

Table 1 - Incident Volume from 2018 to 2022

Response Type	2018 Incident Volume	2019 Incident Volume	2020 Incident Volume	2021 Incident Volume	2022 Incident Volume	% Increase or Decrease from 2021 to 2022
Fire	1,093	1,008	1,086	1,113	1,179	5.93%
Fire Related	2,419	2,286	2,664	2,337	2,282	-2.35%
False Alarm	9,518	9,462	8,531	8,956	10,478	16.99%
Hazmat	1,528	1,348	1,215	1,254	1,900	51.52%
Rescue	4,262	4,272	2,932	3,183	3,947	24.00%
Medical	4,390	4,619	3,410	4,273	5,651	32.25%
Aid Agreements	9	17	10	9	10	11.11%
Miscellaneous*	2,835	3,017	2,734	2,730	3,186	16.70%
Grand Total	26,054	26,029	22,582	23,875	28,633	19.93%

*Miscellaneous calls include, but are not limited to, call cancelled, assist other agencies, other public service, assist not required, incident not found, assist Police, etcetera.

Table 2 - Apparatus Responses from 2018 to 2022

	2018	2019	2020	2021	2022	% Increase or Decrease from 2021 to 2022
Apparatus Responses	73,898	72,634	63,784	66,020	74,877	13.42%

Table 3 - Urban First on Scene (FOS) Total Response Time Performance at the 90th Percentile

Population Density	Call Sub-Group	2018-2022 Baseline	2018	2019	2020	2021	2022
Urban	Fire: Maximum Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Fire: High-Risk	07:08	06:50	07:31	06:47	07:08	06:04
	Fire: Moderate-Risk	06:57	07:12	07:18	06:47	06:41	06:41
	Fire: Low-Risk	07:39	07:38	08:00	07:21	07:34	07:38
	Wildland Fire: Moderate-Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Wildland Fire: Low-Risk	07:50	07:55	03:18	07:39	07:10	08:20
Rural	Fire: Maximum Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Fire: High-Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Fire: Moderate-Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Fire: Low-Risk	11:06	12:03	10:55	10:43	10:34	11:16
	Wildland Fire: Moderate-Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Wildland Fire: Low-Risk	N/A	N/A	N/A	N/A	N/A	N/A

N/A = Insufficient data for accurate reporting. Sample size for five years is less than 100 incidents.

Table 4 - Rural First on Scene (FOS) Total Response Time Performance at the 90th Percentile

Population Density	Call Sub-Group	2018-2022 Baseline	2018	2019	2020	2021	2022
Urban	Fire: Maximum Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Fire: High-Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Fire: Moderate-Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Fire: Low-Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Wildland Fire: Moderate-Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Wildland Fire: Low-Risk	N/A	N/A	N/A	N/A	N/A	N/A
Rural	Fire: Maximum Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Fire: High-Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Fire: Moderate-Risk	17:14	16:59	23:20	16:16	15:38	15:50
	Fire: Low-Risk	20:27	24:10	19:23	18:15	18:14	19:03
	Wildland Fire: Moderate-Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Wildland Fire: Low-Risk	17:34	16:04	21:51	16:01	17:31	16:48

N/A = Insufficient data for accurate reporting. Sample size for five years is less than 100 incidents.

Table 5 - Urban Effective Response Force (ERF) Total Response Time Performance at the 90th Percentile

Population Density	Call Sub-Group	2018-2022 Baseline	2018	2019	2020	2021	2022
Urban	Fire	11:45	11:32	11:46	11:54	11:46	11:46
	Hazmat	08:26	08:41	08:12	07:59	08:00	09:05
	Rescue	09:54	09:57	09:40	09:30	10:41	09:58
	Medical	06:52	06:33	06:44	07:04	06:54	07:01
Rural	Fire	14:12	14:12	15:01	14:43	12:14	13:58
	Hazmat	13:12	16:19	10:51	11:02	10:33	11:45
	Rescue	15:40	16:14	15:52	13:15	16:10	13:30
	Medical	10:16	09:50	09:42	09:22	10:27	10:18

Table 6 - Rural Effective Response Force (ERF) Total Response Time Performance at the 90th Percentile

Population Density	Call Sub-Group	2018-2022 Baseline	2018	2019	2020	2021	2022
Urban	Fire	N/A	N/A	N/A	N/A	N/A	N/A
	Hazmat	N/A	N/A	N/A	N/A	N/A	N/A
	Rescue	N/A	N/A	N/A	N/A	N/A	N/A
	Medical	N/A	N/A	N/A	N/A	N/A	N/A
Rural	Fire	24:32	25:39	28:11	23:33	22:12	24:03
	Hazmat	19:15	26:07	18:52	15:46	16:25	19:08
	Rescue	22:52	27:06	21:58	20:41	23:42	18:47
	Medical	15:57	15:12	14:19	15:21	16:28	17:47

N/A = Insufficient data for accurate reporting. Sample size for five years is less than 100 incidents.

Table 7 - Communications Centre Call Volume from 2018 to 2022

YEAR	2018	2019	2020	2021	2022
Number of Calls	94,591	94,593	86,744	92,477	99,580