Emergency Response Times - Hazard Class 2

Reporting period: 01 October to 31 December 2018

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.
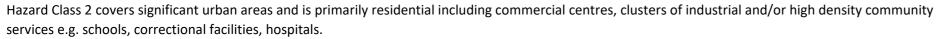CFA has service delivery standards, which specify a response time target for a brigade to attend an emergency incident. The service delivery standard (response time) for Hazard Class 2 is 8 minutes.

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	Community Response These figures represent the service provided to the community by CFA in an emergency			Brigade Area Response These figures represent individual performance of a brigade within their own brigade area, but is not necessarily representative of the service provided to the community by CFA in an emergency		
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02	Bendigo	212	77	74	96%	07:07	74	96%	07:07
02	Kangaroo Flat	38	21	21	100%	07:39	20	95%	07:56
04	Portland	55	15	13	87%	08:48	13	87%	08:48
05	Hamilton	39	10	8	80%	08:13	8	80%	08:13
05	Warrnambool	130	89	86	97%	07:23	86	97%	07:23
06	Colac	41	10	6	60%	09:21	5	50%	09:21
07	Belmont	151	98	90	92%	07:36	88	90%	07:36
07	Corio	199	97	92	95%	07:19	91	94%	07:42
07	Geelong City	265	180	178	99%	06:39	176	98%	06:39
07	Geelong West	21	10	9	90%	07:42	5	50%	NULL
07	Lara	71	34	15	44%	10:10	14	41%	10:50
07	Ocean Grove	28	16	15	94%	04:58	15	94%	04:58
07	Torquay	33	16	6	38%	12:02	7	44%	12:02
08	Berwick	109	28	28	100%	07:04	28	100%	07:04
08	Carrum Downs	78	43	29	67%	09:44	23	54%	09:58
08	Cranbourne	208	105	90	86%	08:44	88	84%	08:51
08	Dandenong	329	169	154	91%	07:52	149	88%	08:10
08	Edithvale	61	25	24	96%	07:51	23	92%	07:52
08	Frankston	320	137	123	90%	08:21	123	90%	08:21
08	Hallam	228	103	96	93%	07:36	93	90%	07:55
08	Hampton Park	75	48	32	67%	10:11	6	13%	15:45
08	Keysborough	25	13	13	100%	07:11	8	62%	NULL
08	Langwarrin	43	18	14	78%	08:36	13	72%	09:25
08	Mornington	99	36	36	100%	06:29	36	100%	06:29

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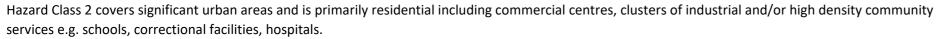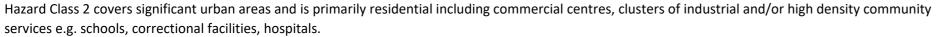CFA has service delivery standards, which specify a response time target for a brigade to attend an emergency incident. The service delivery standard (response time) for Hazard Class 2 is 8 minutes.

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08	Mt Eliza	37	21	21	100%	07:29	14	67%	12:11
08	Narre Warren	50	19	14	74%	08:37	13	68%	08:43
08	Noble Park	61	32	32	100%	06:58	14	44%	09:56
08	Pakenham	122	42	36	86%	08:14	35	83%	09:15
08	Patterson River	106	34	33	97%	06:45	32	94%	07:40
08	Rosebud	81	39	37	95%	07:36	37	95%	07:36
08	Springvale	182	86	79	92%	07:32	74	86%	08:11
08	Wonthaggi	41	15	7	47%	10:02	7	47%	09:58
11	Bairnsdale	43	13	7	54%	10:13	7	54%	10:13
13	Bayswater	39	26	26	100%	06:58	23	89%	08:12
13	Belgrave	24	15	11	73%	08:19	9	60%	09:25
13	Boronia	118	62	61	98%	06:55	59	95%	07:08
13	Chirnside Park	26	15	12	80%	08:35	7	47%	12:28
13	Ferntree Gully	67	34	34	100%	06:26	26	77%	08:12
13	Healesville	44	12	8	67%	09:08	8	67%	09:08
13	Lilydale	52	28	21	75%	08:35	17	61%	10:27
13	Montrose	31	18	16	89%	08:42	15	83%	08:42
13	Mooroolbark	33	24	19	79%	08:26	14	58%	09:49
13	Mt Evelyn	25	12	11	92%	07:56	11	92%	07:56
13	Rowville	83	33	32	97%	06:52	31	94%	06:52
13	Scoresby	88	53	47	89%	08:43	14	26%	13:23
13	The Basin	24	12	7	58%	09:10	5	42%	09:15
13	Upper Ferntree Gully	19	10	7	70%	08:12	6	60%	12:10
13	Upwey	20	11	9	82%	08:05	8	73%	08:10

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13	Warrandyte	40	20	18	90%	07:44	5	25%	12:36
14	Caroline Springs	161	66	52	79%	08:50	46	70%	09:20
14	Craigieburn	168	91	82	90%	07:46	79	87%	08:21
14	Diamond Creek	25	13	11	85%	08:31	10	77%	08:36
14	Eltham	79	49	45	92%	07:38	43	88%	08:34
14	Epping	88	54	38	70%	09:57	21	39%	13:49
14	Greenvale	42	21	15	71%	09:37	11	52%	12:11
14	Hoppers Crossing	164	70	61	87%	08:22	61	87%	08:22
14	Melton	219	105	95	91%	07:59	95	91%	07:59
14	Mernda	39	11	7	64%	09:00	6	55%	09:45
14	Plenty	30	11	9	82%	08:12	8	73%	08:12
14	Point Cook	100	53	48	91%	07:51	48	91%	07:51
14	South Morang	49	26	25	96%	06:11	25	96%	06:11
14	Sunbury	77	33	30	91%	08:01	30	91%	06:27
14	Werribee	128	36	34	94%	06:43	19	53%	10:18
15	Bacchus Marsh	58	28	23	82%	08:50	23	82%	08:46
15	Ballarat	103	30	28	93%	07:43	7	23%	12:49
15	Ballarat City	121	73	72	99%	06:12	72	99%	06:12
15	Lucas	52	22	21	96%	06:28	17	77%	09:29
15	Sebastopol	44	16	15	94%	07:51	7	44%	10:06
15	Wendouree	94	41	28	68%	08:56	13	32%	14:40
16	Stawell	30	11	7	64%	12:10	7	64%	12:10
18	Mildura	157	70	67	96%	06:54	67	96%	06:54
20	Kyabram	23	12	9	75%	08:17	9	75%	08:17
22	Shepparton	184	97	94	97%	06:52	94	97%	06:52
23	Benalla	38	15	8	53%	11:27	8	53%	11:27

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23	Wangaratta	71	12	12	100%	05:36	12	100%	05:36
24	Wodonga	93	42	42	100%	06:27	42	100%	06:27
27	Churchill	28	15	7	47%	11:21	7	47%	10:11
27	Moe	40	21	6	29%	12:12	3	14%	13:37
27	Morwell	99	42	38	91%	06:50	38	91%	06:50
27	Traralgon	76	31	31	100%	06:09	31	100%	06:09

Footnote:

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, MFB or SES Unit.

For the Brigade Area Response columns, where the brigade responded to less than ten emergency incidents within their own Brigade Area a time cannot be calculated for statistical significance and are represented as NULL.

For the Brigade Area Response columns, figures represent the incidents where the brigade was compliant with the relevant service delivery standard. The remaining incidents may include Code 3 responses to emergency incidents.

For the Brigade Area Response columns, figures may include Code 1 and Code 3 responses to emergency incidents.

This table may contain data for MFB stations responding as a CFA Brigade where MFB has moved up to support a CFA integrated brigade.

Disclaimer:

This table is provided for information purposes only. The data is accurate as at 14 Jan 2019 and may be subject to change.