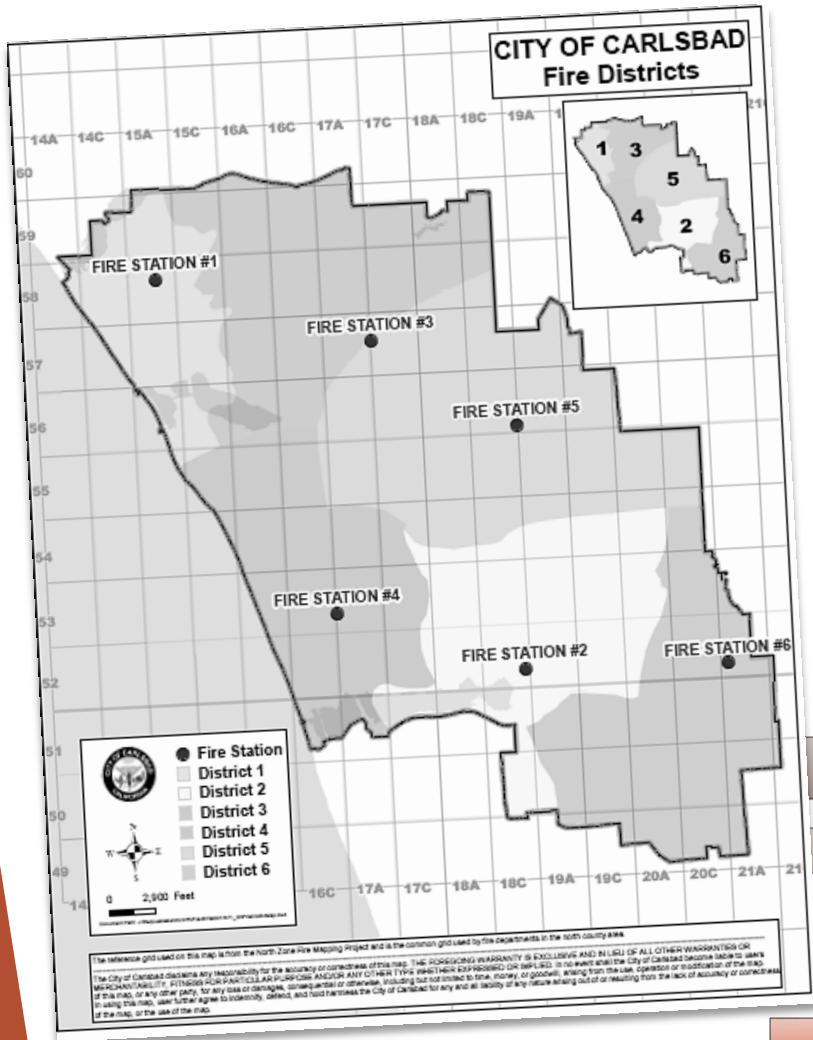


Annual Report – Calendar Year 2019



Call Volume Incidents: 13,331
 Transports: 6,314

City Population: 115,000
 ↓
 Full-time Personnel: 97.75
 ↓
 Suppression Apparatus: 18
 ↓
 Fire Stations: 6

| Time Interval | Benchmark | Metric | 2019 |
|---------------------|-----------|----------------------|--------|
| Call Processing | 0:01:20 | 90th Percentile | 1:08 |
| | | Benchmark Compliance | 93.64% |
| Turnout | 0:02:00 | 90th Percentile | 1:59 |
| | | Benchmark Compliance | 90.46% |
| Travel | 0:04:00 | 90th Percentile | 6:43 |
| | | Benchmark Compliance | 43.36% |
| Dispatch to Arrival | 0:06:00 | 90th Percentile | 8:01 |
| | | Benchmark Compliance | 63.12% |
| Call to 1st Arrival | 0:07:30 | 90th Percentile | 8:51 |
| | | Benchmark Compliance | 75.39% |