



**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 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 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	25	25	25	100.0%	6.0
Central District	2 - West Melbourne	25	25	25	100.0%	7.3
Central District	3 - Carlton	20	20	20	100.0%	6.2
Central District	4 - Brunswick	12	12	10	83.3%	9.3
Northern District	5 - Broadmeadows	37	37	32	86.5%	9.6
Northern District	6 - Pascoe Vale	20	20	17	85.0%	9.6
Northern District	7 - Thomastown	15	15	10	66.7%	10.5
Central District	10 - Richmond	29	29	29	100.0%	6.9
Northern District	11 - Epping	18	18	15	83.3%	9.9
Northern District	12 - Preston	28	28	28	100.0%	7.4
Central District	13 - Northcote	29	29	27	93.1%	9.1
Northern District	14 - Bundoora	13	13	12	92.3%	8.1
Northern District	15 - Heidelberg	21	21	17	81.0%	9.4
Northern District	16 - Greensborough	16	16	13	81.3%	10.1
Central District	18 - Hawthorn	19	19	18	94.7%	8.3
Eastern District	19 - North Balwyn	15	15	15	100.0%	7.7
Eastern District	20 - Box Hill	23	23	22	95.7%	8.1
Eastern District	22 - Ringwood	15	15	14	93.3%	8.2
Eastern District	23 - Burwood	23	23	21	91.3%	8.1
Southern District 1	24 - Glen Iris	16	16	16	100.0%	8.4
Southern District 1	25 - Oakleigh	23	23	21	91.3%	8.9
Eastern District	26 - Croydon	17	17	17	100.0%	7.4
Eastern District	27 - Nunawading	16	16	16	100.0%	7.6
Eastern District	28 - Vermont South	23	23	23	100.0%	7.6
Southern District 1	29 - Clayton South	10	10	10	100.0%	8.2
Eastern District	30 - Templestowe	16	16	13	81.3%	11.5
Southern District 1	31 - Glen Waverley	30	30	27	90.0%	8.9
Southern District 1	32 - Ormond	14	14	12	85.7%	9.6
Southern District 1	33 - Mentone	22	22	21	95.5%	8.8
Southern District 1	34 - Highett	25	25	21	84.0%	9.6
Central District	35 - Windsor	35	35	33	94.3%	8.6
Central District	38 - South Melbourne	30	30	29	96.7%	7.8
Central District	39 - Port Melbourne	18	18	18	100.0%	7.4
Western District 1	40 - Laverton	10	10	9	90.0%	8.0
Western District 2	41 - St. Albans	28	28	27	96.4%	9.0
Western District 2	43 - Deer Park	10	10	9	90.0%	9.1
Western District 2	44 - Sunshine	27	27	26	96.3%	8.4
Western District 1	45 - Brooklyn	11	11	11	100.0%	7.7
Western District 1	47 - Footscray	27	27	27	100.0%	7.7
Western District 2	48 - Taylors Lakes	12	12	12	100.0%	7.5
Central District	50 - Ascot Vale	26	26	25	96.2%	8.5
Western District 2	51 - Keilor	19	19	15	78.9%	9.5
Western District 2	52 - Tullamarine	15	15	15	100.0%	8.2
Western District 2	53 - Sunbury	16	16	15	93.8%	8.2
Western District 2	55 - Caroline Springs	13	13	9	69.2%	11.1
Western District 2	56 - Melton	26	26	24	92.3%	9.1
Western District 1	57 - Tarneit	58	58	49	84.5%	9.8
Western District 1	58 - Point Cook	19	19	18	94.7%	8.8
Western District 3	62 - Corio	22	22	19	86.4%	9.7
Western District 3	63 - Geelong City	21	21	20	95.2%	7.4
Western District 3	64 - Belmont	18	18	18	100.0%	6.9
North West Region	70 - Warrnambool	12	12	12	100.0%	7.5
North West Region	72 - Mildura	18	18	18	100.0%	6.8
North West Region	73 - Bendigo	21	21	19	90.5%	8.7
South East Region	75 - Shepparton	23	23	22	95.7%	7.7
South East Region	76 - Wodonga	15	15	15	100.0%	8.3
South East Region	77 - Traralgon	12	12	12	100.0%	6.6
Northern District	80 - Craigieburn	18	18	12	66.7%	11.3
Northern District	81 - South Morang	14	14	14	100.0%	6.7
Eastern District	85 - Boronia	13	13	12	92.3%	7.4
Southern District 1	86 - Rowville	10	10	10	100.0%	7.1
Southern District 2	87 - Dandenong	40	40	39	97.5%	8.2
Southern District 2	88 - Hallam	28	28	27	96.4%	8.3
Southern District 1	89 - Springvale	26	26	25	96.2%	8.3
Southern District 2	90 - Patterson River	15	15	14	93.3%	7.3
Southern District 2	91 - Frankston	32	32	29	90.6%	8.6
Southern District 2	92 - Cranbourne	30	30	25	83.3%	10.5
Southern District 2	93 - Pakenham	15	15	15	100.0%	8.3
Southern District 2	94 - Mornington	15	15	13	86.7%	9.3
Southern District 2	95 - Rosebud	11	11	11	100.0%	7.7
<b>Total</b>		<b>1444</b>	<b>1444</b>	<b>1339</b>	<b>92.7%</b>	<b>8.7</b>

**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.