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Table 1 - Incident Volume from 2020 to 2024

Response Type	2020 Incident Volume	2021 Incident Volume	2022 Incident Volume	2023 Incident Volume	2024 Incident Volume	Increase or Decrease from 2023 to 2024 (%)
Fire	1,086	1,133	1,179	1,304	1,408	7.98
Fire Related	2,664	2,337	2,282	2,657	2,451	-7.75
False Alarm	8,533	8,966	10,494	11,943	11,827	-0.97
Hazmat	1,215	1,254	1,900	1,921	1,251	-34.88
Rescue	2,927	3,171	3,924	4,224	4,240	0.38
Medical	3,410	4,273	5,651	7,011	8,307	18.49
Aid Agreements	10	9	10	5	7	40.00
Miscellaneous*	2,737	2,732	3,193	4,055	4,881	20.37
Grand Total	22,582	23,875	28,633	33,120	34,372	3.78

Based on data exported from FDM on March 12, 2025. 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.

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Table 2 - Apparatus Responses from 2020 to 2024

	2020	2021	2022	2023	2024	Increase or Decrease from 2023 to 2024 (%)
Apparatus Responses	63,784	66,017	74,877	85,910	85,511	-0.46

Based on data exported from FDM on March 14, 2025. Data is subject to change due to data quality assurance.

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Table 3 - Career First on Scene (FOS) from 2020 to 2024

Population Density	Call Sub-Group	2020-2024 Baseline	2020	2021	2022	2023	2024
Urban > 400 people/km^2	Fire: Maximum Risk	**05:33**	04:40	05:41	04:26	05:40	03:43
	Fire: High-Risk	**06:56**	06:47	07:08	06:04	05:35	07:13
	Fire: Moderate-Risk	**06:45**	06:47	06:41	06:41	06:49	06:51
	Fire: Low-Risk	**07:29**	07:21	07:34	07:38	07:23	07:21
	Wildland Fire: Moderate-Risk	**08:58**	08:07	09:58	08:26	09:01	05:14
	Wildland Fire: Low-Risk	**07:49**	07:39	07:10	08:20	07:44	06:14

Based on data exported from FDM on March 12, 2025. Data is subject to change due to data quality assurance.

N/A = Insufficient data for accurate reporting. Sample size for five years is less than 10 incidents.

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Table 4 - Rural First on Scene (FOS) from 2020 to 2024

Population Density	Call Sub-Group	2020-2024 Baseline	2020	2021	2022	2023	2024
Rural < 400 people/km²	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	16:20	16:16	15:38	15:50	16:59	14:43
	Fire: Low-Risk	18:28	18:15	18:14	18:53	19:31	17:05
	Wildland Fire: Moderate-Risk	18:04	15:07	19:46	22:07	14:50	No Calls
	Wildland Fire: Low-Risk	17:19	16:01	17:31	16:48	20:18	12:43

Based on data exported from FDM on March 12, 2025. Data is subject to change due to data quality assurance.

N/A = Insufficient data for accurate reporting. Sample size for five years is less than 10 incidents.

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Table 5 - Career Effective Response Force (ERF) from 2020 to 2024

Population Density	Call Sub-Group	2020-2024 Baseline	2020	2021	2022	2023	2024
Urban > 400 people/km²	Fire	**11:18**	11:54	11:46	11:42	10:45	10:46
	Hazmat	**12:23**	13:38	12:45	13:01	10:00	7:59
	Rescue	**09:43**	09:28	09:53	09:38	09:59	08:36
	Medical	**06:52**	07:04	06:54	07:01	06:39	06:27

Based on data exported from FDM on March 12, 2025. Data is subject to change due to data quality assurance.

N/A = Insufficient data for accurate reporting. Sample size for five years is less than 10 incidents.

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Table 6 - Rural Effective Response Force (ERF) from 2020 to 2024

Population Density	Call Sub-Group	2020-2024 Baseline	2020	2021	2022	2023	2024
Rural < 400 people/km^2	Fire	**23:12**	23:33	22:33	24:01	23:36	18:58
	Hazmat	**19:27**	16:38	17:11	21:14	20:26	N/A
	Rescue	**21:02**	20:54	23:41	18:29	21:04	21:58
	Medical	**16:31**	15:21	16:28	17:47	15:41	16:34

Based on data exported from FDM on March 12, 2025. Data is subject to change due to data quality assurance.

N/A = Insufficient data for accurate reporting. Sample size for five years is less than 10 incidents.

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Table 7 - Communications Centre Call Volume from 2020 to 2024

YEAR	2020	2021	2022	2023	2024
Number of Calls	85,995	92,504	99,659	106,772	114,851

Based on data exported from FDM on March 14, 2025. Data is subject to change due to data quality assurance.