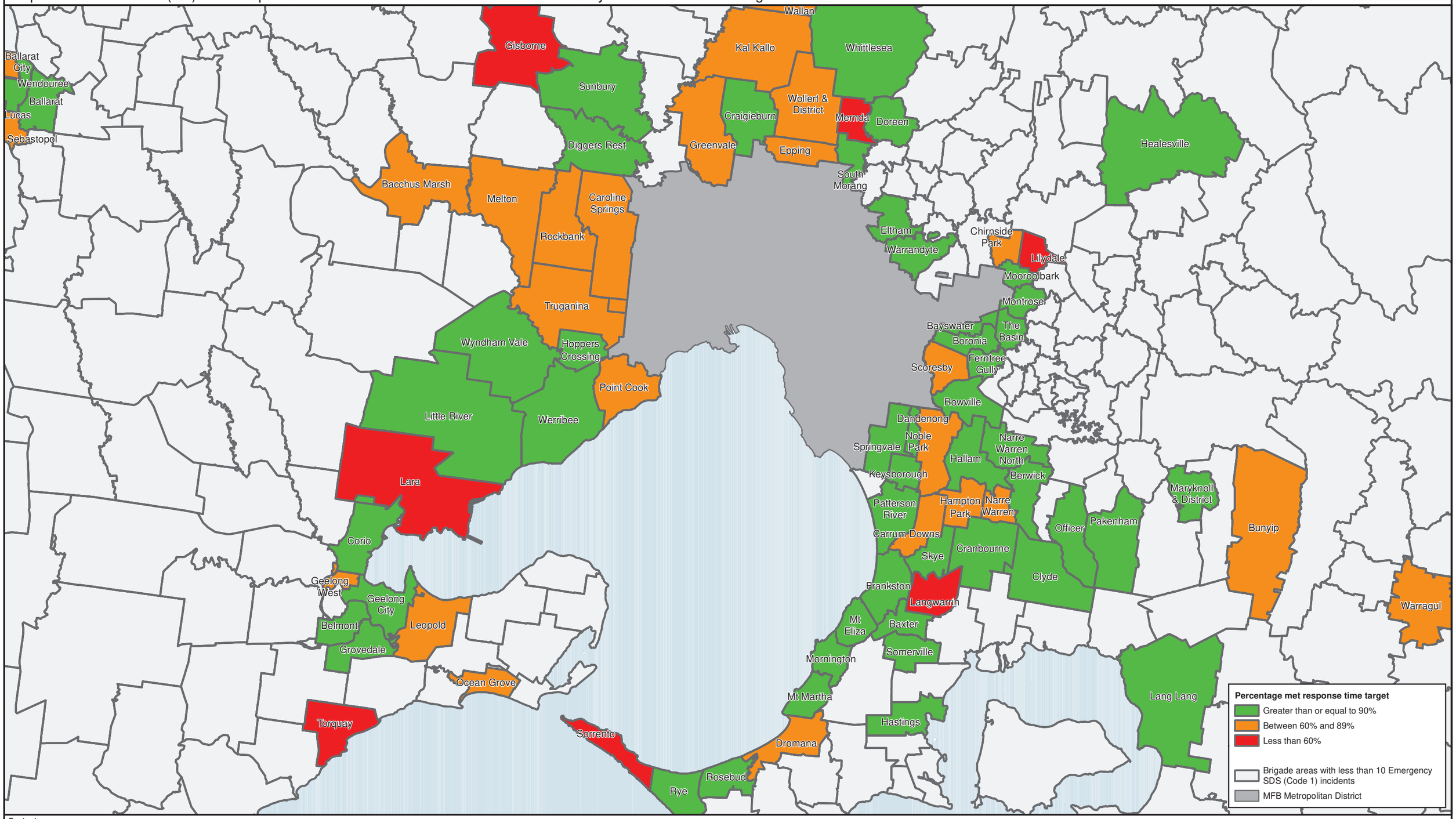
Community Emergency Response Times - Greater Melbourne

CFA has service delivery standards, which specify a response time target to attend an emergency incident. There are different service delivery standards (response times) across the State, depending on the hazards and risks within a geographic area.

This map shows the percentage of incidents where the community received a response within the applicable service delivery standard in a brigade area across all hazard classes for the period of 1 April to 30 June 2019 (Q4). This map shows the timeliness of the service the community received within the brigade area.



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.
This map contains an aggregate of response time compliance across Hazard Class 2, 3 and 4.
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.
This map may contain data for MFB stations responding as a CFA Brigade where MFB has moved up to support a CFA integrated brigade.

Disclaimer:
This map is provided for information purposes only. The data is accurate as at 16 July 2019 and may be subject to change. Due to protected industrial action at ESTA, some arrival times and incident types were not recorded in quarter four of 2018-19. The period impacted has been excluded from the reported data. CFA recommends caution in the analysis and use of this data set as it is incomplete. CFA's ability to provide timely operational responses and maintain community safety in this period was not impacted.

N

0 5 10 20 30 40 Kilometers

Date Prepared: 28/11/2019