



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)



Emergency Structure Fires meeting benchmark by Station Maintenance Area

Reporting Period: 1 July 2023 - 30 September 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.

Legend

90%+

80%-89%

70%-79%

60%-69%

50%-59%

<50%

% within benchmark

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
<b>Central District</b>	<b>209</b>	<b>206</b>	<b>199</b>	<b>96.6%</b>	<b>6.7</b>
1 - Eastern Hill	20	20	20	100.0%	6.3
2 - West Melbourne	21	21	20	95.2%	6.2
3 - Carlton	25	25	25	100.0%	6.0
10 - Richmond	35	34	34	100.0%	6.0
13 - Northcote	19	19	17	89.5%	7.0
18 - Hawthorn	12	12	11	91.7%	7.4
35 - Windsor	24	23	21	91.3%	7.0
38 - South Melbourne	24	23	22	95.7%	6.3
39 - Port Melbourne	14	14	14	100.0%	6.5
50 - Ascot Vale	15	15	15	100.0%	6.8
<b>Eastern District</b>	<b>29</b>	<b>29</b>	<b>27</b>	<b>93.1%</b>	<b>7.1</b>
22 - Ringwood	17	17	17	100.0%	6.7
27 - Nunawading	12	12	10	83.3%	7.7
<b>North West Region</b>	<b>11</b>	<b>11</b>	<b>10</b>	<b>90.9%</b>	<b>6.7</b>
70 - Warrnambool	11	11	10	90.9%	6.7
<b>Northern District</b>	<b>64</b>	<b>64</b>	<b>56</b>	<b>87.5%</b>	<b>7.8</b>
5 - Broadmeadows	21	21	14	66.7%	8.3
6 - Pascoe Vale	11	11	11	100.0%	7.6
12 - Preston	10	10	10	100.0%	6.9
14 - Bundoora	11	11	10	90.9%	6.7
16 - Greensborough	11	11	11	100.0%	7.2
<b>South East Region</b>	<b>40</b>	<b>39</b>	<b>37</b>	<b>94.9%</b>	<b>7.2</b>
75 - Shepparton	14	13	12	92.3%	7.0
78 - Morwell	15	15	15	100.0%	7.2
79 - Latrobe West	11	11	10	90.9%	6.2
<b>Southern District 1</b>	<b>93</b>	<b>92</b>	<b>85</b>	<b>92.4%</b>	<b>7.5</b>
25 - Oakleigh	14	14	14	100.0%	6.5
31 - Glen Waverley	19	18	17	94.4%	7.5
32 - Ormond	20	20	19	95.0%	6.7
33 - Mentone	10	10	9	90.0%	6.5
34 - Highett	12	12	10	83.3%	8.3
89 - Springvale	18	18	16	88.9%	7.4
<b>Southern District 2</b>	<b>52</b>	<b>50</b>	<b>46</b>	<b>92.0%</b>	<b>7.4</b>
87 - Dandenong	21	19	18	94.7%	7.1
88 - Hallam	13	13	12	92.3%	7.2
91 - Frankston	18	18	16	88.9%	7.4
<b>Western District 1</b>	<b>53</b>	<b>53</b>	<b>46</b>	<b>86.8%</b>	<b>8.1</b>
47 - Footscray	30	30	28	93.3%	7.7
57 - Tarneit	23	23	18	78.3%	8.3
<b>Western District 2</b>	<b>87</b>	<b>84</b>	<b>55</b>	<b>65.5%</b>	<b>9.3</b>
41 - St. Albans	12	12	6	50.0%	10.0
43 - Deer Park	11	11	9	81.8%	7.7
44 - Sunshine	20	20	18	90.0%	7.4
55 - Caroline Springs	19	17	6	35.3%	9.4
56 - Melton	25	24	16	66.7%	9.4
<b>Western District 3</b>	<b>24</b>	<b>23</b>	<b>19</b>	<b>82.6%</b>	<b>8.1</b>
62 - Corio	24	23	19	82.6%	8.1
<b>Total</b>	<b>662</b>	<b>651</b>	<b>580</b>	<b>89.1%</b>	<b>7.8</b>

**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.

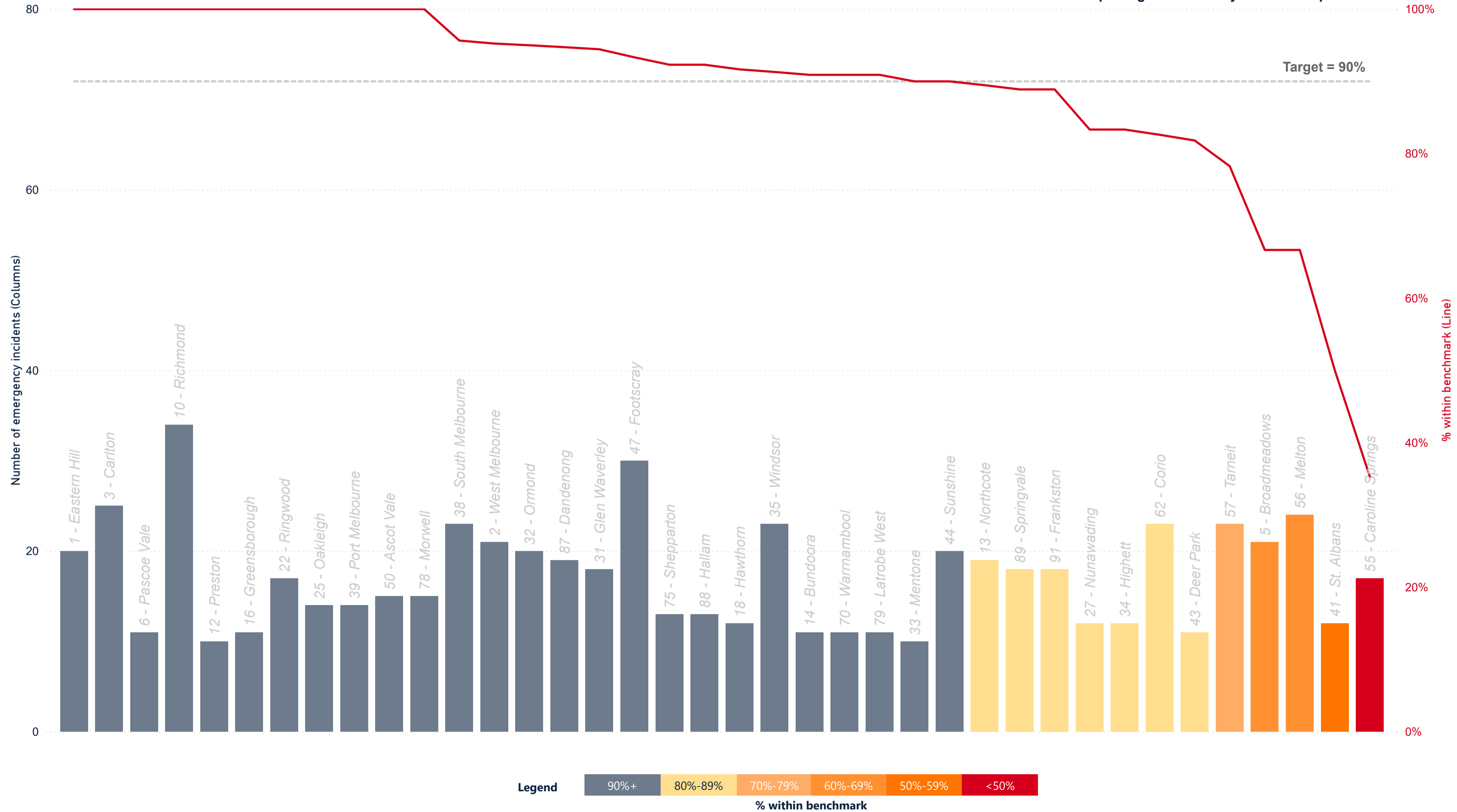


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Emergency Structure Fires - Response Times Meeting Benchmarks

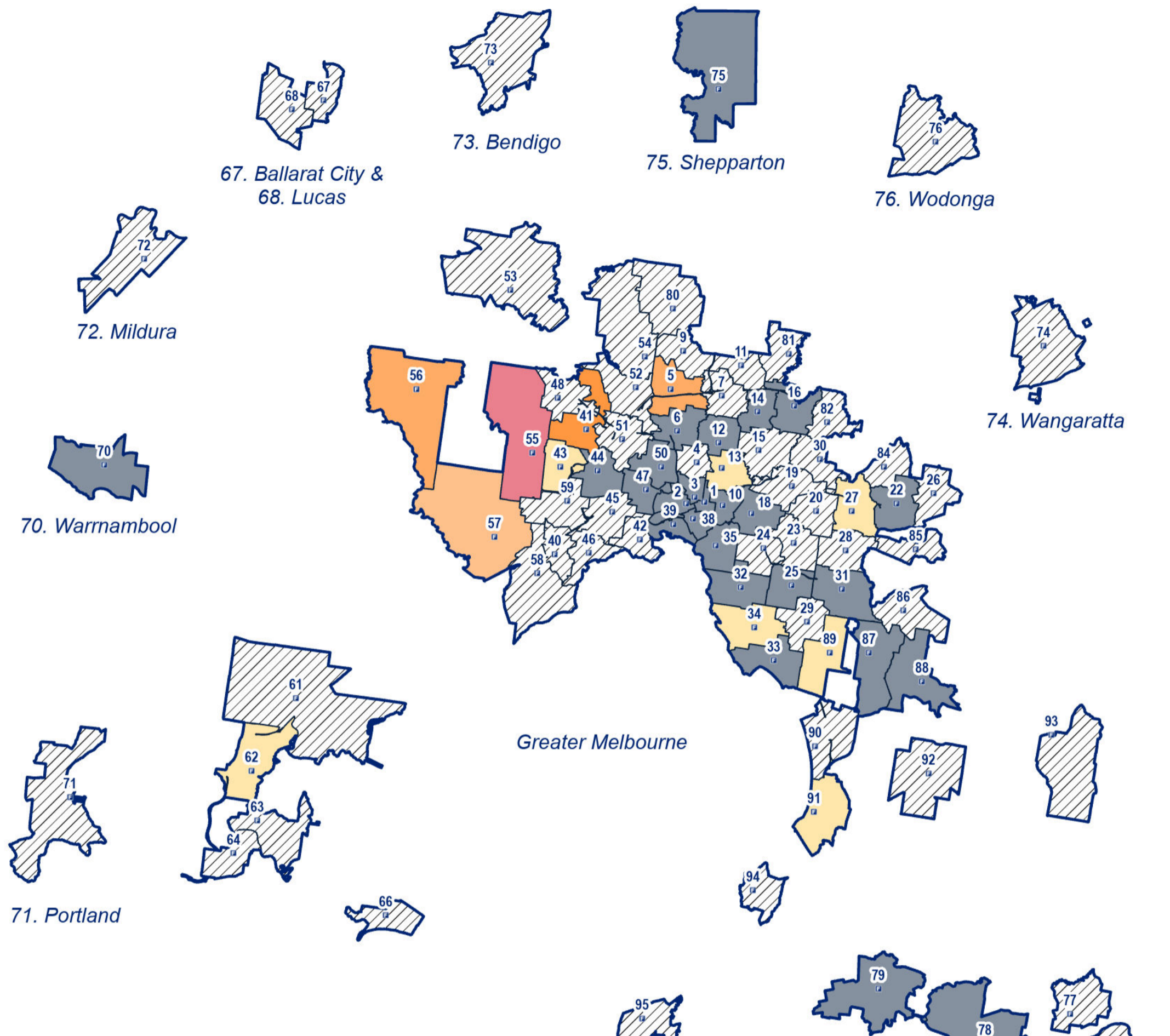
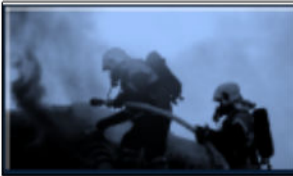
Reporting Period: 1 July 2023 - 30 September 2023



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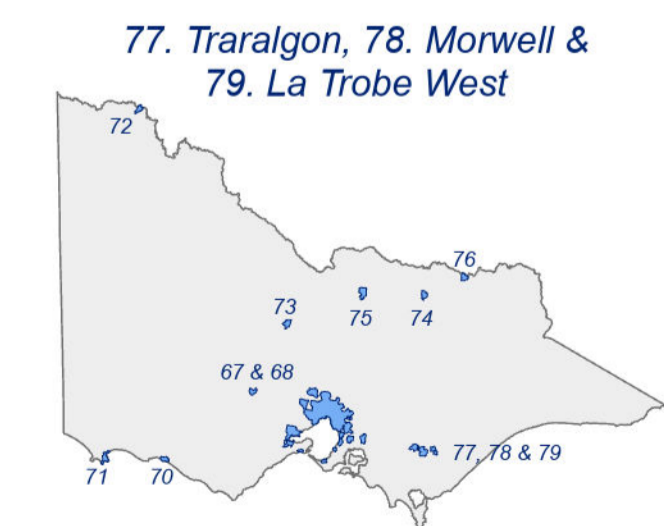
Response time data for Fire Rescue Victoria (FRV) appliances responding to Structure Fires in the FRV Fire District where the FRV appliances are primary appliances (1st appliance onscene), from 1 July 2023 to 30 September 2023



- FRV Fire Station
  - FRV Boundary
  - Maintenance Area
  - SMA with < 10 emergency incidents
- Within Target Percentage
- <50%
  - 50 - 60%
  - 60 - 70%
  - 70 - 80%
  - 80 - 90%
  - 90 - 100%

FRV Business Intelligence & GIS  
 Map produced: December 2023  
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