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Table 1 – Incident Volume for 2015, 2016, 2017, 2018, 2019 and 2020

Response Type	2015 Incident Volume	2016 Incident Volume	2017 Incident Volume	2018 Incident Volume	2019 Incident Volume	2020 Incident Volume	% Increase or Decrease from 2019 to 2020
Fire	1,127	1,152	960	1,093	1,008	1,086	7.74%
Fire Related	2,358	2,308	2,130	2,419	2,286	2,664	16.54%
False Alarm	8,435	8,728	9,293	9,518	9,462	8,531	-9.84%
Hazmat	1,170	1,278	1,308	1,528	1,348	1,215	-9.87%
Rescue	3,804	4,053	4,093	4,262	4,272	2,932	-31.37%
Medical	3,340	4,078	4,366	4,390	4,619	3,410	-26.17%
Aid Agreements	6	9	12	9	17	10	-41.18%
Miscellaneous ¹	2,602	2,397	2,888	2,835	3,017	2,734	-9.38%
Grand Total	22,842	22,003	25,050	26,054	26,029	22,582	-13.24%

¹ 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 for 2015, 2016, 2017, 2018, 2019 and 2020

	2015 Apparatus Responses	2016 Apparatus Responses	2017 Apparatus Responses	2018 Apparatus Responses	2019 Apparatus Responses	2020 Apparatus Responses	% Increase from 2019 to 2020
Apparatus Responses	65,396	67,470	69,459	73,898	72,634	63,784	-12.18%

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

Population Density	Call Sub-Group	2014-2018 Baseline	2015	2016	2017	2018	2019	2020
Urban	Fire: Maximum Risk	<i>Insufficient Data for Accurate Reporting</i>						
	Fire: High-Risk	06:36	06:02	06:20	06:49	06:46	07:27	06:38
	Fire: Moderate-Risk	07:05	07:16	07:08	06:58	07:06	07:05	06:42
	Fire: Low-Risk	07:58	08:44	08:20	07:24	07:39	07:51	07:21
	Wildland Fire: Moderate-Risk	<i>Insufficient Data for Accurate Reporting</i>						
	Wildland Fire: Low-Risk							
Rural	Fire: Maximum Risk	<i>Insufficient Data for Accurate Reporting</i>						
	Fire: High-Risk	<i>Insufficient Data for Accurate Reporting</i>						
	Fire: Moderate-Risk	11:30	09:55	12:19	10:37	11:44	09:25	12:52
	Fire: Low-Risk	13:28	10:55	15:08	15:50	13:47	11:13	11:12
	Wildland Fire: Moderate-Risk	<i>Insufficient Data for Accurate Reporting</i>						
	Wildland Fire: Low-Risk							

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

Population Density	Call Sub-Group	2014-2018 Baseline	2015	2016	2017	2018	2019	2020
Urban	Fire: Maximum Risk	<i>Insufficient Data for Accurate Reporting</i>						
	Fire: High-Risk							
	Fire: Moderate-Risk							
	Fire: Low-Risk							
	Wildland Fire: Moderate-Risk							
	Wildland Fire: Low-Risk							
Rural	Fire: Maximum Risk	<i>Insufficient Data for Accurate Reporting</i>						
	Fire: High-Risk							
	Fire: Moderate-Risk	16:21	15:09	16:54	15:36	16:34	18:14	16:17
	Fire: Low-Risk	17:17	17:12	17:01	18:47	16:56	18:41	17:02
	Wildland Fire: Moderate-Risk	<i>Insufficient Data for Accurate Reporting</i>						
	Wildland Fire: Low-Risk							

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

Population Density	Call Sub-Group	2014-2018 Baseline	2015	2016	2017	2018	2019	2020
Urban	Fire	12:38	13:26	12:01	12:42	11:23	11:32	10:44
	Hazmat	09:39	09:21	08:52	09:33	09:18	08:23	08:25
	Rescue	09:46	09:58	09:32	09:41	09:47	09:21	08:56
	Medical	06:49	06:57	06:49	06:39	06:38	06:43	06:56
Rural	Fire	16:08	14:35	16:24	17:05	14:51	16:48	14:50
	Hazmat	16:48	23:54	14:47	12:46	19:43	10:34	12:55
	Rescue	16:26	15:58	17:08	14:56	16:56	17:20	14:10
	Medical	10:27	11:49	10:25	09:28	10:23	10:39	10:14

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

Population Density	Call Sub-Group	2014-2018 Baseline	2015	2016	2017	2018	2019	2020
Urban	Fire	<i>Insufficient Data for Accurate Reporting</i>						
	Hazmat							
	Rescue	22:33	24:27	²	²	16:12	²	²
	Medical	11:10	11:00	10:32	11:28	10:14	09:05	²
Rural	Fire	25:07	26:25	21:26	25:35	25:29	28:10	22:40
	Hazmat	25:58	25:26	18:31	24:21	27:35	19:55	18:12
	Rescue	24:08	24:11	21:35	23:28	26:59	21:58	20:36
	Medical	15:51	13:01	16:57	16:40	15:09	14:37	15:25

² No incident with response requirement

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Table 7 – Communications Centre Call Volume 2015-2020

Year	2015	2016	2017	2018	2019	2020
Number of Calls	90,786	91,207	93,241	94,591	94,593	86,744