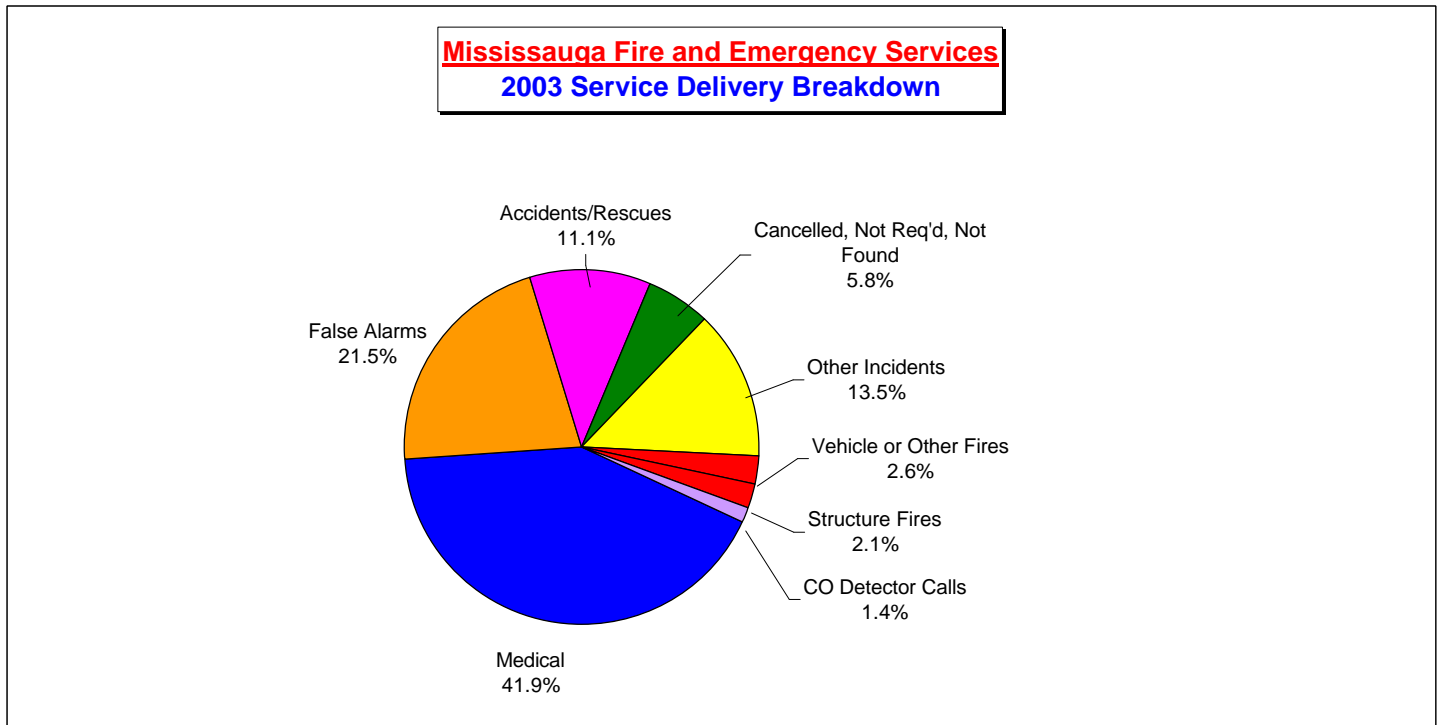




Mississauga Fire and Emergency Services
2003 Operations Summary

	5 Year	1 Year	2003*	2002	2001	2000	1999
	% Chng	% Chng					
Medical	15.4%	3.5%	10,671	10,311	9,489	8,579	9,250
False Alarms	-2.6%	1.3%	5,479	5,407	5,470	5,774	5,625
Accidents/Rescues	22.6%	17.6%	2,833	2,410	2,348	2,129	2,311
Cancelled, Not Req'd, Not Found	NA	-11.4%	1,488	1,680	1,648	1,973	NA
Other Incidents	96.0%	117.7%	3,446	1,583	1,799	1,352	1,758
Vehicle or Other Fires	-56.7%	-45.3%	663	1,211	1,394	1,360	1,530
Structure Fires	-6.9%	20.6%	539	447	507	525	579
CO Detector Calls	-73.6%	-60.4%	346	873	927	1,083	1,309
Total Incidents Attended	13.9%	6.5%	25,465	23,922	23,582	22,775	22,362
Operating Budget:	40.0%	9.5%	\$51,140,200	\$46,700,000	\$42,447,900	\$37,476,400	\$36,521,600
Population:	8.3%	0.6%	637,500	633,500	623,000	605,600	588,500
Employees at Year End:	13.5%	3.9%	632	608	603	577	557
Stations, mid year:	11.1%	5.3%	20	19	18	18	18
First Line Vehicles, mid-year:	14.8%	3.3%	31	30	28	27	27
Total Vehicles, mid year ¹ :	13.6%	4.2%	75	72	70	67	66
Vehicle Dispatches ² :	3.6%	5.8%	44,390	41,973	45,130	44,157	42,827
Estimated Dollar Loss from Fires:	152.6%	200.8%	\$23,468,959	\$7,801,117	\$6,074,716	\$9,063,915	\$9,291,534
Firefighter Casualties:	0.0%	60.0%	8	5	8	8	8
Civilian Casualties:	-25.0%	-25.0%	9	12	9	21	12
Fire Related Deaths:	NA	200.0%	3	1	4	5	0
Home Safe Home Visits:	24.5%	-12.5%	10,218	11,684	8,849	8,728	8,204
In Company Inspections:	73.4%	27.6%	11,326	8,875	8,183	10,991	6,532
Defibrillator Uses:	71.2%	9.2%	202	185	147	138	118
Defibrillator Saves ³ :	-66.7%	0.0%	3	3	1	5	9
Call Processing Time, m:ss ⁴ :	-18.5%	-1.9%	00:25.6	00:26.1	00:27.3	00:34.5	00:31.4
Crew Preparation Time, m:ss ⁵ :	-10.2%	-1.7%	01:10.8	01:12.0	01:13.4	01:16.7	01:18.8
Truck Travel Time, m:ss ⁵ :	6.0%	5.9%	03:40.7	03:28.3	03:35.9	03:38.0	03:28.2
Average Total Response Time, m:ss:	-0.4%	3.5%	05:17.1	05:06.4	05:16.7	05:29.2	05:18.4
% of 1st Arrvng Trucks <240 Secs Travel ⁵	-4.6%	-5.3%	67.9%	71.7%	72.4%	71.7%	71.2%
% of 2nd Arrvng Trucks <360 Secs Travel ⁵	-2.8%	-2.8%	80.0%	82.3%	84.5%	82.4%	82.3%
% of 3rd Arrvng Trucks <480 Secs Travel ⁵	0.4%	0.0%	89.4%	89.4%	89.1%	88.8%	89.0%

*New reporting standard in 2003 to meet requirements of Fire Marshal of Ontario ¹Vehicles: 31 first-line vehicles (18 pumpers, 7 aerials, 3 rescue squads, 3 district chiefs), 9 reserve vehicles (5 pumpers, 2 aerials, 1 district chief, 1 rescue), 21 support, 6 fire prevention, 3 training division, 6 senior staff. 3rd DC added July 9, 2001. Aerial added January 2002. PC added July 2002, P122 added May, 2003



² 3rd vehicle removed from rescue responses at end of 18 mth year training program ³ Base hospital monitoring of 'saved' status not continued in 2001 ⁴ CAD upgraded 2001 ⁵ restated 5 years to exclude non-emergency call natures & calls outside Mississauga & 400 series highways: inc 1st line vehicles only, 1st truck only , all times