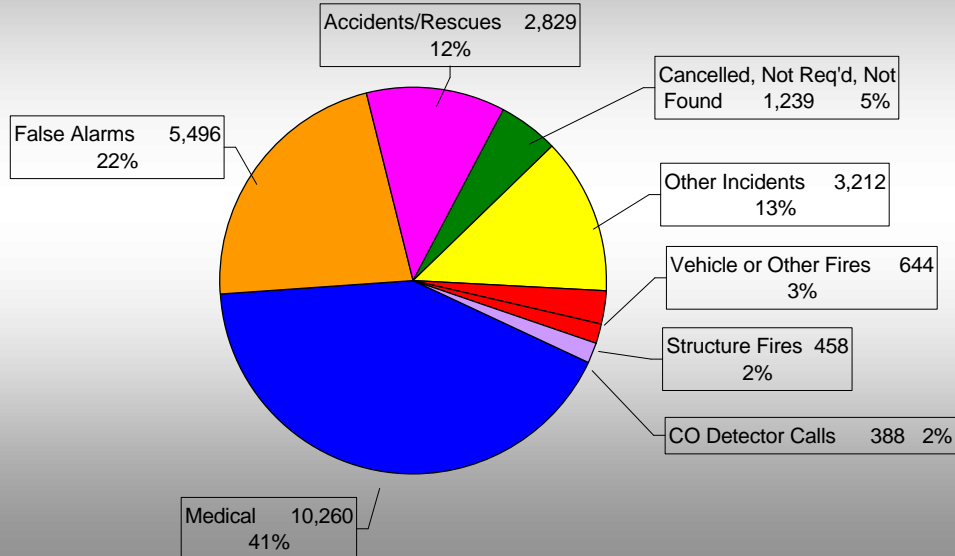


	5 Year	1 Year					
	% Chng	% Chng	2004	2003*	2002	2001	2000
Medical	19.6%	-3.9%	10,260	10,671	10,311	9,489	8,579
False Alarms	-4.8%	0.3%	5,496	5,479	5,407	5,470	5,774
Accidents/Rescues	32.9%	-0.1%	2,829	2,833	2,410	2,348	2,129
Cancelled, Not Req'd, Not Found	-37.2%	-16.7%	1,239	1,488	1,680	1,648	1,973
Other Incidents	137.6%	-6.8%	3,212	3,446	1,583	1,799	1,352
Vehicle or Other Fires	-52.6%	-2.9%	644	663	1,211	1,394	1,360
Structure Fires	-12.8%	-15.0%	458	539	447	507	525
CO Detector Calls	-64.2%	12.1%	388	346	873	927	1,083
<b>Total Incidents Attended</b>	<b>7.7%</b>	<b>-3.7%</b>	<b>24,526</b>	<b>25,465</b>	<b>23,922</b>	<b>23,582</b>	<b>22,775</b>
Operating Budget:.....	51.9%	11.3%	\$56,925,800	\$51,140,200	\$46,700,000	\$42,447,900	\$37,476,400
Population:.....	8.4%	1.5%	683,500	673,700	659,900	649,000	630,800
On Shift Suppression Staff at Year End:.....	13.5%	3.6%	572	552	528	524	504
Total Employees at Year End:.....	13.2%	4.0%	653	628	604	599	577
Stations, mid year.....	11.1%	0.0%	20	20	19	18	18
First Line Vehicles, mid-year:.....	14.8%	0.0%	31	31	30	28	27
Total Vehicles, mid year <sup>1</sup> :.....	13.4%	1.3%	76	75	72	70	67
Vehicle Dispatches <sup>2</sup> :.....	-7.9%	-8.4%	40,650	44,390	41,973	45,130	44,157
Estimated Dollar Loss from Fires:.....	49.3%	-42.3%	\$13,530,707	\$23,468,959	\$7,801,117	\$6,074,716	\$9,063,915
Firefighter Casualties:.....	-50.0%	-50.0%	4	8	5	8	8
Civilian Casualties:.....	-9.5%	111.1%	19	9	12	9	21
Fire Related Deaths:.....	-40.0%	0.0%	3	3	1	4	5
Home Safe Home Visits:.....	10.1%	-6.0%	9,606	10,218	11,684	8,849	8,728
In Company Inspections:.....	-1.7%	-4.6%	10,809	11,326	8,875	8,183	10,991
Defibrillator Uses:.....	34.8%	-7.9%	186	202	185	147	138
Defibrillator Saves <sup>3</sup> :.....	-40.0%	0.0%	3	3	3	1	5
Call Processing Time (Emrg), m:ss <sup>4</sup> .....	-28.8%	-4.1%	00:24.6	00:25.6	00:26.1	00:27.3	00:34.5
Crew Preparation Time (Emrg), m:ss <sup>5</sup> .....	-7.4%	0.0%	01:10.2	01:10.2	01:11.3	01:12.4	01:15.8
Truck Travel Time (Emrg), m:ss <sup>5</sup> .....	0.6%	-1.1%	03:35.4	03:37.8	03:25.5	03:32.5	03:34.1
Average Total Response Time, m:ss.....	-4.4%	-1.1%	05:10.2	05:13.6	05:02.9	05:12.2	05:24.4
% of 1st Arrvng Trucks <240 Secs Travel <sup>5</sup>	-5.2%	0.1%	68.0%	67.9%	71.7%	72.4%	71.7%
% of 2nd Arrvng Trucks <360 Secs Travel <sup>5</sup>	-2.8%	0.1%	80.1%	80.0%	82.3%	84.5%	82.4%
% of 3rd Arrvng Trucks <480 Secs Travel <sup>5</sup>	2.3%	1.6%	90.8%	89.4%	89.4%	89.1%	88.8%

<sup>1</sup> New reporting standard in 2003 to meet requirements of Fire Marshal of Ontario <sup>2</sup> Vehicles: 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

### Mississauga Fire and Emergency Services 2004 Service Delivery Breakdown by Incident Type



<sup>2</sup> 3rd vehicle removed from rescue responses at end of 18 mth year training program <sup>3</sup> Base hospital monitoring of 'saved' status not continued in 2001 <sup>4</sup> CAD upgraded 2001 <sup>5</sup> restated 5 years to exclude non-emergency call natures & calls outside Mississauga & include 400 series highways: inc 1st line vehicles only, 1st arriving truck only, all non-zero times  
 -04afinal\_highways\_included...xls