Emergency Response Times - Hazard Class 2

Reporting period: 01 April to 30 June 2017

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			Brigade Area Response		
				Number of incidents the standard of 8 minutes was met by any brigade	% of 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	Number of times the standard of 8 minutes was met by the CFA brigade within their own Brigade Area	% of times the standard of 8 minutes was met by the CFA brigade within their own Brigade Area	The time in which 90% of emergency incidents were responded to by the brigade within their own Brigade Area
02	Bendigo	171	90	88	98%	06:48	88	98%	06:48
02	Castlemaine	31	22	6	27%	10:11	6	27%	10:58
02	Golden Square	16	11	10	91%	07:48	8	73%	10:50
02	Kangaroo Flat	31	16	12	75%	09:41	9	56%	10:13
04	Portland	34	14	10	71%	09:51	10	71%	09:51
05	Hamilton	26	18	15	83%	08:07	15	83%	08:07
05	Warrnambool	115	77	69	90%	08:01	69	90%	08:01
06	Colac	39	15	11	73%	09:50	11	73%	09:50
07	Belmont	133	78	75	96%	07:24	71	91%	07:42
07	Corio	229	144	133	92%	08:00	128	89%	08:03
07	Drysdale	24	13	4	31%	11:39	4	31%	11:39
07	Geelong City	224	131	125	95%	06:50	125	95%	06:50
07	Geelong West	17	11	10	91%	07:13	5	46%	08:51
07	Lara	67	37	8	22%	14:43	6	16%	15:17
07	Ocean Grove	19	11	11	100%	05:47	11	100%	06:59
08	Berwick	83	23	23	100%	07:22	23	100%	07:22
08	Cranbourne	199	88	85	97%	07:10	84	96%	07:12
08	Dandenong	342	163	138	85%	08:35	137	84%	08:47
08	Edithvale	38	18	13	72%	09:02	6	33%	11:33
08	Frankston	254	93	88	95%	07:15	87	94%	07:09
08	Hallam	247	92	86	94%	07:29	84	91%	07:34
08	Hampton Park	63	32	20	63%	08:25	2	6%	16:11
08	Langwarrin	42	12	11	92%	07:51	9	75%	09:23
08	Mornington	81	31	31	100%	05:50	31	100%	05:50
08	Mt Eliza	34	21	16	76%	08:28	10	48%	09:24
08	Narre Warren	45	19	17	90%	08:01	14	74%	09:25
08	Noble Park	53	16	15	94%	07:23	10	63%	08:51
08	Pakenham	116	48	45	94%	07:28	46	96%	07:21
08	Patterson River	123	42	42	100%	06:34	42	100%	06:34
08	Phillip Island	41	20	6	30%	12:04	6	30%	12:04
08	Rosebud	76	29	26	90%	08:13	26	90%	08:13
08	Springvale	179	73	67	92%	07:41	60	82%	08:27
08	Wonthaggi	39	24	9	38%	15:36	9	38%	15:07
10	Sale	54	22	6	27%	11:35	6	27%	11:35
11	Bairnsdale	51	21	17	81%	08:23	17	81%	08:23
13	Bayswater	43	19	19	100%	06:42	14	74%	13:22
13	Boronia	120	62	62	100%	05:53	60	97%	06:02
13	Chirnside Park	18	14	9	64%	09:14	3	21%	09:43
13	Ferntree Gully	53	36	36	100%	07:26	29	81%	08:28
13	Healesville	29	12	11	92%	07:52	11	92%	07:52
13	Lilydale	30	19	11	58%	10:07	10	53%	10:07
13	Mooroolbark	31	23	14	61%	09:30	9	39%	10:46
13	Rowville	60	28	28	100%	06:20	28	100%	06:20
13	Scoresby	76	48	42	88%	09:11	13	27%	11:51
13	South Warrandyte	26	13	10	77%	08:19	8	62%	08:19
13	Upper Ferntree Gully	21	13	12	92%	07:47	11	85%	08:10
13	Upwey	14	10	4	40%	08:31	4	40%	08:40
13	Warrandyte	38	21	17	81%	08:23	7	33%	13:44
14	Caroline Springs	140	63	40	64%	09:12	37	59%	09:48
14	Craigieburn	135	64	53	83%	08:59	50	78%	08:59
14	Diamond Creek	21	10	8	80%	10:05	6	60%	17:34
14	Eltham	48	28	28	100%	07:19	26	93%	07:55
14	Epping	63	32	22	69%	10:18	11	34%	14:45
14	Hoppers Crossing	124	69	67	97%	06:51	67	97%	06:48
14	Melton	140	88	75	85%	08:51	75	85%	08:51
14	Point Cook	61	33	30	91%	07:55	29	88%	07:51
14	Sunbury	62	26	25	96%	07:52	25	96%	07:52
14	Werribee	97	24	24	100%	07:15	16	67%	09:54
14	Wyndham Vale	42	24	16	67%	08:35	16	67%	08:35
15	Bacchus Marsh	44	15	13	87%	08:39	13	87%	08:38
15	Ballarat	84	42	36	86%	08:42	18	43%	10:37
15	Ballarat City	129	93	91	98%	06:53	91	98%	06:53
15	Sebastopol	55	34	24	71%	09:55	15	44%	11:53
15	Wendouree	51	33	29	88%	08:28	10	30%	13:21
18	Mildura	112	59	59	100%	07:27	59	100%	07:27
22	Shepparton	164	65	62	95%	07:00	62	95%	07:00
23	Benalla	29	15	6	40%	10:22	6	40%	10:22
23	Wangaratta	75	44	42	96%	06:11	42	96%	06:11
24	Wodonga	87	48	46	96%	06:18	46	96%	06:18
27	Churchill	18	10	4	40%	10:27	4	40%	NULL
27	Moe	34	25	4	16%	11:28	4	16%	11:28
27	Morwell	87	48	47	98%	06:00	47	98%	06:00
27	Newborough	15	11	5	46%	11:01	4	36%	NULL
27	Traralgon	80	44	44	100%	06:29	44	100%	06:29

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

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 a CFA brigade outside of the Brigade Area, MFB Station or SES Unit.

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

This table may contain data for MFB stations responding as a CFA Brigade into its own Brigade Area 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 20 October 2017 and may be subject to change.