



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)



Emergency Medical Response incidents (EMR) 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 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	249	249	241	96.8%	7.4
1 - Eastern Hill	26	26	25	96.2%	6.4
2 - West Melbourne	21	21	19	90.5%	7.6
3 - Carlton	12	12	12	100.0%	6.9
4 - Brunswick	28	28	27	96.4%	7.5
10 - Richmond	20	20	20	100.0%	6.1
13 - Northcote	19	19	19	100.0%	6.3
18 - Hawthorn	14	14	13	92.9%	8.7
35 - Windsor	45	45	44	97.8%	7.5
38 - South Melbourne	26	26	25	96.2%	5.0
39 - Port Melbourne	11	11	10	90.9%	7.7
50 - Ascot Vale	27	27	27	100.0%	7.3
Eastern District	183	183	178	97.3%	7.9
19 - North Balwyn	15	15	15	100.0%	7.9
20 - Box Hill	21	21	21	100.0%	6.9
22 - Ringwood	19	19	18	94.7%	7.9
23 - Burwood	18	18	18	100.0%	6.6
26 - Croydon	18	18	18	100.0%	7.3
27 - Nunawading	18	18	18	100.0%	7.5
28 - Vermont South	25	25	21	84.0%	9.9
30 - Templestowe	18	18	18	100.0%	7.5
82 - Eltham City	11	11	11	100.0%	7.2
85 - Boronia	20	20	20	100.0%	7.9
North West Region	44	44	42	95.5%	7.4
70 - Warrnambool	12	12	12	100.0%	7.1
72 - Mildura	12	12	12	100.0%	6.5
73 - Bendigo	20	20	18	90.0%	8.1
Northern District	213	213	199	93.4%	8.5
5 - Broadmeadows	36	36	32	88.9%	8.9
6 - Pascoe Vale	27	27	27	100.0%	7.3
7 - Thomastown	17	17	16	94.1%	8.5
9 - Somerton	14	14	13	92.9%	8.3
11 - Epping	10	10	9	90.0%	8.8
12 - Preston	22	22	22	100.0%	6.8
14 - Bundoora	13	13	13	100.0%	7.4
15 - Heidelberg	21	21	20	95.2%	6.5
16 - Greensborough	12	12	10	83.3%	9.6
80 - Craigieburn	27	27	24	88.9%	9.2
81 - South Morang	14	14	13	92.9%	7.8
South East Region	45	45	44	97.8%	8.3
74 - Wangaratta	15	15	15	100.0%	7.8
75 - Shepparton	16	16	16	100.0%	7.2
76 - Wodonga	14	14	13	92.9%	9.0
Southern District 1	174	174	166	95.4%	7.9
24 - Glen Iris	16	16	16	100.0%	7.2
25 - Oakleigh	19	19	19	100.0%	7.3
29 - Clayton South	18	18	16	88.9%	8.1
31 - Glen Waverley	23	23	21	91.3%	8.7
32 - Ormond	24	24	23	95.8%	7.9
33 - Mentone	12	12	12	100.0%	7.2
34 - Highett	26	26	25	96.2%	7.9
86 - Rowville	11	11	9	81.8%	9.6
89 - Springvale	25	25	25	100.0%	6.6
Southern District 2	141	141	130	92.2%	8.5
87 - Dandenong	50	50	48	96.0%	6.8
88 - Hallam	17	17	17	100.0%	7.5
90 - Patterson River	10	10	10	100.0%	7.6
91 - Frankston	23	23	21	91.3%	7.9
92 - Cranbourne	26	26	21	80.8%	9.6
93 - Pakenham	15	15	13	86.7%	8.7
Western District 1	124	124	120	96.8%	7.7
40 - Laverton	13	13	13	100.0%	7.6
42 - Newport	10	10	9	90.0%	9.3
45 - Brooklyn	20	20	19	95.0%	8.4
47 - Footscray	31	31	31	100.0%	6.8
57 - Tarneit	39	39	38	97.4%	7.9
58 - Point Cook	11	11	10	90.9%	7.7
Western District 2	195	195	177	90.8%	8.7
41 - St. Albans	25	25	24	96.0%	7.8
43 - Deer Park	18	18	17	94.4%	8.4
44 - Sunshine	27	27	27	100.0%	8.1
48 - Taylors Lakes	24	24	22	91.7%	8.5
51 - Keilor	20	20	20	100.0%	7.1
52 - Tullamarine	23	23	21	91.3%	8.3
53 - Sunbury	10	10	7	70.0%	10.7
55 - Caroline Springs	20	20	15	75.0%	12.5
56 - Melton	28	28	24	85.7%	9.4
Western District 3	62	62	59	95.2%	7.8
62 - Corio	26	26	24	92.3%	7.9
63 - Geelong City	24	24	24	100.0%	7.3
64 - Belmont	12	12	11	91.7%	7.6
Total	1430	1430	1356	94.8%	8.2

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.

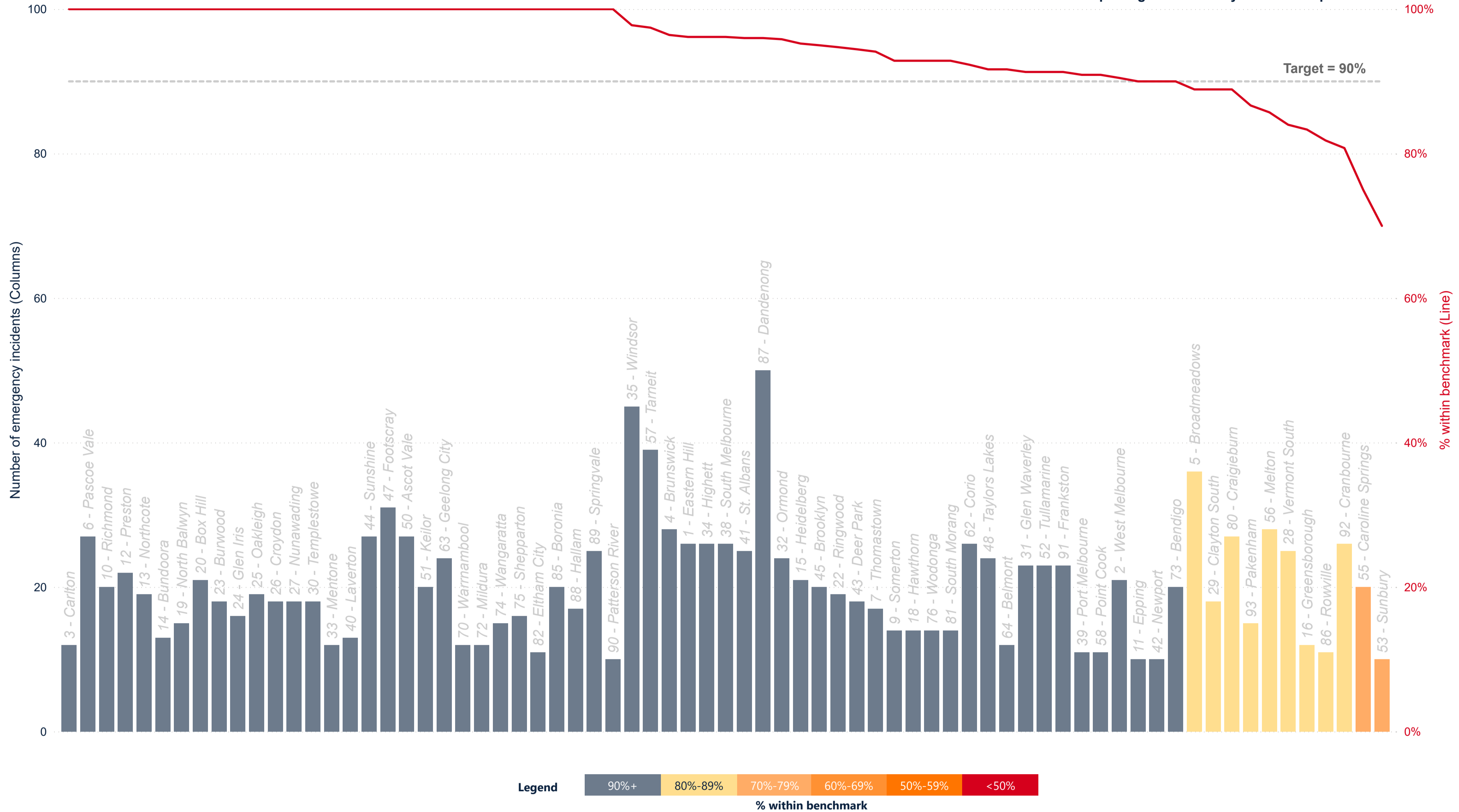


Response time data for Fire Rescue Victoria (FRV) appliances responding to Emergency Medical Response incidents in the FRV Fire District where the FRV appliances are primary appliances (1st appliance onscene)



Emergency Medical Response Incidents - Response Times Meeting Benchmarks

Reporting Period: 1 July 2023 - 30 September 2023

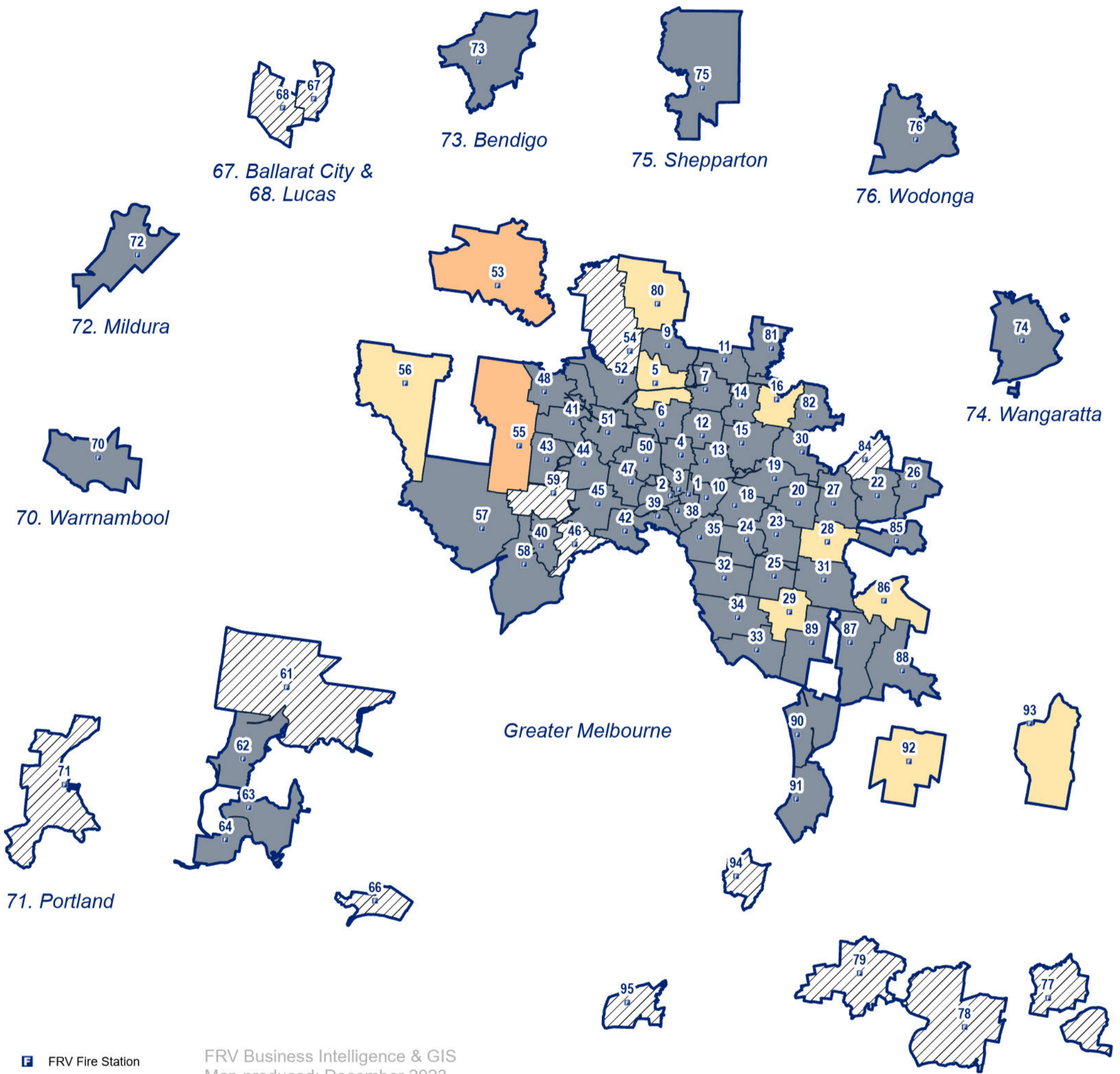


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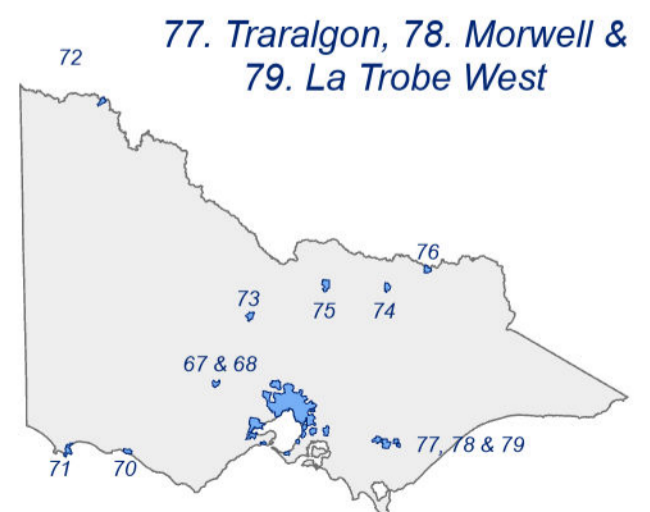
- FRV Fire Station
- FRV Boundary
- Maintenance Area
- SMA with < 10 emergency incidents
- Within Target Percentage
 - 70 - 80%
 - 80 - 90%
 - 90 - 100%

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

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Scale 1:500,000



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