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)

FIRE RESCUE VICTORIA

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

Reporting Period: 1 October 2022 - 31 December 2022

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 Emergency Medical Response (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	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 District	1 - Eastern Hill	492	452	435	96.2%	6.3
Central District	2 - West Melbourne	468	425	395	92.9%	7.3
Central District	3 - Carlton	472	432	402	93.1%	7.1
Central District	4 - Brunswick	229	206	189	91.7%	7.4
Northern District	5 - Broadmeadows	300	249	188	75.5%	9.4
Northern District	6 - Pascoe Vale	163	138	113	81.9%	8.6
Northern District	7 - Thomastown	172	150	120	80.0%	8.7
Northern District	9 - Somerton	145	127	99	78.0%	9.8
Central District	10 - Richmond	388	361	330	91.4%	7.7
Northern District	11 - Epping	128	112	89	79.5%	9.0
Northern District	12 - Preston	233	204	184	90.2%	7.8
Central District	13 - Northcote	204	166	135	81.3%	8.7
Northern District	14 - Bundoora	227	203	174	85.7%	8.4
Northern District	15 - Heidelberg	233	204	169	82.8%	8.8
Northern District	16 - Greensborough	107	87	78	89.7%	8.0
Central District	18 - Hawthorn	279	240	212	88.3%	7.9
Eastern District	19 - North Balwyn	159	131	102	77.9%	8.9
Eastern District	20 - Box Hill	221	187	174	93.0%	7.5
Eastern District	22 - Ringwood	189	153	133	86.9%	7.8
Eastern District	23 - Burwood	206	182	164	90.1%	7.8
Southern District 1	24 - Glen Iris	239	217	182	83.9%	8.6
Southern District 1	25 - Oakleigh	204	172	137	79.7%	9.2
Eastern District	26 - Croydon	137	114	104	91.2%	7.2
Eastern District	27 - Nunawading	143	121	112	92.6%	7.4
Eastern District	28 - Vermont South	159	134	125	93.3%	7.5
Southern District 1	29 - Clayton South	139	121	109	90.1%	7.7
Eastern District	30 - Templestowe	86	74	59	79.7%	9.6
Southern District 1	31 - Glen Waverley	307	280	240	85.7%	8.4
Southern District 1	32 - Ormond	294	236	179	75.8%	9.2
Southern District 1	33 - Mentone	167	133	121	91.0%	7.9
Southern District 1	34 - Highett	295	245	193	78.8%	8.9
Central District	35 - Windsor	654	572	501	87.6%	8.2
Central District	38 - South Melbourne	556	521	481	92.3%	7.4
Central District	39 - Port Melbourne	174	158	140	88.6%	8.0
Western District 1	40 - Laverton	123	111	84	75.7%	8.6
Western District 2	41 - St. Albans	145	128	106	82.8%	9.0
Western District 1	42 - Newport	115	103	89	86.4%	8.3
Western District 2	43 - Deer Park	119	102	80	78.4%	9.1
Western District 2	44 - Sunshine	228	200	174	87.0%	8.6
Western District 1	45 - Brooklyn	164	142	111	78.2%	9.2
Western District 1	46 - Altona	55	51	40	78.4%	8.3
Western District 1	47 - Footscray	306	260	230	88.5%	7.9
Western District 2	48 - Taylors Lakes	70	58	47	81.0%	9.3
Central District	50 - Ascot Vale	284	256	196	76.6%	9.0
Western District 2	51 - Keilor	132	111	90	81.1%	8.9
Western District 2	52 - Tullamarine	137	122	82	67.2%	10.0
Western District 2	53 - Sunbury	100	83	58	69.9%	10.9
Western District 2	54 - Greenvale	54	43	36	83.7%	10.8
Western District 2	55 - Caroline Springs	220	188	110	58.5%	10.2
Western District 2	56 - Melton	221	187	127	67.9%	12.1
Western District 1	57 - Tarneit	290	232	156	67.2%	10.7
Western District 1	58 - Point Cook	139	115	84	73.0%	9.5
Western District 1	59 - Derrimut	155	143	101	70.6%	9.4
Western District 3	61 - Lara	62	55	25	45.5%	11.4
Western District 3	62 - Corio	225	196	165	84.2%	8.4
Western District 3	63 - Geelong City	246	210	193	91.9%	7.6
Western District 3	64 - Belmont	109	100	87	87.0%	8.0
Western District 3	66 - Ocean Grove	45	33	30	90.9%	7.8
North West Region	67 - Ballarat City	135	110	109	99.1%	5.9
North West Region	68 - Lucas	59	39	34	87.2%	8.1
North West Region	70 - Warrnambool	112	95	93	97.9%	7.4
North West Region	71 - Portland	43	27	26	96.3%	6.6
North West Region	72 - Mildura	128	96	92	95.8%	6.7
North West Region	73 - Bendigo	183	138	129	93.5%	7.4
South East Region	74 - Wangaratta	71	47	42	89.4%	7.8
South East Region	75 - Shepparton	177	135	113	83.7%	8.7
South East Region	76 - Wodonga	97	73	60	82.2%	8.2
South East Region	77 - Traralgon	93	78	72	92.3%	7.3
South East Region	78 - Morwell	81	61	56	91.8%	7.4
South East Region	79 - Latrobe West	76	55	45	81.8%	8.6
Northern District	80 - Craigieburn	167	144	100	69.4%	10.3
Northern District	81 - South Morang	90	77	65	84.4%	8.3
Eastern District	82 - Eltham City	79	57	49	86.0%	8.8
Eastern District	84 - South Warrandyte	24	18	14	77.8%	9.1
Eastern District	85 - Boronia	127	113	101	89.4%	7.9
Southern District 1	86 - Rowville	69	61	58	95.1%	7.2
Southern District 2	87 - Dandenong	326	284	230	81.0%	8.9
Southern District 2	88 - Hallam	216	177	127	71.8%	10.0
Southern District 1	89 - Springvale	181	147	122	83.0%	8.5
Southern District 2	90 - Patterson River	89	71	59	83.1%	8.4
Southern District 2	91 - Frankston	275	232	213	91.8%	7.5
Southern District 2	92 - Cranbourne	214	173	134	77.5%	9.3
Southern District 2	93 - Pakenham	109	88	68	77.3%	9.5
Southern District 2	94 - Mornington	82	73	65	89.0%	7.8
Southern District 2	95 - Rosebud	68	54	50	92.6%	7.3
Total		15684	13459	11395	84.7%	8.6

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.