

## Document 1 Data

Table 1 - Incident Volume for 2014, 2015, 2016, 2017, 2018 and 2019

<b>Response Type</b>	<b>2014 Incident Volume</b>	<b>2015 Incident Volume</b>	<b>2016 Incident Volume</b>	<b>2017 Incident Volume</b>	<b>2018 Incident Volume</b>	<b>2019 Incident Volume</b>	<b>% Increase or Decrease from 2018 to 2019</b>
Fire	944	1,127	1,152	960	1,093	1,007	-7.87%
Fire Related	2,243	2,358	2,308	2,130	2,419	2,286	-5.50%
False Alarm	8,478	8,435	8,728	9,293	9,518	9,461	-0.60%
Hazmat	1,203	1,170	1,278	1,308	1,528	1,348	-11.78%
Rescue	3,601	3,804	4,053	4,093	4,262	4,272	0.23%
Medical	3,135	3,340	4,078	4,366	4,390	4,620	5.24%
Aid Agreements	16	6	9	12	9	17	88.89%
Miscellaneous*	2,557	2,602	2,397	2,888	2,835	3,017	6.42%
Grand Total	22,177	22,842	24,003	25,050	26,054	26,028	-0.10%

\*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.

## Document 1 Data

Table 2 - Apparatus Responses for 2014, 2015, 2016, 2017, 2018 and 2019

	<b>2014 Apparatus Responses</b>	<b>2015 Apparatus Responses</b>	<b>2016 Apparatus Responses</b>	<b>2017 Apparatus Responses</b>	<b>2018 Apparatus Responses</b>	<b>2019 Apparatus Responses</b>	<b>% Increase from 2018 to 2019</b>
<b>Apparatus Responses</b>	63,161	65,396	67,470	69,459	73,898	72,628	-1.75%

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As part of the most recent accreditation process with CFAI, OFS has adopted the CFAI standard for performance measurement standards and reporting. These changes are demonstrated in Tables 3 to 6 and have resulted in minor variations in call data as a result of the refined reporting criteria. Another change under the 9<sup>th</sup> edition of the CFAI re-accreditation process is that all performance measurement standards are reported under classifications of 'urban' or 'rural'. Historically, based on the previous accreditation edition, OFS performance measurement standards were broken out under the categories of urban, suburban and rural.

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

Population Density	Call Sub-Group	2014-2018 Baseline	2014	2015	2016	2017	2018	2019
Urban	Fire: Maximum Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Urban	Fire: High-Risk	06:36	06:39	06:02	06:20	06:49	06:46	07:27
Urban	Fire: Moderate-Risk	07:05	06:54	07:16	07:08	06:58	07:06	07:05
Urban	Fire: Low-Risk	07:58	07:20	08:44	08:20	07:24	07:39	07:51
Urban	Wildland Fire: Moderate-Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Urban	Wildland Fire: Low-Risk	N/A*	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*	N/A*
Rural	Fire: High-Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Rural	Fire: Moderate-Risk	11:30	12:09	09:55	12:19	10:37	11:44	09:25
Rural	Fire: Low-Risk	13:28	15:49	10:55	15:08	15:50	13:47	11:13
Rural	Wildland Fire: Moderate-Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Rural	Wildland Fire: Low-Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*

\*Insufficient data for accurate reporting

## Document 1 Data

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

<b>Population Density</b>	<b>Call Sub-Group</b>	<b>2014-2018 Baseline</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Urban	Fire: Maximum Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Urban	Fire: High-Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Urban	Fire: Moderate-Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Urban	Fire: Low-Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Urban	Wildland Fire: Moderate-Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Urban	Wildland Fire: Low-Risk	N/A*	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*	N/A*
Rural	Fire: High-Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Rural	Fire: Moderate-Risk	16:21	17:27	15:09	16:54	15:36	16:34	18:14
Rural	Fire: Low-Risk	17:17	16:53	17:12	17:01	18:47	16:56	18:41
Rural	Wildland Fire: Moderate-Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Rural	Wildland Fire: Low-Risk	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*

\*Insufficient data for accurate reporting

**Document 1 Data**

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

<b>Population Density</b>	<b>Call Sub-Group</b>	<b>2014-2018 Baseline</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Urban	Fire	12:38	13:48	13:26	12:01	12:42	11:23	11:32
Urban	Hazmat	09:39	11:08	09:21	08:52	09:33	09:18	08:23
Urban	Rescue	09:46	09:41	09:58	09:32	09:41	09:47	09:21
Urban	Medical	06:49	06:57	06:57	06:49	06:39	06:38	06:43
Rural	Fire	16:08	16:54	14:35	16:24	17:05	14:51	16:48
Rural	Hazmat	16:48	24:44	23:54	14:47	12:46	19:43	10:34
Rural	Rescue	16:26	15:55	15:58	17:08	14:56	16:56	17:20
Rural	Medical	10:27	11:10	11:49	10:25	09:28	10:23	10:39

## Document 1 Data

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

<b>Population Density</b>	<b>Call Sub-Group</b>	<b>2014-2018 Baseline</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Urban	Fire	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Urban	Hazmat	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Urban	Rescue	22:33	17:43	24:27	**	**	16:12	**
Urban	Medical	11:10	12:07	11:00	10:32	11:28	10:14	09:05
Rural	Fire	25:07	23:48	26:25	21:26	25:35	25:29	28:10
Rural	Hazmat	25:58	22:35	25:26	18:31	24:21	27:35	19:55
Rural	Rescue	24:08	22:29	24:11	21:35	23:28	26:59	21:58
Rural	Medical	15:51	15:36	13:01	16:57	16:40	15:09	14:37

\* Insufficient data for accurate reporting

\*\*No incident with response requirement

## Document 1 Data

Table 7 - Communications Centre Call Volume 2014-2019

<b>Year</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Number of Calls	85,922	90,786	91,206	93,160	94,586	94,564