

1) a) Average response times to fire incidents during day shift hours (9 a.m. - 6 p.m.)

Property	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Dwelling	0:08:27	0:08:12	0:09:04	0:08:27	0:08:43
NonResidential	0:08:03	0:08:42	0:09:31	0:09:09	0:08:54
OtherResidential	0:08:22	0:07:36	0:08:31	0:08:37	0:08:02

Note: Response time is calculated from the time the call was received to the time the first appliance arrived on scene

1) b) Average response times to fire incidents during night shift hours (6 p.m. - 9 a.m.)

Property	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Dwelling	0:08:08	0:08:38	0:08:57	0:08:52	0:08:38
NonResidential	0:08:17	0:08:33	0:08:37	0:08:48	0:08:49
OtherResidential	0:08:13	0:08:51	0:08:59	0:08:09	0:08:49

Note: Response time is calculated from the time the call was received to the time the first appliance arrived on scene

2) a) Longest response times to fire incidents during day shift hours (9 a.m. - 6 p.m.)

Property	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Dwelling	0:37:44	0:38:05	1:13:07	0:21:10	0:57:39
NonResidential	0:19:57	0:35:36	0:57:20	0:37:52	0:20:24
OtherResidential	0:23:03	0:17:00	0:15:44	0:16:15	0:14:51

Note: Response time is calculated from the time the call was received to the time the first appliance arrived on scene

2) b) Longest response times to fire incidents during night shift hours (6 p.m. - 9 a.m.)

Property	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Dwelling	0:31:19	1:20:45	1:23:39	1:49:59	0:35:04
NonResidential	0:36:18	0:35:15	0:31:48	0:25:57	0:20:44
OtherResidential	0:21:58	0:21:36	0:24:27	0:17:18	0:17:51

Note: Response time is calculated from the time the call was received to the time the first appliance arrived on scene