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)

FIRE RESCUE VICTORIA

Emergency Medical Response incidents (EMR) 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 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	12	12	12	100.0%	6.5
Central District	2 - West Melbourne	19	19	18	94.7%	6.6
Central District	3 - Carlton	22	22	22	100.0%	6.5
Central District	4 - Brunswick	17	17	16	94.1%	7.8
Northern District	5 - Broadmeadows	35	35	29	82.9%	9.6
Northern District	6 - Pascoe Vale	22	22	15	68.2%	10.4
Northern District	7 - Thomastown	20	20	19	95.0%	8.1
Central District	10 - Richmond	45	45	43	95.6%	6.9
Northern District	11 - Epping	19	19	16	84.2%	9.8
Northern District	12 - Preston	23	23	23	100.0%	7.5
Central District	13 - Northcote	32	32	30	93.8%	7.7
Northern District	14 - Bundoora	14	14	14	100.0%	7.5
Northern District	15 - Heidelberg	30	30	29	96.7%	8.4
Northern District	16 - Greensborough	19	19	19	100.0%	7.9
Central District	18 - Hawthorn	18	18	17	94.4%	7.9
Eastern District	19 - North Balwyn	17	17	17	100.0%	7.4
Eastern District	20 - Box Hill	17	17	14	82.4%	10.0
Eastern District	22 - Ringwood	16	16	16	100.0%	7.5
Eastern District	23 - Burwood	24	24	23	95.8%	8.7
Southern District 1	24 - Glen Iris	15	15	14	93.3%	7.8
Southern District 1	25 - Oakleigh	14	14	13	92.9%	8.7
Eastern District	26 - Croydon	19	19	18	94.7%	7.4
Eastern District	27 - Nunawading	17	17	17	100.0%	7.6
Eastern District	28 - Vermont South	15	15	13	86.7%	8.8
Southern District 1	29 - Clayton South	17	17	16	94.1%	7.2
Eastern District	30 - Templestowe	17	17	16	94.1%	8.7
Southern District 1	31 - Glen Waverley	25	25	23	92.0%	8.5
Southern District 1	32 - Ormond	32	32	29	90.6%	8.5
Southern District 1	33 - Mentone	19	19	18	94.7%	8.2
Southern District 1	34 - Highett	27	27	24	88.9%	9.3
Central District	35 - Windsor	48	48	48	100.0%	7.3
Central District	38 - South Melbourne	21	21	20	95.2%	6.6
Central District	39 - Port Melbourne	12	12	10	83.3%	12.0
Western District 1	40 - Laverton	16	16	14	87.5%	8.8
Western District 2	41 - St. Albans	22	22	21	95.5%	8.1
Western District 1	42 - Newport	13	13	11	84.6%	10.0
Western District 2	43 - Deer Park	13	13	11	84.6%	9.5
Western District 1	44 - Sunshine	28	28	27	96.4%	8.9
Western District 1	47 - Footscray	37	37	35	94.6%	8.7
Western District 2	48 - Taylors Lakes	17	17	13	76.5%	10.0
Central District	50 - Ascot Vale	31	31	30	96.8%	7.3
Western District 2	51 - Keilor	19	19	18	94.7%	8.7
Western District 2	53 - Sunbury	11	11	10	90.9%	8.6
Western District 2	55 - Caroline Springs	25	25	18	72.0%	10.7
Western District 2	56 - Melton	38	38	33	86.8%	9.5
Western District 1	57 - Tarneit	53	53	46	86.8%	10.4
Western District 1	58 - Point Cook	13	13	11	84.6%	9.1
Western District 3	62 - Corio	29	29	27	93.1%	8.7
Western District 3	63 - Geelong City	18	18	18	100.0%	6.7
Western District 3	64 - Belmont	11	11	11	100.0%	6.6
North West Region	70 - Warrnambool	13	13	13	100.0%	6.8
North West Region	72 - Mildura	22	22	22	100.0%	7.1
North West Region	73 - Bendigo	18	18	18	100.0%	7.1
South East Region	75 - Shepparton	15	15	13	86.7%	8.7
South East Region	77 - Traralgon	15	15	15	100.0%	6.9
South East Region	78 - Morwell	10	10	10	100.0%	6.5
Northern District	80 - Craigieburn	30	30	28	93.3%	9.0
Northern District	81 - South Morang	10	10	10	100.0%	7.9
Eastern District	82 - Eltham City	11	11	11	100.0%	6.8
Eastern District	85 - Boronia	17	17	17	100.0%	7.1
Southern District 2	87 - Dandenong	28	28	27	96.4%	7.4
Southern District 2	88 - Hallam	20	20	19	95.0%	7.6
Southern District 1	89 - Springvale	31	31	29	93.5%	8.1
Southern District 2	90 - Patterson River	10	10	9	90.0%	7.3
Southern District 2	91 - Frankston	41	41	41	100.0%	8.7
Southern District 2	92 - Cranbourne	34	34	31	91.2%	8.9
Southern District 2	93 - Pakenham	16	16	16	100.0%	7.5
Southern District 2	94 - Mornington	16	16	16	100.0%	7.0
Total			1470	1370	93.2%	8.7

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.