

# Emergency Response Times - Hazard Class 2



Reporting period: 01 January to 31 March 2023

Hazard Class 2 covers significant urban areas and is primarily residential including commercial centres, clusters of industrial and/or high density community services e.g. schools, correctional facilities, hospitals. CFA has service delivery standards, which specify a response time target for a brigade to attend an emergency incident. The service delivery standard (response time) for Hazard Class 2 is 8 minutes.

## Community Response

These figures represent the service provided to the community by CFA in an emergency

| CFA District | CFA Brigade Area   | Number of incidents within the Brigade Area for the reporting period across all Hazard Classes | Number of emergency incidents within the Brigade Area for the reporting period for Hazard Class 2 | Number of emergency incidents the standard of 8 minutes was met by any brigade | % of emergency incidents the standard of 8 minutes was met by any brigade | The time in which 90% of emergency incidents were responded to by any brigade |
|--------------|--------------------|--|---|--|---|---|
| 02           | Eaglehawk          | 29   | 13  | 6  | 46%   | 09:25   |
| 02           | Kangaroo Flat      | 35   | 17  | 16   | 94%   | 07:26   |
| 06           | Colac              | 47   | 16  | 8  | 50%   | 10:32   |
| 07           | Leopold            | 27   | 14  | 5  | 36%   | 09:56   |
| 07           | Portarlington      | 14   | 10  | 0  | 0%  | 13:54   |
| 07           | Queenscliff        | 19   | 14  | 6  | 43%   | 11:22   |
| 07           | Torquay            | 37   | 26  | 12   | 46%   | 10:09   |
| 08           | Beaconsfield       | 19   | 10  | 8  | 80%   | 08:27   |
| 08           | Berwick            | 122  | 58  | 57   | 98%   | 07:16   |
| 08           | Carrum Downs       | 98   | 65  | 57   | 88%   | 08:32   |
| 08           | Edithvale          | 36   | 21  | 19   | 91%   | 07:02   |
| 08           | Hampton Park       | 93   | 59  | 35   | 59%   | 10:50   |
| 08           | Hastings           | 40   | 13  | 11   | 85%   | 08:52   |
| 08           | Keysborough        | 25   | 18  | 17   | 94%   | 07:53   |
| 08           | Langwarrin         | 37   | 20  | 15   | 75%   | 09:08   |
| 08           | Mt Eliza           | 28   | 12  | 8  | 67%   | 08:53   |
| 08           | Narre Warren       | 54   | 29  | 28   | 97%   | 07:43   |
| 08           | Narre Warren North | 37   | 21  | 19   | 91%   | 07:53   |
| 08           | Noble Park         | 56   | 36  | 36   | 100%  | 06:31   |
| 08           | Officer            | 41   | 16  | 16   | 100%  | 07:23   |
| 08           | Phillip Island     | 38   | 19  | 10   | 53%   | 14:33   |
| 08           | Rye                | 45   | 20  | 11   | 55%   | 10:38   |
| 08           | Sorrento           | 41   | 37  | 21   | 57%   | 10:29   |
| 11           | Bairnsdale         | 69   | 12  | 7  | 58%   | 10:15   |

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| 12           | Seymour              | 38   | 19  | 1  | 5%  | 15:53   |
| 13           | Bayswater            | 48   | 39  | 39   | 100%  | 06:57   |
| 13           | Chirnside Park       | 24   | 19  | 15   | 79%   | 09:52   |
| 13           | Ferntree Gully       | 40   | 28  | 24   | 86%   | 08:10   |
| 13           | Lilydale             | 41   | 23  | 17   | 74%   | 09:14   |
| 13           | Mooroolbark          | 32   | 23  | 20   | 87%   | 08:41   |
| 13           | Scoresby             | 64   | 41  | 35   | 85%   | 08:28   |
| 13           | Upper Ferntree Gully | 24   | 19  | 15   | 79%   | 09:03   |
| 13           | Warrandyte           | 44   | 28  | 23   | 82%   | 09:03   |
| 14           | Diamond Creek        | 21   | 13  | 9  | 69%   | 09:55   |
| 14           | Doreen               | 26   | 13  | 6  | 46%   | 10:44   |
| 14           | Epping               | 83   | 60  | 31   | 52%   | 11:13   |
| 14           | Mernda               | 42   | 32  | 11   | 34%   | 11:21   |
| 14           | Plenty               | 28   | 13  | 11   | 85%   | 08:04   |
| 14           | Werribee             | 128  | 30  | 22   | 73%   | 09:03   |
| 15           | Bacchus Marsh        | 68   | 12  | 12   | 100%  | 07:26   |
| 15           | Ballarat             | 94   | 25  | 18   | 72%   | 09:27   |
| 15           | Sebastopol           | 42   | 27  | 19   | 70%   | 09:02   |
| 15           | Wendouree            | 87   | 31  | 27   | 87%   | 08:06   |
| 16           | Ararat               | 37   | 10  | 3  | 30%   | 17:59   |
| 22           | Mooroopna            | 46   | 21  | 11   | 52%   | 09:27   |
| 24           | Falls Creek          | 32   | 20  | 14   | 70%   | 14:02   |

Footnote:

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Brigade Areas that had less than ten emergency incidents have been excluded.

This information does not contain CFA's response to Emergency Medical Response as CFA is a support agency and CFA has no response time targets for these incidents.

Road Crash Rescue has also been excluded as these incidents are subject to different response protocols and service delivery standards.

For the Community Response columns, where the service delivery standard is met by any brigade, this may be from a CFA brigade outside of its own Brigade Area, FRV or SES Unit.

**Disclaimer:**

This table is provided for information purposes only. The data is accurate as at 17 April 2023 and may be subject to change.