

Name	2013 Response Time Standard		
Toronto, City of	Plan in Minutes	Plan in Percentage	Performance in Percentage Submitted March 31, 2014
SCA	6	60%	75.6%
CTAS 1	8	75%	70.4%
CTAS 2	10	75%	78.0%
CTAS 3	15	75%	86.5%
CTAS 4	20	75%	94.3%
CTAS 5	25	75%	98.0%

Name	2014 Response Time Standard		
Toronto, City of	Plan in Minutes	Plan in Percentage	Performance in Percentage Submitted March 31, 2015
SCA	6	60%	87.3%
CTAS 1	8	75%	77.4%
CTAS 2	10	75%	88.5%
CTAS 3	15	75%	85.2%
CTAS 4	20	75%	92.9%
CTAS 5	25	75%	97.4%

Name	2015 Response Time Standard		
Toronto, City of	Plan in Minutes	Plan in Percentage	Performance in Percentage Submitted March 31, 2016
SCA	6	60%	88.5%
CTAS 1	8	75%	79.8%
CTAS 2	10	75%	90.7%
CTAS 3	15	75%	86.7%
CTAS 4	20	75%	93.9%
CTAS 5	25	75%	98.0%

Name	2016 Response Time Standard		
Toronto, City of	Plan in Minutes	Plan in Percentage	Performance in Percentage
SCA	6	75%	Due March 31, 2017
CTAS 1	8	75%	
CTAS 2	10	75%	
CTAS 3	15	75%	
CTAS 4	20	75%	
CTAS 5	25	75%	