

Table 1 - Incident Volume from 2019 to 2023

Response Type	2019 Incident Volume	2020 Incident Volume	2021 Incident Volume	2022 Incident Volume	2023 Incident Volume	Increase or Decrease from 2022 to 2023 (%)
Fire	1,008	1,086	1,113	1,179	1,299	10.18
Fire Related	2,284	2,664	2,337	2,282	2,657	16.43
False Alarm	9,463	8,533	8,966	10,494	11,942	13.80
Hazmat	1,348	1,215	1,254	1,899	1,921	1.16
Rescue	4,269	2,927	3,171	3,924	4,224	7.65
Medical	4,619	3,410	4,273	5,651	7,011	24.07
Aid Agreements	17	10	9	10	5	-5.00
Miscellaneous*	3,018	2,737	2,732	3,192	4,055	27.04
Grand Total	26,026	22,582	23,875	28,631	33,114	15.66

Based on data exported from FDM on January 31, 2024. Data is subject to change due to data quality assurance.

**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 2019 to 2023

	2019	2020	2021	2022	2023	Increase or Decrease from 2022 to 2023 (%)
Apparatus Responses	72,634	63,784	66,017	74,877	85,910	14.73

Based on data exported from FDM on March 25, 2024. Data is subject to change due to data quality assurance.

Table 3 - Career First on Scene (FOS) Total Response Time Performance at the 90th Percentile from 2019 to 2023

Population Density	Call Sub-Group	2019-2023 Baseline	2019	2020	2021	2022	2023
Urban	Fire: Maximum Risk	05:34	05:57	N/A	N/A	N/A	05:40
	Fire: High-Risk	07:02	07:31	06:47	07:08	06:04	05:35
	Fire: Moderate-Risk	06:53	07:18	06:47	06:41	06:41	06:49
	Fire: Low-Risk	07:33	08:00	07:21	07:34	07:38	07:23
	Wildland Fire: Moderate-Risk	08:59	N/A	08:07	09:58	08:26	09:01
	Wildland Fire: Low-Risk	07:50	03:18	07:39	07:10	08:20	07:44
Rural	Fire: Maximum Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Fire: High-Risk	11:54	N/A	N/A	N/A	N/A	N/A
	Fire: Moderate-Risk	11:31	11:08	12:36	07:48	10:09	12:36
	Fire: Low-Risk	11:03	10:55	10:43	10:34	11:16	12:41
	Wildland Fire: Moderate-Risk	N/A	N/A	N/A	N/A	N/A	N/A
	Wildland Fire: Low-Risk	11:38	N/A	10:42	10:39	11:37	12:56

Based on data exported from FDM on January 31, 2024. Data is subject to change due to data quality assurance.

N/A = Insufficient data for accurate reporting. Sample size for the assessment period is less than 10 incidents.

Table 4 - Volunteer First on Scene (FOS) Total Response Time Performance at the 90th Percentile from 2019 to 2023

Population Density	Call Sub-Group	2019-2023 Baseline	2019	2020	2021	2022	2023
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	09:57	07:43	N/A	N/A	N/A	08:26
	Fire: Low-Risk	11:04	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	17:16	23:20	16:16	15:38	15:50	17:04
	Fire: Low-Risk	19:11	19:23	18:15	18:14	18:53	19:31
	Wildland Fire: Moderate-Risk	18:04	N/A	15:07	N/A	N/A	N/A
	Wildland Fire: Low-Risk	18:42	N/A	16:01	17:31	16:48	20:18

Based on data exported from FDM on January 31, 2024. Data is subject to change due to data quality assurance.

N/A = Insufficient data for accurate reporting. Sample size for the assessment period is less than 10 incidents.

Table 5 - Career Effective Response Force (ERF) Total Response Time Performance at the 90th Percentile from 2019 to 2023

Population Density	Call Sub-Group	2019-2023 Baseline	2019	2020	2021	2022	2023
Urban	Fire	11:29	11:44	11:54	11:46	11:42	10:46
	Hazmat	12:27	11:48	13:38	12:45	13:01	10:00
	Rescue	09:47	09:41	09:28	09:53	09:38	09:59
	Medical	06:52	06:44	07:04	06:54	07:01	06:39
Rural	Fire	14:25	15:44	14:43	12:14	13:58	14:32
	Hazmat	15:03	11:54	12:43	14:52	16:26	16:00
	Rescue	13:53	15:52	13:21	15:47	13:30	12:49
	Medical	10:19	09:42	09:22	10:27	10:18	10:24

Based on data exported from FDM on January 31, 2024. Data is subject to change due to data quality assurance.

N/A = Insufficient data for accurate reporting. Sample size for the assessment period is less than 10 incidents.

Table 6 - Volunteer Effective Response Force (ERF) Total Response Time Performance at the 90th Percentile from 2019 to 2023

Population Density	Call Sub-Group	2019-2023 Baseline	2019	2020	2021	2022	2023
Urban	Fire	16:01	N/A	N/A	N/A	N/A	17:17
	Hazmat	11:22	N/A	N/A	N/A	N/A	N/A
	Rescue	N/A	N/A	N/A	N/A	N/A	N/A
	Medical	10:45	11:41	10:53	15:52	09:44	10:27
Rural	Fire	23:57	28:11	23:33	22:33	24:01	23:36
	Hazmat	19:21	18:59	16:38	17:11	21:14	20:26
	Rescue	21:04	21:58	20:54	23:41	18:29	21:04
	Medical	16:05	14:19	15:21	16:28	17:47	15:41

Based on data exported from FDM on January 31, 2024. Data is subject to change due to data quality assurance.

N/A = Insufficient data for accurate reporting. Sample size for the assessment period is less than 10 incidents.

Table 7 - Communications Centre Call Volume from 2019 to 2023

YEAR	2019	2020	2021	2022	2023
Number of Calls	92,796	85,989	92,481	99,596	106,667

Based on data exported from FDM on March 25, 2024. Data is subject to change due to data quality assurance.