



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 benchmark by Station Maintenance Area

Reporting Period: 1 January 2023 - 31 March 2023

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	462	420	405	96.4%	6.7
Central District	2 - West Melbourne	420	371	332	89.5%	7.9
Central District	3 - Carlton	489	449	422	94.0%	7.0
Central District	4 - Brunswick	262	226	199	88.1%	8.0
Northern District	5 - Broadmeadows	321	282	199	70.6%	9.4
Northern District	6 - Pascoe Vale	170	139	106	76.3%	9.5
Northern District	7 - Thomastown	132	110	85	77.3%	9.6
Northern District	9 - Somerton	139	123	95	77.2%	8.5
Central District	10 - Richmond	328	304	284	93.4%	7.4
Northern District	11 - Epping	137	111	90	81.1%	8.3
Northern District	12 - Preston	221	187	170	90.9%	7.7
Central District	13 - Northcote	211	174	137	78.7%	9.0
Northern District	14 - Bundoora	220	208	173	83.2%	8.3
Northern District	15 - Heidelberg	225	187	147	78.6%	9.4
Northern District	16 - Greensborough	101	81	61	75.3%	8.8
Central District	18 - Hawthorn	275	243	201	82.7%	8.6
Eastern District	19 - North Balwyn	132	109	88	80.7%	9.3
Eastern District	20 - Box Hill	229	198	173	87.4%	8.1
Eastern District	22 - Ringwood	200	170	149	87.6%	8.3
Eastern District	23 - Burwood	176	151	121	80.1%	8.8
Southern District 1	24 - Glen Iris	245	215	182	84.7%	8.5
Southern District 1	25 - Oakleigh	211	178	133	74.7%	9.1
Eastern District	26 - Croydon	153	125	113	90.4%	7.5
Eastern District	27 - Nunawading	152	133	106	79.7%	8.5
Eastern District	28 - Vermont South	169	133	121	91.0%	7.8
Southern District 1	29 - Clayton South	157	131	107	81.7%	8.3
Eastern District	30 - Templestowe	94	79	49	62.0%	10.9
Southern District 1	31 - Glen Waverley	316	285	208	73.0%	8.8
Southern District 1	32 - Ormond	257	225	170	75.6%	8.8
Southern District 1	33 - Mentone	179	150	119	79.3%	8.8
Southern District 1	34 - Highett	260	222	161	72.5%	9.2
Central District	35 - Windsor	574	501	413	82.4%	8.7
Central District	38 - South Melbourne	495	454	421	92.7%	7.4
Central District	39 - Port Melbourne	165	148	119	80.4%	9.4
Western District 1	40 - Laverton	103	84	50	59.5%	9.8
Western District 2	41 - St. Albans	149	120	96	80.0%	9.2
Western District 1	42 - Newport	94	85	71	83.5%	8.6
Western District 2	43 - Deer Park	105	89	64	71.9%	9.3
Western District 2	44 - Sunshine	242	202	158	78.2%	8.7
Western District 1	45 - Brooklyn	157	135	85	63.0%	10.8
Western District 1	46 - Altona	50	47	33	70.2%	10.1
Western District 1	47 - Footscray	272	240	206	85.8%	8.1
Western District 2	48 - Taylors Lakes	83	69	51	73.9%	8.7
Central District	50 - Ascot Vale	253	216	162	75.0%	9.0
Western District 2	51 - Keilor	151	130	92	70.8%	9.3
Western District 2	52 - Tullamarine	129	116	79	68.1%	9.4
Western District 2	53 - Sunbury	112	91	64	70.3%	11.9
Western District 2	54 - Greenvale	40	32	22	68.8%	8.8
Western District 2	55 - Caroline Springs	230	203	110	54.2%	10.6
Western District 2	56 - Melton	222	188	119	63.3%	10.3
Western District 1	57 - Tarnait	292	238	171	71.8%	9.9
Western District 1	58 - Point Cook	182	157	107	68.2%	10.1
Western District 1	59 - Derrimut	152	140	63	45.0%	11.1
Western District 3	61 - Lara	77	61	33	54.1%	11.2
Western District 3	62 - Corio	197	159	112	70.4%	9.0
Western District 3	63 - Geelong City	213	178	154	86.5%	8.4
Western District 3	64 - Belmont	114	97	86	88.7%	7.7
Western District 3	66 - Ocean Grove	33	25	25	100.0%	6.5
North West Region	67 - Ballarat City	129	101	97	96.0%	6.4
North West Region	68 - Lucas	52	37	33	89.2%	8.0
North West Region	70 - Warrnambool	122	91	77	84.6%	8.3
North West Region	71 - Portland	36	32	27	84.4%	8.8
North West Region	72 - Mildura	128	96	86	89.6%	7.6
North West Region	73 - Bendigo	180	144	126	87.5%	8.3
South East Region	74 - Wangaratta	70	46	40	87.0%	8.2
South East Region	75 - Shepparton	185	144	119	82.6%	8.6
South East Region	76 - Wodonga	130	101	87	86.1%	8.3
South East Region	77 - Traralgon	72	58	53	91.4%	7.4
South East Region	78 - Morwell	95	72	60	83.3%	8.5
South East Region	79 - Latrobe West	76	60	48	80.0%	10.2
Northern District	80 - Craigieburn	171	136	92	67.6%	10.9
Northern District	81 - South Morang	88	75	66	88.0%	8.0
Eastern District	82 - Eltham City	69	53	46	86.8%	7.8
Eastern District	84 - South Warrandyte	23	17	16	94.1%	6.8
Eastern District	85 - Boronia	134	118	103	87.3%	8.5
Southern District 1	86 - Rowville	67	57	52	91.2%	7.7
Southern District 2	87 - Dandenong	373	317	243	76.7%	9.3
Southern District 2	88 - Hallam	242	202	144	71.3%	10.1
Southern District 1	89 - Springvale	205	172	140	81.4%	8.7
Southern District 2	90 - Patterson River	108	88	72	81.8%	9.1
Southern District 2	91 - Frankston	312	246	216	87.8%	8.0
Southern District 2	92 - Cranbourne	227	178	123	69.1%	10.3
Southern District 2	93 - Pakenham	129	105	79	75.2%	10.1
Southern District 2	94 - Mornington	95	82	73	89.0%	8.5
Southern District 2	95 - Rosebud	84	69	55	79.7%	8.3
Total		15531	13221	10645	80.5%	8.9

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.