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)

FIRE RESCUE VICTORIA

Emergency Structure Fires meeting benchmark by Station Maintenance Area

Reporting Period: 1 April 2023 - 30 June 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	20	19	19	100.0%	5.1
Central District	2 - West Melbourne	25	25	22	88.0%	8.0
Central District	3 - Carlton	24	24	24	100.0%	6.2
Central District	4 - Brunswick	13	13	12	92.3%	7.5
Northern District	5 - Broadmeadows	24	24	19	79.2%	8.1
Northern District	6 - Pascoe Vale	12	11	8	72.7%	8.7
Northern District	7 - Thomastown	19	19	14	73.7%	8.5
Central District	10 - Richmond	15	15	15	100.0%	6.9
Northern District	12 - Preston	13	13	12	92.3%	7.2
Central District	13 - Northcote	20	19	15	78.9%	8.1
Northern District	14 - Bundoora	10	10	8	80.0%	8.3
Northern District	15 - Heidelberg	19	18	13	72.2%	9.6
Central District	18 - Hawthorn	16	16	15	93.8%	6.8
Eastern District	19 - North Balwyn	10	10	7	70.0%	9.7
Eastern District	20 - Box Hill	11	11	9	81.8%	9.1
Eastern District	23 - Burwood	12	12	10	83.3%	7.7
Southern District 1	24 - Glen Iris	11	11	11	100.0%	7.5
Southern District 1	25 - Oakleigh	16	15	11	73.3%	8.1
Eastern District	28 - Vermont South	10	10	10	100.0%	7.3
Southern District 1	31 - Glen Waverley	10	10	7	70.0%	8.2
Southern District 1	32 - Ormond	17	17	16	94.1%	7.4
Southern District 1	33 - Mentone	10	10	8	80.0%	9.1
Southern District 1	34 - Highett	16	16	12	75.0%	8.1
Central District	35 - Windsor	33	33	31	93.9%	7.6
Central District	38 - South Melbourne	22	22	22	100.0%	6.2
Western District 1	40 - Laverton	10	10	6	60.0%	8.9
Western District 2	41 - St. Albans	12	12	11	91.7%	7.4
Western District 2	44 - Sunshine	18	18	16	88.9%	7.7
Western District 1	45 - Brooklyn	11	11	10	90.9%	7.3
Western District 1	47 - Footscray	30	30	28	93.3%	7.4
Central District	50 - Ascot Vale	20	19	16	84.2%	8.2
Western District 2	51 - Keilor	10	10	10	100.0%	6.0
Western District 2	55 - Caroline Springs	14	14	3	21.4%	10.3
Western District 2	56 - Melton	17	17	9	52.9%	10.1
Western District 1	57 - Tarneit	15	12	6	50.0%	12.4
Western District 3	62 - Corio	15	14	11	78.6%	8.4
Western District 3	63 - Geelong City	20	20	17	85.0%	9.2
North West Region	70 - Warrnambool	11	11	11	100.0%	7.3
North West Region	73 - Bendigo	13	11	10	90.9%	6.6
South East Region	75 - Shepparton	18	17	15	88.2%	7.7
Eastern District	85 - Boronia	13	13	11	84.6%	7.9
Southern District 2	87 - Dandenong	15	15	15	100.0%	6.8
Southern District 2	88 - Hallam	19	18	15	83.3%	8.0
Southern District 1	89 - Springvale	10	10	9	90.0%	7.5
Southern District 2	90 - Patterson River	10	10	9	90.0%	6.9
Southern District 2	91 - Frankston	29	29	27	93.1%	7.4
Southern District 2	93 - Pakenham	14	14	12	85.7%	8.3
Total		**752**	**738**	**627**	**85.0%**	**8.2**

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.