# Emergency Response Times - Hazard Class 3

Reporting period: 01 January to 31 March 2020

Hazard Class 3 covers all urban areas that are not included in Hazard Class 2 and includes predominantly residential occupancies and small industries.
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 3 is 10 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 3 | 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 | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Number of emergency incidents the standard of 10 minutes was met by any brigade | % of emergency incidents the standard of 10 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 10 minutes was met by the CFA brigade within their own Brigade Area | % of times the standard of 10 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 | 205 | 24 | 24 | 100% | 06:53 | 24 | 100% | 06:53 |
| 02 | Gisborne | 23 | 11 | 6 | 55% | 12:00 | 7 | 64% | 12:00 |
| 06 | Apollo Bay | 23 | 11 | 11 | 100% | 07:49 | 11 | 100% | 07:49 |
| 07 | Leopold | 35 | 24 | 23 | 96% | 09:33 | 22 | 92% | 09:43 |
| 08 | Beaconsfield | 34 | 10 | 9 | 90% | 07:36 | 8 | 80% | NULL |
| 08 | Berwick | 108 | 31 | 30 | 97% | 08:41 | 30 | 97% | 08:47 |
| 08 | Dromana | 49 | 14 | 12 | 86% | 10:42 | 9 | 64% | 12:28 |
| 08 | Frankston | 304 | 14 | 14 | 100% | 07:28 | 14 | 100% | 07:24 |
| 08 | Hastings | 60 | 32 | 29 | 91% | 09:26 | 27 | 84% | 09:26 |
| 08 | Narre Warren | 58 | 12 | 12 | 100% | 09:27 | 11 | 92% | 12:41 |
| 08 | Narre Warren North | 35 | 13 | 12 | 92% | 08:51 | 11 | 85% | 10:13 |
| 08 | Officer | 34 | 14 | 13 | 93% | 07:24 | 8 | 57% | 12:51 |
| 08 | Pakenham | 136 | 15 | 14 | 93% | 09:38 | 12 | 80% | 09:38 |
| 08 | Phillip Island | 37 | 10 | 6 | 60% | 13:12 | 6 | 60% | 13:12 |
| 08 | Rosebud | 85 | 26 | 26 | 100% | 07:22 | 26 | 100% | 07:22 |
| 08 | Rye | 55 | 17 | 15 | 88% | 11:02 | 13 | 77% | 11:42 |
| 08 | Sorrento | 32 | 18 | 14 | 78% | 10:57 | 13 | 72% | 10:57 |
| 09 | Drouin | 26 | 12 | 9 | 75% | 10:33 | 9 | 75% | 10:33 |
| 10 | Sale | 59 | 17 | 16 | 94% | 09:58 | 16 | 94% | 09:58 |
| 11 | Lakes Entrance | 22 | 14 | 2 | 14% | 14:56 | 2 | 14% | 14:56 |
| 12 | Kilmore | 28 | 16 | 15 | 94% | 09:42 | 15 | 94% | 09:42 |
| 12 | Wallan | 41 | 10 | 3 | 30% | 12:11 | 3 | 30% | 12:11 |
| 13 | Montrose | 29 | 13 | 12 | 92% | 08:17 | 12 | 92% | 08:19 |
| 14 | Caroline Springs | 174 | 22 | 21 | 96% | 09:09 | 19 | 86% | 10:47 |
| 14 | Craigieburn | 196 | 16 | 14 | 88% | 10:09 | 13 | 81% | 10:09 |
| 14 | Doreen | 41 | 18 | 18 | 100% | 09:15 | 17 | 94% | 09:51 |
| 14 | Kal Kallo | 41 | 13 | 11 | 85% | 10:28 | 5 | 39% | 15:29 |
| 14 | Rockbank | 30 | 10 | 8 | 80% | 10:11 | 1 | 10% | NULL |
| 14 | Tarneit | 253 | 41 | 38 | 93% | 09:34 | 34 | 83% | 10:10 |
| 14 | Werribee | 138 | 26 | 24 | 92% | 09:35 | 22 | 85% | 09:23 |

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| 14 | Wollert & District | 30 | 15 | 5 | 33% | 15:35 | 2 | 13% | 16:18 |
| 14 | Wyndham Vale | 48 | 17 | 16 | 94% | 09:59 | 16 | 94% | 09:59 |
| 15 | Ballan | 25 | 12 | 11 | 92% | 09:02 | 11 | 92% | 07:31 |
| 15 | Ballarat | 114 | 10 | 10 | 100% | 08:09 | 4 | 40% | NULL |
| 15 | Buninyong-Mt Helen | 22 | 13 | 13 | 100% | 09:27 | 13 | 100% | 09:27 |
| 15 | Creswick | 27 | 12 | 10 | 83% | 10:40 | 10 | 83% | 10:40 |
| 15 | Wendouree | 72 | 18 | 18 | 100% | 09:33 | 15 | 83% | 11:55 |
| 16 | Ararat | 43 | 12 | 6 | 50% | 11:38 | 6 | 50% | 11:38 |
| 16 | Langi Kal Kal | 22 | 11 | 2 | 18% | 18:25 | 0 | 0% | 19:23 |
| 18 | Swan Hill | 34 | 13 | 12 | 92% | 09:07 | 12 | 92% | 09:07 |
| 20 | Rochester | 20 | 11 | 11 | 100% | 07:22 | 11 | 100% | 07:22 |
| 22 | Yarrawonga | 24 | 11 | 11 | 100% | 09:30 | 11 | 100% | 09:30 |
| 24 | Wodonga | 103 | 19 | 16 | 84% | 13:50 | 15 | 79% | 18:31 |

**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 15 April 2020 and may be subject to change.