



NEWS RELEASE

Niagara-on-the-Lake Fire & Emergency Services Recognized by the Center for Public Safety Excellence

For Immediate Release

April 21, 2025

The Town of Niagara-on-the-Lake is proud to announce that its Fire & Emergency Services Department has been awarded a Certificate of Achievement by the Center for Public Safety Excellence (CPSE) under the Community Risk Assessment / Standards of Cover Certificate of Excellence Program. This recognition marks a milestone, as Niagara-on-the-Lake becomes the first volunteer fire department in Canada to receive this important certificate.

The Community Risk Assessment / Standards of Cover framework provides a structured, data-driven method for evaluating community risks and optimizing resource distribution. This process helps municipalities plan better, respond faster, and keep the community safer.

Recognition from the same agency that accredits major urban fire departments, such as Toronto, Ottawa, and Winnipeg, highlights the excellence and professionalism of Niagara-on-the-Lake's volunteer-based service.

Quotes:

"On behalf of Town Council, I would like to extend congratulations to our Fire Department. With 110 dedicated volunteer firefighters and a strong team of administrative Staff, this award is evidence of their commitment to safety, excellent service, and the strength of the volunteer-based model that thrives due to the training and ongoing support from Staff."— **Lord Mayor Gary Zalepa**

"This certificate demonstrates that the Town is committed to ongoing improvement and public accountability through independent third-party verification and validation. Our Fire Department continually self-assesses, seeks out opportunities for growth, and upholds



the highest standards of service. Thank you to all the Staff who led this process, and congratulations on this well-deserved recognition.” — **CAO Bruce Zvaniga**

“I am incredibly proud of the hard work and dedication it takes to be recognized by the Center for Public Safety Excellence. Our team is committed to ongoing improvement to ensure we are delivering effective and efficient emergency services to our community.”
— **Fire Chief Jay Plato**

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