



**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 April 2023 - 30 June 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	430	393	380	96.7%	6.3
Central District	2 - West Melbourne	384	347	323	93.1%	7.4
Central District	3 - Carlton	478	453	434	95.8%	6.7
Central District	4 - Brunswick	230	195	182	93.3%	7.5
Northern District	5 - Broadmeadows	253	216	165	76.4%	9.4
Northern District	6 - Pascoe Vale	154	127	85	66.9%	10.3
Northern District	7 - Thomastown	144	123	93	75.6%	9.0
Northern District	9 - Somerton	83	69	58	84.1%	9.0
Central District	10 - Richmond	322	300	278	92.7%	7.3
Northern District	11 - Epping	124	112	79	70.5%	9.7
Northern District	12 - Preston	193	170	154	90.6%	7.6
Central District	13 - Northcote	200	170	133	78.2%	8.9
Northern District	14 - Bundoora	221	204	182	89.2%	7.9
Northern District	15 - Heidelberg	243	215	179	83.3%	9.0
Northern District	16 - Greensborough	134	119	100	84.0%	8.5
Central District	18 - Hawthorn	248	219	179	81.7%	8.4
Eastern District	19 - North Balwyn	139	118	93	78.8%	8.7
Eastern District	20 - Box Hill	204	178	163	91.6%	7.6
Eastern District	22 - Ringwood	168	147	135	91.8%	7.6
Eastern District	23 - Burwood	159	136	121	89.0%	8.1
Southern District 1	24 - Glen Iris	219	193	168	87.0%	8.1
Southern District 1	25 - Oakleigh	154	126	98	77.8%	8.7
Eastern District	26 - Croydon	142	125	109	87.2%	8.2
Eastern District	27 - Nunawading	151	130	119	91.5%	7.7
Eastern District	28 - Vermont South	152	124	112	90.3%	7.7
Southern District 1	29 - Clayton South	115	102	84	82.4%	8.5
Eastern District	30 - Templestowe	85	71	54	76.1%	8.7
Southern District 1	31 - Glen Waverley	335	317	253	79.8%	8.9
Southern District 1	32 - Ormond	280	250	202	80.8%	8.4
Southern District 1	33 - Mentone	155	128	105	82.0%	8.9
Southern District 1	34 - Highett	246	204	147	72.1%	9.1
Central District	35 - Windsor	615	545	477	87.5%	8.0
Central District	38 - South Melbourne	509	478	445	93.1%	7.2
Central District	39 - Port Melbourne	168	153	128	83.7%	8.7
Western District 1	40 - Laverton	81	74	51	68.9%	9.7
Western District 2	41 - St. Albans	129	105	83	79.0%	8.5
Western District 1	42 - Newport	97	82	72	87.8%	8.3
Western District 2	43 - Deer Park	101	86	65	75.6%	11.5
Western District 2	44 - Sunshine	241	208	172	82.7%	8.7
Western District 1	45 - Brooklyn	136	115	83	72.2%	9.3
Western District 1	46 - Altona	35	32	23	71.9%	9.1
Western District 1	47 - Footscray	278	243	217	89.3%	8.1
Western District 2	48 - Taylors Lakes	63	54	40	74.1%	9.5
Central District	50 - Ascot Vale	243	206	167	81.1%	8.6
Western District 2	51 - Keilor	123	105	74	70.5%	9.6
Western District 2	52 - Tullamarine	106	95	65	68.4%	10.0
Western District 2	53 - Sunbury	79	65	49	75.4%	9.9
Western District 2	54 - Greenvale	31	25	18	72.0%	9.8
Western District 2	55 - Caroline Springs	203	176	106	60.2%	10.8
Western District 2	56 - Melton	214	183	116	63.4%	10.4
Western District 1	57 - Tarneit	276	217	140	64.5%	10.6
Western District 1	58 - Point Cook	162	142	95	66.9%	11.1
Western District 1	59 - Derrimut	139	132	78	59.1%	9.9
Western District 3	61 - Lara	75	68	32	47.1%	11.5
Western District 3	62 - Corio	215	179	139	77.7%	8.7
Western District 3	63 - Geelong City	207	178	156	87.6%	7.9
Western District 3	64 - Belmont	108	93	82	88.2%	7.9
Western District 3	66 - Ocean Grove	25	23	20	87.0%	8.2
North West Region	67 - Ballarat City	118	96	96	100.0%	5.5
North West Region	68 - Lucas	54	41	38	92.7%	7.6
North West Region	70 - Warrnambool	114	90	77	85.6%	7.9
North West Region	71 - Portland	28	21	20	95.2%	7.7
North West Region	72 - Mildura	157	117	104	88.9%	8.1
North West Region	73 - Bendigo	197	152	136	89.5%	7.7
South East Region	74 - Wangaratta	73	56	53	94.6%	6.6
South East Region	75 - Shepparton	174	148	127	85.8%	8.4
South East Region	76 - Wodonga	102	75	63	84.0%	8.3
South East Region	77 - Traralgon	87	71	66	93.0%	7.6
South East Region	78 - Morwell	75	60	51	85.0%	8.4
South East Region	79 - Latrobe West	61	39	35	89.7%	8.0
Northern District	80 - Craigieburn	153	121	82	67.8%	10.0
Northern District	81 - South Morang	57	50	45	90.0%	7.9
Eastern District	82 - Eltham City	49	44	39	88.6%	7.7
Eastern District	85 - Boronia	104	87	75	86.2%	8.2
Southern District 1	86 - Rowville	62	51	46	90.2%	7.6
Southern District 2	87 - Dandenong	302	247	204	82.6%	9.6
Southern District 2	88 - Hallam	208	164	125	76.2%	10.0
Southern District 1	89 - Springvale	187	151	117	77.5%	9.9
Southern District 2	90 - Patterson River	74	60	47	78.3%	8.9
Southern District 2	91 - Frankston	300	256	223	87.1%	8.4
Southern District 2	92 - Cranbourne	202	168	120	71.4%	10.9
Southern District 2	93 - Pakenham	105	97	71	73.2%	11.5
Southern District 2	94 - Mornington	81	74	70	94.6%	7.4
Southern District 2	95 - Rosebud	64	48	43	89.6%	7.8
<b>Total</b>		<b>14392</b>	<b>12427</b>	<b>10333</b>	<b>83.1%</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 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.