



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



Emergency Medical Response incidents (EMR) 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 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 standard of 9.2 minutes was met by any station	% of emergency incidents the standard of 9.2 minutes was 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	45	45	45	100.0%	6.2
Central District	2 - West Melbourne	23	23	22	95.7%	6.2
Central District	3 - Carlton	29	29	28	96.6%	7.8
Central District	4 - Brunswick	25	25	24	96.0%	7.0
Northern District	5 - Broadmeadows	39	39	35	89.7%	8.8
Northern District	6 - Pascoe Vale	20	20	16	80.0%	9.9
Northern District	7 - Thomastown	22	22	22	100.0%	8.3
Central District	10 - Richmond	43	43	40	93.0%	8.5
Northern District	11 - Epping	19	19	18	94.7%	8.6
Northern District	12 - Preston	25	25	23	92.0%	8.2
Central District	13 - Northcote	20	20	19	95.0%	8.6
Northern District	14 - Bundoora	16	16	15	93.8%	8.7
Northern District	15 - Heidelberg	16	16	13	81.3%	11.2
Northern District	16 - Greensborough	15	15	14	93.3%	8.9
Central District	18 - Hawthorn	18	18	16	88.9%	9.0
Eastern District	19 - North Balwyn	20	20	19	95.0%	8.4
Eastern District	20 - Box Hill	18	18	17	94.4%	7.9
Eastern District	22 - Ringwood	19	19	19	100.0%	7.2
Eastern District	23 - Burwood	28	28	24	85.7%	10.1
Southern District 1	24 - Glen Iris	20	20	19	95.0%	8.7
Southern District 1	25 - Oakleigh	26	26	25	96.2%	7.8
Eastern District	26 - Croydon	16	16	16	100.0%	6.4
Eastern District	27 - Nunawading	10	10	10	100.0%	7.6
Eastern District	28 - Vermont South	14	14	14	100.0%	8.0
Southern District 1	29 - Clayton South	17	17	17	100.0%	6.5
Eastern District	30 - Templestowe	12	12	10	83.3%	9.6
Southern District 1	31 - Glen Waverley	15	15	14	93.3%	7.9
Southern District 1	32 - Ormond	24	24	22	91.7%	8.6
Southern District 1	33 - Mentone	18	18	18	100.0%	8.4
Southern District 1	34 - Highett	36	36	36	100.0%	8.4
Central District	35 - Windsor	54	54	54	100.0%	7.4
Central District	38 - South Melbourne	33	33	32	97.0%	7.1
Central District	39 - Port Melbourne	14	14	13	92.9%	7.2
Western District 1	40 - Laverton	12	12	11	91.7%	8.6
Western District 2	41 - St. Albans	38	38	34	89.5%	9.1
Western District 1	42 - Newport	11	11	11	100.0%	6.7
Western District 2	43 - Deer Park	24	24	21	87.5%	9.5
Western District 2	44 - Sunshine	38	38	33	86.8%	9.4
Western District 1	47 - Footscray	40	40	38	95.0%	7.8
Western District 2	48 - Taylors Lakes	12	12	10	83.3%	9.3
Central District	50 - Ascot Vale	32	32	29	90.6%	8.3
Western District 2	51 - Keilor	34	34	31	91.2%	9.0
Western District 2	52 - Tullamarine	22	22	21	95.5%	8.4
Western District 2	55 - Caroline Springs	26	26	20	76.9%	9.5
Western District 2	56 - Melton	38	38	33	86.8%	9.4
Western District 1	57 - Tarneit	39	39	37	94.9%	8.6
Western District 1	58 - Point Cook	14	14	10	71.4%	10.0
Western District 3	62 - Corio	37	37	37	100.0%	7.5
Western District 3	63 - Geelong City	18	18	18	100.0%	7.5
Western District 3	64 - Belmont	10	10	10	100.0%	7.1
North West Region	67 - Ballarat City	13	13	13	100.0%	6.3
North West Region	70 - Warrnambool	20	20	20	100.0%	7.4
North West Region	72 - Mildura	16	16	16	100.0%	6.5
North West Region	73 - Bendigo	22	22	21	95.5%	8.4
South East Region	74 - Wangaratta	12	12	12	100.0%	5.5
South East Region	75 - Shepparton	26	26	25	96.2%	7.9
South East Region	76 - Wodonga	19	19	18	94.7%	7.8
South East Region	77 - Traralgon	15	15	15	100.0%	6.5
South East Region	78 - Morwell	12	12	12	100.0%	6.8
South East Region	79 - Latrobe West	13	13	12	92.3%	8.5
Northern District	80 - Craigieburn	34	34	31	91.2%	9.0
Northern District	81 - South Morang	19	19	19	100.0%	7.3
Eastern District	82 - Eltham City	12	12	11	91.7%	8.3
Eastern District	85 - Boronia	21	21	20	95.2%	8.3
Southern District 1	86 - Rowville	13	13	12	92.3%	6.7
Southern District 2	87 - Dandenong	47	47	46	97.9%	6.9
Southern District 2	88 - Hallam	20	20	18	90.0%	8.3
Southern District 1	89 - Springvale	28	28	27	96.4%	7.5
Southern District 2	90 - Patterson River	13	13	12	92.3%	8.3
Southern District 2	91 - Frankston	50	50	47	94.0%	8.1
Southern District 2	92 - Cranbourne	35	35	33	94.3%	8.7
Southern District 2	93 - Pakenham	18	18	15	83.3%	9.7
Southern District 2	94 - Mornington	13	13	12	92.3%	7.4
Total		1705	1705	1600	93.8%	8.5

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 0.6 percentage point difference for Emergency Medical Response (EMR) incidents, with the result showing as 95.0 per cent using alternative data compared to 95.6 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.

FRV's response times to emergency medical incidents have seen minimal variance. FRV has continued to render life-saving medical care to cardiac patients at close to pre-cyber-attack response times.

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.