How does CFA collect its response time data?

Response time data at CFA is collected through the Fire & Incident Reporting System (FIRS), which collects data on all incidents that CFA responds to.

Brigades lodge a FIRS report for all incident responses, including structure and non-structure fires, grass & shrub fires, good intent calls, false alarms and support to external agencies (including MFB, DELWP, SES, AV etc).

Each FIRS report contains the location of the incident, the response time for each fire truck responding to the incident and other information to help CFA understand the causes and consequences of the incident, including details of any injuries from the incident, the magnitude of property damage and ignition factors for fire incidents. This information is used by CFA to calculate response times and percentage compliance with response time targets, and to build understanding of causes and consequences.

Continuous improvement of data quality

CFA checks and validates the data that is collected from Brigades. Through this process there is a commitment to undergo continuous improvement that ensures that the data that is published is accurate.

How do I read this table?

The table is divided into CFA's operational districts. The map below shows the districts across CFA.

cfa.vic.gov.au
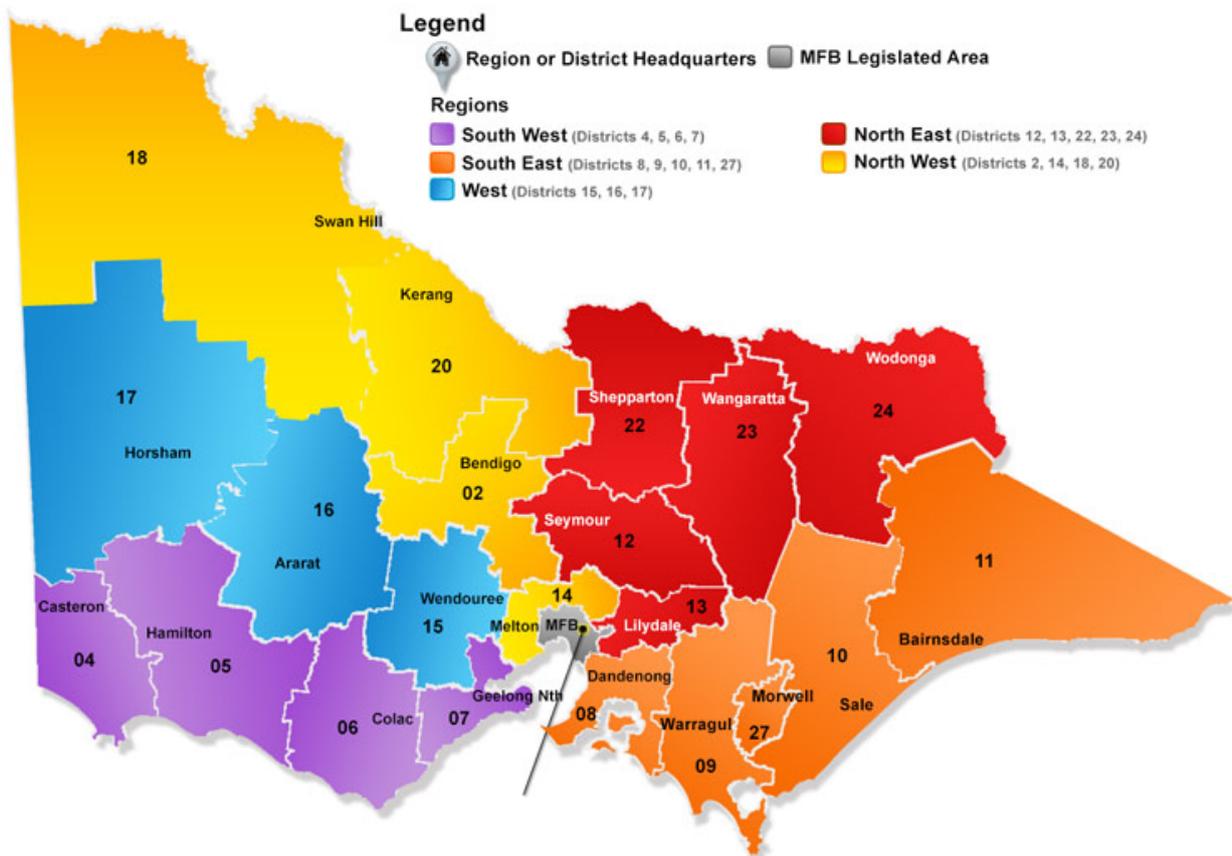
How does CFA collect its response time data?

Brigade areas are listed alphabetically within each district. Only those brigade areas that had more than 10 emergency incidents in the reporting period will be listed.

For each brigade area, the report provides several measures:

1. Column 3, *Number of Incidents in Brigade Area*, provides the total count of incidents that CFA was dispatched to in the reporting period. This will include all incidents in which a member of the community called 000 and a fire truck was sent, including structure fires, shrub and bush fires, vehicle or other fires, road accident rescues, good intent calls and emergency medical responses where CFA has been dispatched to support Ambulance Victoria. This number will include all false alarms, where CFA is dispatched but an emergency has not occurred.

2. Column 4, *Number of SDS Incidents in Brigade Area*, provides the count of the emergency incidents that CFA was dispatched to where we were required to comply with a Service Delivery Standard (SDS). Not all incidents that CFA is dispatched to are emergency incidents, for example, Good Intent Calls and shrub fires that are not near property and pose no immediate risk to life. There are also some emergency incidents that CFA responds to where there is no SDS, for example, Emergency Medical Response (EMR). While CFA will respond immediately to all EMR calls, as a support agency, CFA does not have a SDS for these responses.

3. Column 5 and 6, *Community Compliance*, provides the percentage of times where the community received a service within the applicable SDS. This service could have been a brigade arriving within its own brigade area, a neighbouring CFA brigade arriving in the brigade area or an MFB fire truck arriving in the brigade area. This is the best measure of the level of compliant service that the community received for the reporting period.

4. Column 7 and 8, *Brigade Area Compliance*, provides the percentage of times where the brigade met the applicable SDS within its own brigade area.

5. Column 9, *Community 90th Percentile*, provides the time in which 90% of emergency incidents were responded to by any brigade in the brigade area.

6. Column 10, *Brigade Area 90th Percentile*, provides the time in which 90% of emergency incidents were responded to by the brigade within its own area.

What are Service Delivery Standards?

CFA has Service Delivery Standards (SDS) which set targets for response time to an emergency incident. SDS change depending on the hazard class of an emergency incident:

- For Hazard Class 2, the SDS is 8 minutes
- For Hazard Class 3, the SDS is 10 minutes
- For Hazard Class 4, the SDS is 20 minutes

What is "Brigade Area Compliance" and "Brigade Area 90th Percentile"?

Brigade Area measurements are measures of how quickly a brigade responds to emergency incidents within its own area of operation – these are broken down into Brigade Area Compliance and Brigade Area 90th Percentile. CFA uses these measures to identify brigades that may be struggling to meet service delivery in their community, so that appropriate action can be taken to build emergency response capability.

How does CFA collect its response time data?

Brigade Area Compliance provides a percentage compliance with SDS for that brigade within its own area. A brigade area with a 'Brigade Area Compliance' of 85% means that the brigade in that area responded to 85% of all SDS incidents within the relevant time standard.

The Brigade Area 90th Percentile provides the time in which 90% of emergency incidents were responded to by the brigade within its own area. A brigade area with a 'Brigade Area 90th Percentile' of 7.48 means that the brigade responded to 90% of emergency incidents within its brigade area in 7 minutes 48 seconds.

What is "Community Compliance" and "Community 90th Percentile"?

Community measurements are measures of how quickly the community can expect to receive an emergency response from CFA – these are broken down into Community Compliance and Community 90th Percentile. CFA uses these measures to provide assurance to the community. They are also the best way for the community to tell how quickly they are likely to receive a fire truck in the case of an emergency.

Community Compliance provides a percentage compliance with SDS for an emergency incident response. A brigade area with a 'Community Compliance' of 98% means that SDS was met in 98% of emergency incidents.

Community 90th Percentile provides the time in which the community received a fire truck in 90% of emergency incidents. This is the best measure of the timing of emergency response services CFA provides to the community. A brigade area with a 'Community 90th Percentile' of 6.48 means that the community received a fire truck within 6 minutes 48 seconds in 90% of emergency incidents.

Why are all Brigade Areas not listed?

If the brigade area had less than 10 emergency incidents in the reporting period, the brigade area will not be included in the report.

Brigade areas with less than 10 emergency incidents in the reporting period are excluded to ensure the statistical validity of the report. For brigade areas with low emergency incident responses, calculating the community and brigade area compliance will not provide a valid indication of service delivery.