

## **Supplemental Report: 2024 Toronto Fire Services Travel Time Performance Data**

**Date:** October 3 2025

**To:** City Council

**From:** Fire Chief and General Manager, Toronto Fire Services

**Wards:** All

### **SUMMARY**

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This supplemental report provides additional data at the ward level for travel time performance to supplement the data provided in Toronto Fire Services' 2024 Annual Report.

### **RECOMMENDATIONS**

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The Fire Chief and General Manager, Toronto Fire Services recommends that:

1. City Council receive this report for information.

### **FINANCIAL IMPACT**

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There is no financial impact resulting from this report.

### **DECISION HISTORY**

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At its meeting on September 16th 2025, Economic and Community Development Committee discussed item EC23.1 Toronto Fire Services 2024 Annual Report including a discussion on response time performance for the Service.

<https://secure.toronto.ca/council/agenda-item.do?item=2025.EC23.1>

### **COMMENTS**

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At its meeting on September 16, 2025, Economic Community and Development Committee discussed an interest in additional detail for data on travel time performance at the ward level to further explain the maps provided on page 41-45 of the Toronto Fire TFS 2024 Annual Report Travel Time performance supplemental report

Services' Annual Report (Attachment 1 of item EC23.1). Response time targets for Toronto Fire Services (TFS) are drawn directly from the National Fire Protection Association (NFPA) 1710-2020 Standard, definitions for all targets are found on page 39 of Attachment 1. Total (First-in) Response Time and Effective Firefighting Force Response Time are used for measuring overall response time performance, therefore are the only two measures reported by ward in the TFS Annual Report with a tabular breakdown.

Appendix A provides additional detail at the ward level for travel time performance in Toronto from 2022-2024. Travel Time is the elapsed time from when the first responding truck is responding, to when that truck arrives at the incident location. TFS travel time target is 4:00 min, for 90% of the incident responses. In 2024, TFS met travel time target of 4:00 minutes for 56% of incidents and achieved a travel time of 6:06 minutes or less for 90% of incidents, city-wide.

Travel time is influenced by several factors including call volume, unit availability, congestion, road conditions, weather, natural barriers, and distance to incident. Toronto Fire Services is accustomed to maneuvering through a variety of road conditions throughout the city daily and will continue to take the route that provides the fastest response time based on the specific conditions at the time of dispatch.

In keeping with a commitment to transparency and continuous improvement, Toronto Fire Services will be reviewing the data that is reported out on at a ward level, and how it can present this information in future Annual Reports.

## **CONTACT**

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## **SIGNATURE**

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Jim Jessop  
Fire Chief and General Manager,  
Toronto Fire Services

## **ATTACHMENTS**

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Appendix A- First-in Travel Time Statistics by Ward (2022-2024)

## Appendix A

	2022		2023		2024	
Ward	% Met	90th	% Met	90th	% Met	90th
Etobicoke North	40.2%	6:52	40.7%	6:55	41.4%	6:53
Etobicoke Centre	48.0%	6:13	46.5%	6:18	41.6%	6:27
Etobicoke-Lakeshore	54.7%	6:15	52.8%	6:10	44.5%	6:29
Parkdale-High Park	73.3%	5:25	69.9%	5:35	69.5%	5:35
York South-Weston	60.6%	6:00	57.4%	6:04	54.1%	6:14
York Centre	59.4%	6:14	59.7%	6:06	58.6%	6:22
Humber River-Black Creek	44.9%	6:59	47.0%	6:49	46.4%	6:33
Eglinton-Lawrence	56.2%	5:59	57.3%	5:55	51.1%	6:15
Davenport	68.2%	5:19	65.3%	5:26	62.7%	5:29
Spadina-Fort York	75.7%	5:08	71.4%	5:21	68.4%	5:26
University-Rosedale	78.9%	4:49	76.8%	4:57	74.2%	5:02
Toronto-St. Paul's	64.8%	5:33	66.9%	5:24	62.1%	5:32
Toronto Centre	85.5%	4:22	84.0%	4:27	82.2%	4:33
Toronto-Danforth	66.9%	5:42	70.0%	5:32	67.6%	5:31
Don Valley West	46.8%	6:30	48.3%	6:27	42.3%	6:53
Don Valley East	37.0%	6:52	40.7%	6:23	35.2%	6:47
Don Valley North	50.7%	6:22	51.4%	6:15	45.3%	6:42
Willowdale	56.4%	6:01	55.5%	5:58	51.6%	6:15
Beaches-East York	61.2%	5:40	60.4%	5:45	56.7%	5:58
Scarborough Southwest	57.4%	5:52	57.1%	5:52	54.3%	5:57
Scarborough Centre	50.8%	5:52	51.3%	5:54	50.3%	5:55
Scarborough-Agincourt	42.3%	6:34	44.3%	6:20	39.3%	6:44
Scarborough North	43.1%	6:35	42.8%	6:27	38.7%	6:44

	<b>2022</b>		<b>2023</b>		<b>2024</b>	
Scarborough-Guildwood	44.5%	6:29	42.5%	6:35	39.4%	6:28
Scarborough-Rouge Park	32.5%	7:13	34.1%	6:59	32.6%	7:07