

**Response time data for MFB appliances responding to Emergency Medical Response incidents in the Metropolitan District where the MFB appliances are primary appliances (1st appliance onscene).**

Emergency Medical Response incidents (EMR) meeting benchmarks by Station Maintenance Area

Reporting period: 1 April 2020 to 30 June 2020

MFB has service delivery standards, which specify a response time target for a station to attend an emergency incident. The service delivery standard (response time) for EMR is 9.2 minutes.

				Community Response	
				These figures represent the service provided to the community by MFB	
MFB District	MFB Station Maintenance Area	Number of incidents within the Station Maintenance Area for the reporting period	Number of emergency incidents within the Station Maintenance Area for the reporting period	Number of emergency incidents the standard of 9.2 minutes was met by any station	% of emergency incidents the standard of 9.2 minutes was met by any station
Central	1 - Eastern Hill	25	25	25	100.0%
Central	2 - West Melbourne	23	23	23	100.0%
Central	3 - Carlton	24	24	24	100.0%
Central	10 - Richmond	39	39	39	100.0%
Central	38 - South Melbourne	25	25	24	96.0%
<b>Central Total</b>		<b>136</b>	<b>136</b>	<b>135</b>	<b>99.3%</b>
Eastern	18 - Hawthorn	13	13	13	100.0%
Eastern	19 - North Balwyn	12	12	12	100.0%
Eastern	20 - Box Hill	26	26	25	96.2%
Eastern	22 - Ringwood	18	18	18	100.0%
Eastern	23 - Burwood	18	18	18	100.0%
Eastern	26 - Croydon	12	12	11	91.7%
Eastern	27 - Nunawading	11	11	11	100.0%
Eastern	28 - Vermont South	18	18	16	88.9%
<b>Eastern Total</b>		<b>128</b>	<b>128</b>	<b>124</b>	<b>96.9%</b>
Northern	4 - Brunswick	27	27	27	100.0%
Northern	5 - Broadmeadows	40	40	34	85.0%
Northern	6 - Pascoe Vale	12	12	11	91.7%
Northern	7 - Thomastown	22	22	22	100.0%
Northern	11 - Epping	12	12	11	91.7%
Northern	12 - Preston	22	22	22	100.0%
Northern	13 - Northcote	22	22	18	81.8%
Northern	14 - Bundoora	12	11	11	100.0%
Northern	15 - Heidelberg	21	20	19	95.0%
Northern	16 - Greensborough	14	14	12	85.7%
<b>Northern Total</b>		<b>204</b>	<b>202</b>	<b>187</b>	<b>92.6%</b>
Southern	24 - Malvern	19	19	18	94.7%
Southern	25 - Oakleigh	19	19	18	94.7%
Southern	29 - Clayton	18	18	17	94.4%
Southern	31 - Glen Waverley	17	17	15	88.2%
Southern	32 - Ormond	32	32	31	96.9%
Southern	33 - Mentone	14	14	12	85.7%
Southern	34 - Highett	29	29	25	86.2%
Southern	35 - Windsor	52	52	49	94.3%
Southern	39 - Port Melbourne	12	12	11	91.7%
<b>Southern Total</b>		<b>212</b>	<b>212</b>	<b>196</b>	<b>92.5%</b>
Western	40 - Laverton	12	12	7	58.3%
Western	41 - St Albans	27	27	24	88.9%
Western	43 - Deer Park	18	18	17	94.4%
Western	44 - Sunshine	13	13	12	92.3%
Western	45 - Spotswood	12	12	12	100.0%
Western	47 - Footscray	30	30	29	96.7%
Western	50 - Ascot Vale	30	30	29	96.7%
Western	51 - Keilor	20	20	18	90.0%
<b>Western Total</b>		<b>162</b>	<b>162</b>	<b>148</b>	<b>91.4%</b>
<b>Grand Total</b>		<b>842</b>	<b>840</b>	<b>790</b>	<b>94.0%</b>