

Service Plan 2020-21 Performance Indicators

	Q1 20/21 Target	Q1 20/21 Actual	Q2 20/21 Target	Q2 20/21 Actual	Q3 20/21 Target	Q3 20/21 Actual	20/21 CFRS Target	Q4 20/21 Actual
Response Standards								
10 minute response time - primary, property fires	> 80%	75%	> 80%		> 80%		> 80%	
15 minute response time - all other	> 80%	89%	> 80%		> 80%		> 80%	
Station % time available (Wholetime)	> 100%	100%	> 100%		> 100%		> 100%	
Station % time available (On Call)	> 95%	96%	> 95%		> 95%		> 95%	
Fires								
All fires	< 357	536	< 714		< 1071		< 1,428	
Primary Fires	< 155	190	< 310		< 465		< 618	
Secondary fires	< 202	346	< 404		< 606		< 809	
Accidental Fires	< 220	337	< 440		< 660		< 880	
Deliberate Fires	< 137	199	< 274		< 411		< 548	
Dwelling Fires								
Accidental primary dwelling fires	< 60	67	< 120		< 180		< 241	
Chimney fires	< 27	27	< 54		< 81		< 108	
Dwelling False Alarms	No target	220	No target		No target		No target	
Safe & Well Visits/ Follow-up visits	> 2,500	75	> 5,000		> 7,500		> 10,000	
Other community prevention activities (hours) - excl SAW, RAT, H/S	> 638	17	> 1,276		> 1,914		> 2,550	
Commercial Fires								
Fire Safety Audit targets - High Risk	> 200	20	> 400		> 600		> 800	
Fire Safety Audit targets - Business Engagement Activities	> 150	1	> 300		> 450		> 600	
Commercial False Alarms (Automatic, non-residential)	< 83	60	< 166		< 249		< 331	
% Building Regulations responded to within required timeframe	100%	88	100%		100%		100%	
% Site Specific Risk Information completed within review period	100%	93%	100%		100%		100%	
Casualties (Fires)								
Fire-related casualties - fatal	0	0	0		0		0	
Fire-related casualties - Rescue with injury (excl. first aid and precautionary checks)	< 3	7	< 6		< 9		< 12	
Fatalities in accidental primary dwelling fires	0	0	0		0		0	
Road Traffic Collisions								
Road Traffic Collisions	< 65	37	< 130		< 195		< 261	
Total Road Awareness Training (RAT)	> 50	0	> 100		> 150		> 200	
Road Awareness Training - 17-25 years	> 26	0	> 52		> 78		> 104	
Road Awareness Training - over 55 years	> 13	0	> 26		> 39		> 52	
Flooding and Water Rescues								
Flooding	No target	8	No target		No target		No target	
Water Rescue	No target	3	No target		No target		No target	
Other Special Service Calls								
All emergencies attended	No target	1082	No target		No target		No target	
Other Special Service Calls	No target	58	No target		No target		No target	
Collaboration								
Assisting Other Agencies	No target	12	No target		No target		No target	
Effecting Entry/Exit	No target	9	No target		No target		No target	
Suicide/ Attempts	No target	2	No target		No target		No target	
Total Heartstart programmes	> 75	0	> 150		> 225		> 300	
Engagement								
Twitter followers	No target	6048	No target		No target		No target	
Facebook followers	No target	9705	No target		No target		No target	