

Service Plan 2020-21 KPIs	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%	77%	> 80%	77%	> 80%	77%
15 minute response time - all other	> 80%	89%	> 80%	94%	> 80%	89%	> 80%	93%
Station % time available (Wholetime)	> 100%	100%	> 100%	89%	> 100%	100%	> 100%	89%
Station % time available (On Call)	> 95%	96%	> 95%	95%	> 95%	95%	> 95%	100%
Fires								
All fires	< 357	536	< 714	853	< 1071	1175	< 1,428	1458
Primary Fires	< 155	190	< 310	345	< 465	497	< 618	631
Secondary fires	< 202	346	< 404	508	< 606	678	< 809	827
Accidental Fires	< 220	337	< 440	527	< 660	659	< 880	907
Deliberate Fires	< 137	199	< 274	326	< 411	459	< 548	550
Dwelling Fires								
Accidental primary dwelling fires	< 60	67	< 120	121	< 180	182	< 241	230
Chimney fires	< 27	27	< 54	39	< 81	59	< 108	97
Dwelling False Alarms	No target	220	No target	437	No target	680	No target	883
Safe & Well Visits/ Follow-up visits	> 2,500	75	> 5,000	257	> 7,500	8577	> 10,000	11209
Other community prevention activities	> 638	81	> 1,276	364	> 1,914	971	> 2,550	1304
Commercial Fires								
Fire Safety Audit targets	> 200	20	> 400	64	> 600	114	> 800	122
Operational Business Engagement Visits	> 150	1	> 300	113	> 450	222	> 600	280
Commercial False Alarms (Automatic, non-residential)	< 83	60	< 166	139	< 249	218	< 331	269
% Building Regulations responded to within required timeframe	100%	88%	100%	95%	100%	96%	100%	95%
% Site Specific Risk Information completed within review period	100%	93%	100%	97	100%	92%	100%	89%
Casualties (Fires)								
Fire-related casualties - fatal	0	0	0	0	0	1	0	3
Fire-related casualties - Rescue with injury (excl. first aid and precautionary checks)	< 3	7	< 6	9	< 9	11	< 12	12
Fatalities in accidental primary dwelling fires	0	0	0	0	0	1	0	3
Road Traffic Collisions								
Road Traffic Collisions	< 65	37	< 130	109	< 195	170	< 261	221
Total Road Awareness Training (RAT)	> 50	0	> 100	8	> 150	41	> 200	44
Road Awareness Training - 17-25 years	> 26	0	> 52	7	> 78	34	> 104	35
Road Awareness Training - over 55 years	> 13	0	> 26	0	> 39	2	> 52	2
Flooding and Water Rescues								
Flooding	No target	8	No target	14	No target	25	No target	45
Water Rescue	No target	3	No target	16	No target	28	No target	40
Other Special Service Calls								
All emergencies attended	No target	1082	No target	2059	No target	3052	No target	3942
Other Special Service Calls	No target	58	No target	102	No target	230	No target	122
Collaboration								
Assisting Other Agencies	No target	12	No target	33	No target	68	No target	130
Effecting Entry/Exit	No target	9	No target	44	No target	106	No target	163
Suicide/ Attempts	No target	2	No target	5	No target	8	No target	9
Total Heartstart programmes	> 75	0	> 150	9	> 225	23	> 300	300
Engagement								
Twitter followers	No target	6048	No target	6146	No target	6344	> 7000	6604
Facebook followers	No target	9705	No target	9858	No target	10300	> 10000	11077
Instagram followers							> 1800	1530