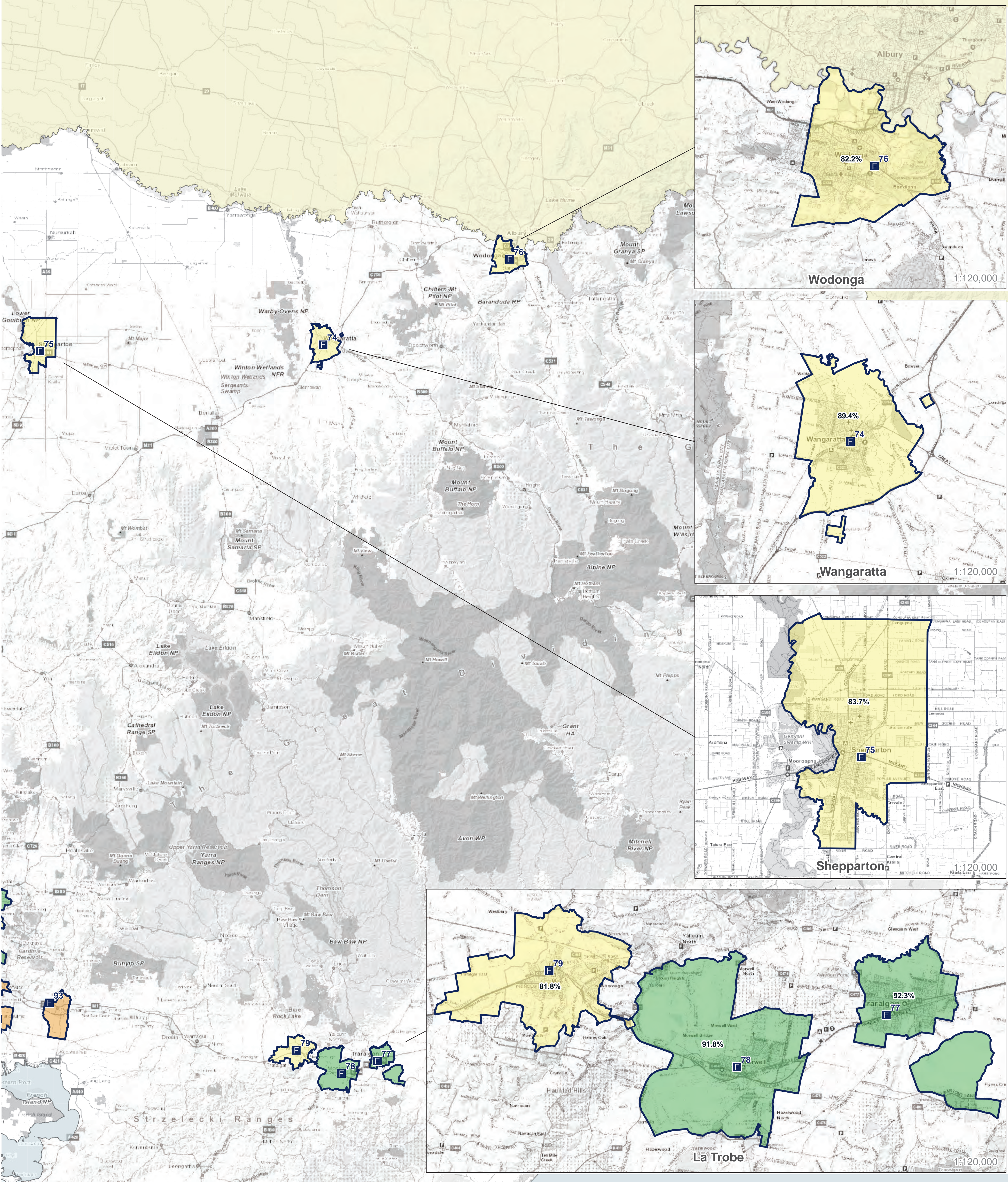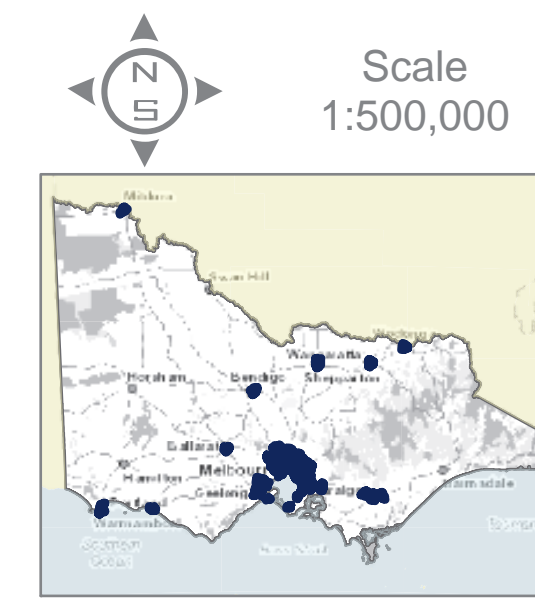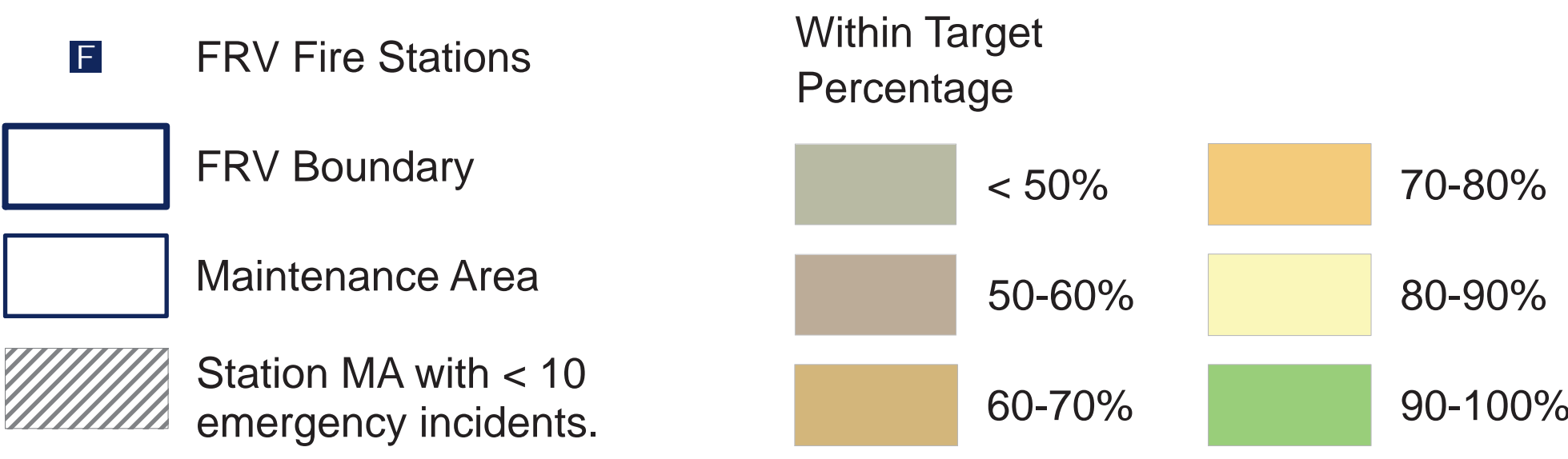# Response time data for Fire Rescue Victoria (FRV) appliances responding to emergency incidents (Code 1) in the FRV Fire District where the FRV appliances are primary appliances (1st appliance onscene), from 1 October 2022 to 31 December 2022.

FIRE RESCUE VICTORIA

Wodonga — 82.2% — 76 — 1:120,000

Wangaratta — 89.4% — 74 — 1:120,000

Shepparton — 83.7% — 75 — 1:120,000

La Trobe — 79: 81.8% — 78: 91.8% — 77: 92.3% — 1:120,000

This measure applies a benchmark of 7.7 minutes for all Code 1 incidents, with the exception of emergency medical response incidents (EMR). The service delivery standard (response time) for EMR is 9.2 minutes. Calls under Normal Road Conditions and outside the FRV Fire District have been excluded.

Legend

F FRV Fire Stations

FRV Boundary

Maintenance Area

Station MA with < 10 emergency incidents.

Within Target Percentage

- < 50%
- 50-60%
- 60-70%
- 70-80%
- 80-90%
- 90-100%

Scale 1:500,000

N

Disclaimer:

Alternative data set - An alternative data set was used to generate this report , as access to FRV data was limited following the cyber-attack of 15 December 2022. Post incident data containing correct incident type classifications (i.e. structure fire) was unavailable.

To validate the accuracy of the result, the previous and alternative data sets were compared for Q1 FY 2022/23. This showed a 1.3 percentage point difference for "All Code 1" incidents, with the result showing as 88.2 per cent using alternative data compared to 89.5 per cent using previous data. This is deemed an acceptable margin of difference.

Increase in response times - Response time incorporates time taken to depart, or 'turn out' from the station and the travel time to the incident. There has been a slight increase in response time in FY 2022/23, likely attributable to the electronic and automated Station Turnout System (STO) being disabled (as a result of the cyber-attack) from December 2022, increasing time taken to turn out from the station.

In STO's absence, FRV crews and appliances were dispatched to emergencies through pagers, radios and mobile phones. The restoration of STO on 1 August 2023 is expected to improve response times in reporting periods following Q4 FY 2022/23.