



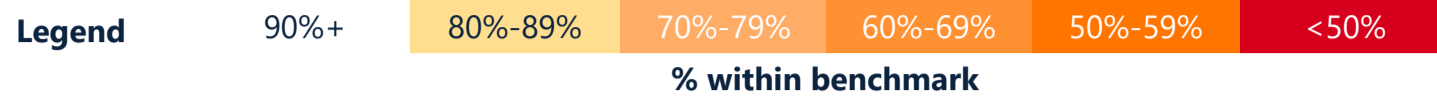
Response time data for Fire Rescue Victoria (FRV) appliances responding to emergency incidents (Code 1) in the FRV Fire District where the FRV appliances are primary appliances (1st appliance onscene)



All emergency incidents (Code 1) meeting benchmark by Station Maintenance Area

Reporting Period: 1 July 2023 - 30 September 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 + 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	3813	3380	3087	91.3%	7.5
1 - Eastern Hill	511	456	434	95.2%	6.4
2 - West Melbourne	429	383	352	91.9%	7.3
3 - Carlton	464	431	415	96.3%	6.7
4 - Brunswick	223	198	178	89.9%	7.7
10 - Richmond	291	258	242	93.8%	7.1
13 - Northcote	206	175	147	84.0%	8.3
18 - Hawthorn	232	198	181	91.4%	7.7
35 - Windsor	535	462	418	90.5%	7.7
38 - South Melbourne	520	462	421	91.1%	7.4
39 - Port Melbourne	141	129	108	83.7%	8.6
50 - Ascot Vale	261	228	191	83.8%	8.2
Eastern District	1343	1154	1035	89.7%	7.9
19 - North Balwyn	131	111	94	84.7%	8.3
20 - Box Hill	206	177	171	96.6%	7.0
22 - Ringwood	150	133	120	90.2%	7.8
23 - Burwood	148	114	103	90.4%	7.7
26 - Croydon	117	106	100	94.3%	6.9
27 - Nunawading	131	111	101	91.0%	7.7
28 - Vermont South	174	148	129	87.2%	8.0
30 - Templestowe	94	84	67	79.8%	9.1
82 - Eltham City	58	53	46	86.8%	8.0
84 - South Warrandyte	19	13	10	76.9%	9.2
85 - Boronia	115	104	94	90.4%	7.9
North West Region	650	497	463	93.2%	7.3
67 - Ballarat City	104	91	90	98.9%	5.7
68 - Lucas	50	33	31	93.9%	6.7
70 - Warrnambool	107	77	67	87.0%	8.0
71 - Portland	45	30	27	90.0%	8.4
72 - Mildura	147	109	102	93.6%	7.4
73 - Bendigo	197	157	146	93.0%	7.2
Northern District	1778	1497	1256	83.9%	8.6
5 - Broadmeadows	271	221	166	75.1%	9.2
6 - Pascoe Vale	176	139	119	85.6%	8.4
7 - Thomastown	130	113	92	81.4%	8.9
9 - Somerton	128	103	88	85.4%	8.6
11 - Epping	123	111	88	79.3%	9.0
12 - Preston	215	183	171	93.4%	7.5
14 - Bundoora	218	198	179	90.4%	7.6
15 - Heidelberg	211	182	156	85.7%	8.2
16 - Greensborough	86	66	58	87.9%	8.3
80 - Craigieburn	146	117	85	72.6%	10.3
81 - South Morang	74	64	54	84.4%	9.9
South East Region	595	450	392	87.1%	8.1
74 - Wangaratta	83	56	51	91.1%	8.3
75 - Shepparton	161	118	106	89.8%	7.8
76 - Wodonga	124	90	68	75.6%	8.9
77 - Traralgon	65	58	52	89.7%	7.7
78 - Morwell	91	70	66	94.3%	7.3
79 - Latrobe West	71	58	49	84.5%	8.1
Southern District 1	1712	1457	1231	84.5%	8.6
24 - Glen Iris	191	169	136	80.5%	9.1
25 - Oakleigh	192	169	145	85.8%	9.1
29 - Clayton South	153	123	105	85.4%	8.1
31 - Glen Waverley	297	264	233	88.3%	8.5
32 - Ormond	266	228	197	86.4%	8.2
33 - Mentone	132	112	94	83.9%	8.4
34 - Highett	229	184	147	79.9%	8.6
86 - Rowville	62	53	45	84.9%	8.8
89 - Springvale	190	155	129	83.2%	8.4
Southern District 2	1285	1045	827	79.1%	9.0
87 - Dandenong	343	293	233	79.5%	9.2
88 - Hallam	175	144	104	72.2%	9.0
90 - Patterson River	68	52	43	82.7%	8.8
91 - Frankston	248	202	180	89.1%	7.9
92 - Cranbourne	201	156	105	67.3%	9.8
93 - Pakenham	115	88	64	72.7%	9.9
94 - Mornington	84	69	61	88.4%	7.8
95 - Rosebud	51	41	37	90.2%	7.9
Western District 1	1246	1082	852	78.7%	9.1
40 - Laverton	98	90	57	63.3%	9.9
42 - Newport	96	88	79	89.8%	8.2
45 - Brooklyn	144	126	105	83.3%	8.4
46 - Altona	55	49	41	83.7%	8.4
47 - Footscray	298	265	242	91.3%	7.7
57 - Tarneit	307	251	171	68.1%	10.9
58 - Point Cook	135	106	73	68.9%	9.3
59 - Derrimut	113	107	84	78.5%	9.1
Western District 2	1431	1203	900	74.8%	9.8
41 - St. Albans	131	106	77	72.6%	9.5
43 - Deer Park	134	110	79	71.8%	8.7
44 - Sunshine	265	216	195	90.3%	7.9
48 - Taylors Lakes	82	76	59	77.6%	10.0
51 - Keilor	110	100	90	90.0%	8.0
52 - Tullamarine	149	126	89	70.6%	10.1
53 - Sunbury	99	81	58	71.6%	11.3
54 - Greenvale	41	32	25	78.1%	8.5
55 - Caroline Springs	196	171	101	59.1%	11.5
56 - Melton	224	185	127	68.6%	10.5
Western District 3	665	567	481	84.8%	8.5
61 - Lara	80	72	43	59.7%	10.8
62 - Corio	232	192	163	84.9%	8.4
63 - Geelong City	225	193	175	90.7%	7.7
64 - Belmont	106	91	81	89.0%	7.8
66 - Ocean Grove	22	19	19	100.0%	6.4
Total	14518	12332	10524	85.3%	8.5

Increase in Response times due to Cyber Attack - Response times incorporate time taken to depart, or 'turn out' from the station and the travel time to the incident. There was a slight increase in response time from December 2022, likely attributable to the electronic and automated Station Turnout System (STO) being disabled as a result of the cyber-attack, 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. STO was restored with the majority of its functionality on 1 August 2023. Since the return of STO, the median turn out times across all incidents have improved.

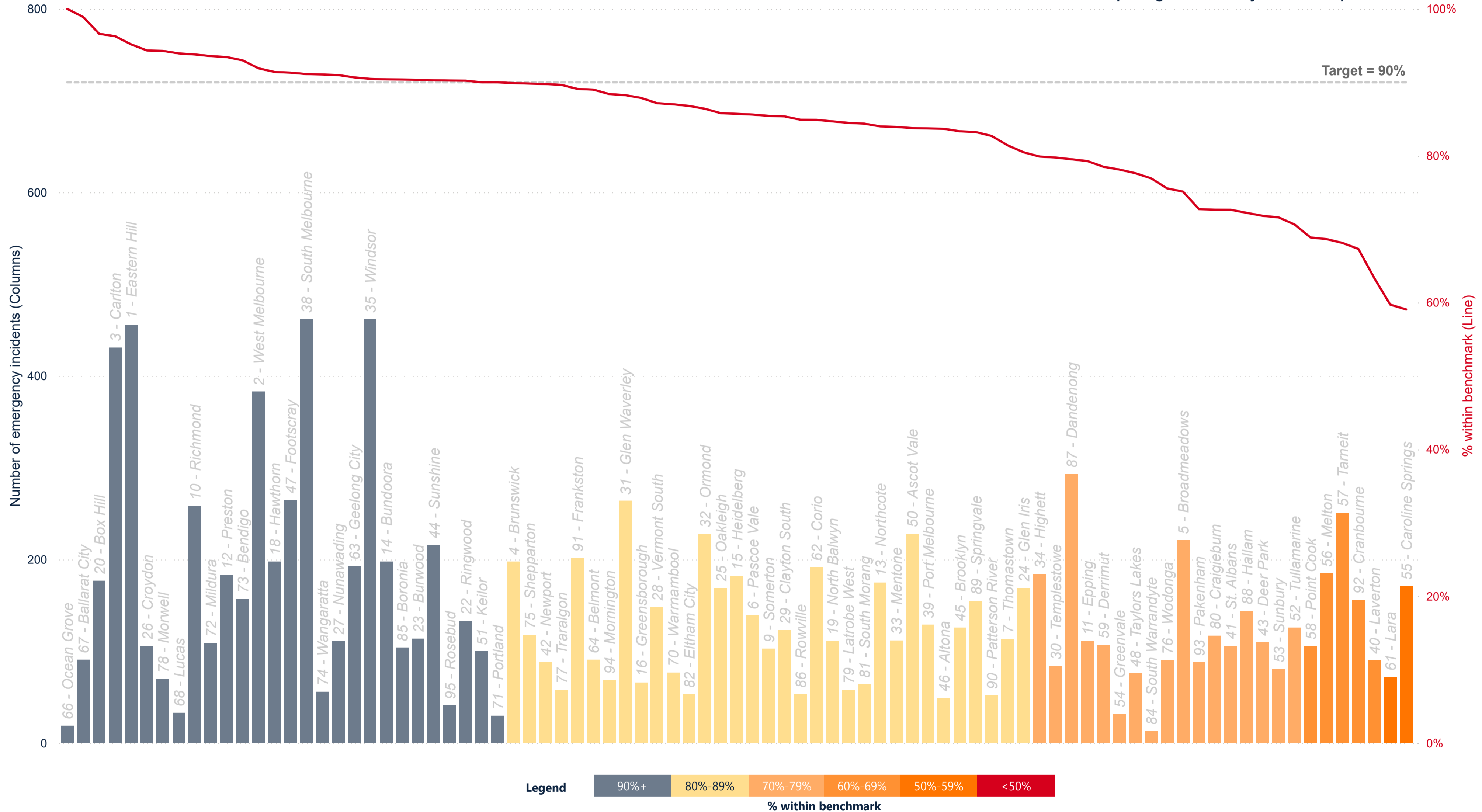


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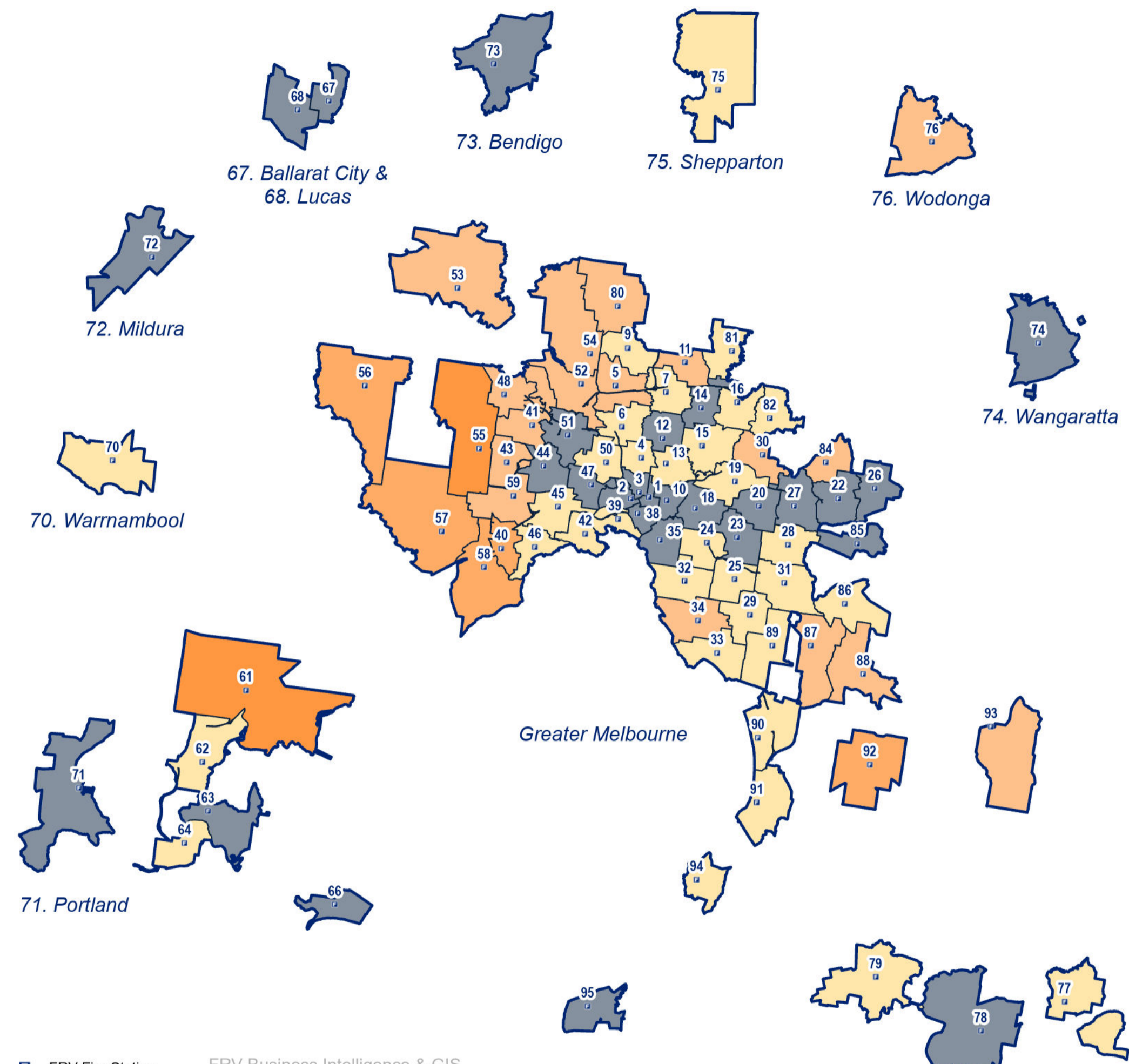
All Emergency Incidents (Code 1) - Response Times Meeting Benchmarks

Reporting Period: 1 July 2023 - 30 September 2023



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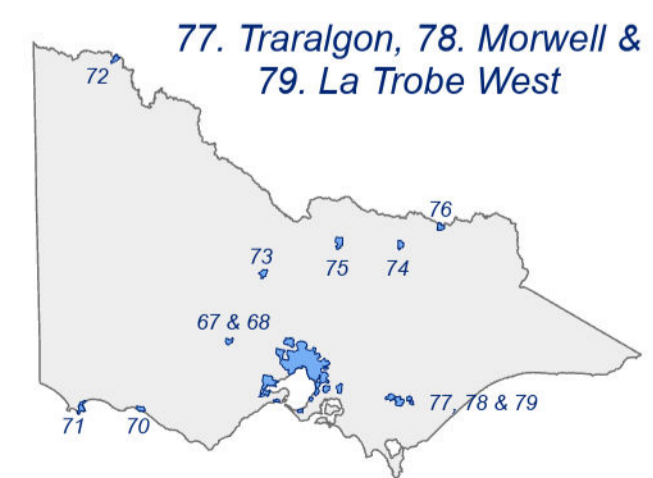
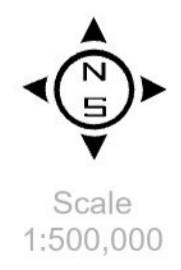
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- FRV Fire Station
- FRV Boundary
- Maintenance Area
- Within Target Percentage
 - 50 - 60%
 - 60 - 70%
 - 70 - 80%
 - 80 - 90%
 - 90 - 100%

FRV Business Intelligence & GIS
 Map produced: December 2023
 Request ID: Public Reporting/FY24/Q1/Maps

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