

> 2024 Service de sécurité incendie de Montréal (SIM)

2024 Activity report



YOUR SAFETY IS OUR PRIORITY



Montréal The logo is a stylized four-leaf clover or flower shape.

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TABLE OF CONTENTS

4 MESSAGE FROM ALAIN VAILLANCOURT

5 MESSAGE FROM RICHARD LIEBMANN

6 YOUR FIRE DEPARTMENT

- Overview of Montréal
- Highlights
- Territory Map
- A Challenge-Ready Organization
- The SIM and Its Facilities
- SIM Facilities
- Designed to Meet Today's and Tomorrow's Challenges
- Meeting Every Need (Personnel)
- Personnel Overview
- Officer Professional Development
- Occupational Health, Safety and Wellness
- Partnership With the Trauma Studies Centre
- Shifting to a Citizen-Centred Approach: Strengthening Partnerships for Optimized Safety
- Bureau of Equity, Diversity, and Inclusion (BEDI)
- A New Communications Division
- Cutting-Edges Equipment
- Fire Safety Communications Centre (CCSI)
- Strengthening Prevention to Better Serve the Population
- Strengthening Prevention to Better Protect the Population
- Impact Index
- Operation Sentinelle
- Preventing Fires Caused by Lithium-Ion Batteries
- Citizen Experience
- Fire Prevention Week
- Urban Safety
- Community Partnerships
- Rising Risky Behaviours: A Major Challenge for Fire Prevention

44 CIVIL PROTECTION

- 2024 Emergency Measures
- New Specific Response Plan – Air Quality
- Testing of Public Alert Sirens

49 OPERATIONS

- Fire Suppression Operations
- Emergency Vehicle Fleet and 2024 Responses
- First Responder Firefighters Across the Territory
- Most Frequent Pre-hospital Medical Emergency Calls
- Emergency Responses by Borough and Station
- Emergency Responses by Reconstituted Municipalities and Stations
- Major Interventions
- Fire at 400 Notre-Dame Street
- Lithium-Ion Battery Container Fire at the Port of Montréal
- Opioid Lab Dismantling
- Fires in Montréal in 2024
- Number of Fatalities and Leading Causes of Building Fires
- Specialized Teams
- Support Services for Disaster Victims
- Visibility and Recognition: A Landmark Year for the SIM
- Ceremonies and Recognitions
- Honour Guard

70 COMMUNITY ENGAGEMENT

- Community Involvement of the Auxiliary Firefighters
- Association of Montréal Firefighters Museum – Auxiliary Firefighters Association Showcase the SIM Holiday Baskets, Pride Parade, Black History Month

75 ACKNOWLEDGMENTS



MESSAGE FROM ALAIN VAILLANCOURT



As the executive committee member responsible for public security for the City of Montréal, I would like to commend the commitment and dedication of the members of the Service de sécurité incendie de Montréal (Montréal fire department, or SIM). Every day, they are on the front lines, working to protect lives and property throughout the Montréal agglomeration.

The recently published Montréal agglomeration risk coverage plan highlights the many risks that continue to evolve over time, and with which Montréal must contend. The SIM teams go above and beyond to prevent these risks and respond effectively across the territory.

Once again, this past year, several exceptional events required major interventions — whether related to climate change or emerging risks, such as the fire involving a container filled with lithium-ion batteries. In every critical situation, our firefighters have demonstrated exemplary professionalism.

The SIM's prevention efforts, awareness visits, and inspections are equally vital. These initiatives play a key role in encouraging owners of businesses, public institutions and industrial facilities to take responsibility and implement proper fire prevention practices. They also help strengthen the population's overall resilience to risks.

I am also particularly proud of our firefighter-first responders, who continue to provide devoted care during pre-hospital medical emergencies. This service is more important than ever, as the need for support continues to grow among the Montréal population. Thanks to the invaluable work of SIM's operations teams, the Centre de sécurité civile (Montréal civil protection centre), prevention services and support staff, Montréal is a safer city.

I sincerely thank all the teams for their outstanding work!

Alain Vaillancourt

**Montréal Executive Committee Member
Responsible for Public Security**

MESSAGE FROM RICHARD LIEBMANN



It is with great pride that I present the SIM'S key accomplishments and progress in 2024. Each year, we strive to improve the safety and quality of the services we provide to the population. This commitment to innovation and adaptability in the face of new challenges has guided many of our initiatives over the past year—particularly those focused on protecting the health of our teams. Cancer prevention among firefighters was one of our top priorities in 2024. This long-term effort began with enhanced decontamination and equipment cleaning protocols, aimed at reducing exposure to carcinogenic substances.

At the same time, we began an essential shift toward using higher-performance gear that is better suited to today's risks. These new tools offer greater protection against contaminants while improving firefighter comfort and operational efficiency. This transition is part of our ongoing commitment to integrating best practices recommended by the CNESST and ensuring safer working conditions for all our teams.

Beyond firefighting and rescue operations, our firefighter-first responders have played a vital role in responding to critical pre-hospital medical emergencies across the Montréal agglomeration since 2010. In 2023, their exceptional commitment was recognized with the Trauma Merit Award

from the McGill University Health Centre's Trauma Program at the Montréal General Hospital. This honour highlights the outstanding work of our responders and their essential contribution to trauma care. The Civil Protection Centre team also had a remarkable year, responding tirelessly to the growing challenges posed by climate change.

Their diligent efforts helped mitigate the impact of disasters and strengthen the resilience of the Montréal agglomeration. We have also made significant strides in fire prevention. Our public awareness campaigns and training programs helped reduce the number of incidents and improve the population's preparedness for risk. Close collaboration with communities allowed us to design prevention plans tailored to their specific needs.

I would like to extend my sincere thanks to all our teams for their commitment and dedication. Thanks to their efforts, we continue to protect our residents, their property and the environment with professionalism and compassion.

Richard Liebmann

Fire Chief and Civil Protection Coordinator for the Montréal Agglomeration

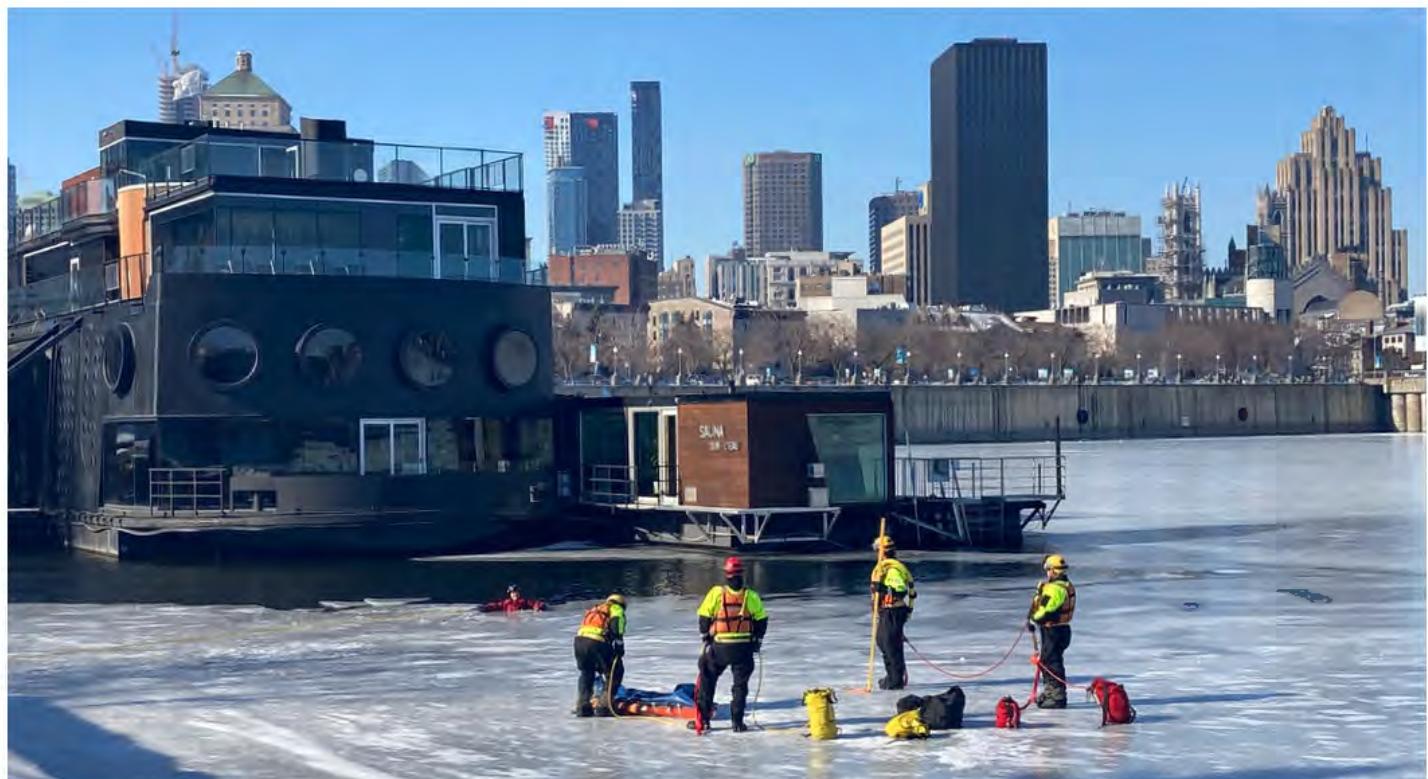
> PUBLIC SAFETY AT THE HEART OF THE SIM'S ACTIONS

The Service de sécurité incendie de Montréal (Montréal fire department, or SIM) works every day to ensure the safety of residents across the Montréal agglomeration. Always ready to respond quickly and efficiently, SIM teams are committed to protecting lives and property, while also preserving the environment from the many risks present throughout the territory.

This mission is built on three key pillars: education and prevention, intervention, and recovery and protection. These interconnected pillars encompass the full range of day-to-day SIM activities. Whether responding to fires, attending to pre-hospital medical emergencies, managing emergency measures, or conducting prevention and public awareness initiatives, safety remains the SIM's top priority.

> SIM VALUES

- Health and safety of all
- Putting citizens first
- Respect
- Responsible management



OVERVIEW OF MONTRÉAL

Population¹

- More than 2 million
- Including the transient population (students, workers, tourists)

Newcomers²

- 112,900 in 2023-2024

Density³

- From 300 to 12,000 people per km²

Shores⁴

- Over 267 km²

DID YOU KNOW?

Among the high-rise buildings (HRB) located in the agglomeration's territory, 170 have been built since 2009.

Agglomeration

- 19 boroughs
- 15 reconstituted municipalities

High-rise buildings⁵

- 864

Métro⁶

- 3rd busiest in North America
- 68 stations across 4 lines

Demographic Changes and Social Issues

- Increase in the number of newcomers
- Rise in mental health issues, substance use and homelessness
- Ageing population and growing need for home support
- More frequent extreme weather events due to climate change
- Urban densification and related land-use challenge

Sources:

1. Pourquoi s'implanter à Montréal 2, 3. Schéma de couverture de risques en sécurité incendie pour l'agglomération de Montréal.

4. La transformation des berges 5. Schéma de couverture de risques 6. Montréal Metro

> 2024 IN NUMBERS: A YEAR SERVING MONTRÉAL'S POPULATION

- The department responded to nearly 130,000 interventions to keep Montréal citizens safe.
- More than 76,000 citizens received pre-hospital emergency medical assistance, highlighting the vital role of first responders.
- Crew handled over 4,300 fire scenes.

A Response Force Tailored to a Growing Metropolis:

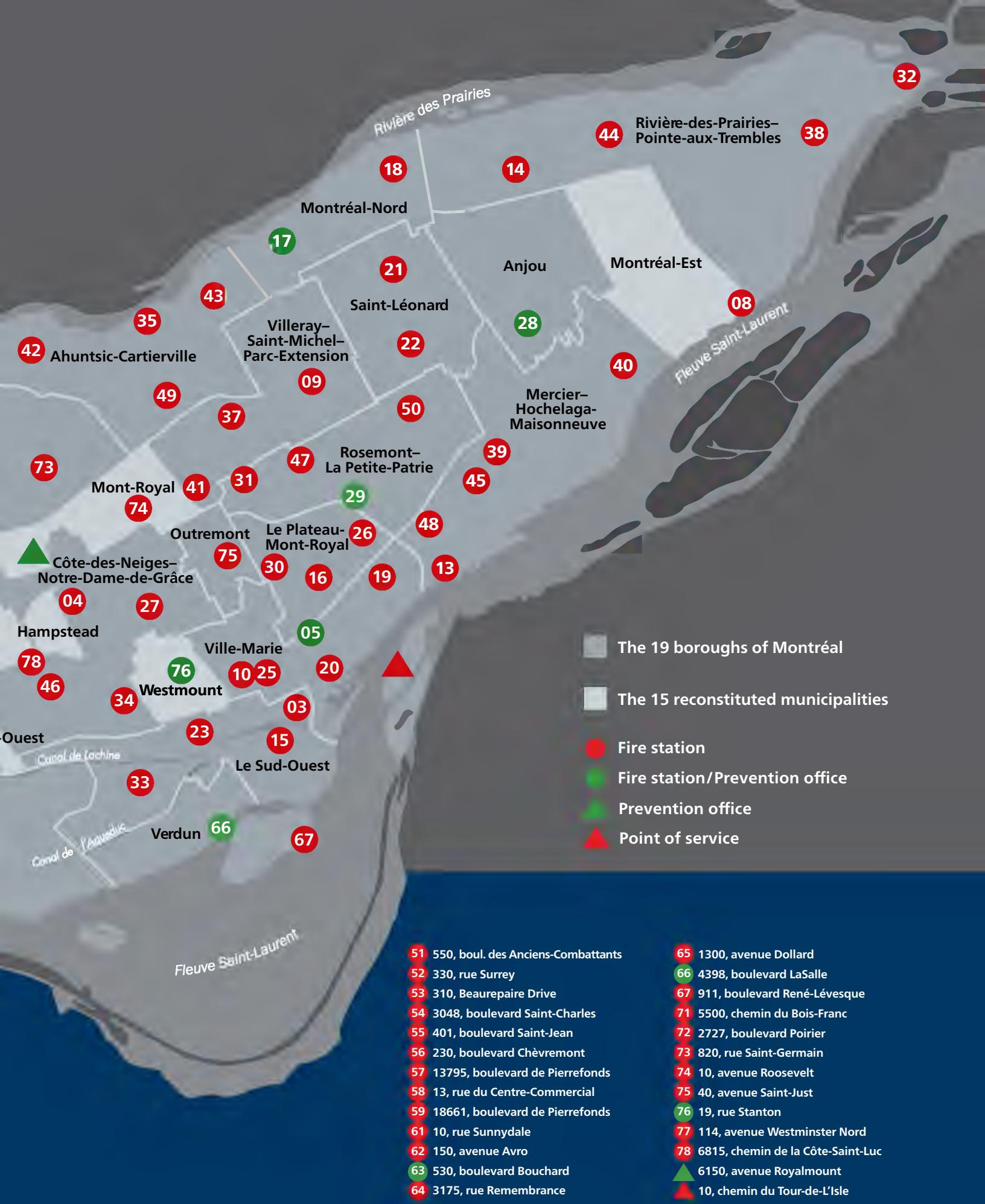
- 2,787 personnel dedicated to the public
- Strategic coverage with 66 fire stations and one summer satellite site, protecting a population of 2.2 million people





MAP OF THE TERRITORY







> A CHALLENGE-READY ORGANIZATION

The Service de sécurité incendie de Montréal (SIM) is the second-largest fire department in Canada and sixth largest in North America. To ensure protection across the entire Montréal territory, it relies on six operational divisions.

With 66 fire stations and one summer satellite site, the SIM delivers a wide range of specialized responses to handle various emergency situations.

SPECIALIZED STATIONS FOR TARGETED INTERVENTIONS

The SIM has 13 fire stations specialized in various types of rescues. These stations are staffed with highly trained teams equipped to respond to complex situations.

2 Stations in the Hazardous Materials Response Group (GIMD)

These units are dedicated to the detection, control, and stabilization of spills and leaks of toxic substances. Their teams also ensure the decontamination of people and equipment during interventions. In collaboration with the Service de police de la Ville de Montréal (Montréal Police Department –SPVM), they sit on the Comité aviseur antiterrorisme de Montréal (Montréal anti-terrorism advisory committee, or CAAM) and are ready to intervene in case of terrorist attacks. The GIMD teams also provide support during fires involving lithium-ion batteries.

3 Stations in the Technical Rescue Group (GST)

Specialized in high-angle and confined space rescues, as well as trench and structural collapses, GST firefighters are called in when conventional evacuation methods (such as aerial ladder or basket) are not possible. They intervene in situations involving high-rise buildings, construction sites, structural collapses, industrial facilities, and even on Mount Royal. They also respond to extrication operations involving heavy vehicles.

8 Stations in the Nautical Rescue Group (GSN)

Equipped with specialized equipment and various types of watercrafts, these teams are trained to respond quickly across all bodies of water and rescue individuals in distress.

5 Stations in the Ice Rescue Group (GSG)

Part of the Nautical Rescue Group (GSN), these stations take over when ice prevents access to the scene by boat. Their teams are skilled in advanced rescue techniques using ropes and stretchers and are equipped with watercraft specially designed for winter conditions.

In addition to its operational units, the SIM has an administrative headquarters dedicated to prevention, as well as eight prevention divisions integrated into fire stations. Among them, the Bureau de l'analyse des incidents et de recherche de causes et circonstances des incendies (fire incident analysis and causal and circumstantial determination bureau – BAIRCCI), recently established at Station 17, plays a key role in collecting and analyzing data related to fire suppression operations. This information helps identify risks and improve fire prevention across the territory.



DID YOU KNOW?

In winter, 5 of the 8 fire stations in the Nautical Rescue Group (GSN) switch to ice rescue mode, adapting their interventions to the harsh conditions of frozen waterways.

> REOPENING OF STATIONS 26, 39, AND 23

The year 2024 was marked by several major real estate projects aimed at modernizing SIM infrastructures. These renovations are essential to ensure a safe working environment for firefighters and to provide efficient service to Montréal's population.

Highlights from this year's projects include:

- **Garage Slabs Repair at Stations 23 and 39**

These upgrades incorporated the latest occupational health and safety (OHS) standards, particularly by optimizing the decontamination path. The improvements reduce firefighters' exposure to contaminants after an intervention and enhance workplace ergonomics.

- **Roof replacement at Stations 62 and 16**

This critical maintenance work ensures the longevity of the buildings and prevents water infiltration that could damage equipment and disrupt operations.



> A HERITAGE FIRE STATION ADAPTED TO MODERN REALITIES

After several years of work and a \$28.8 million investment, Station 26 was officially reopened on September 12, 2024. This project reflects a successful balance between heritage preservation and modernization. Built over 123 years ago, fire station 26 is part of Montréal's historical landscape. The renovation preserved the station's original architectural character while upgrading it to meet today's safety and operational standards.

The fire station now complies with the latest OHS standards, offering a safer work environment that is better suited to emergency response needs.

Each construction project involving SIM buildings is a strategic investment in the safety of both firefighters and the general population.





> MEETING EVERY NEED



A Multidisciplinary Team Dedicated to Montréal's Safety

The Service de sécurité incendie de Montréal (SIM) relies on teams with wide range of expertise, all mobilized to ensure the continuous protection of Montréal's citizens.

FIREFIGHTING PERSONNEL

2,395 firefighter , including:

- 1,925 firefighter-first responders*
- 315 uniformed employees from visible minorities, representing 12% of the workforce
- 509 specialized rescue technicians*

*Firefighters may serve as both first responders and specialized rescue technicians.

PREVENTION AND AWARENESS

The work of fire prevention officers plays a key role in SIM's ability to promote fire prevention within the community. Prevention team members help reduce fire risks by raising public awareness and ensuring buildings are compliant with regulations. Their expertise directly contributes to protecting citizens and reducing the likelihood of emergencies.

EMERGENCY CALL MANAGEMENT

Communications operators at the fire safety communications centre (Centre de communications en sécurité incendie, or CCSI) of the SIM handle emergency calls requiring firefighter response quickly and efficiently, 24/7. In addition to managing communications and dispatching resources, they ensure optimal coverage of the territory at all times.

COMPREHENSIVE SUPPORT

Beyond prevention and firefighting, the SIM relies on a broad range of expertise: engineering, planning consulting, emergency coordination, legal technical support, business intelligence, statistics, and more. Every SIM member strengthens the organization's capacity for intervention and prevention, supporting the fulfillment of its mission.

**INTERESTED IN
A CAREER AS A
FIREFIGHTER IN
MONTRÉAL?**

Applicants must:

- Hold a Diploma of Vocational Studies (DVS) - Fire Prevention Intervention
- Hold a Diploma of College Studies (DCS) - Fire Prevention Techniques or Fire Prevention
- Hold a valid class 4A driver's license
- Demonstrate the required profile by successfully completing an evaluation process

**INTERESTED
IN A CAREER
AS A
COMMUNICATIONS
OPERATOR?**

Applicants must:

- Hold a Secondary School Diploma (SSD)
- Have 2 years of relevant experience (e.g., emergency call dispatching, high-pressure work environment)
- Be fluent in French and English (advanced oral level)

> OFFICER PROFESSIONAL DEVELOPMENT

As part of the officer development program, several initiatives were implemented to ensure a skilled next generation and to support staff members throughout their careers.

Within a single year, the SIM successfully welcomed a record number of 194 new officers to its fire stations. This achievement highlights the dedicated efforts of the executive team and many individuals from both the SIM and the Human Resources Department.

Strengthening Management Skills

The supervision certificate program, offered in collaboration with HEC Montréal, continued with a new cohort. This training provides officers with essential skills in management and leadership.

Skills Maintenance Program: A Successful Rollout

A skills maintenance program was launched to strengthen the expertise of officers. In just a few weeks, over 500 officers completed an intensive 3-day training session.

> TRAINING ON THERMAL EVENTS

The SIM has implemented a 4-phase training program to improve understanding and management of thermal events — an essential issue for firefighter safety and operational effectiveness. The training helps participants recognize early warning signs, apply the right strategies, and reduce risk during operations.

The program covers fire development, thermal flow analysis and fire attack techniques, and concludes with live fire simulation exercises. By enhancing decision-making in the field, the training strengthens personnel safety, protect the public, and helps minimize property damage.







> OCCUPATIONAL HEALTH, SAFETY AND WELLNESS

STRENGTHENING DECONTAMINATION PROCESSES TO PREVENT CANCER

Firefighters face risks that go beyond flames — smoke, toxic substances, and airborne particles increase their vulnerability to illnesses, particularly certain types of cancer. Aware of these dangers, the SIM is stepping up its prevention efforts, with ongoing support from the Occupational Health, Safety and Wellness Division of the City of Montréal's Human Resources Department.

A multidisciplinary team has been established to analyze the issues, propose tailored solutions, and drive innovation in organizational health, safety and wellness culture change.

Two joint committees were also created. The first, focused on occupational illnesses, works on awareness, prevention, screening, and medical and technical support. The second concentrates on managing contamination at fire scenes, implementing a series of measures to reduce the risks inherent to the firefighting profession.

Every day, firefighters carry out their mission with passion despite the risks they face, never hesitating to confront danger to protect the well-being of their community. The protection of life and property is at the heart of their calling.

To honour firefighters who have died in the line of duty, the Service de sécurité incendie de Montréal (SIM) has dedicated commemorative artwork, installed both at headquarters and at the Raoul-Gauthier Training Centre.

This piece represents fallen firefighters as flower petals carried by the wind, with their names engraved on each one.

The SIM also wanted to pay tribute to firefighters who have died from work-related cancer, acknowledging this occupational hazard as part of the risks they face daily on the job.



In 2024, this service offering was proudly extended to include all SIM responders involved in pre-hospital emergency care chain, helping prevent increased exposure to potentially traumatic events.

PROMOTING OVERALL HEALTH

The overall health of SIM personnel is a top priority. Twelve occupational health and safety publications addressed topics related to physical and mental well-being, including suicide prevention, sleep, workload, injuries during operations, and nutrition. In addition, training sessions were provided to managers, including the onboarding of 13 new operations chiefs and the integration of 15 prevention officers responsible for supporting teams during major and specialized interventions.

FINALIST AT THE CNESST GRAND PRIZE AWARDS

On June 12, the SIM stood out as a finalist in the "Innovation" category at the CNESST Grand Prize Awards and also received the Public's Choice Award. This dual recognition highlights its strong commitment to occupational health and safety.

The winning innovation was a cleaning system for self-contained breathing apparatus (SCBA) cylinders, designed to reduce the risk of injury, falls, and contamination.

PARTNERSHIP WITH THE TRAUMA STUDIES CENTRE

Since 2018, the Trauma Studies Centre (CET) has provided specialized psychological services to firefighters dealing with operational stress injuries (OSI). This trusted collaboration ensures expert care, which is essential to maintaining psychological health.





> SHIFTING TO A CITIZEN-CENTRED APPROACH: STRENGTHENING PARTNERSHIPS FOR OPTIMIZED SAFETY

As part of its commitment to building and maintaining strong, lasting relationships with communities, the SIM continued its meetings with the general directors of reconstituted municipalities and the borough directors. These discussions provide an opportunity to address local concerns, explain SIM interventions in the field, and jointly identify ways to improve prevention, compliance, public awareness, and safety measures for emergency responders.

This approach has already yielded positive results, fostering mutual understanding, greater responsiveness to community needs, and improved coordination of interventions.

> PARTNER DAY

As part of its ongoing relationship-building efforts, the SIM organized a unique immersive event, welcoming more than one hundred partners from the City of Montréal and reconstituted municipalities with whom it collaborates daily. During this event, participants experienced what it's like to be a firefighter for a day through various activities, including a hands-on circuit using firefighting equipment, boarding emergency vehicles, and attending a simulated intervention. Throughout the day, participants were guided by operations and division chiefs, who shared their expertise and offered insight into real on-the-ground operations.

These initiatives strengthen collaboration with municipal stakeholders and position the SIM as a key player in fire prevention, fostering effective coordination to better protect the Montréal population.



> DIVERSITY AND INCLUSION INITIATIVES

The Service de sécurité incendie de Montréal (SIM) remains committed to fostering an inclusive, respectful, and representative environment that reflects Montréal's diversity. In 2024, several concrete actions were implemented to strengthen diversity and inclusion within the organization.

Zero Tolerance and Awareness

To enhance the prevention of discrimination and harassment, the SIM implemented:

- Mandatory training for all personnel promoting an inclusive work environment
- A targeted anti-discrimination training program for recruits and newly appointed managers, aimed at strengthening leadership competences in inclusion
- Learning circles as part of the Intercultural Competency Development Project led by the GEDCIQ (Expert Group for the Development of Intercultural Cities in Québec), designed to improve understanding and integration of diversity within teams.

10 avril 2024

INCIVILITÉ RACISME DISCRIMINATION HARCELEMENT INTIMIDATION



Au Service de sécurité incendie de Montréal (SIM),

C'EST TOLÉRANCE ZÉRO !

MESSAGE AU PERSONNEL DU SIM

Le respect¹ est une de nos valeurs fondamentales : il nous permet de travailler dans un environnement sain, empreint de confiance, de civilité, exempt de toute forme de discrimination et de racisme. Il revient personnellement à chacun des membres de l'équipe du SIM (syndiqués, civils, cadres et direction) de maintenir un climat de travail harmonieux avec leurs collègues. Nous devons également faire preuve de respect à l'égard des citoyennes et citoyens qui sont au centre de notre mission.

Nous misons sur une approche préventive et participative impliquant une responsabilisation de chacune et chacun et adhérons à l'approche de tolérance zéro de la Ville de Montréal.

Lors d'incivilité, de discrimination ou de harcèlement, le gestionnaire, l'officière commandante ou l'officier commandant a la responsabilité de donner l'exemple, de communiquer et d'agir. Il doit être à l'écoute, ouvrir le dialogue et intervenir afin de désamorcer la situation et ainsi faire cesser les gestes et les comportements inappropriés.

À titre de rappel, voici le [processus officiel de gestion des signalements et des plaintes](#)² :

- La personne qui s'estime vexée par le comportement d'une autre personne est encouragée à le lui signifier dans le respect et la civilité.
- Si cela s'avérait impossible ou non concluant, la personne est invitée à aller chercher de l'aide auprès de son supérieur immédiat.
- La personne peut s'adresser directement à sa conseillère ou son conseiller en ressources humaines.
- Ce genre de situation pouvant être complexe, la personne peut également recevoir des conseils, du soutien, ou encore effectuer un signalement ou déposer une plainte formelle auprès de la Centrale d'accompagnement du personnel en matière de plaintes (CAPP) par téléphone au [514 868-4444](tel:514-868-4444), ou par courriel à capp@montreal.ca

Nous vous rappelons que le signalement peut être fait par toute personne victime ou tout témoin d'une situation inappropriée.

La civilité est l'affaire de nous toutes et de nous tous!

1. Tiré du code de conduite des employées et employés de la Ville de Montréal : Accueil > Tout le personnel > Valeurs et éthique > Code de conduite et éthique > Code de conduite du personnel

2. Le processus se trouve sur l'intranet de la Ville de Montréal : Accueil > Tout le personnel > Santé et mieux-être > Respect de la personne

avril 2024

INCIVILITÉ RACISME DISCRIMINATION HARCELEMENT INTIMIDATION ACTIONS OBLIGATOIRES ET IMMÉDIATES POUR TOUTS LES OFFICIER(ÈRES)



- Traiter avec diligence, de façon neutre, impartiale et confidentielle
- Chercher à établir un climat de confiance
- Être dans une position d'écoute sans chercher à justifier ou expliquer la situation
- Ne pas banaliser les actes, les sentiments, les révélations
- Évaluer la situation en questionnant (qui, quoi, quand, où)
- Mentionner que vous êtes disponible en tout temps pour parler des craintes, des perceptions des personnes
- Rappeler que c'est ensemble que l'on pourra bâtir un milieu de travail sain

Officier(ère)s

Officier(ère)s

Vous êtes témoin, employé(e) victime ou/et une témoin vous rapportant des preuves d'incivilité, raciste, ou des commentaires inclusifs, discriminatoires ou intimidateurs

Rencontrer les personnes individuellement dans un lieu confidentiel, pour avoir leur version des faits

Prendre des notes par écrit (rapport explicatif SI-1)

Reporter aux personnes impliquées la Politique respect de la personne de la Ville de Montréal en matière de tolérance zéro, que toutes rumeurs, attitudes, incivilités sont combattues immédiatement et que le travail en équipe est une valeur importante de l'identité dans l'équipe sans aucune exception

Informer immédiatement le(e) chef(fe) aux opérations Lui transmettre le SI-1

Fin

Si l'employé(e) victime ou témoin souhaite faire une plainte formelle, le référez à la Centrale d'accompagnement du personnel en matière de plaintes (CAPP) par téléphone au 514 868-4444, ou par courriel à capp@montreal.ca





> ATTRACTING A DIVERSE NEXT GENERATION

The SIM is taking concrete action to promote diversity in recruitment and to encourage applications from underrepresented groups.

It participates in a community of practice focused on attraction and recruitment and collaborates with educational institutions to promote the profession.

Les filles ont le feu sacré ("Girls have the sacred fire") and *On a tous le feu sacré* ("We all have the sacred fire") days: More than 150 young people were reached in 2024, many of whom came from underrepresented groups.

The SIM also takes part in targeted events and initiatives aimed at increasing diversity within future firefighter cohorts.

EQUITY, DIVERSITY, AND INCLUSION BUREAU (BEDI)

Four years ago, the SIM established the Equity, Diversity, and Inclusion Bureau to strengthen its commitment to these core values. To ensure effective governance and impactful actions, the BEDI created an additional professional position dedicated to this initiative. The office now reports directly to senior management, confirming its strategic importance.

This restructuring reflects a vision of EDI that is fully integrated into the SIM's objectives and aligned with Montréal's 2030. This strategic effort supports the promotion of an inclusive and equitable organizational culture, in line with the city's vision for a more diverse and harmonious future.

> WOMEN IN LEADERSHIP: BREAKING THROUGH STEREOTYPES

A delegation of female managers from the SIM took part in the first seminar dedicated to women working in fire prevention, organized by the Association des gestionnaires en sécurité incendie et civile du Québec (Québec association of fire and civil protection managers – AGSICQ) last spring.

Participants had the opportunity to discuss shared challenges and draw inspiration from remarkable women, including Ms. Pauline Marois, former Premier of Québec.





> A NEW COMMUNICATIONS DIVISION

In 2024, the SIM took a major step forward by establishing a dedicated Communications Division to better inform the public and ensure greater transparency. This new service provides direct access to SIM-related information for residents and journalists, allowing for faster response of inquiries and clearer message delivery. Since its creation, **857 media requests have been handled**—demonstrating strong public interest in SIM's operations and initiatives. The SIM also launched a presence on LinkedIn, helping to strengthen its digital footprint and enhance engagement with the community and partners.



CUTTING-EDGE EQUIPMENT

The SIM has upgraded its equipment to improve firefighter safety and enhance the effectiveness of field operations.



Protective Boots:

3 models (STC Marshall, Fire-Dex FDXL 200, and STC Commander) are available to suit different body types, improving comfort and performance during interventions.

Electric Extrication Tools:

29 new electric tool sets were deployed in 2024, replacing hydraulic models to enable faster, more efficient response during road accidents.

Hybrid Vehicles:

27 F150 hybrid vehicles replaced the fleet used by operations chiefs, incorporating equipment that meets new decontamination standards. In addition, 31 light hybrid vehicles support the SIM's green transition.

Water/Icecraft:

5 new UMA brand boats were added to support winter operations on frozen waterways, replacing aging models and ensuring rapid backup in case of equipment failure.

APRIA Identification Tags:

Installed in fall 2024 on self-contained breathing apparatus (SCBA), these tags help track and maintain essential equipment used to ensure firefighter safety.

Thanks to these investments, the SIM continues to innovate to ensure safer and more effective interventions in the service of the population.

DID YOU KNOW?

SCBA (Self-Contained Breathing Apparatus) identification tags allow for quick identification of a responder's role assigned station, optimizing personnel management and operational safety.

This initiative improves coordination in the field and supports more efficient emergency response.



> FIRE SAFETY COMMUNICATIONS TEAM (CCSI)

The fire safety communications team (CCSI) of the Service de sécurité incendie de Montréal (SIM) operates around the clock. Its passionate and dedicated staff plays a key role in dispatching SIM resources and coordinating with its partners—including the Service de police de la Ville de Montréal (SPVM), Urgences-santé, Hydro-Québec, Énergir, and Canadian Coast Guard—to respond effectively to emergencies across the Montréal agglomeration.

To optimize response times, the SIM relies on a crucial technological tool: Computer-Aided Dispatch (CAD). This system enables the strategic dispatch of emergency vehicles, significantly reducing response time. The City of Montréal recently invested in modernizing this essential tool. The Montréal-based company EMERES has been selected to provide the next CAD system, which is scheduled for implementation by 2027.

At all times, the CCSI ensures continuous, optimal coverage of the Montréal agglomeration. A senior dispatcher constantly evaluates resource deployment based on the risk coverage plan to ensure the best response times and deliver top-tier service to the population.



DID YOU KNOW?

911 calls are first handled by the Service de police de la Ville de Montréal (SPVM). After a few quick questions, the SPVM transfers calls requiring firefighter intervention to the SIM's fire safety communications centre (CCSI). Dispatchers then assess the situation within seconds to deploy the appropriate personnel, equipment, and vehicle. For medical emergencies, information is sent directly to the SIM by Urgences-santé through a dedicated digital system.



> INCREASING NUMBER OF CALLS

The CCSI received 201,064 incoming calls, resulting in 129,822 interventions—an increase of 1% compared to 2023 and 8% compared to 2022.

Of these, 58% involved medical emergencies, where the SIM provides priority medical assistance while awaiting the arrival of Urgences-santé ambulances. The SIM is proud to play a vital role in saving lives across the agglomeration.

> 911 MODERNIZATION: NEXT GENERATION (NG911)

The Canadian Radio-television and Telecommunications Commission (CRTC) has launched a nationwide standardization of 911 centres to modernize traditional networks. The SIM is actively working to meet CRTC requirements and implement this ambitious project, which will continue over the next few years. Its objectives include:

- Improved Communications: Citizens will be able to send audio messages, texts, and benefit from enhanced possibility caller geolocation. In a later phase, live videos and photos will also be sent to emergency responders.
- Precise Location Tracking: Advanced technology will allow for better identification of call origins
- Data Security: Stronger protection for transmitted information
- Operational Continuity: Ensuring emergency services remain functional under all circumstances
- Interoperability: Easier transfer of calls and data between different emergency centres across the country

The CCSI is already preparing its teams for these transformations with a **training and support program focused on change management**.



DID YOU KNOW?

The CCSI also faces increasing challenges linked to climate change. Windstorms, heavy rainfall, and other extreme weather events can quickly overwhelm the call centre. Thanks to their dedication and efficiency, CCSI teams are prepared to respond to these emergencies quickly and competently.



> STRENGTHENING PREVENTION TO BETTER SERVE THE POPULATION

In 2024, the SIM continued its commitment to enhancing fire prevention by improving service to residents, addressing emerging challenges in the metropolis, and implementing comprehensive risk management. This approach is built on 4 pillars: employee experience, citizen experience, integrated risk management, and partnership.

OPTIMIZING STAFF AND EXPANDING RESPONSIBILITIES

A recruitment campaign led to the addition of 26 new team members, including 21 fire prevention officers. These new hires undergo a 12-week training program focused on the specific characteristics of Montréal's territory. As part of its optimization efforts, the SIM has begun a diversifying task, allowing teams to take on more roles in **community outreach, targeted inspections, and prevention events**.





> MODERNIZING TOOLS AND MOBILITY

The mobility of prevention continued to improve with the optimized rollout of smart tablets, making it easier to collect and process data in real time. This modernization enhances operational efficiency and allows for more rigorous follow-up on interventions.

> REVIEW AND MOBILIZATION DAY

The organizational transformation underway since 2023 relies heavily on employee engagement. A Review and Mobilization Day held in December 2024 highlighted staff contributions and announced the creation of a new Training, Development, and Quality Section in 2025. This initiative aims to promote task diversification, support succession planning, and ensure the quality of interventions.



> IMPACT INDEX

To optimize risk management and enhance the safety of residents, the SIM developed an Impact Index with support from Québec's Ministère de la Sécurité publique. This index assigns a score to each building, assessing the potential scope and severity of fire-related consequences on life, health and safety, property, and the environment.

This Impact Index complements the predictive tool used since 2021 to categorize buildings across the agglomeration based on risk criteria. It helps prioritize inspections by factoring in exposure to hazards and the urgency of intervention.

The methodology and information update process for the Impact Index was established in 2023. In 2024, the SIM continued refining the system by assigning impact levels to buildings based on the vulnerability of occupants (e.g., people with reduced mobility) and fire protection measures in place (e.g., sprinkler systems).

> MANAGING HIGH-RISK BUILDINGS

A complete overhaul of the building risk management process and application began with a pilot project to validate the strength of the changes made. As of the end of 2024, there were just over 1,600 buildings classified as presenting specific risks. Each of these buildings was visited by either firefighters or prevention officers.



> STRENGTHENING PREVENTION TO BETTER PROTECT THE POPULATION: SIM'S PUBLIC AWARENESS ACTIVITIES

Fire prevention is a key lever for ensuring public safety and reducing the number of emergency interventions. By targeting high-risk environments and raising awareness among various audiences, the SIM takes a proactive approach to preventing potentially serious incidents and protecting the most vulnerable communities.

In 2024, the SIM reached 140,000 people through awareness activities tailored to different groups, including individuals experiencing homelessness, businesses selling lithium-ion batteries, licensed establishments, and neighbourhood events. These efforts help instill safe habits and reduce risks for the public.

OPERATION SENTINELLE

Operation Sentinelle aims to strengthen fire prevention in gathering places such as bars and restaurants during major festive events in the Montréal agglomeration. Overcrowding and the addition of flammable decorations significantly increase fire risk, making these inspections essential.

In 2024, a proactive and preventive approach was introduced. One month prior to each event, visits are conducted to detect non-compliance issues, raise awareness among owners and managers about their fire prevention responsibilities, and propose alternative solutions when necessary.



> PREVENTING FIRES CAUSED BY LITHIUM-ION BATTERIES

Since 2022, the SIM has recorded an alarming 195% increase in fires caused by lithium-ion batteries. This surge is largely due to the growing popularity of micromobility devices—such as electric scooters and bikes—that rely on this type of battery.

In response, the SIM is intensifying its public awareness efforts and working on changes to municipal regulations to better govern the use and storage of lithium-ion batteries. Safe storage and disposal of devices containing these batteries remain top priorities for reducing fire risk.

How to Prevent Fires Caused by Lithium-Ion Batteries:

- Use only the charger provided with your devices.
- Monitor devices while they are charging.
- Unplug devices once they are fully charged.
- Avoid placing devices on or under soft surfaces (like couches, beds, or pillows) that trap heat around the battery.
- Store rechargeable lithium-ion battery-powered equipment in a location equipped with a smoke alarm.

* Source: [Battery Safety—Lithium-Ion Batteries](#)

* A date review for 2023 led to a revised upward count of fires caused by lithium-ion batteries.



DID YOU KNOW?

You can check if the electric scooter, electric bike or e-scooter you plan to purchase is equipped with certified batteries tested by a nationally recognized lab. Certified batteries are usually marked with "UL" for Underwriters Laboratories or "CSA" for Canadian Standards Association—organizations conduct product safety and compliance tests.

Fires Caused by Lithium-Ion Batteries

2022: 24

2023: 43*

2024: 71

> CITIZEN EXPERIENCE

Fire Prevention Week

Fire Prevention Week is a key opportunity to raise public awareness about fire risks and the preventive measures that should be adopted. An increasing number of fires is caused by distraction or human error. Vulnerable individuals—especially seniors aged 65 and older, who account for 43% of fire-related fatalities—are most at risk. Educating the public on safe behaviour is essential to reducing both the number of fires and the number of victims.

DID YOU KNOW?

No Butts in Flowerpots

Did you know that mulch (plant matter and chemical fertilizers) and the soil used in flowerpots and garden beds can become flammable when exposed to a heat source?

HIGHLIGHTS OF FIRE PREVENTION WEEK 2024

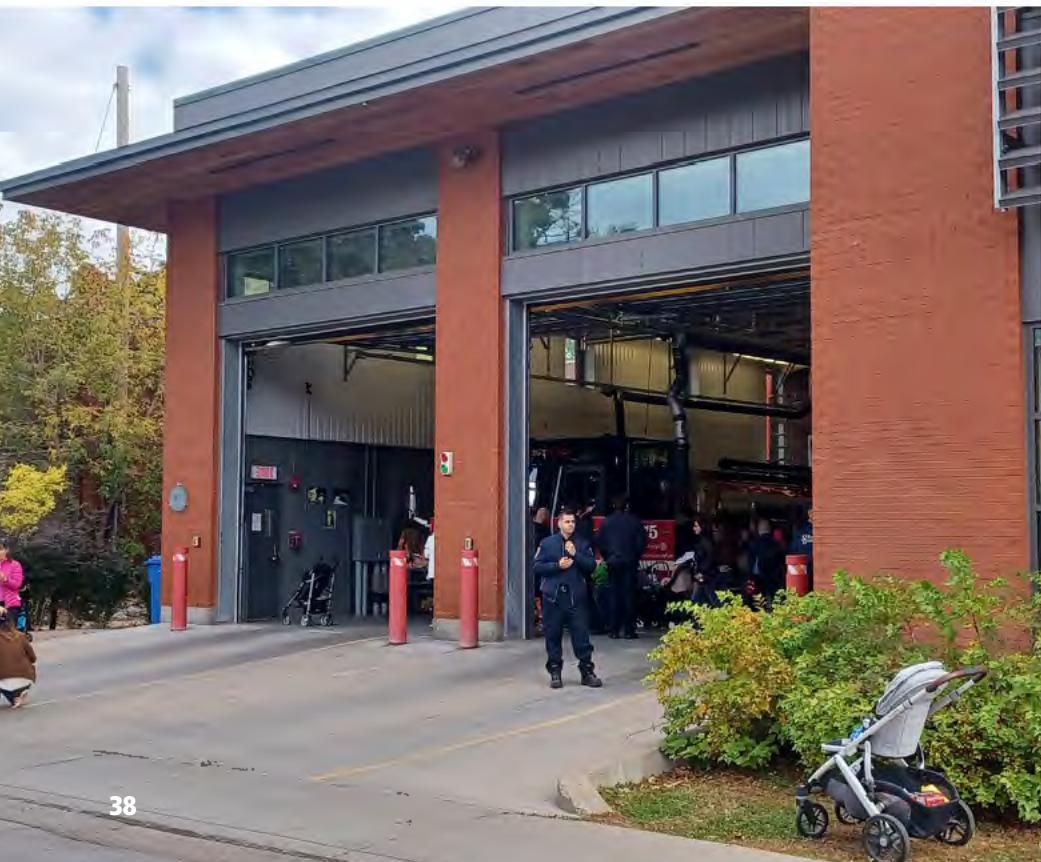
- 200 activities held (information booths, lectures, evacuation drills, etc.)—30 more than in 2023.
- Over 54,000 people reached — 15,000 more than in 2023.
- Special focus on vulnerable populations and the risks associated with lithium-ion batteries.
- Collaboration with the SPVM, the Popotes roulantes (Meals-on-Wheels), Québec's Ministère de la Sécurité publique, the Institut de protection contre les incendies du Québec (Québec Fire Protection Institute), and the Académie des pompiers (Firefighter Academy) to increase the impact of our awareness initiatives.



FIRE STATION OPEN HOUSES

These open house events give the public an opportunity to meet SIM members and learn about their daily responsibilities, career opportunities, and fire risks at home and elsewhere. They also offer valuable prevention tips. Held directly at the fire stations, these learning and discovery days showcase the equipment and tools used in both emergency response and public education—including the popular SIMulator.

13 Participating Fire Stations:
8, 23, 28, 30, 34, 35, 39, 44, 50, 52, 59, 63, 76.



> SMOKE ALARMS

Have You Checked Your Smoke Alarms?

When working properly, smoke alarms are the most effective way to alert you in case of a fire—and they save lives. Yet, **20% of homes in the Montréal agglomeration either lack a smoke alarm or have one that doesn't function**. Municipal regulations require every Montréal residence to have at least one smoke alarm per floor, including the basement. If your building was constructed before 1985 and your alarms are not hardwired, you must install smoke alarms with a non-removable long-life lithium-ion battery (10 years).

Maintenance tips:

- Dust the outside of the unit to prevent false alarms due to dust buildup.
- Never paint a smoke alarm.
- Never cover a smoke alarm.
- If your smoke alarm goes off frequently, relocate it away from identified sources, following the manufacturer's instructions.
- Smoke alarms must be replaced 10 years after their manufacturing date. If no manufacturing date is listed, the alarm should be replaced immediately.



DID YOU KNOW?

To make sure a smoke alarm is working properly, press and hold the test button for a few seconds until the alarm sounds. This should be done once a month. Both property owners and tenants share the responsibility of ensuring alarms function correctly through regular maintenance and testing.



> TECHNICAL INTERVENTION TEAM (ETI)

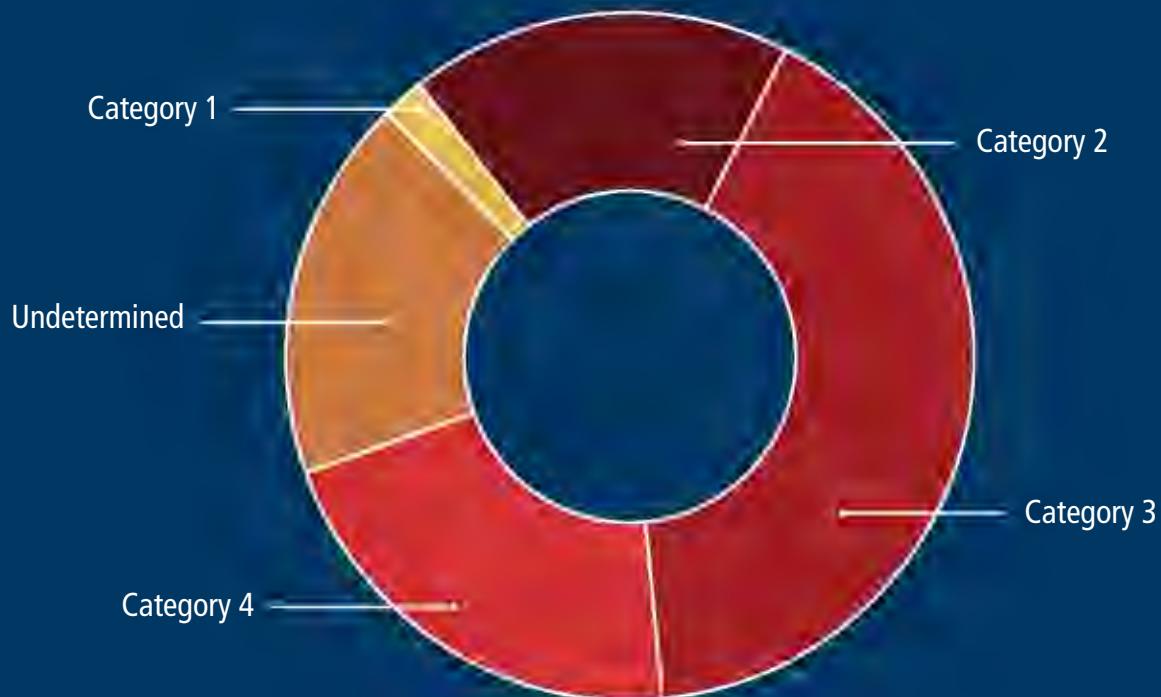
The Technical Intervention Team handles urgent requests related to fire and civil safety to help restore compliance across the Montréal agglomeration.

> URBAN SAFETY

Urban safety is a lesser known but essential area of SIM's involvement. It ensures rapid access for emergency vehicles and helps secure infrastructure and buildings. By visiting major construction sites—such as those for the REM, the Louis-Hippolyte-La Fontaine tunnel, and the Blue Line extension of the subway—SIM raises awareness among project leaders about the importance of maintaining optimal conditions for firefighter interventions.



Inspections by Risk Category



In numbers

Categories	
Category 1 (Low Risk)	127
Category 2 (Medium Risk)	1,211
Category 3 (High Risk)	3,219
Category 4 (Very High Risk)	1,492
Undetermined	1,202
Total	7,251

* A total of 6,867 follow-ups were conducted in 2024, for a combined total of 14,118 inspections and follow-ups.



COMMUNITY PARTNERSHIPS

Partnerships play a key role in fire prevention by helping SIM reach both the public and building owners. Collaboration with various stakeholders allows for broader dissemination of prevention messages and greater awareness of fire prevention.

Examples of partnerships:

Festivals and Business Development Corporations (SDC—Société de développement commercial)

Thanks to new partnerships with SDCs and major Montréal festivals, SIM has adopted a supportive approach with local businesses and event organizers. These partners act as essential channels for sharing prevention messages and promoting best practices in fire prevention.

CIUSSS of the Montréal Agglomeration

SIM works with the CIUSSS to raise awareness among vulnerable populations, particularly seniors in residential facilities and home settings. They jointly developed Projet Vigilance train staff to identify fire hazard during visits and refer individuals to appropriate prevention measures.

SPVM and Diversity and Social Inclusion Department

As part of outreach in encampments of people experiencing homelessness, SIM has trained SPVM officer staff from the Diversity and Social Inclusion Department to identify fire risks and report concerning situations.

RBQ and Housing Department Committee

SIM actively participates in several committees, including with the Régie du bâtiment du Québec (RBQ) and the City of Montréal's Housing Department. These committees coordinate interventions on high-risk. In 2024, this collaboration led to 91 joint inspections with the Housing Department to ensure occupant safety and prevent fires.

> RISKY BEHAVIOUR INCREASE

The rising number of risky behaviours is an increasing concern for SIM due to their direct impact on the safety of individuals and buildings.

Identified Risk Factors:

- **Use of Harmful Substance:** The growing use of tobacco and drugs increases fire risks, particularly due to improper disposal of smoking and drug-related materials.
- **Excessive Alcohol Consumption:** There has been a noticeable increase in negligent behaviours that impair judgment and reflexes, such as forgetting to monitor a cooking appliance left on.
- **Improper Use of Medication:** Overuse or poor management of medication can reduce alertness and hinder the ability to respond effectively in emergencies.

These issues are further compounded by an aging population.

STRENGTHENED ACTIONS TO PREVENT INCIDENTS

To address these issues, SIM is emphasizing prevention through:

- Awareness campaigns to inform the public about best safety practices
- Frequent training sessions to better equip citizens
- Rigorous inspections to identify and correct hazardous situations

MAJOR INTERVENTIONS IN 2024

The prevention teams were mobilized for several major events, including:

- Encampments at McGill University and UQAM (July)
- Historic flooding (August 9)
- Major water main rupture downtown (August 16)
- Fire in a rental building (October 24)

These interventions reflect SIM's commitment to protecting the population and adapting to emerging fire prevention challenges.

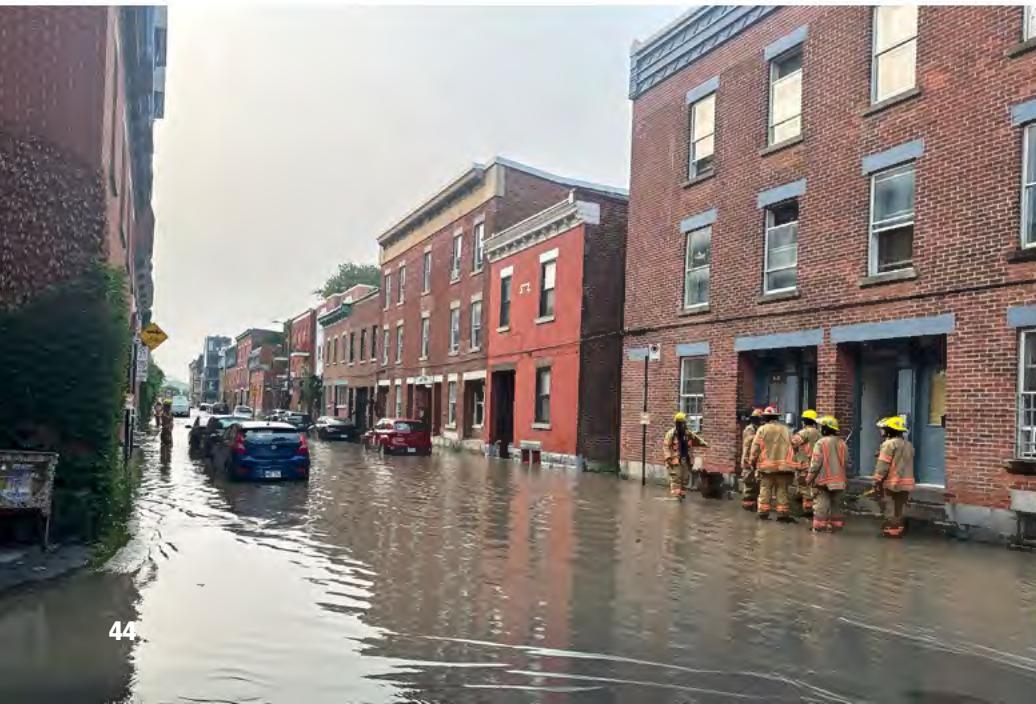
> EMERGENCY MEASURES IN 2024

The second half of 2024 was especially intense for the responders of the Organization for Civil Protection and Business Continuity of the Montréal agglomeration (OSCCAAM). Under the direction of the Civil Protection Coordinator for the Montréal agglomeration, the civil security structure was activated to respond to several emergency situations—sometimes simultaneously.

HEATWAVE

From June 18 to 21, Montréal activated its Civil Protection and Business Continuity Plan in “Intervention” mode due to a heatwave affecting the city. To minimize the impacts of the heatwave and ensure the safety and well-being of the population, the Emergency Coordination Centre (ECC) was opened to coordinate actions across the agglomeration.

Several measures were implemented, including door-to-door outreach in areas with vulnerable populations, extended hours for air-conditioned public spaces and aquatic facilities used as cooling stations, the dissemination of preventive advice to the population, and the distribution of bottled water to organizations serving people experiencing homelessness.



> TORRENTIAL RAINFALLS

Two tropical storms struck the Montréal agglomeration last summer, releasing massive amount of rain in a short period. These torrential downpours caused significant flooding and disrupted numerous municipal operations.

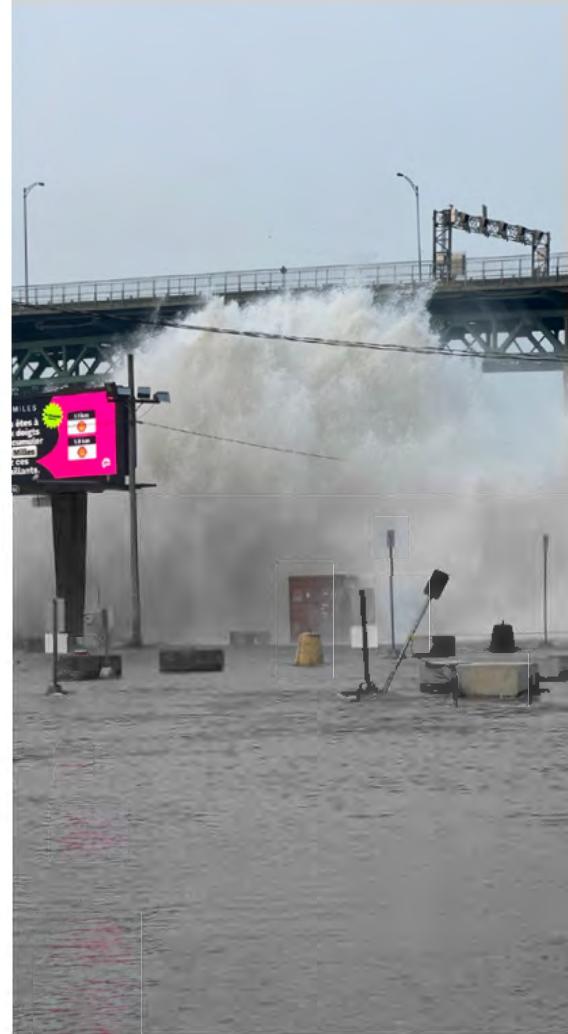
Storm Debby alone dropped 158 mm of rain in 24 hours on August 9 and 10, flooding over 7,602 private buildings and 70 municipal buildings. This led to an exceptionally high volume of 911 and 311 calls and triggered hundreds of interventions by SIM and SPVM personnel.

Following this major disaster, 148 affected individuals received emergency support services deployed by the EMCC in collaboration with the Canadian Red Cross, including emergency accommodation.

Numerous streets were flooded, and parts of Highway 40 had to be closed. The water levels were so high that SIM's Water Rescue Group (GSN) was deployed twice to assist motorists stranded on expressways.

MAJOR WATER MAIN RUPTURE

A major incident occurred on August 16 when an 84-inch drinking water main broke around 6 a.m. in the Ville-Marie borough, at the intersection of René-Lévesque Boulevard East and De Lorimier Avenue, near the Jacques-Cartier Bridge. The rupture created an impressive water geyser that flooded about fifty residences and twenty commercial buildings and forced the evacuation of a multi-unit residential building for several weeks. Due to the scale of the incident, the Emergency Measure Coordination Center (centre de coordination des mesures d'urgence – CCMU), in collaboration with the Canadian Red Cross, provided emergency support services to 167 affected individuals, including temporary accommodation.



In total, more than 180,000 Montréal residents were affected by these disruptions to the drinking water network. The OSCAAM implemented several measures in response, including public communications to provide guidance on the safe use and consumption of drinking water.

DISRUPTIONS TO THE DRINKING WATER NETWORK

In addition to the precautionary boil water advisory issued on August 16 following the water main rupture in the Ville-Marie borough, the Montréal agglomeration experienced four similar events in 2024. Three separate precautionary boil water advisories were issued: one on June 14 for Île Sainte-Hélène, Île Notre-Dame, and Pierre-Dupuy Avenue in Ville-Marie, and two for the entire Montréal-Nord borough on August 20 and November 27. A flushing advisory was also issued on July 25 for a sector of the Côte-des-Neiges–Notre-Dame-de-Grâce borough following disinfection work on a water main.



POWER OUTAGES

From December 13 to 18, a major power outage affected over 1,000 households in the Saint-Michel neighbourhood. In response to the cold weather, the Emergency and Measures Coordination Centre, together with OSCCAAM and the borough, deployed emergency measures, including the establishment of 3 shelters providing a total of 175 beds. The SPVM conducted door-to-door outreach in collaboration with the SIM, and public advisories were issued to warn residents of potential risks, such as carbon monoxide poisoning.

EXTREME COLD

As the holiday season approached, the OSCCAAM had to take action in response to a wave of extreme cold. As a result, an emergency shelter was opened from December 21 to 28 to provide people experiencing homelessness with a safe place to spend the night.

TESTING OF PUBLIC ALERT SIRENS

The annual public alert siren test, coordinated by the CSC, is essential for verifying proper system operation and raising public awareness about the actions to take in case of a toxic substance release that could pose an immediate threat to life or health.

On May 8, 2024, ten facilities engaged in activities that generate this type of risk activated their siren systems in succession. This exercise helped ensure that each system was functioning correctly and strengthened the preparedness of first responders.





NEW SPECIFIC RESPONSE PLAN—AIR QUALITY

The exceptional forest fires of summer 2023 in Northern Québec and elsewhere in Canada had repercussions as far as Montréal. Their smoke plumes, made up of various gases and fine and ultrafine particles, caused major smog episodes across the metropolitan area.

To better anticipate and respond to such a situation, the Centre de sécurité civile (Montréal civil protection center, or CSC), in collaboration with its partners, developed the new Specific Response Plan—Air Quality in 2024, in line with the recommendations of the Health and Social Services Network (RSSS). This plan defines mobilization criteria, specific actions to implement when air quality deteriorates, and protective measures for municipal personnel. Its activation is based on atmospheric indicators and by the RSSS recommendations, depending on the anticipated or observed health impacts on the population.

The objective of the SRP is to ensure the safety of both the population and City of Montréal personnel in the face of air pollution caused by vegetation fires.

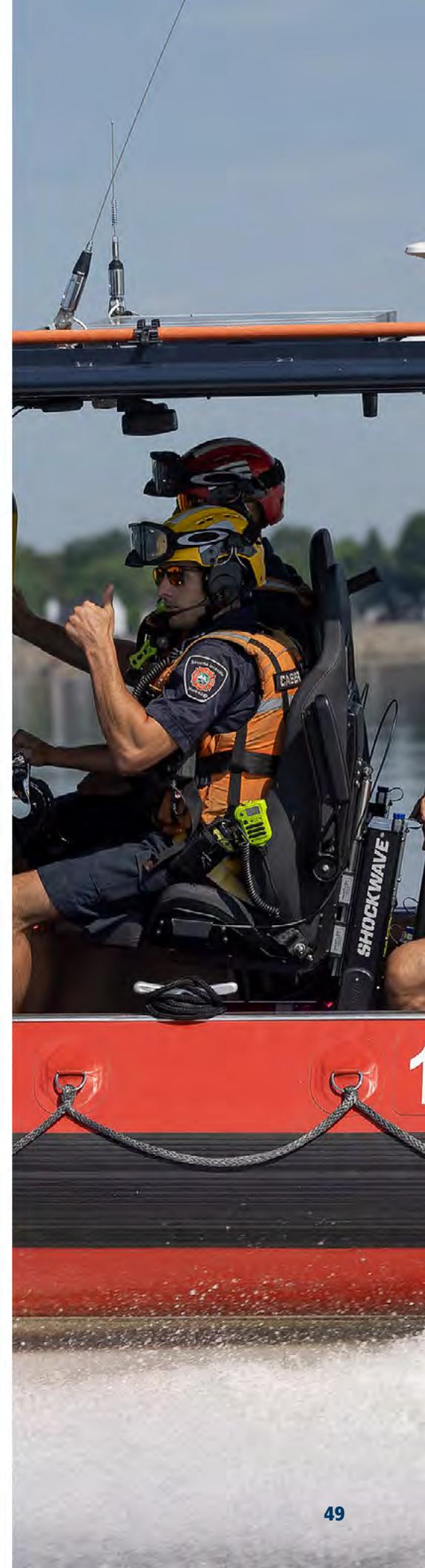


> OPERATIONS

The Service de sécurité incendie de Montréal (SIM) includes 66 fire stations and one seasonal service point distributed the entire Montréal agglomeration. It also comprises the Communications Centre, which handles emergency calls from residents and ensures the dispatch of crews in the field, 24 hours a day, 7 days a week.

A WIDE RANGE OF EMERGENCY RESPONSES

Throughout the year, the SIM responds to a wide variety of emergencies: pre-hospital medical emergencies, triggered alarm systems and building fires, vehicle fires, road accidents with or without extrication tools, natural gas, propane or other gas leaks, hazardous materials incidents, water and ice rescues, high-angle or confined space rescues, people trapped in elevators, metro system incidents, floods, and more.



> FIRE SUPPRESSION OPERATIONS

SIM must be ready at all times to respond to emergency calls for building fires across the Montréal agglomeration. The coordination of emergency services, the expertise of intervention personnel, and the use of cutting-edge equipment ensure fire suppression operations that are both efficient and safe.

Building Fires

	2022	2023	2024
Major	304	286	262
Minor	999	1,250	1,259
Total	1,303	1,536	1,521

Major Building Fires: Classification and Resources Dispatched

Alarm Level

	2022	2023	2024
10-07 First Alarm	238	207	195
10-12 Second Alarm	44	50	45
10-13 Third Alarm	9	17	7
10-14 Fourth Alarm	7	5	9
10-15 Fifth Alarm	6	7	6

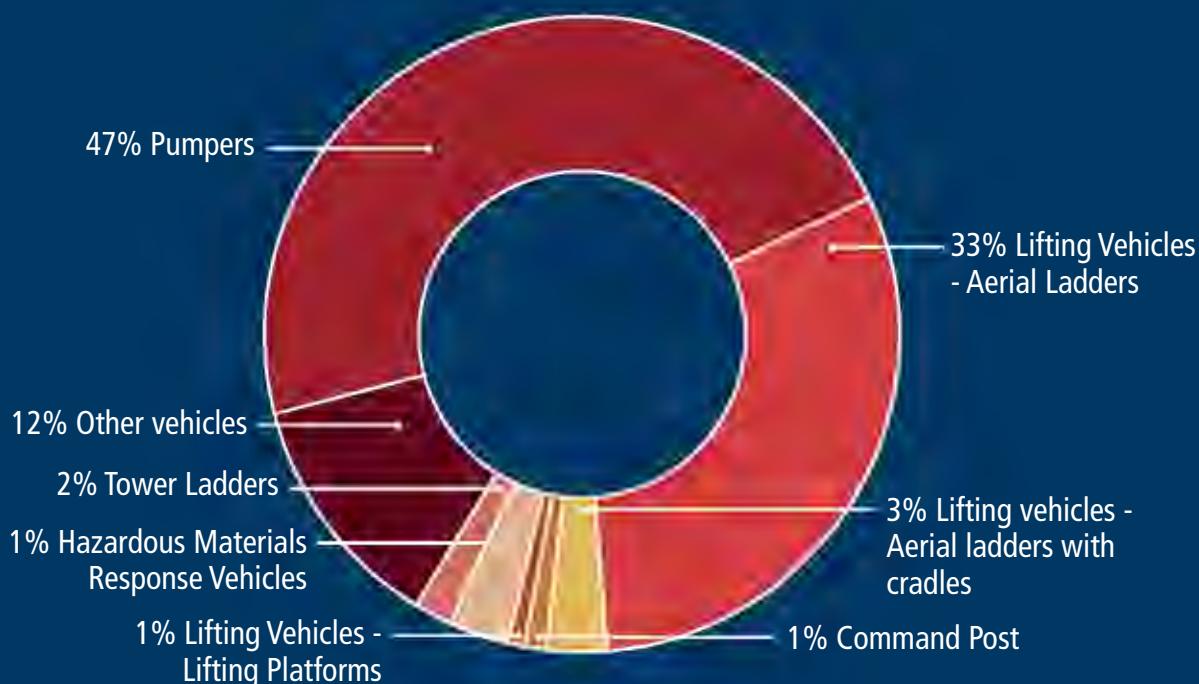
In the event of a major fire, the SIM deploys resources based on the scale of the emergency. Discover how many firefighters and vehicles are dispatched according to each alarm level:

Radio codes

	Number of Firefighters Deployed	Number of Vehicles Dispatched
First Alarm (Code 10-07)	47	16
Second Alarm (Code 10-12)	65	21
Third Alarm (Code 10-13)	85	26
Fourth Alarm (Code 10-14)	105	31
Fifth Alarm (Code 10-15)	125	36

INTERVENTION VEHICLE FLEET AND DISPATCHES IN 2024

Vehicles Used for Emergency Response



In numbers

Vehicle Type	Number	Number of Dispatches
Pumpers (200 and 2000 series)	70	170,785 (71%)
Aerial Vehicles		
Aerial Ladders (400)	48	51,851 (22%)
Aerial Ladders with Bucket (4000)	4	3,739 (2%)
Tower Ladders (700)	2	1,700 (1%)
Command Post (1005)	1	192 (<1%)
Hazardous Materials Response Vehicles (1700)	1	352 (<1%)
Tankers (6000)	3	38 (<1%)
Other SIM Emergency Response Vehicles (500, 600, 1400, 1600, 947, 1230, and 1330)	18	10,806 (5%)
Total	147	239,463

Emergency Intervention

by Borough and Fire Station

2022

2023

2024

Borough (No.)

Borough (No.)	2022	2023	2024
Ahuntsic-Cartierville (35-42-43-49)	7,455	7,935	7,921
Anjou (28)	2,425	2,477	2,396
Côte-des-Neiges—Notre-Dame-de-Grâce (4-27-34-46)	9,079	10,136	9,991
L'Île-Bizard-Sainte-Geneviève (56)	1,034	1,089	1,195
Lachine (64)	2,963	3,279	3,217
LaSalle (65)	4,262	4,346	4,395
Le Plateau-Mont-Royal (16-26-30)	7,250	7,815	7,541
Le Sud-Ouest (3-15-23-33)	5,173	5,574	5,758
Mercier-Hochelaga-Maisonneuve (13-39-40-45-48)	8,873	9,428	9,627
Montréal-Nord (17-18)	6,192	6 580	6,433
Outremont (75)	1,094	1,335	1,151
Pierrefonds-Roxboro (57-58-59)	3,033	3,343	3,343
Rivière-des-Prairies—Pointe-aux-Trembles (14-38-44-32)	6,325	6,444	6,435
Rosemont-La Petite-Patrie (29-31-47-50)	7,271	7,684	6,435
Saint-Laurent (71-72-73)	6,098	6,470	6,727
Saint-Léonard (21-22)	3,984	4,112	4,195
Verdun (66-67)	3,434	3,603	3,539
Ville-Marie (2-5-10-19-20-25)	13,347	15,685	17,125
Villeray—Saint-Michel—Parc-Extension (9-37-41)	7,448	7,701	7,750

Emergency Intervention

by Reconstituted Municipalities and Fire Stations

2022

2023

2024

Reconstituted Municipality (No.)

Reconstituted Municipality (No.)	2022	2023	2024
Baie-D'Urfé (52)	248	342	271
Beaconsfield (53)	771	1,002	782
Côte-Saint-Luc (78)	591	701	724
Dollard-Des Ormeaux (61)	2,220	2,419	2,377
Dorval (62-63)	1,673	1,932	1,931
Hampstead	262	359	322
Kirkland (54)	752	852	854
L'Île-Dorval	1	1	0
Montréal-Est (8)	537	549	573
Montréal-Ouest (77)	176	226	184
Mont-Royal (74)	1,174	1,314	1,294
Pointe-Claire (55)	2,083	2,297	2,310
Sainte-Anne-de-Bellevue (51)	371	454	441
Senneville	87	107	98
Westmount (76)	1,230	1,311	1,276
Total	118,916	128,902	129,822



MAJOR INTERVENTIONS

FIRE AT 400 NOTRE-DAME STREET

On October 4, 2024, a major fire broke out in the historic Alexandre-Maurice-Delisle Warehouse-Store building, constructed in 1862 and located at the corner of Notre-Dame and Bonsecours streets. This tragic fire claimed the lives of a mother and her 7-year-old daughter.

Upon arrival, firefighters immediately conducted rescue operations under challenging conditions, assisting several victims within the first few minutes of the intervention. Less than 10 minutes after the first units arrived, a fourth alarm was declared, mobilizing 125 firefighters. In total, nearly 45 units were required to finally bring the blaze under control after 12 hours of intense effort.

Thanks to their actions, the adjacent building was protected. After extinguishing the fire, logistical and material support was provided to the SPVM to initiate its investigation. The Technical Rescue Team (GST) also collaborated with the SPVM to secure access to the interior of the building and facilitate the investigation.



> **LITHIUM-ION BATTERY CONTAINER FIRE AT THE PORT OF MONTRÉAL**

On September 23, 2024, a fire broke out inside a container at the Port of Montréal, prompting a second alarm and mobilizing 50 firefighters. The container held 15,000 kilograms of lithium-ion batteries, classifying the incident as a hazardous materials event. Due to its scale, this was the largest recorded lithium-ion battery fire in Québec to date.

Extinguishing the fire required collaboration with several external partners. Given the nature of the incident, the Montréal Airports Fire Department was called in to deploy a specialized crash truck typically used in aircraft emergencies.

> **OPIOID LAB DISMANTLING**

The Hazardous Materials Team (GIMD) provided critical support to the RCMP's Clandestine Laboratory Dismantling Unit. Technicians assisted the RCMP at two separate sites, in Dixville and Drummondville.

This high-profile operation highlighted the exceptional capabilities of the GIMD, further reinforcing the SIM's reputation for excellence.

>FIRES IN MONTRÉAL IN 2024



**79%
of fires**
were accidental.



**78%
of fires**
occurred in residential units.



**66%
of fires**
caused by smoking materials or open flame objects occurred indoors.
In 27% of these cases, they started in a resting area.



**Nearly 31%
of fires**
started in the kitchen.

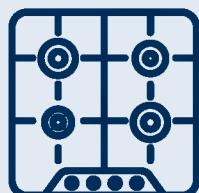


62% of fires
were caused by human error or misuse.



1 in 4 fires
was caused by smoking materials or open flame objects.

MOST AFFECTED BOROUGHS



**More than
25.5%
of fires**
caused by cooking equipment occurred in the boroughs of Côte-des-Neiges—Notre-Dame-de-Grâce, Ahuntsic-Cartierville, and Rosemont—La Petite-Patrie.



**Half
of the**
fires caused by smoking materials were concentrated in five boroughs: Ville-Marie, Villeray—Saint-Michel—Parc-Extension, Rosemont—La Petite-Patrie, Mercier-Hochelaga-Maisonneuve, and Le Sud-Ouest.

Sources of Fatal Fires*

Smoking materials	7
Electrical	0
Candles	0
Undetermined	0
Other	2

* Investigations into fire-related deaths are conducted by the SPVM.

Number of Fatalities

	2022	2023	2024
Men	11	8	4
Women	1	9	5
Total	12	17	9

Main Causes of Building Fires



In numbers

Sources of Heat	2024
Heating Devices	66
Appliances and Equipment	173
Smoking Materials and Open Flame Objects	414
Cooking Equipment	465
Electrical Distribution Equipment	125
Vehicles	47
Miscellaneous	211
Undetermined	33
Total	1,534

Source: SIM Operational Data Subsystem, data from 2024-01-01 to 2024-12-31, compiled on March 13, 2025.



SPECIALIZED TEAMS

In 2024, the SIM's specialized response team demonstrated its expertise and strengthened its operational capacity, both within its own territory and in support of neighbouring municipalities (Terrebonne, Longueuil, and Laval).

- The SIM also equipped all its watercraft GPS modules connected to the dispatch system and deployed command post support tablets that provide operations chiefs with real-time access to telemetry and GPS positioning—enhancing the management of water rescue operations. Additionally, the SIM collaborated with Québec's Ministère de la Sécurité publique to develop a provincial reference framework for water rescue.
- Technical Rescue: the Technical Rescue Team (GST) modernized its operations with the acquisition of trench collapse shoring panel and the adoption of Dual Tension system for high-angle rescue. Instructors also completed the training of a structural collapse response team for the Québec City Fire Department.

Specialized Interventions

	2022	2023	2024
Hazardous Materials	208	266	226
Technical Rescues (high-angle, confined spaces, structural or trench collapse)	132	148	187
Water Rescues	178	185	184
Ice Rescues	19	19	24

> DISASTER VICTIM SERVICES: COORDINATED RESPONSE TO FIRES AND GAS LEAKS

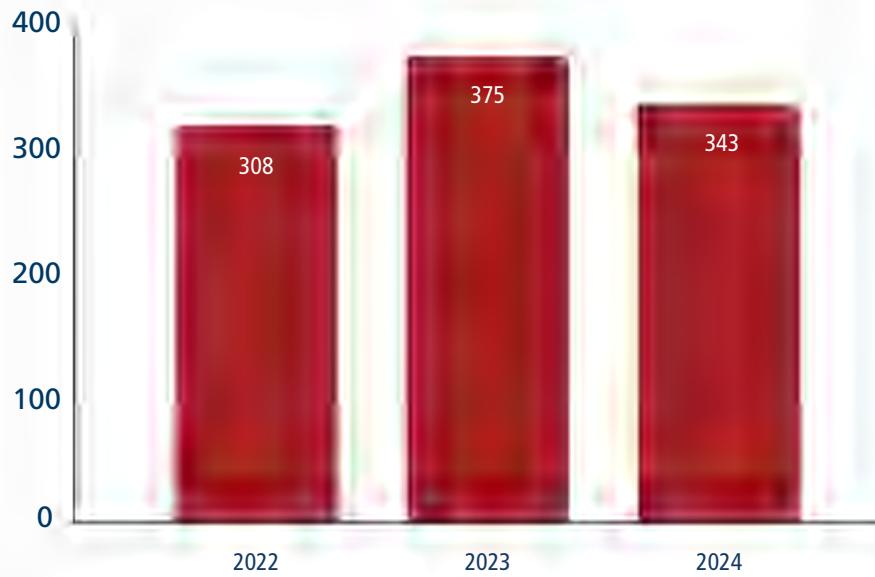
In the event of a building fire, the Service de sécurité incendie de Montréal (SIM) is responsible for ensuring that all disaster victims across its territory receive equitable treatment and services that meet consistent quality standards.

The SIM is contractually partnered with the Canadian Red Cross, whose mission is to assist individuals, groups, or communities facing emergencies or disasters by providing humanitarian aid. This agreement supports the SIM in fulfilling its mission with a focus on resilience and recovery following a disaster.

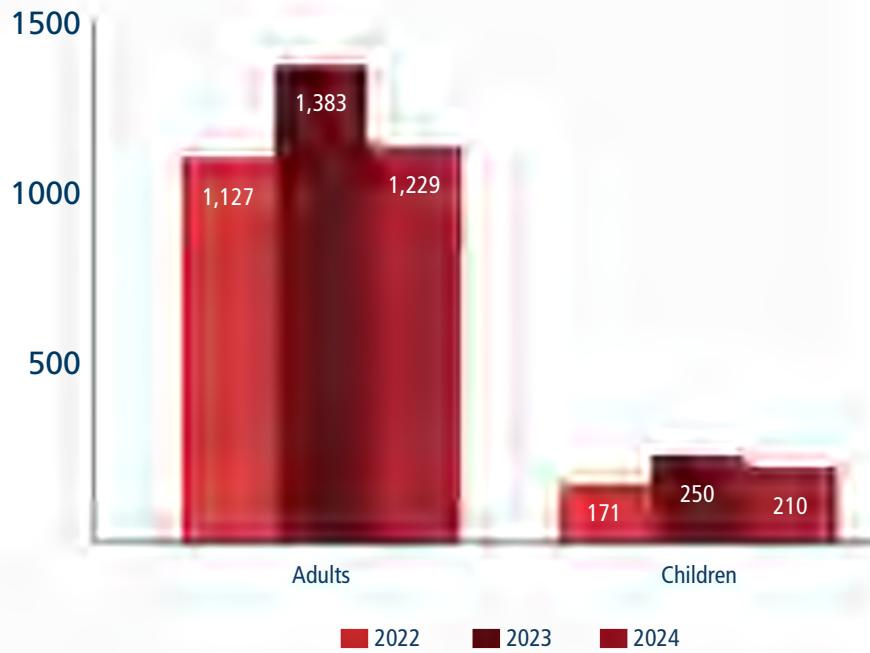
To support the Canadian Red Cross, Sun Youth also provides assistance to families and individuals during emergency interventions. Additionally, the Montréal Municipal Housing Office contributes to the Red Cross's disaster relief efforts by offering relocation services when needed.



Gas Leaks



Disaster Victims Who Received Support Services



> FIRST RESPONDER FIREFIGHTING PERSONNEL ON THE TERRITORY



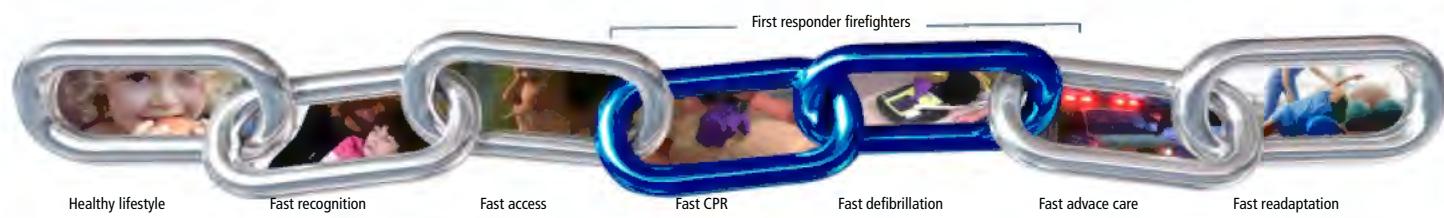
In medical emergencies, effective coordination among responders is crucial to maximize the chances of survival for individuals in distress. The SIM's first responder service plays a key role in the pre-hospital emergency care chain across the Montréal agglomeration. With specialized training, full territorial coverage, and rapid-response capabilities, firefighter first responders significantly contribute to the safety and well-being of Montréalers during pre-hospital medical emergencies.

As of December 31, 2024, the SIM had 1,906 certified first responders. Additionally, in spring 2024, the SIM certified 71 firefighters and hired 64 recruits with valid first responder certification.

ROLE AND TRAINING OF FIREFIGHTER FIRST RESPONDERS

Firefighter first responders are trained to provide basic medical care to stabilize a person's condition while awaiting the arrival of paramedics. Their initial training consists of 62 hours delivered by instructors certified by Urgences-santé and meets the requirements of Québec's Ministère de la Santé et des Services sociaux.

In 2024, for the first time since the implementation of the first responder service, 12 firefighter instructors were accredited by Urgences-santé to assist paramedics in providing skills maintenance training to all personnel.



COORDINATION WITH URGENCES-SANTÉ

First responders work in close collaboration with Urgences-santé, which coordinates medical interventions across the Montréal agglomeration. As soon as an emergency is reported, first responders are dispatched to begin providing initial care while an ambulance is en route. Ongoing communication between firefighter first responders and Urgences-santé ensures a smooth and efficient response for patient care.

COMMUNITY IMPACT

The First Responder Service contributes to:

- Reducing response times: The proximity of fire stations allows for rapid arrival on scene.
- Improving survival rates: Timely life-saving actions play a crucial role.
- Providing reassuring presence: First responders offer essential moral support to victims and their loved ones.

CHALLENGES AND OUTLOOK

- Growing demand: As the population increases, so does the number of interventions.
- Occupational stress: Responders must manage emotionally demanding situations.
- Evolving medical techniques: Ongoing training remains essential.



DID YOU KNOW?

In 2024, the SIM was awarded the Trauma Merit Award by the McGill University Health Centre as part of the Trauma Program at the Montréal General Hospital.





MOST FREQUENT PRE-HOSPITAL MEDICAL EMERGENCY INTERVENTIONS

In 2024, the SIM carried out 76,332 interventions as part of its first responder service.

The most frequent calls involved:

- Respiratory problems
- Unconsciousness and fainting
- Chest pain (non-traumatic)
- Road traffic accidents—transportation incidents
- Falls

> OUTREACH AND RECOGNITION

CAFC Conference—September 20 to 25, 2024, in Montréal

The Fire-Rescue Canada Conference of the Canadian Association of Fire Chiefs (CAFC) was held in Montréal from September 20 to 25, 2024.

This gathering of key decision-makers in fire prevention focused on highlighting the increasing scale and complexity of emergency responses faced by fire services. The importance of establishing a national fire administration was emphasized to better coordinate efforts across Canada.

AGSICQ Annual Conference

The SIM took part in the 56th Annual Conference of the Association des gestionnaires en sécurité incendie et civile du Québec (AGSICQ), held in Gatineau. During this event, the SIM shared insights related to the recently implemented Best Practices Guide: Maintenance of Protective Firefighting Clothing (published by the CNESST). The SIM also presented the latest advancements in fire suppression techniques and tools for lithium-ion battery incidents.



> CEREMONIES AND RECOGNITIONS

In 2024, the SIM held several integration ceremonies to welcome firefighters hired during the pandemic (2020–2022), as well as the 2024 recruits. These events aimed to strengthen their sense of belonging and ease their integration into the organization. Over the past year, the SIM welcomed 91 new firefighters.

National Firefighter Recognition Day

On October 6, 2024, five award recipients from the SIM, accompanied by its Director, were invited by Québec's Ministère de la Sécurité publique to an official ceremony held at the Château Frontenac. This prestigious event honoured their outstanding contributions to fire prevention and emergency response efforts.

Intervention 10-15: March 16, 2023—No. 23,839, 135 du Port Street

Firefighter Julien Berjot was awarded the Firefighter Cross of Courage.
Firefighter Keith Brown was awarded the Firefighter Cross of Courage.
Firefighter Benoit Bourgie was awarded the Firefighter Medal for Meritorious Action.

Firefighter Kevin Graindlair-Laroche was awarded the Firefighter Medal for Meritorious Action.

Firefighter Claude Smith was awarded the Firefighter Medal for Meritorious Action.





> **CCSI: MERITORIOUS CALL RECOGNITION AT THE ACUQ ANNUAL CONFERENCE**

On November 14, 2024, Pierre Lapointe, Emergency Communications Operator at the CCSI, was named one of the three finalists for the 2024 Meritorious Call at the Annual Conference of the Association des centres d'urgence du Québec (ACUQ).

An employee of the City of Montréal since 1987, Pierre Lapointe has always shown unwavering dedication to the well-being of the population. He joined the Service de sécurité incendie de Montréal (SIM) in 2000, where he quickly stood out for his active listening skills and keen attention to detail. Today, he is one of the most experienced dispatchers at the Montréal fire safety communications centre (CCSI).

A remarkable example of his commitment occurred during a fire on March 3. Pierre Lapointe managed the situation with calm and compassion, staying on the line with an elderly woman in distress for 14 minutes. He provided clear and reassuring instructions until help arrived. His response was crucial—and may very well have saved a life.

DISTINGUISHED SERVICE

The leadership of the Service de sécurité incendie de Montréal (SIM) and the City of Montréal honoured 51 members of the SIM for over 20 years of exemplary service. These individuals stood out for their impeccable conduct, dedication, and excellence in their work. The Fire Services Exemplary Service Medal, awarded by the Chancellery of Honours of Canada, recognizes the contributions of women and men who have devoted themselves to public safety through loyal and exceptional service.

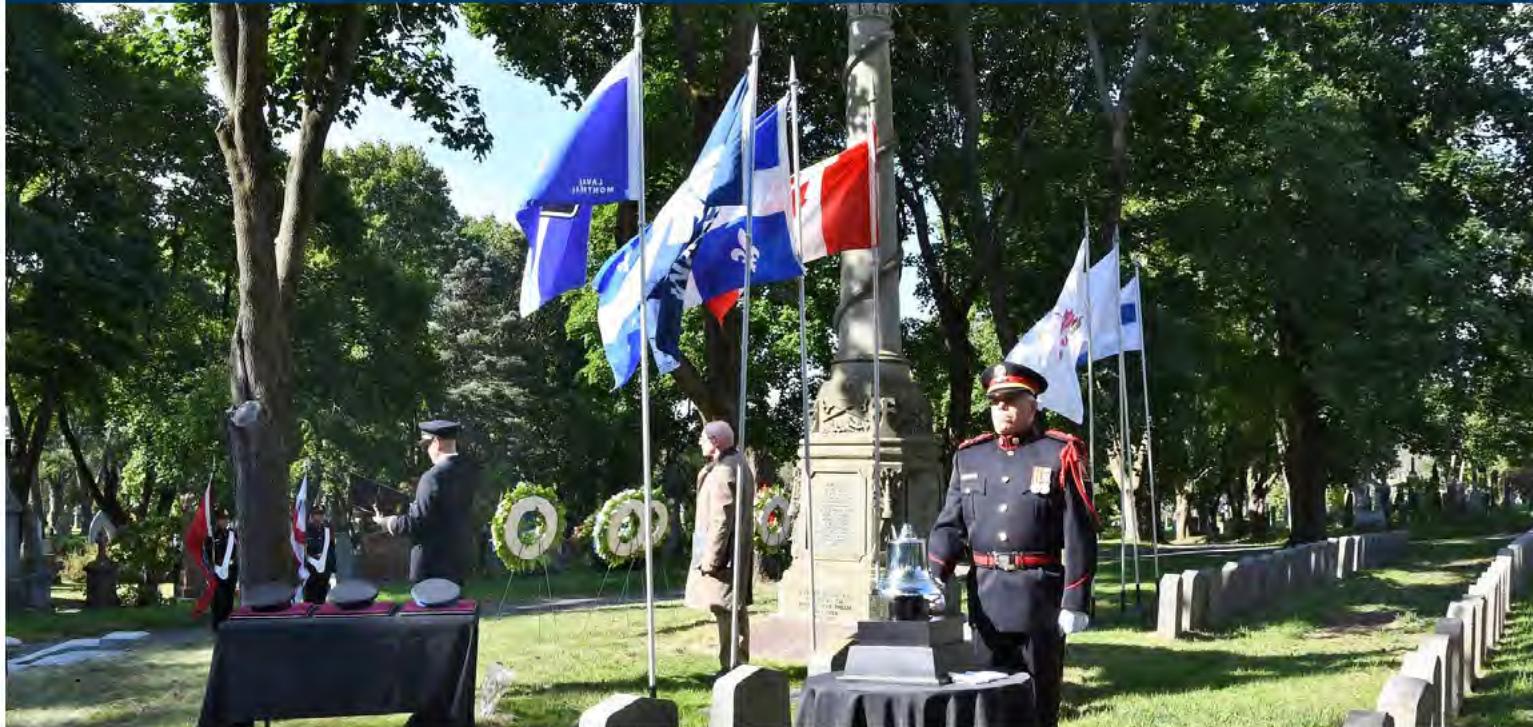
OFFICER PROMOTION CEREMONIES

The SIM held several ceremonies to honour 80 newly promoted officers. These members received their crests and insignias during meaningful events, celebrated in the presence of their peers and families.

HONOURING FALLEN FIREFIGHTERS

To pay solemn tribute to fallen firefighters and highlight the importance of their sacrifice for the population, the Service de sécurité incendie de Montréal (SIM), in collaboration with the Montréal Firefighters Association and the Montréal Retired Firefighters Association, held a moving memorial ceremony at the Notre-Dame-des-Neiges Cemetery in Montréal. The Lieutenant Governor of Québec, the Honourable Manon Jeannotte, was present for this important event.

The SIM also took part in commemorations held in Ottawa, where representatives from fire departments across the country gathered, as well as in Colorado, United States, where international delegations honoured fallen firefighters.



> COMMUNITY ENGAGEMENT OF THE MONTRÉAL AUXILIARY FIREFIGHTERS ASSOCIATION

The Montréal Auxiliary Firefighters Association (Pompiers Auxiliaires de Montréal – PAM) provide ongoing support to the SIM at emergency scenes by offering rehabilitation services to firefighters.

Committed to preserving the history of the SIM, these volunteers also collect valuable artifacts and documents. In addition, they have taken on the mission of maintaining, restoring, and showcasing a remarkable fleet of antique fire trucks and firefighting equipment.

FIREFIGHTERS MUSEUM

Thanks to the PAM, citizens can enjoy the beautiful Montréal Firefighters Museum, where they can explore an impressive collection of documents, photos, and equipment dating back to the late 1800s.

Be sure to check out their online store! By purchasing promotional items, you help support the organization in providing better services during SIM operations and other types of events.

Take a look—there are plenty of new items available: <https://www.apamtl.ca/en/>



DID YOU KNOW?

You can visit the Montréal Firefighters Museum, located in Fire Station 30 at the corner of Saint-Laurent Boulevard and Laurier Avenue West, in the Plateau-Mont-Royal borough. The museum is open every Sunday from 1:30 p.m. to 4:00 p.m.

THE AUXILIARY FIREFIGHTERS OF MONTRÉAL ON THE SCENE

Total number of calls responded to in 2024: 117

Number of support days during heatwave events: 52, covering 94 shifts and 564 hours of dedicated service



HERE ARE A FEW HIGHLIGHTS OF THEIR INVOLVEMENT IN 2024:

- For the first time, a team of four PAM members took part in the annual Polar Bear Plunge into the icy waters of the Lachine Canal. Organized by police officers from Montréal and Québec City, the event raises funds and awareness for Special Olympics.
- PAM and the Montréal Firefighters Emerald Society joined the Saint-Patrick's Day parade in Hudson, Montérégie, as well as the 199th edition of the Montréal parade.
- Participation in emergency vehicle parades in Laval and Pincourt.
- Participation in the SIM Honour Guard's car wash fundraiser, with proceeds going to Opération Enfant Soleil.
- The museum opened its doors during a festive weekend in the Mile End neighbourhood, welcoming over 2,000 visitors.
- Participation in community days in the boroughs of Anjou, Saint-Léonard, and in the Town of Mount Royal.
- Bringing holiday cheer to all ages: participation in the 72nd edition of the Santa Claus Parade.
- Holiday Baskets: preparation and delivery of baskets, and collection of \$9,600 in donations.
- First-time involvement in the launch of Opération Nez rouge.

OUTSTANDING COMMITMENT

New members:

Daniel Brunet
Vincent Brunet
Claude Dauphin
Denis Desrosiers
Gordon Routley (Associate Member)

RECOGNITION: 2024 Auxiliary Firefighter of the Year: Pierre Giroux

On September 23, 2024, the Auxiliary Firefighters Association of Montréal (PAM) celebrated their 80th anniversary. On this occasion, members paid tribute to their chief, Steve Garnett, for his 20 years of leadership as President of the organization.



> HONOUR GUARD

The year 2024 was filled with events for the Service de sécurité incendie de Montréal (SIM) Honour Guard. The unwavering presence and dedication of its members played a key role in honouring and supporting both firefighters and members of the public, making them invaluable ambassadors of the SIM. Their exemplary commitment and professionalism continue to serve as a source of inspiration.



Recruit Integration Ceremonies

The Honour Guard brought a solemn dimension to the recruit integration ceremonies of the Service de sécurité incendie de Montréal (SIM). Four contingents joined the ranks by taking their oath of allegiance, marking the beginning of their commitment to serving the people of Montréal. Through its presence, the Honour Guard highlighted the importance of this milestone while embodying its core values: tradition, respect, and sacrifice.



Commemorative Events

The Honour Guard participated in several commemorative events, including Remembrance Day in Hampstead, the launch of the Poppy Campaign in Montréal, and tributes to fallen firefighters in Montréal, Ottawa, and the State of Colorado, USA.

During the ceremony held in Ottawa, Sergeant Major Marc-André Lemieux led a platoon—a role usually reserved for military personnel. This gesture highlighted his professionalism and the Honour Guard's national recognition and influence.



Community Engagement and Volunteer Activities

The Honour Guard demonstrated its commitment to the community through various volunteer activities, including participating in the Enfant Soleil charity car wash and attending sporting and community events such as the 2024 FireFit Challenge and the tribute to first responders during a Montréal Alouettes game.

Official Ceremonies

The Honour Guard took part in several important official events, including the presentation of the Order of Montréal titles and insignia at City Hall, the opening and closing ceremonies of the Canadian Association of Fire Chiefs Conference, and two ceremonies honouring Service de sécurité incendie de Montréal (SIM) members for their years of service.

> HOLIDAY BASKETS

In 2024, the 37th edition of the Montréal Firefighters Association's annual Holiday Basket Campaign was a resounding success, thanks to the generosity of donors and the outstanding commitment of volunteers.

Key Figures:

1,276 families

received Holiday baskets.

Over 1,235 gifts

were distributed to underprivileged children aged 14 and under.

\$419,657

was raised in donations

More than 120 volunteers

including active and retired firefighter , took part in the campaign.



> BLACK HISTORY MONTH

Service de sécurité incendie de Montréal (SIM) partnered with the City of Montréal to celebrate the vitality, resilience, and contributions of Montréal's Black communities, while also expressing solidarity with Black employees within the department. In February, the SIM flew the Pan-African flag in front of headquarters to honour the contributions of Afro-descendant communities. In addition, staff members were invited to a breakfast with the leadership team to mark Black History Month.

> PRIDE PARADE

Once again in 2024, members of the Service de sécurité incendie de Montréal (SIM) took part in the Montréal Pride Festival. They engaged with the public during Community Days and proudly marched alongside more than 300 colleagues from various City of Montréal departments. The SIM also flew the Progress Pride flag to officially kick off the Pride celebrations.



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Members of the Service de sécurité incendie de Montréal (SIM)

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