



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



Emergency Structure Fires meeting benchmark by Station Maintenance Area

Reporting Period: 1 January 2023 - 31 March 2023

Primarily residential structure fires including commercial centres, industrial and/or community services e.g. schools, facilities, hospitals.

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 Structure Fire is 7.7 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 7.7 minutes was met by any station	% of emergency incidents the standard of 7.7 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	22	21	21	100.0%	6.0
Central District	2 - West Melbourne	15	13	13	100.0%	6.6
Central District	3 - Carlton	35	35	33	94.3%	7.2
Central District	4 - Brunswick	15	15	14	93.3%	7.7
Northern District	5 - Broadmeadows	23	22	14	63.6%	9.2
Northern District	6 - Pascoe Vale	14	14	10	71.4%	10.2
Northern District	9 - Somerton	15	15	14	93.3%	7.6
Central District	10 - Richmond	19	19	19	100.0%	6.0
Northern District	12 - Preston	13	12	11	91.7%	7.4
Central District	13 - Northcote	15	15	13	86.7%	8.3
Northern District	14 - Bundoora	11	11	7	63.6%	8.4
Northern District	15 - Heidelberg	12	12	9	75.0%	10.6
Central District	18 - Hawthorn	13	13	10	76.9%	8.6
Eastern District	20 - Box Hill	11	10	8	80.0%	8.1
Southern District 1	25 - Oakleigh	12	11	8	72.7%	8.9
Southern District 1	31 - Glen Waverley	26	26	25	96.2%	7.1
Southern District 1	32 - Ormond	12	12	9	75.0%	8.0
Southern District 1	33 - Mentone	10	10	4	40.0%	9.3
Southern District 1	34 - Highett	21	21	17	81.0%	8.1
Central District	35 - Windsor	37	35	32	91.4%	7.4
Central District	38 - South Melbourne	13	13	12	92.3%	6.2
Western District 2	44 - Sunshine	14	14	13	92.9%	7.6
Western District 1	47 - Footscray	19	19	18	94.7%	6.9
Central District	50 - Ascot Vale	17	16	12	75.0%	8.4
Western District 2	55 - Caroline Springs	24	24	10	41.7%	10.6
Western District 2	56 - Melton	17	17	9	52.9%	9.8
Western District 1	57 - Tarneit	15	14	9	64.3%	9.4
Western District 3	62 - Corio	23	22	19	86.4%	7.7
Western District 3	63 - Geelong City	12	12	6	50.0%	8.4
Northern District	80 - Craigieburn	12	12	7	58.3%	9.0
Southern District 2	87 - Dandenong	23	23	17	73.9%	9.1
Southern District 2	88 - Hallam	12	12	8	66.7%	12.4
Southern District 1	89 - Springvale	14	14	14	100.0%	7.0
Southern District 2	90 - Patterson River	10	10	8	80.0%	9.8
Southern District 2	91 - Frankston	23	21	18	85.7%	7.9
Southern District 2	92 - Cranbourne	15	15	9	60.0%	9.2
<b>Total</b>		<b>614</b>	<b>600</b>	<b>480</b>	<b>80.0%</b>	<b>8.6</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 0.7 percentage point difference for Structure Fires, with the result showing as 89.2 per cent using alternative data compared to 89.9 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.