

# Key Performance Indicator Targets 2024/25

**10 Minutes**

Total average response times of all Primary Dwelling fire life threatening incidents (combining call, mobilisation and drive times)

**April - September:  
8 mins 11 seconds**

**12 Minutes**

Total average response times of all "other types" life threatening incidents (combining call, mobilisation and drive times)

**April - September:  
10 mins 44 seconds**

**100%**

The % availability of Wholetime fire appliances

**April - September:  
98%**

**100%**

The % availability of On-Call fire appliances

**April - September:  
64.5%**

**2 Minutes**

Average Wholetime fire appliance mobilisation time

**April - September:  
1 min 39 seconds**

**5-6 Minutes  
(Depending on  
Station)**

Average On-Call fire appliance mobilisation time

**April - September:  
6 mins 26 seconds**

**2 Minutes**

Average call handling time

**April - September:  
2 mins 11 seconds**

**13,400**

Community Safety - Home Safety Checks

**April - September:  
7,618**

**1,040**

Fire Protection - Fire Safety Audits

**April - September:  
695**