



Response time data for Fire Rescue Victoria (FRV) appliances responding to emergency incidents (Code 1) in the FRV Fire District where the FRV appliances are primary appliances (1st appliance onscene).



All emergency incidents (Code 1) meeting benchmarks by Station Maintenance Area

Reporting period: 1 October 2020 to 31 December 2020

FRV 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 all emergency incidents is 7.7 minutes with the exception of the Emergency Medical Response incidents (EMR). The service delivery standard (response time) for EMR is 9.2 minutes.

| FRV District | FRV 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 | Community Response | | |
|-----------------------|------------------------------|--|--|---|--|--|
| | | | | Number of emergency incidents the standards were met by any station | % of emergency incidents the standards were met by any station | The time in minutes in which 90% of emergency incidents were responded to by any station |
| CENTRAL | 1 - Eastern Hill | 264 | 257 | 255 | 99.2% | 5.3 |
| CENTRAL | 2 - West Melbourne | 289 | 273 | 263 | 96.3% | 6.6 |
| CENTRAL | 3 - Carlton | 259 | 254 | 248 | 97.6% | 6.5 |
| CENTRAL | 4 - Brunswick | 157 | 144 | 139 | 96.5% | 7.3 |
| NORTHERN | 5 - Broadmeadows | 233 | 198 | 160 | 80.8% | 8.6 |
| NORTHERN | 6 - Pascoe Vale | 101 | 84 | 69 | 82.1% | 8.7 |
| NORTHERN | 7 - Thomastown | 89 | 72 | 61 | 84.7% | 8.5 |
| NORTHERN | 9 - Somerton | 68 | 59 | 53 | 89.8% | 7.9 |
| CENTRAL | 10 - Richmond | 249 | 232 | 220 | 94.8% | 7.0 |
| NORTHERN | 11 - Epping | 112 | 94 | 80 | 85.1% | 8.3 |
| NORTHERN | 12 - Preston | 171 | 151 | 145 | 96.0% | 6.8 |
| CENTRAL | 13 - Northcote | 139 | 116 | 105 | 90.5% | 7.6 |
| NORTHERN | 14 - Bundoora | 115 | 104 | 98 | 94.2% | 7.2 |
| NORTHERN | 15 - Heidelberg | 195 | 170 | 151 | 88.8% | 7.9 |
| NORTHERN | 16 - Greensborough | 98 | 65 | 58 | 89.2% | 8.2 |
| CENTRAL | 18 - Hawthorn | 194 | 176 | 162 | 92.0% | 7.7 |
| EASTERN | 19 - North Balwyn | 89 | 79 | 73 | 92.4% | 8.2 |
| EASTERN | 20 - Box Hill | 150 | 123 | 114 | 92.7% | 7.4 |
| EASTERN | 22 - Ringwood | 147 | 117 | 112 | 95.7% | 7.2 |
| EASTERN | 23 - Burwood | 141 | 127 | 124 | 97.6% | 7.1 |
| SOUTHERN D1 | 24 - Malvern | 144 | 128 | 121 | 94.5% | 7.3 |
| SOUTHERN D1 | 25 - Oakleigh | 132 | 122 | 109 | 89.3% | 7.8 |
| EASTERN | 26 - Croydon | 118 | 93 | 89 | 95.7% | 6.7 |
| EASTERN | 27 - Nunawading | 110 | 90 | 81 | 90.0% | 7.8 |
| EASTERN | 28 - Vermont South | 95 | 82 | 80 | 97.6% | 7.5 |
| SOUTHERN D1 | 29 - Clayton | 110 | 92 | 81 | 88.0% | 7.5 |
| EASTERN | 30 - Templestowe | 78 | 75 | 67 | 89.3% | 8.0 |
| SOUTHERN D1 | 31 - Glen Waverley | 224 | 205 | 177 | 86.3% | 8.1 |
| SOUTHERN D1 | 32 - Ormond | 221 | 197 | 179 | 90.9% | 7.8 |
| SOUTHERN D1 | 33 - Mentone | 128 | 103 | 94 | 91.3% | 7.9 |
| SOUTHERN D1 | 34 - Highett | 182 | 152 | 130 | 85.5% | 8.4 |
| CENTRAL | 35 - Windsor | 455 | 421 | 386 | 91.7% | 7.4 |
| CENTRAL | 38 - South Melbourne | 327 | 313 | 299 | 95.5% | 6.8 |
| CENTRAL | 39 - Port Melbourne | 137 | 132 | 123 | 93.2% | 7.4 |
| WESTERN D1 | 40 - Laverton | 100 | 90 | 64 | 71.1% | 9.2 |
| WESTERN D2 | 41 - St Albans | 103 | 90 | 85 | 94.4% | 7.9 |
| WESTERN D1 | 42 - Newport | 72 | 63 | 56 | 88.9% | 7.8 |
| WESTERN D2 | 43 - Deer Park | 117 | 102 | 89 | 87.3% | 8.7 |
| WESTERN D2 | 44 - Sunshine | 148 | 134 | 128 | 95.5% | 7.0 |
| WESTERN D1 | 45 - Spotswood | 56 | 49 | 42 | 85.7% | 7.9 |
| WESTERN D1 | 46 - Altona | 31 | 23 | 16 | 69.6% | 11.4 |
| WESTERN D1 | 47 - Footscray | 153 | 140 | 130 | 92.9% | 7.6 |
| WESTERN D2 | 48 - Taylors Lakes | 61 | 57 | 50 | 87.7% | 8.9 |
| WESTERN D1 | 49 - North Laverton | 85 | 79 | 57 | 72.2% | 8.6 |
| CENTRAL | 50 - Ascot Vale | 171 | 160 | 143 | 89.4% | 8.3 |
| WESTERN D2 | 51 - Keilor | 104 | 97 | 73 | 75.3% | 9.1 |
| WESTERN D2 | 52 - Tullamarine | 98 | 82 | 65 | 79.3% | 8.8 |
| WESTERN D2 | 53 - Sunbury | 81 | 73 | 61 | 83.6% | 8.2 |
| WESTERN D2 | 54 - Greenvale | 47 | 40 | 26 | 65.0% | 11.4 |
| WESTERN D2 | 55 - Caroline Springs | 130 | 121 | 68 | 56.2% | 10.5 |
| WESTERN D2 | 56 - Melton | 178 | 157 | 118 | 75.2% | 9.4 |
| WESTERN D1 | 57 - Tarneit | 212 | 187 | 123 | 65.8% | 11.1 |
| WESTERN D1 | 58 - Point Cook | 84 | 79 | 66 | 83.5% | 9.1 |
| WESTERN D1 | 59 - Derrimut | 45 | 41 | 27 | 65.9% | 10.2 |
| WESTERN D3 | 61 - Lara | 40 | 37 | 19 | 51.4% | 11.0 |
| WESTERN D3 | 62 - Corio | 209 | 193 | 169 | 87.6% | 8.2 |
| WESTERN D3 | 63 - Geelong City | 190 | 171 | 151 | 88.3% | 8.8 |
| WESTERN D3 | 64 - Belmont | 106 | 96 | 91 | 94.8% | 6.8 |
| WESTERN D3 | 66 - Ocean Grove | 28 | 28 | 25 | 89.3% | 7.2 |
| NORTH & WEST REGIONAL | 67 - Ballarat City | 90 | 83 | 78 | 94.0% | 7.3 |
| NORTH & WEST REGIONAL | 68 - Lucas | 47 | 44 | 41 | 93.2% | 7.7 |
| NORTH & WEST REGIONAL | 70 - Warrnambool | 87 | 82 | 75 | 91.5% | 7.6 |
| NORTH & WEST REGIONAL | 71 - Portland | 46 | 42 | 41 | 97.6% | 6.7 |
| NORTH & WEST REGIONAL | 72 - Mildura | 115 | 103 | 92 | 89.3% | 7.9 |
| NORTH & WEST REGIONAL | 73 - Bendigo | 157 | 143 | 121 | 84.6% | 8.6 |
| SOUTH & EAST REGIONAL | 74 - Wangaratta | 91 | 86 | 80 | 93.0% | 7.1 |
| SOUTH & EAST REGIONAL | 75 - Shepparton | 147 | 135 | 112 | 83.0% | 8.7 |
| SOUTH & EAST REGIONAL | 76 - Wodonga | 84 | 75 | 52 | 69.3% | 8.8 |
| SOUTH & EAST REGIONAL | 77 - Traralgon | 93 | 86 | 76 | 88.4% | 7.8 |



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| | | | | Community Response | | |
|-----------------------|------------------------------|--|--|--|--|--|
| | | | | These figures represent the service provided to the community by FRV | | |
| FRV District | FRV 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 standards were met by any station | % of emergency incidents the standards were met by any station | The time in minutes in which 90% of emergency incidents were responded to by any station |
| SOUTH & EAST REGIONAL | 78 - Morwell | 60 | 59 | 52 | 88.1% | 7.9 |
| SOUTH & EAST REGIONAL | 79 - Latrobe West | 78 | 72 | 60 | 83.3% | 9.1 |
| NORTHERN | 80 - Craigieburn | 153 | 134 | 114 | 85.1% | 8.0 |
| NORTHERN | 81 - South Morang | 44 | 37 | 36 | 97.3% | 7.3 |
| EASTERN | 82 - Eltham City | 76 | 54 | 50 | 92.6% | 7.6 |
| EASTERN | 84 - South Warrandyte | 25 | 19 | 14 | 73.7% | 9.8 |
| EASTERN | 85 - Boronia | 94 | 75 | 73 | 97.3% | 6.8 |
| SOUTHERN D1 | 86 - Rowville | 72 | 67 | 64 | 95.5% | 6.5 |
| SOUTHERN D2 | 87 - Dandenong | 279 | 258 | 210 | 81.4% | 8.9 |
| SOUTHERN D2 | 88 - Hallam | 166 | 144 | 114 | 79.2% | 8.5 |
| SOUTHERN D1 | 89 - Springvale | 113 | 101 | 91 | 90.1% | 8.1 |
| SOUTHERN D2 | 90 - Patterson River | 87 | 79 | 69 | 87.3% | 8.0 |
| SOUTHERN D2 | 91 - Frankston | 293 | 272 | 250 | 91.9% | 7.7 |
| SOUTHERN D2 | 92 - Cranbourne | 191 | 170 | 142 | 83.5% | 8.4 |
| SOUTHERN D2 | 93 - Pakenham | 105 | 95 | 75 | 78.9% | 8.6 |
| SOUTHERN D2 | 94 - Mornington | 89 | 80 | 76 | 95.0% | 7.3 |
| SOUTHERN D2 | 95 - Rosebud | 78 | 74 | 61 | 82.4% | 8.4 |
| | Total | 11330 | 10158 | 8967 | 88.3% | 8.2 |