

PROVIDING AND PROMOTING PUBLIC SAFETY

Responding Quickly to Citizen Emergencies

For the Fire Department, timely response to an emergency is a key contributing factor to the quality service citizens expect.

First-In Engine Response Time Benchmarks and Performance

The Fire Department has set a target for the first engine to arrive at the scene of an incident within seven minutes 90 per cent of the time at emergency fire rescue incidents, and within six minutes and thirty seconds 90 per cent of the time at life-threatening medical emergency events. Arriving quickly on scene with equipment and trained staff to assess the situation, prepare for a fire attack or provide necessary first aid is key to reducing damage to property and saving lives.

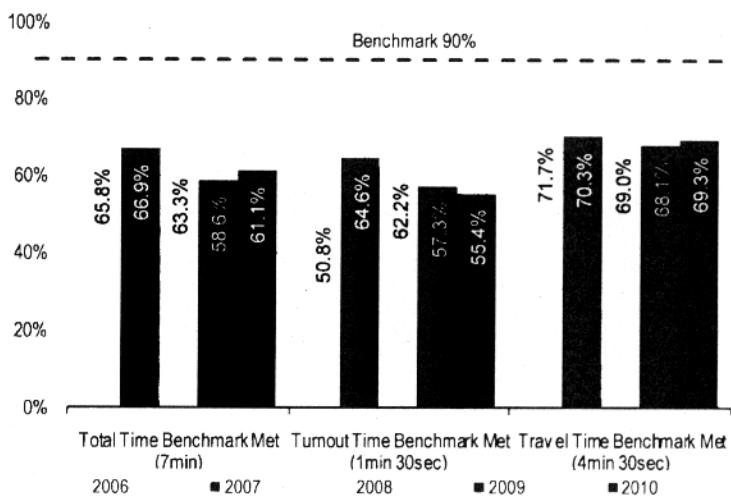
Eighty-eight per cent of citizens indicated their expectation is that The City of Calgary will keep the city safe through quality service of the Fire Department, the highest rating assigned to any service provided within the Community Services & Protective Services Department.

2010 Community Services & Protective Services Citizen Expectations and Perceptions

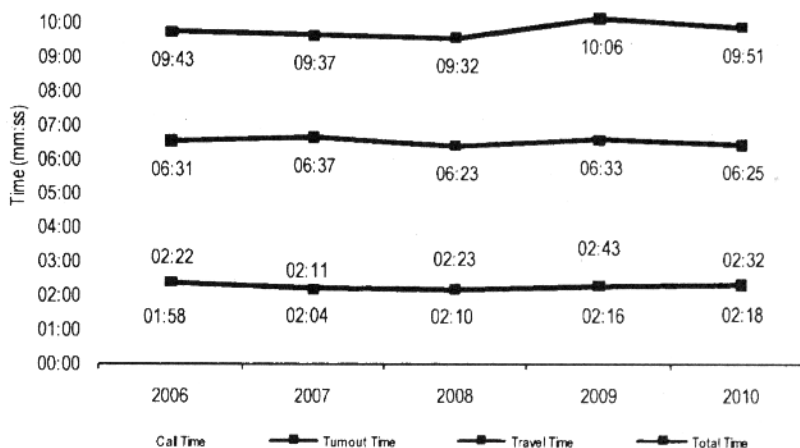
Fire Rescue Incidents

- In 2010, first-in engines responding to fire rescue incidents achieved a total response time of seven minutes or less 61.1 per cent of the time. Ninety per cent of all first-in engine responses were made within nine minutes and 51 seconds or less (15 seconds faster than in 2009).
- First-in engines achieved a turnout time of 90 seconds or less 55.4 per cent of the time. Ninety per cent of all first-in engine responses achieved a turnout time of two minutes and 18 seconds or less (about two seconds slower than in 2009).
- First-in engines achieved a travel time of four minutes and 30 seconds or less 69.3% of the time. Ninety per cent of all first-in engine responses achieved a travel time of six minutes and 25 seconds or less (about eight seconds faster than in 2009).

**FIRST-IN ENGINE RESPONSE TIME PERFORMANCE
FIRE RESCUE INCIDENTS, 2006-2010**



**FIRST-IN ENGINE RESPONSE TIMES (90TH PERCENTILE)
FIRE RESCUE INCIDENTS, 2006-2010**



CHICAGO FIRE DEPARTMENT

	2011 Target	2010 Target	2010 Yr End Actual	2010 3rd Quarter YTD	2010 2nd Quarter YTD	2010 1st Quarter	2009
Budgeted Programs							
Fire Suppression and Rescue							
Fire Dispatches	285,000	285,000	532,780	348,682	203,859	51,108	283,084
Structure fires	2,100	2,100	1,843	1,288	834	383	2,066
Structure fire response time, average minutes	4:00	4:00	3:11	3:12	3:12	3:12	3:10
Carbon monoxide calls	9,000	9,000	6,483	5,463	3,873	2,390	8,212
Fire-related deaths – non CFD personnel	12	12	40	15	13	7	32
Emergency Medical Services							
Advanced life support and basic life support	360,000	350,000	328,853	250,884	162,077	76,860	329,493
ALS response time, average minutes	8:00	8:00	7:08	6:09	6:08	6:14	6:18
Special Operations							
Water rescues / recoveries	150	150	188	160	77	22	150
Hazardous materials incidents	280	280	287	187	109	33	252
Support Services							
Number of Preventable Accidents	216	216	180	145	88	41	240
Fire Prevention							
Fire inspections conducted	79,200	79,200	67,181	53,062	36,485	16,841	79,344
Fire re-inspections conducted	15,240	15,240	14,653	11,911	8,283	4,066	15,253
Administration – Public Education							
Survive Alive House attendance	3,000	3,000	3,200	1,800	800	450	3,800
General life safety program attendance	370,000	370,000	427,070	314,775	210,376	92,240	396,902
High-rise life safety program attendance	150,000	150,000	217,271	144,266	108,330	32,599	199,866
School life safety program attendance	43,000	43,000	60,783	39,015	24,724	8,942	N/A
Senior life safety program attendance (prior to 2010 tracked as presentations)	2,000	2,000	13,934	10,053	2,527	866	N/A

Notes on Data

Fire Dispatches includes all reports of a structure fire, first responder responses, rubbish calls, auto fires, automobile pin ups, etc.
 The increase in carbon monoxide calls is attributed to the increased use of carbon monoxide detectors, a result of recent state legislation.



FIRE DEPARTMENT

City of New York

Statistics



Michael R. Bloomberg
Mayor

Citywide Performance Indicators

Salvatore J. Cassano
Commissioner

01/01/10 - 12/31/10

Citywide Fire Incidents						
	Structural Fires	Non-Structural	Non-Fire Emergencies	Medical Emergencies	Malicious False Alarms	
Number of Incidents	26,748	18,466	217,411	218,686	26,119	
Avg Resp Time mm:ss	04:01	04:26	05:00	04:19	04:25	
Serious Incidents						
	All Hands	2nd Alarm	3rd Alarm	4th Alarm	5th Alarm or Greater	Total
Number of incidents	2,464	172	51	9	12	2,708

Fire Service Response Time includes both dispatch time and travel time. It begins when the Fire dispatcher receives the call and ends when the unit signals its arrival on the scene. The number of incidents used to calculate the response time may be lower than the total incidents due to omitted or incorrect unit arrival signals.

Structural Fires - fires that occur in structures.

Non-Structural Fires - examples are brush, rubbish or automobile fires.

Non-Fire Emergencies - utility emergencies, and other emergencies that are not fire or medical related.

Medical Emergencies - are selected life-threatening emergencies that engine companies respond to as first responders.

Malicious False Alarms - are calls that units respond to where there was no one who reported an emergency.

Serious Fires - those fires that imply severity, from "All Hands", which is a fire or incident where a minimum of four fire units are fully engaged, to "5th Alarm" and higher.

TDSB SHARED & EXCLUSIVE USE LOCATION	DISTRICT	WARD	2010-ACTUALS				NET	Total Visits	2010 Actuals Gross Expenditure / Visit	2010 Net Actuals Cost / Visit	Ward Visits Per Capita	Weighted Ranking Criteria (Factors in total visits, 2010 cost per visits by Gross, Net, Ward visit per capita)	Selection Criteria Comments
			GROSS EXPENDITURES	REVENUES									
BENDALE JES	Scarborough District	38	\$ 10,852	\$ -	\$ 10,852	640	\$ 16.96	\$ 16.96	\$ 16.96	5.38	35.64	Excluded - Low Savings. Site budget is less than \$50 thousand	
MCNICOLL CC	North York District	24	\$ 82,455	\$ (21,107)	\$ 61,348	3,476	\$ 23.72	\$ 17.65	\$ 17.65	4.59	7.26	Site was selected based on weighted ranking of location participation levels, ward service levels and location cost per visit.	
THE ELMS CS	Etobicoke York District	2	\$ 563,121	\$ (142,796)	\$ 420,325	14,631	\$ 38.49	\$ 28.73	\$ 28.73	4.69	4.82	Site was selected based on weighted ranking of location participation levels, ward service levels and location cost per visit.	
FAIRMOUNT PARK CC	Toronto East York District	32	\$ 232,828	\$ (56,135)	\$ 176,694	9,672	\$ 24.07	\$ 16.27	\$ 16.27	8.86	3.87	Site was selected based on weighted ranking of location participation levels, ward service levels and location cost per visit.	
JOHN G. ALTHOUSE CS	Etobicoke York District	3	\$ 381,029	\$ (249,071)	\$ 131,958	21,648	\$ 17.60	\$ 6.10	\$ 6.10	29.24	3.78	Site was selected based on weighted ranking of location participation levels, ward service levels and location cost per visit.	
BLOORDALE CS	Etobicoke York District	3	\$ 460,391	\$ (331,885)	\$ 148,506	29,365	\$ 16.38	\$ 5.06	\$ 5.06	29.24	3.28	Site was selected based on weighted ranking of location participation levels, ward service levels and location cost per visit.	
HOLLYCREST CS	Etobicoke York District	3	\$ 323,291	\$ (256,258)	\$ 67,033	21,413	\$ 15.10	\$ 3.13	\$ 3.13	29.24	3.23	Excluded - No more than 2 locations to be selected in each Ward	
BROWN CC	Toronto East York District	22	\$ 348,189	\$ (107,680)	\$ 240,509	14,143	\$ 24.62	\$ 17.01	\$ 17.01	0.92	1.74	Site was selected based on weighted ranking of location participation levels, ward service levels and location cost per visit.	
KEELE CC	Etobicoke York District	13	\$ 390,157	\$ (181,533)	\$ 208,624	17,207	\$ 22.67	\$ 12.12	\$ 12.12	5.68	1.44	Site was selected based on weighted ranking of location participation levels, ward service levels and location cost per visit.	
JAMES S. BELL CS	Etobicoke York District	6	\$ 311,557	\$ (122,672)	\$ 188,885	17,240	\$ 18.07	\$ 10.96	\$ 10.96	7.92	1.31	Site was selected based on weighted ranking of location participation levels, ward service levels and location cost per visit.	
HILLCREST CC	Toronto East York District	21	\$ 323,968	\$ (120,976)	\$ 202,992	15,779	\$ 20.53	\$ 12.86	\$ 12.86	3.26	1.12	Site was selected based on weighted ranking of location participation levels, ward service levels and location cost per visit.	
THISTLETOWN CC	Etobicoke York District	1	\$ 1,048,147	\$ (346,357)	\$ 701,790	54,505	\$ 19.23	\$ 12.88	\$ 12.88	8.12	0.78	Site was selected based on weighted ranking of location participation levels, ward service levels and location cost per visit.	
EARL BEATTY CC	Toronto East York District	31	\$ 180,304	\$ (63,835)	\$ 116,469	14,234	\$ 12.67	\$ 8.18	\$ 8.18	7.16	0.72	Site was selected based on weighted ranking of location participation levels, ward service levels and location cost per visit.	
JOHN ENGLISH CS	Etobicoke York District	6	\$ 349,888	\$ (189,960)	\$ 159,928	19,981	\$ 17.51	\$ 8.00	\$ 8.00	7.92	0.71	Site was selected based on weighted ranking of location participation levels, ward service levels and location cost per visit.	

TDSB SHARED & EXCLUSIVE USE LOCATION	DISTRICT	WARD	2010-ACTUALS			NET	Total Visits	2010 Actuals Gross Expenditure / Visit	2010 Net Actuals Cost / Visit	Ward Visits Per Capita	Weighted Ranking Criteria (Factors in total visits, 2010 cost per visits by Gross, Net, Ward visit per capita)	Selection Criteria Comments
			GROSS EXPENDITURES	REVENUES	NET							
TERRY FOX CC	Toronto East York District	31	\$ 5,710	\$ (175)	\$ 5,535	6,941	\$ 0.82	\$ 0.80	7.16	0.57	The weighted ranking score for this site represents the median for the Shared & Exclusive Use TDSB Sites. This site is not part of the Shared & Exclusive Use agreement.	
BALMY BEACH CC	Toronto East York District	32	\$ 111,444	\$ (60,554)	\$ 50,891	12,773	\$ 8.72	\$ 3.98	8.86	0.34	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
HILLTOP CS	Etobicoke York District	4	\$ 361,854	\$ (193,303)	\$ 168,551	18,136	\$ 19.95	\$ 9.29	2.62	0.32	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
ISLINGTON CS	Etobicoke York District	5	\$ 517,999	\$ (277,176)	\$ 240,823	30,008	\$ 17.26	\$ 8.03	7.55	0.26	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
BEDFORD PARK CC	North York District	25	\$ 154,007	\$ (100,251)	\$ 53,757	11,353	\$ 13.57	\$ 4.74	2.66	0.02	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
KINGSVIEW VILLAGE CS	Etobicoke York District	2	\$ 209,739	\$ (1,569)	\$ 208,170	20,088	\$ 10.44	\$ 10.36	4.69	-0.02	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
SMITHFIELD CS	Etobicoke York District	1	\$ 347,706	\$ (143,704)	\$ 204,002	28,718	\$ 12.11	\$ 7.10	8.12	-0.11	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
SWANSEA CRC	Etobicoke York District	13	\$ 352,621	\$ (147,175)	\$ 205,446	25,249	\$ 13.97	\$ 8.14	5.68	-0.13	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
ADAM BECK CC	Toronto East York District	32	\$ 282,873	\$ (111,120)	\$ 171,752	26,895	\$ 10.52	\$ 6.39	8.86	-0.15	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
PARK LAWN CS	Etobicoke York District	5	\$ 261,995	\$ (210,890)	\$ 51,105	18,380	\$ 14.25	\$ 2.78	7.55	-0.17	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
MAURICE CODY CC	Toronto East York District	22	\$ 207,571	\$ (81,136)	\$ 126,435	14,730	\$ 14.09	\$ 8.58	0.92	-0.18	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
CENTENNIAL RC - Etobicoke York	Etobicoke York District	12	\$ 249,364	\$ (118,311)	\$ 131,053	20,806	\$ 11.99	\$ 6.30	5.08	-0.41	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
PARKDALE CRC	Toronto East York District	14	\$ 282,547	\$ (135,988)	\$ 146,559	23,743	\$ 11.90	\$ 6.17	3.87	-0.76	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
SECORD CC	Toronto East York District	31	\$ 311,835	\$ (8,948)	\$ 302,887	52,264	\$ 5.97	\$ 5.80	7.16	-1.24	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	
FRANKLAND CC	Toronto East York District	30	\$ 320,903	\$ (163,326)	\$ 157,577	92,061	\$ 3.49	\$ 1.71	9.50	-1.76	The weighted ranking score for this site is below the median for Shared & Exclusive Use TDSB Sites.	

Notes:
 1. Financial and service information is based on a full year operation.
 2. The service level change assumes closures effective March 1, 2012.
 3. Budget figures are per 2011 planned budgets.
 4. Visits are based on 2010 data.