



ONTARIO ASSOCIATION OF FIRE CHIEFS

*We are the trusted leader in fire services
by inspiring and influencing a safer Ontario.*

September 29, 2026

FOR IMMEDIATE RELEASE

Today the Government of Ontario announces MTO billing framework to account for unfounded service calls in response to provincial roadways in southern Ontario

[Ajax, ON] The Ontario Association of Fire Chiefs (O AFC) extends its appreciation to Minister Sarkaria and the Ontario government for extending the fire department billing through the Ministry of Transportation for No Service Calls in southern Ontario. Effective October 1, 2026, fire departments in southern Ontario will be eligible to receive reimbursement for No Service Calls occurring on provincial highways.

Fire departments have experienced drastic cost escalations over the recent years, with the cost of fire apparatus and equipment more than doubling in most cases. The current economic climate, and constant threat of tariffs, this cost recovery mechanism will greatly assist fire departments answering to calls on southern Ontario highways as is currently in place for northern Ontario roadways response with the Ministry of Transportation.

Quote:

"Ontario's firefighters put their lives on the line every day to protect our communities," said Prabmeet Sarkaria, Minister of Transportation. "Our government is proud to support the Ontario Association of Fire Chiefs by ensuring municipal fire departments in southern Ontario are reimbursed for no-service calls, helping protect local resources and ensuring firefighters are there when they are needed most."

—Prabmeet Sarkaria, Minister of Transportation

Quote:

"The Ontario Association of Fire Chiefs (O AFC) is deeply grateful to Minister Sarkaria and the provincial government for extending No Service Calls billing to fire departments who provide service to southern Ontario highways. This cost recovery mechanism will assist fire services who are responding to emergency calls to keep Ontarians safe." said Fire Chief Jeremy Parkin.

"Ontario's fire departments and firefighters value our extremely positive relationship with the provincial government, and thank them for this important investment, and the work we will continue for all of Ontario's fire service."

—Fire Chief Jeremy Parkin, President Ontario Association of Fire Chiefs



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Information:

A No Service Call occurs when a fire department responds to an incident on a provincial highway but does not provide a direct service to the vehicle(s) involved. This may include situations where:

- the response is cancelled before apparatus arrive on the scene.
- the Ontario Provincial Police (OPP) cancels fire department services upon arrival.
- the responding fire department is unable to locate the reported vehicle or incident.
- one or more apparatus responds but do not provide a service, while other apparatus at the same incident provides a service.

For eligible southern Ontario No Service Calls, MTO will reimburse up to two apparatus per incident, to a maximum of one hour per apparatus, at the current applicable rate.

No Service Calls will continue to be submitted through the MTO Partner Portal, using the existing highway incident claim submission process.

About us:

Ontario Association of Fire Chiefs (OAFC): The Ontario Association of Fire Chiefs (OAFC) is a non-partisan, non-profit association that represents the Chief Fire Officers of the 437 fire departments in the Province of Ontario. The 437 fire departments are divided into 32 career fire departments, 43 composite fire departments and 362 volunteer fire departments. There are approximately 30,716 firefighters in Ontario including about 18,281 volunteer firefighters, 11,971 career firefighters and 464 part-time firefighters.

These Chief Fire Officers are responsible, by statute, for the management and delivery of fire, rescue, and emergency response to the 15 million residents of Ontario. We are the trusted advisor to government when it comes to public and firefighter safety. The OAFC supports initiatives designed to improve the fire and life safety of our members and all who reside in Ontario.

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