

Service Plan 2021-22 KPIs	Q1 21/22 Target	Q1 21/22 Actual	Q2 21/22 Target	Q2 21/22 Actual	Q3 21/22 Target	Q3 21/22 Actual	21/22 CFRS Target	Q4 21/22 Actual
Response Standards								
10 minute response time - primary, property fires	> 80%	76%	> 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%	93%	> 95%		> 95%		> 95%	
Fires								
All fires	< 357	556	< 714		< 1071		< 1,428	
Primary Fires	< 220	178	< 440		< 660		< 880	
Secondary fires	< 155	378	< 310		< 465		< 618	
Accidental Fires	< 202	292	< 404		< 606		< 809	
Deliberate Fires	< 137	264	< 274		< 411		< 548	
Fire-related casualties - Rescue with injury (excl first aid and precautionary)	< 3	3	< 6		< 9		< 12	
Total Fire Safety Activity	> 282	197	> 564		> 846		> 1128	
Accidental Primary Dwelling Fires								
Accidental primary dwelling fires	< 60	62	< 120		< 180		< 241	
Chimney fires	< 27	26	< 54		< 81		< 108	
Dwelling False Alarms	No target	190	No target		No target		No target	
Safe & Well Visits/ Follow-up visits	> 2,500	2093	> 5,000		> 7,500		> 10,000	
Casualties - fatal	0	0	0		0		0	
Casualties - rescue with injury	No target	4	No target		No target		No target	
Commercial Fires								
Fire Safety Audit targets	> 128	17	> 256		> 384		> 512	
Operational Business Engagement Visits	> 150	78	> 300		> 450		> 600	
Commercial False Alarms (Automatic, non-residential)	< 83	74	< 166		< 249		< 332	
% Building Regulations responded to within required timeframe	100%	80%	100%		100%		100%	
% Site Specific Risk Information completed within review period	100%	100%	100%		100%		100%	
Road Traffic Collisions								
Road Traffic Collisions	< 65	67	< 130		< 195		< 261	
Total Road Awareness Training (RAT)	> 50	6	> 100		> 150		> 200	
Road Awareness Training - 17-25 years	> 26	0	> 52		> 78		> 104	
Road Awareness Training - over 70 years	> 13	1	> 26		> 39		> 52	
Flooding and Water Rescues								
Flooding	No target	9	No target		No target		No target	
Water Rescue	No target	20	No target		No target		No target	
Water Rescue Prevention Campaigns	No target	43	No target		No target		No target	
Collaboration								
CPR programmes	> 93	4	> 186		> 279		> 372	
Concern for Welfare	No target	73	No target		No target		No target	