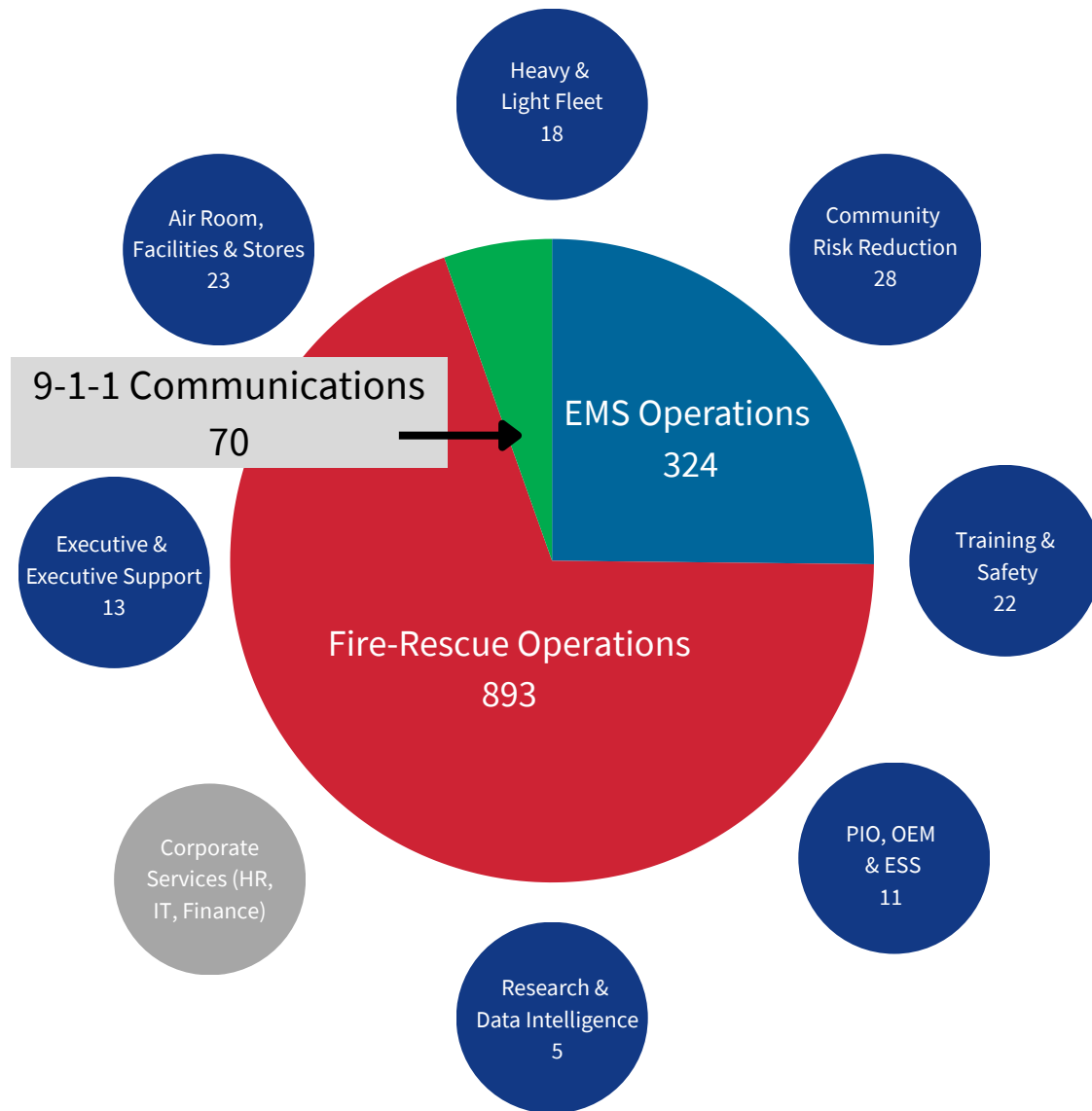
24/7 ambulances are made available to respond to emergencies every day because firefighter-paramedics respond to medical calls

Of the 114,700 medical incidents WFPS attended in 2025, 22,586 were handled by firefighter-paramedics without an ambulance, 26,732 were handled by ambulance-based paramedics, and 61,356 were a team response.



# Frontline at the heart of WFPS

Of the 1,407 WFPS members, 91.5 per cent (1,287) are frontline responders (firefighters, paramedics, or 9-1-1 telecommunicators). The other 8.5 per cent per cent of employees (120) work to support the mission of these responders through various supporting roles. WFPS also has an indirect reporting structure with City of Winnipeg Human Resources, Innovation and Technology, and Finance whose teams specialize in the WFPS system.



## Our labour partners

- Canadian Union of Public Employees (CUPE)
- Manitoba Government & General Employees Union (MGEU) local 911
- United Fire Fighters of Winnipeg (UFFW) IAFF local 867
- Winnipeg Association of Public Service Officers (WAPSO)
- Winnipeg Fire Paramedic Senior Association (WFPSOA)



# People-driven priorities in 2025

## Investing in health, safety, and wellness

The health, safety and wellness of members is WFPS' top priority. The department added new programs and initiatives over the last couple of years to better prevent injuries and illnesses, specifically those related to mental health.

The Behavioural Health Unit (BHU), staffed by a Behavioural Health Nurse and supported by a contracted team of Clinical Psychologists, helps provide timely and targeted mental health support for members. In 2025, the Unit recorded 204 contacts with members.

## Focus on safety in a high-hazard workplace

WFPS not only passed our 2025 Safe Work Certified Maintenance Audit, WFPS achieved a 99 per cent score. This result reflects the dedication, professionalism, and care shown by our staff every day.

Across 12 different sites and through interviews with 83 employees, the message was clear: safety is a top priority, and it's deeply woven into the culture of the department.

## Peak-efficiency dispatch for high-demand conditions

In 2025, WFPS made significant strides in expanding system capacity and strengthening operational efficiency. As call volumes and call complexity continued to rise, WFPS prioritized dispatch protocol changes and refined apparatus deployments.

These efforts ensured WFPS could responder faster, smarter, and with greater precision, meeting our city's needs with resilience.

## Workplace culture leads the way

For the past several years, WFPS focused on assessing and improving workplace culture.

Across all unions, branches, genders, and race, staff prefer a constructive workplace culture that is supportive and friendly. In 2022, leadership from all unions and WFPS came together to create a joint statement supporting the culture work. Using the information learned, WFPS created a Culture Guide, as a roadmap for implementing changes.

Since then, WFPS has been following the roadmap and considering culture in all we do.

# Responding to a changing city

Winnipeg continues to grow, and with that growth comes new and evolving community risks. In 2025, Winnipeg’s population passed 850,000 after increasing by 8,245 in one year – the fifth highest total population increase in any Canadian municipality. At the same time, WFPS continues to manage the drug and overdose crisis, and rising call volumes related to mental health and addictions.

As a result, WFPS is now responding to more calls for service than at any other time in its history. In order to address this change, WFPS focused on efficiency and innovation.

## Priority Dispatch system

In response to the increase in incidents, WFPS changed the way dispatchers prioritize calls. While this does not change the overall incident count, it made our system as efficient as possible under current funding levels.

Until April 2025, WFPS used a two-priority system. Priority one calls were emergencies and required lights and sirens responses. Priority two calls were non-life-threatening situations and crews responded with no lights and sirens.

For medical calls, there are now five priority categories instead of two. This means there will be fewer times when crews respond with lights and sirens. That type of response for now only the most time-dependent and high acuity calls, which will be a smaller percentage of calls.

## Calls by dispatch priority

Responding to fewer calls with lights and sirens means Winnipeg’s roads and WFPS members are safer. It also means WFPS can ensure only the most time-dependent emergencies receive a priority one response. Some additional calls that may not be captured in these graphs include standby calls and pre-booked public events.

## Strengthening relationships

In 2025, WFPS deepened its partnership with the Downtown Community Safety Partnership (DCSP). Following Council approval, a joint project team bringing together DCSP, 9-1-1 Communications, and IT integrated DCSP into the WFPS computer-aided dispatch system.

As part of this work, WFPS equipped DCSP with portable radios, enabling them to safely respond to more than 200 designated low-acuity calls downtown.

DCSP staff are trained in first aid, allowing them to provide timely, appropriate support. Their work reduced call volumes for WFPS responders while ensuring community members receive the most suitable and efficient support.

DCSP and WFPS continue to work together to find opportunities to continue to connect the community with WFPS.



Despite increasing call volumes each year, in 2025 WFPS reduced the number of calls dispatched as priority 1 (lights and sirens) to ensure WFPS sent the right resource to the right call under current funding levels.

# Innovations and upgrades to strengthen service

Through innovation, modernization, and targeted construction in line with the WFPS Strategic Direction, WFPS is delivering stronger support for responders and Winnipeg residents.

## Windsor Park station consolidation

WFPS consolidated Stations 9 and 15 into a new five-bay station on Autumnwood Drive, commissioned in 2025. This energy-efficient station houses fire and paramedic crews, the hazardous materials team, a fire investigator and a supervisor.

## Waverley West expansion

WFPS commissioned a temporary, modular station on Eaglewood Drive, supported by a grant from the Canada Community-Building Fund. The new location houses a fire engine and ambulance and will remain in place until a permanent station is complete.

## Emergency Vehicle Pre-emption

Completed in spring 2025, this pilot tested technology that gives emergency vehicles right-of-way at intersections. Council approved city-wide expansion, with installations over the next several years. Emergency Vehicle Pre-emption (EVP) enables faster response times and expanded coverage.

## Fleet modernization

WFPS improved heavy-fleet capacity by adding ladder units and strengthening the spare engine and rescue fleet.

## Expanded Community

### Paramedicine program

Working with Shared Health and the Province of Manitoba, WFPS received funding for 11.5 new community paramedic positions.

## Efficiency-focused innovations

In 2025, WFPS expanded from two to five dispatch priorities, improving precision so the most time-dependent emergencies get help the fastest. Lower-acuity callers may wait longer.

## Fire Underwriters Survey

In 2025, WFPS received an updated Fire Underwriters Survey.

Winnipeg's fire protection for larger buildings improved from Class 3 to Class 2, reflecting stronger fire department performance, reliable water supply, better fire safety measures, and improved communication systems.

Winnipeg maintained a Class 1 rating for single-family homes.



# 9-1-1 Communications

When an emergency happens in Winnipeg, help begins with a call to 9-1-1. The Winnipeg Police Service operates the city's Public Safety Answering Point, and when fire or paramedic assistance is needed, they transfer calls to the WFPS 9-1-1 Communications Centre.

WFPS' highly trained Emergency Telecommunicators are often the first to provide life-saving support. They guide callers through CPR, childbirth, and other critical interventions while paramedics and firefighters are on their way. Beyond assisting residents on their worst days, they play a vital role in keeping responders safe.

Using industry-standard Medical and Fire Priority Dispatch Systems, the team triages calls to ensure urgent needs are prioritized and the most appropriate resource is deployed. When transport ambulances are temporarily unavailable, dispatchers maintain contact with patients and adjust priorities as conditions change.

In 2025, WFPS introduced updated dispatch protocols to improve response efficiency and enhance patient care. For this team, saving lives over the phone isn't extraordinary - it's all in a day's work.

## Nearly 275,000 phone calls

WFPS call-takers and dispatchers are the first point of contact for residents in crisis, providing calm, professional assistance during emergencies.

## Nearly 140,000 incidents handled

Each incident is carefully documented and prioritized to ensure accurate response and accountability.

## Priority system fully implemented

In April 2025, WFPS updated our dispatch protocols, aimed at providing patients with the right care at the right time. It ensures patients with the most critical, time-sensitive emergencies receive the quickest care.

## Recognizing excellence

WFPS proudly celebrated National Public Safety Telecommunicators Week in April, honouring the critical role these professionals play in saving lives and supporting responders.



## Extensive training commitment

In 2025, each 9-1-1 Communications team member completed about 26 hours of specialized continuing education training in emergency medical dispatch, fire dispatch, and crisis communication to ensure the highest standards of care. This training is in addition to the standard training required for the position.

All members are registered Emergency Medical Responders with the College of Paramedics of Manitoba and must maintain their registration through a program of continuing competency.

# Fire-Rescue Operations

Members of the Winnipeg Fire Department (WFD) respond to all fire and rescue emergencies in Winnipeg. This branch operates from 27 strategically located stations. In addition to fire suppression and medical response, WFD teams are trained to perform:

- Fire investigations
- Water and ice rescues
- Technical rescues
- Vehicle extrication
- Wildland fire suppression
- Hazardous materials (HazMat) incident mitigation
- Remotely Piloted Aerial System (drone)
- High-angle rope rescues

## Persistent high fire rates

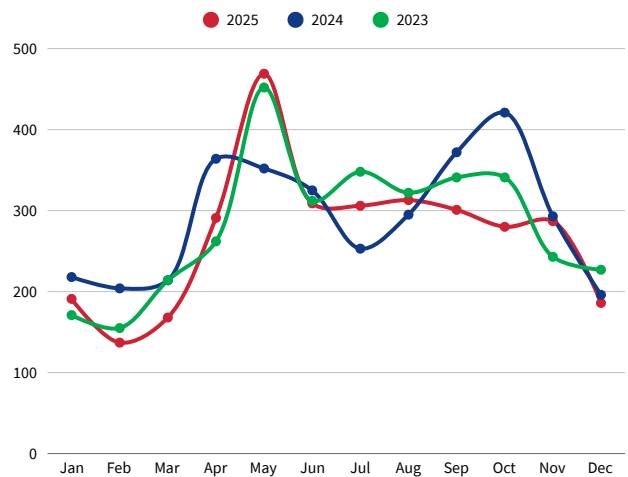
In 2025, WFD crews continued to protect people, property, and critical infrastructure across Winnipeg.

Frontline teams responded to 11,919 alarms, the highest number recorded in eight years, and 3,238 fire incidents (down 7.7 per cent from 2024).

Winnipeg continues to experience more fires per household than comparable Canadian cities.

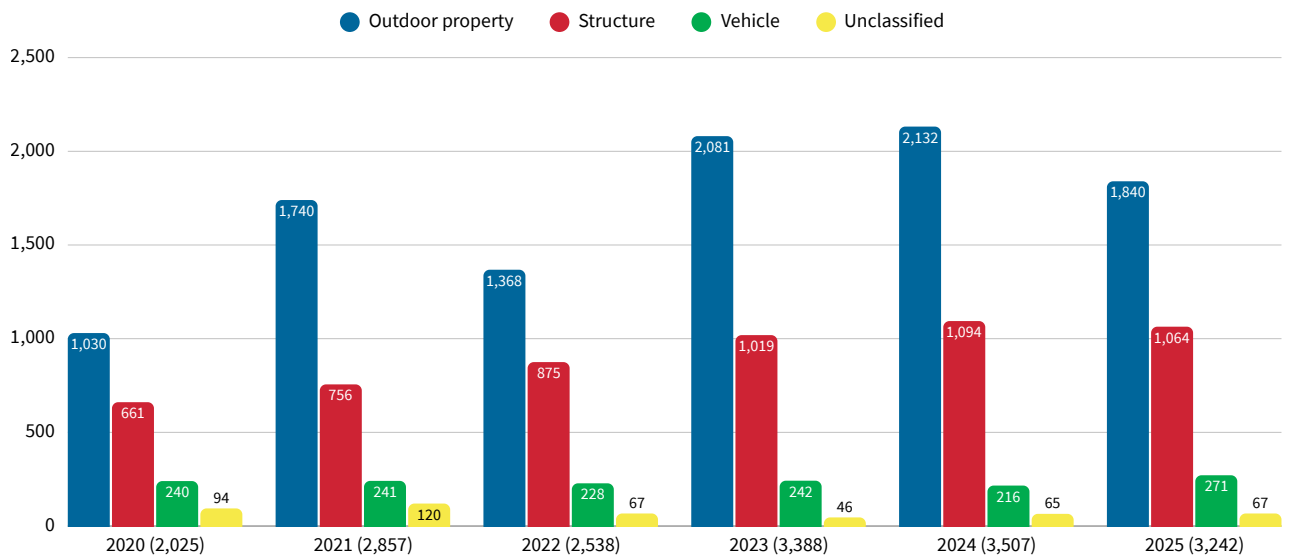
**11,919**  
calls for alarm systems  
activated in Winnipeg  
in 2025

## Fire incidents by month (2023-2025)



WFPS sees an increase of reported fires in the summer months, with May accounting for the most fires. This can vary year-to-year depending on weather conditions (dry seasons often correlate with more fire incidents).

## Fires by property type

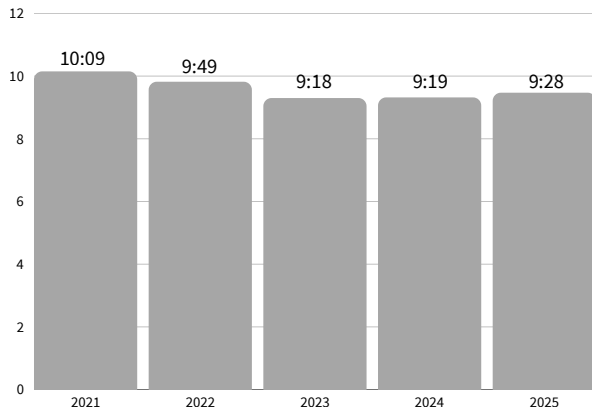


# Fire-Rescue response times

Response times measure the time from WFPS receiving a 9-1-1 call to the arrival of the first-arriving fire crew and apparatus at a call categorized as a priority one fire-rescue incident at the time of dispatch. Crews drive to these calls with lights and sirens.

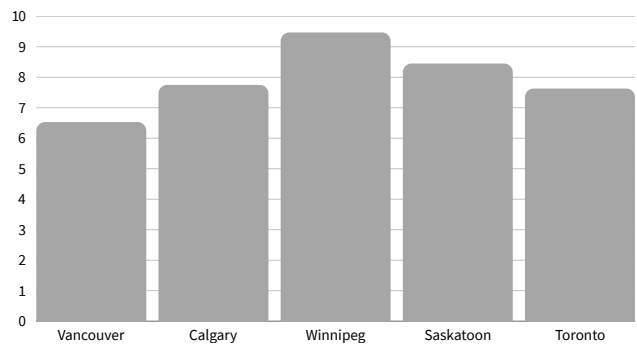
This information is entered manually by first responders during emergencies, so some details may vary because situations are fast-moving and crews focus on urgent needs when they arrive.

90th percentile response time for first-in fire crew at priority 1 fire-rescue calls



## Across the country

Fire departments across Canada self-report their response times each year. These times represent the time the 9-1-1 call is answered to the first unit arriving on scene at the incident.



# Fire investigations

WFPS operates a comprehensive Fire Investigations program, staffed by certified Fire Investigators who are on duty 24/7, 365 days a year. As the number of fires increases city-wide, so does the workload for fire investigators. Their cases are often complex.

Fire investigators determine the origin and cause of fires. They examine the scene, collect evidence, send samples to laboratories, interview witnesses, and conduct research.

Investigators work closely with the Winnipeg Police Service Major Crimes Unit. Joint efforts have resulted in significant outcomes, including arrests for alleged arsons.

## Scooby's First Anniversary

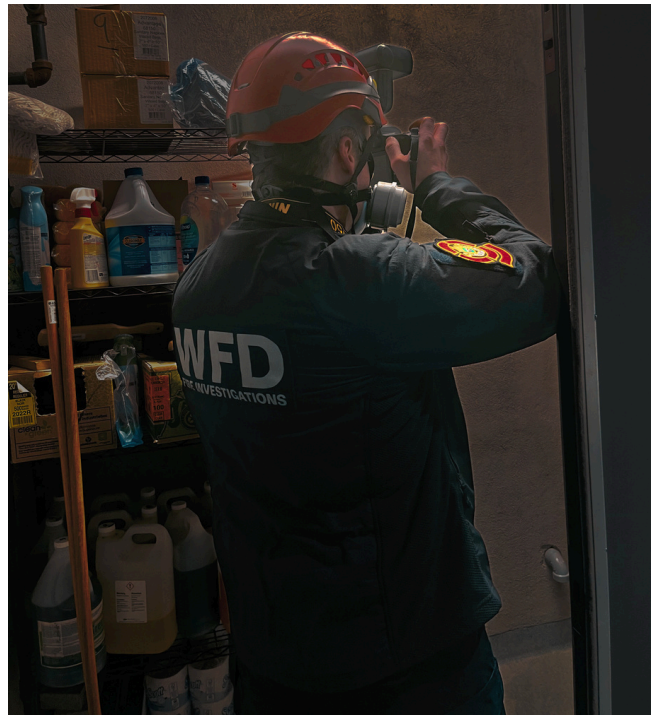
Scooby, WFPS's Accelerant Detection K-9, investigated 181 fires in 2025. Almost 100 of these fires were in residential homes, while the rest were in commercial buildings, vehicles, or other settings.

Scooby's role is to alert his handler to the presence or absence of ignitable liquids used to light or spread a fire.

Scooby helped investigators collect 29 exhibits as evidence from fire scenes.

## Investigating fires

Investigators often begin their work while firefighters are still extinguishing a fire. Fire investigators investigate hundreds of fires each year.



# Fire investigations

## What caused fires in 2025

In 2025, fire investigators conducted more than 500 investigations and consulted on 174 others. In the rest of cases, Fire Officers can determine the cause of based on their assessments, experience, and training.

In 2025, some of the main causes of fires were:

- incendiary (purposely set)
- unattended cooking or cooking oil
- electrical or wiring fires
- smoking materials
- batteries
- dryers or appliances

## Incendiary fires

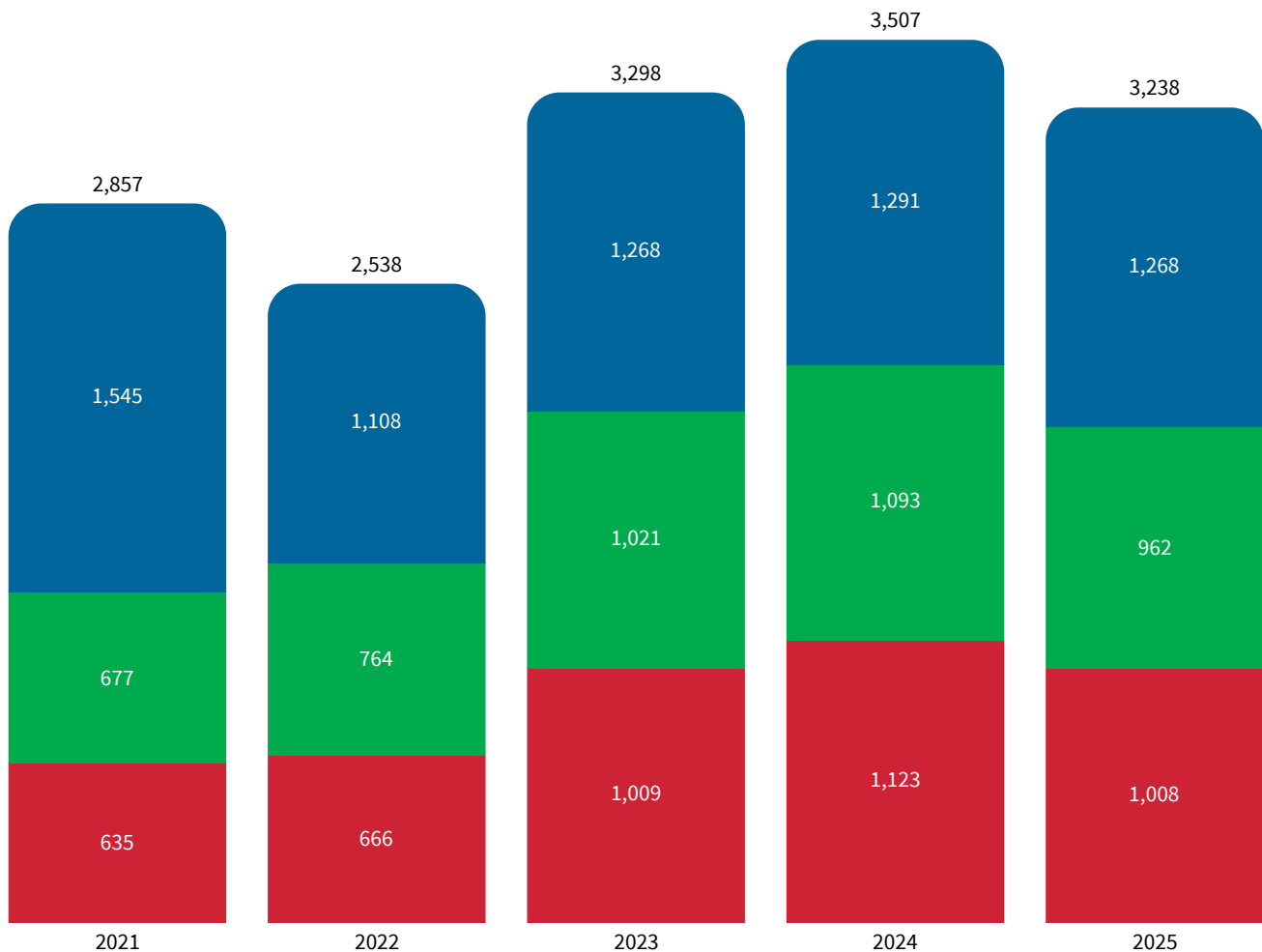
WFPS has reported 58 per cent more incendiary (purposely set) fires in 2025 than in 2021. These fires may be major or minor incidents. This is different from arson which is a criminal code offense.

## Undetermined fires

Sometimes a fire investigator is unable to determine the cause and origin of a fire. In this case, the fire is declared undetermined.

### Fires by investigative outcome

● Incendiary ● Accidental ● Undetermined





# Paramedic Operations

WFPS delivers a comprehensive, unified team of paramedic clinicians on behalf of Shared Health Manitoba, matching the right resource to the specific need. WFPS' paramedicine team is made up of different professionals:

- Ambulance paramedics for transport and advanced clinical care
- Firefighter-Paramedics for rapid -on-scene assessment and treatment
- Community Paramedics for proactive, patient-centered support across the city.

Through a collaborative approach to pre-hospital care, paramedics serve as a vital extension of the broader health system, delivering life-saving treatment where it's needed most. This role is clearly demonstrated in the ongoing success of the ST-segment Elevation Myocardial Infarction (STEMI) program, the Stroke Care program, pre-alerting for trauma triage, and emerging innovations like the Virtual Medicine Ward, which allows patients to receive monitored care at home.

Winnipeg paramedics are highly trained professionals skilled in comprehensive clinical assessment, administering life-saving medications and interventions, monitoring and interpreting vital signs, and ensuring patients are connected with the most appropriate care pathway.

## Ambulance-based paramedics

WFPS operates ambulance-based paramedicine in Winnipeg. This team provides emergency medical assessments, care, and transportation to hospitals.

In 2025, this team of paramedics responded to 88,090 medical incidents and 4,126 inter-facility transfers. To best serve the public, WFPS staffs paramedic teams with staff with a range of expertise and experience levels.

- primary care paramedics
- intermediate care paramedics
- advanced care paramedics
- advanced care paramedic practitioners

## Firefighter Paramedics

All Engine and Rescue crews have at least one Primary Care Paramedic. In many circumstances, these paramedics provide an initial assessment and treatment before the ambulance arrives. This means care starts sooner for patients and new information can be relayed to incoming crews.

In 2025, firefighter-paramedics managed 22,486 medical incidents without the need to dispatch an ambulance.

## Tactical Emergency Medical Support

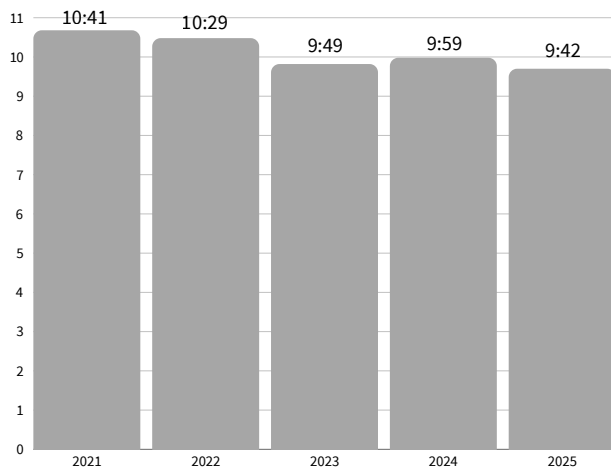
The TEMS program, launched in 2014, is a partnership between Winnipeg EMS and the Winnipeg Police Tactical Support Team. TEMS paramedics receive tactical and medical training to work alongside police during high-risk operations.

# EMS response times

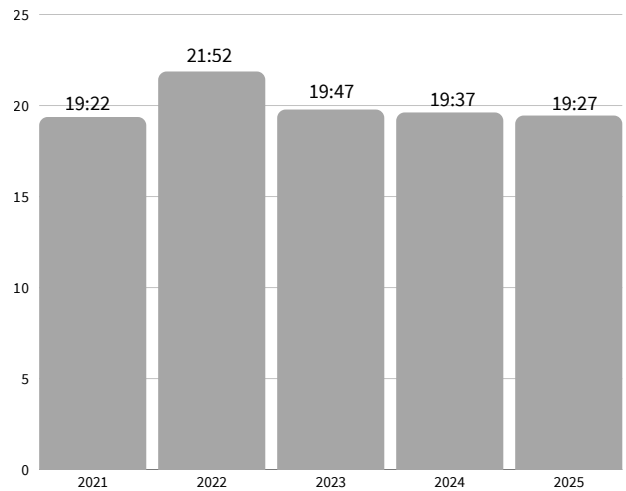
Shared Health Manitoba sets the goals for response time for paramedics. They also fund all paramedicine in the City of Winnipeg on a full cost-recovery basis.

Despite increasing call volumes year over year, WFPS has implemented efficiency measures, like the priority dispatch system, to reduce response times for the most time-dependent medical calls. 9-1-1 callers with less time-dependent concerns now wait longer.

90th percentile response time for first-in firefighter-paramedic at priority 1 medical calls



90th percentile response for first ambulance at the scene of a priority one medical call





WFPS uses priority-based dispatch, peak-time staffing and targeted community programs to support vulnerable patients.

These strategies improve access to care. They also reduce ambulance transports and emergency department visits. At the same time, they strengthen care pathways for low-acuity and at-risk patients.

## Community Paramedics

Community Paramedics deliver client-centered care, offering early assessment, planning interventions, and promoting cost-effective healthcare delivery.

Community paramedics travel in SUVs and can be mobile or stationed out of another setting like the Protective Care Centre.

Mobile community paramedics reduce barriers by meeting patients where they are in the community to help them with immediate needs and to navigate the health care system, reducing 9-1-1 calls.

Community paramedics also assist at the Winnipeg Police Service’s Central Processing Unit (CPU) during intake. In 2025, paramedics completed 11,316 intakes at the CPU.

## Enhanced Low-Acuity Triage (ELAT)

Launched in May 2021, ELAT reduces strain on transport ambulances by:

- Conducting secondary triage via phone for low-acuity 9-1-1 callers
- Allowing Advanced Care Paramedics to determine safe alternatives to ambulance transport

WFPS expanded ELAT in 2025 to triage additional calls as part of changes to the priority system.

In 2025, ELAT paramedics handled 11,361 incidents that came in through 9-1-1. Paramedics handled 60 per cent of these calls by providing the patient with on-the-phone care and guidance and without needing to dispatch a paramedic or fire team. This is the equivalent of adding four-and-a-half full-service 24/7 ambulances to WFPS response capacity.

**3,452**

community paramedic patient contacts

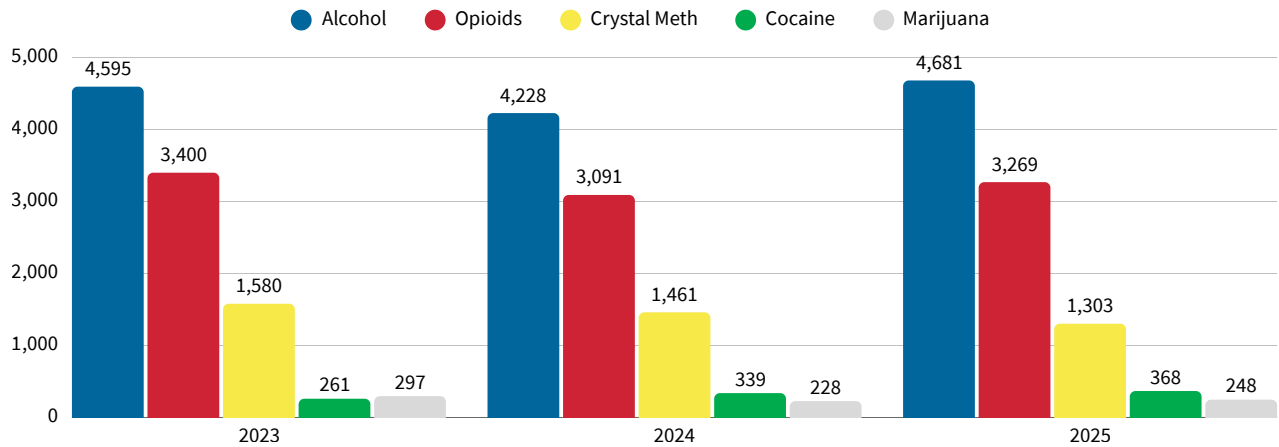
**60%**

of 9-1-1 calls ELAT handled did not require an ambulance trip to the hospital

## Substance use

WFPS continues to respond to consistently high call volumes related to substance use, responding to nearly 10,000 calls each year, or 27 calls every 24 hours.

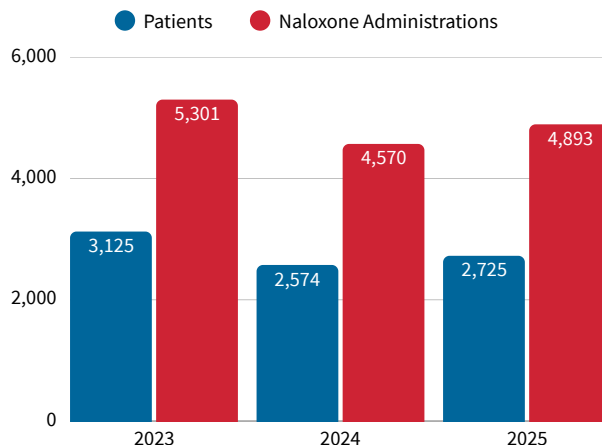
The statistics below are based on the patient’s description of events. Therefore, true numbers of calls involving substance use are likely higher because in some incidents, the chief complaint may instead be reported as a symptom of what the patient is feeling (shortness of breath, chest tightness, dizziness, etc.).



### Naloxone Administrations

Paramedics administer naloxone to temporarily treat opioid overdoses. Some patients require more than one administration of naloxone, depending on the substances used.

In recent years, awareness of naloxone has increased, and more bystanders and community members administer naloxone during suspected overdoses. This may help explain why opioid related incidents continue to rise even as the number of naloxone administrations and patients fluctuates. It is important to note these figures reflect only the naloxone administered by WFPS personnel.



### Olanzapine Administrations

Olanzapine is used to treat psychosis in patients with conditions such as schizophrenia or bipolar disorder, but it also be used with patients experiencing psychosis due to methamphetamine use.

WFPS began administering this drug in the pre-hospital setting in late 2018. The number of patients and administrations has stayed consistent over the last three years. In 2025, WFPS administered Olanzapine to 996 patients.

# Zero ambulances available

In 2025, there were 64 hours and 26 minutes of combined time when there were zero ambulances available to respond to any kind of emergency.

This number represents every instance, including durations of a few seconds and extended periods with no ambulances available.

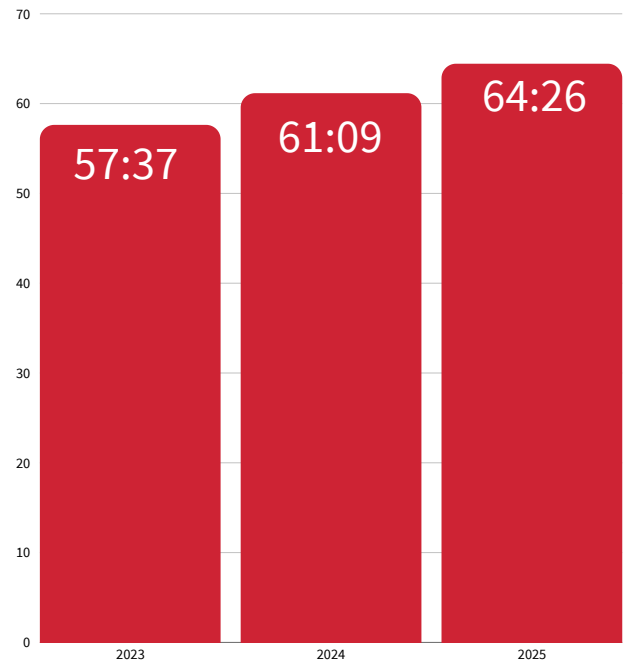
## What happens when there are no ambulances?

When WFPS enters degraded mode (fewer than 30 per cent of ambulances available at any time), WFPS follows protocols to preserve ambulance resources for only the most time-dependent emergencies.

When WFPS has zero ambulances available, a firefighter-paramedic is dispatched until an ambulance can respond. The next available ambulance responds when they can. This can lead to longer wait times, even for time-dependent emergencies. It can also contribute to staff burnout and stress.

WFPS aims to have zero hours each year with zero ambulances available.

Total hours and minutes (hh:mm) per year with zero ambulances available



# Community Risk Reduction

The Community Risk Reduction branch works to prevent and mitigate risks and hazards before they become emergencies. This includes fires and their impact, injuries, illnesses, and other situations where WFPS would respond. This team educates residents about safety and prevention strategies and ensures compliance with fire codes and bylaws. After a fire or incident, this team works to ensure safety measures are in place.

## Fire inspections

WFPS Fire Prevention Officers play a significant role in reducing the loss of life and property. They are responsible for inspecting buildings and businesses in occupancies as required by provincial legislation and City by-laws. They also issue permits for open-air fires, fireworks and pyrotechnic events.

Fire Prevention Inspectors completed over 10,000 inspections in 2025. This includes personal care homes, apartment buildings, day cares, schools, hospitals, industrials, retail stores, restaurants and rooming houses. Some of these inspections are regulated, others are based on complaints, and many are completed proactively at high-risk sites.

Their important work ensures property owners are compliant with fire code and bylaws, and events are run safely, keeping residents safe.



## Encampments

WFPS is an active participant in Winnipeg's Encampment Coordination Table and the provincial Your Way Home strategy.

In 2025, Fire Prevention strengthened its approach by shifting from a single dedicated responder to a model where all fire prevention officers conduct encampment visits based on reported risks.

Through this coordinated, risk-based approach, WFPS completed 576 encampment visits in 2025 to provide fire safety education, assess hazards, and support safer living conditions for those in encampments and surrounding buildings.

**10,000+**  
fire inspections and  
re-inspections in 2025

**576**  
fire prevention visits at  
encampments in 2025

# Public Education

The Public Education teams connect with schools and community groups to deliver messaging about fire and carbon monoxide safety, injury prevention, substance use, and more.

The fire-rescue public education team delivered 458 presentations across the community in 2025. Of these, 117 were held in Winnipeg schools, reaching more than 12,400 students.

The paramedic public education team hosted 168 presentations city-wide, focusing on topics of stroke awareness, slip and fall prevention, substance awareness, and heart disease.

## 2025 highlights

In 2025, WFPS Public Education received a grant from the Firehouse Subs Public Safety Foundation to purchase two kitchen fire simulation tools. WFPS added these tools to school and community group presentations.

The Fire Safety Trailers runs from May to August, delivering hands-on experience and fire safety messaging to children through community events, daycares and schools. In 2025, the team engaged more than 22,000 participants.

The WFPS Fire Safety Trailer program truck was sponsored by Murray Chevrolet in Winnipeg. The team uses this truck to pull the fire safety trailer throughout the festivals and events this summer. The trailer is sponsored by the Manitoba Firefighters Burn Fund for trailer upkeep.

**32,977**

residents participated  
in a fire-rescue  
public education  
presentation





## After the Fire

The After the Fire Program provides targeted fire-safety outreach in neighbourhoods immediately following a fire in the area.

WFPs crews go door-to-door to speak with residents, install free smoke alarms through the Smoke Alarm for Every (SAFE) Family program, check batteries, and offer guidance on alarm placement and home escape planning.

This timing helps reinforce important safety messages when community awareness is highest.

In 2025, the program reached more than 4,800 homes, strengthening public safety through direct education and support. Residents can request additional information or smoke alarm installations through 311.



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## Smoke Alarm for Every (SAFE) Family

WFPs supplies and installs smoke alarms in eligible owner-occupied households not equipped with a working smoke alarm.

If a homeowner does not have the resources to supply and/or install their own smoke alarm for any reason they can apply to have one provided by the program.

Smoke alarms for SAFE Family are provided through the Firefighters Burn Fund and the Office of the Fire Commissioner.

In 2025, firefighters installed

**147**

free smoke alarms in homes in Winnipeg

# Training and development

WFPS training experts provide orientation to new members and continuing education to members throughout their careers. The training team helps to identify trends and new industry-best practices and then develops training to improve service to citizens and keep responders safer.

## Fire Dynamics Training

Fire Dynamics is a science-based live fire firefighting curriculum that addresses both theoretical and practical approaches to modern firefighting. All firefighters receive this training from recruits to District Chiefs. It provides members with the knowledge and practical skills required for sound decision making and tactics on the ever evolving and dynamic fireground.

## Advanced Care Paramedic Training

WFPS is also an accredited educational institute for delivering Advanced Care Paramedic education. The WFPS ACP program is a three-year educational program that paramedics can take while continuing to work full-time.

This program is supported through a relationship with the Emergency Medicine Program at the University of Manitoba, ensuring the education and instruction is delivered by Emergency Room Residents.

Every year, WFPS ACP students score above the national average on the national licensing exam. Our talented Training Academy staff ensure paramedics in Winnipeg are educated and prepared to provide exceptional clinical care.



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**1,301**  
training academy  
courses completed

## Threat Management Training

WFPS has seen an increase in instances and risk of violence against emergency responders.

Documented employee injury and exposure reports show increased employee exposure to workplace violence, which can contribute to physical and mental health occupational stress injuries.

This training focuses on tactical communications, de-escalation tactics, and scene security.

## Training by the numbers

Training type	Members trained
Officers	72
Recruits (EMS and Fire)	80
Specialty skills	188
ACP, ACPP, District Chiefs	41
Continuing Medical Education	650
Primary Care Paramedic IV	70
Field training	200

# Office of Emergency Management

The Office of Emergency Management supports the resiliency of all Winnipeggers by coordinating the City’s response to emergencies and disasters. It also helps to prepare residents and departments before an emergency happens, and assists with recovery efforts.

OEM leads a dedicated team of representatives from City departments who are trained in incident management and are ready to respond to hazards like storms, floods, climate effects, and more. To ensure the team is ready to respond to a disaster, OEM coordinates regular training and exercises.

OEM manages the Emergency Operations Centre (EOC), an emergency space used to coordinate efforts in response to an ongoing incident, emergency, or disaster.

The devastating 2025 forest fires saw the evacuation of over 30,000 wildfire evacuees from Manitoba communities. Most evacuees were hosted in Winnipeg until it was safe for them to return to their homes.

## Engaging community voices

OEM leads a Community Emergency Advisory Committee (CEAC) is made up of members of the community representing the diversity of Winnipeg, including Indigenous peoples, newcomers to Canada, persons with disabilities, seniors, and youth.

This group advises the City on the development of the Emergency Preparedness Program, including an Emergency Plan and participates in guiding City efforts toward raising public awareness of emergency management and with particular emphasis on Emergency Preparedness Week.

## Ready Winnipeg

OEM hosts regular presentations for schools and community groups to help residents prepare for any emergency that could face Winnipeggers.

## Emergency Social Services



In 2024, the City reorganized so the Emergency Social Services team joined OEM. The ESS team responded to 91 emergency scenes to help 819 residents with immediate needs and temporary shelter.

**2,335**

residents attended Ready Winnipeg presentations to learn about emergency preparedness in 2025



# Emergency Mechanical Services Branch (EMSB) and Light Fleet Services

WFPS maintains and repairs critical life-safety equipment and vehicles to ensure operational readiness and staff safety, including:

- Ambulance stretchers, patient care equipment, and medical supplies
- Heavy fleet vehicles (fire trucks and specialty units)
- Fire hose, pumps, ladders, and specialized program equipment is tested regularly to meet National Fire Protection Association standards.

## Emergency Mechanical Services Branch (EMSB)

EMSB maintains 102 heavy fleet vehicles, including frontline, spare, and support units. It also assists in the design, procurement, and deployment of new apparatus and specialty units.

### 2025 highlights

- Introduced new low-emission apparatus to reduce environmental impact.
- Secured a contract with Winnipeg-based Fort Garry Fire Trucks for pump and rescue apparatus.
- Purchased 9 units to replace aging 2008 ones.
- Added a 75-foot Quint aerial ladder to Station 23.
- Received and set up a new 100-foot platform ladder truck with advanced features and technology to increase efficiency and safety.

## Light Fleet Services

This branch maintains approximately 130 vehicles, including ambulances, District Chief and Platoon Chief units, and specialty vehicles (bariatric unit, Mass Casualty Unit, special event support).

It also functions to outfit vehicles with radios, stretchers, stair chairs, and cardiac monitors.

### 2025 highlights

- Began replacement cycle for District Chief vehicles in fire-rescue and paramedic operations. These new vehicles are hybrids, helping to reduce WFPS impact on the environment.
- Worked with the Province of Manitoba to design new ambulances
- Completed Annual Manitoba Health Licensing and Compliance Branch inspections
- Facilitated servicing of all cardiac monitors in the WFPS system.



# PPE Maintenance, Air Room, and Stores

## PPE Maintenance

This dedicated team ensures distribution, cleaning, and repair of Personal Protective Equipment (PPE) for all crews at 27 stations.

After firefighters respond to a fire, the PPE Hygiene and Maintenance team hand-delivers new, clean gear to the crew at their station. They pick up the soiled gear to clean, inspect, and repair it so it is ready for the next crew that needs it.

All firefighters are sized to ensure they receive the gear they need.

This program aims to reduce firefighter exposure to carcinogenic materials on their gear while also reducing the time crews spend cleaning gear themselves, which is critical as call volumes increase.

## Air Room

This small team of technicians are responsible for the maintenance of the Self-Contained Breathing Apparatus (SCBA) and the air supply systems firefighters rely on at fires and hazardous incidents. It's a highly technical, safety-critical support role.

## Stores

The WFPS Stores Branch oversees the supply chain for all uniforms, medical and station supplies, and health and safety equipment. They ensure stations and vehicles are supplied with oxygen and medical equipment consumables ensuring responders have all the tools they need to do their job.



# Research and Data Intelligence and Public Information

## Research and Data Intelligence

The Research and Data Intelligence team compiles and analyzes operational data to identify trends, emerging issues, and opportunities for planning.

WFPS maintains data sharing agreements with community organizations that support Winnipeggers, helping them target services more effectively and improving care for those who need it.

The team also promotes transparency by publishing datasets and dashboards on the City's Open Data platform.

## Public Information

The Public Information Office (PIO) ensures clear, timely, and transparent communication with members, stakeholders, partners, the public, and the media about WFPS operations and initiatives.

Working with the City of Winnipeg's Corporate Communications department, the PIO provides accurate information to the public during emergencies and promotes safety through fire prevention, injury prevention, and emergency preparedness messaging.

By leveraging traditional media, social media, and public events, the PIO ensures residents receive essential information.

## 2025 highlights

- Responded to 532 media requests for background information, statistics, statements, and interviews
- Published 244 media releases
- Supported major events, including Station 9 & 15 commissioning ceremonies
- Delivered media training to 47 WFPS members
- Contributed to 10 Our City, Our Stories blog posts about safety, injury prevention, and WFPS, receiving almost 10,000 clicks.

**776**

media requests for  
information and news  
releases in 2025

# Corporate services: Human Resources, Innovation & Technology, Finance

## Human Resources

The Human Resource Services Division provides comprehensive support in pay, leave, and benefits administration; supportive employment; recruitment and selection; classification; employee and labour relations; and organizational design and development.

### 2025 highlights

- Advanced modernization of pay and benefits administration through new scheduling software that improves time reporting, shift management, and the accuracy of pay and leave for members.
- Strengthened recruitment and selection processes to meet immediate staffing needs and support long-term operational readiness.
- Enhanced return-to-work and accommodation processes, reinforcing WFPS' commitment to safe, supported, and sustainable employee reintegration.

## Finance

The Finance Branch helps ensure WFPS remains financially responsible, transparent, and sustainable. The Finance team manages budgets, tracks spending, and supports major projects that benefit the department and the community.

### Key services

- Budget Planning and Analysis
- Financial Reporting and Accountability
- Managing Capital Projects and Assets
- Processing Transactions

In 2025, WFPS introduced online banking as a new payment method for customers. This option now accounts for a growing portion of all customer payments.

## Innovation Technology

The WFPS IT team delivers and supports technology solutions that enable efficient operations and foster innovation. The team provides desktop, application, and infrastructure support, and collaborates with internal stakeholders, City partners, and external vendors to implement complete solutions.

### Key services

- Support for 9-1-1 Communications Centre system, including computer-aided dispatch, station alerting, and 9-1-1 infrastructure.
- Desktop and mobility services for users in stations, vehicles, offices, and remote environments.
- Maintenance of critical applications including Electronic Patient Care Reporting, financial systems, and data integration platforms.

### 2025 highlights

- Technology enablement at new WFPS Station 9 and the Protective Care Centre
- Implementation of a new, modern fire inspection software.