

# Emergency Response Times - Hazard Class 3

Reporting period: 01 January to 30 March 2018

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			Brigade Area Response		
				These figures represent the service provided to the community by CFA in an emergency			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 incidents where the standard of 10 minutes was met by any brigade	% of incidents where 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 incidents where the standard of 10 minutes was met by the CFA brigade within their own Brigade Area	% of incidents where 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	210	32	31	97%	06:53	31	97%	06:53
06	Apollo Bay	18	10	10	100%	07:08	10	100%	07:08
07	Lara	68	16	15	94%	16:16	15	94%	23:23
07	Leopold	22	14	14	100%	09:26	14	100%	09:32
08	Baxter	54	12	9	75%	14:13	7	58%	10:03
08	Berwick	118	36	36	100%	09:02	35	97%	09:02
08	Carrum Downs	91	18	18	100%	09:22	15	83%	09:18
08	Dromana	61	10	9	90%	08:19	9	90%	09:33
08	Frankston	343	44	41	93%	08:43	41	93%	08:57
08	Hallam	246	22	20	91%	08:50	19	86%	08:50
08	Hastings	63	27	26	96%	08:29	25	93%	08:36
08	Mornington	103	15	15	100%	05:30	13	87%	05:30
08	Narre Warren	52	12	12	100%	09:02	12	100%	09:02
08	Officer	32	16	16	100%	09:14	6	38%	12:15
08	Pakenham	118	17	16	94%	07:37	16	94%	07:37
08	Rye	60	26	21	81%	10:21	20	77%	11:47
08	Skye	54	23	20	87%	10:03	15	65%	11:43
08	Somerville	34	10	10	100%	08:01	10	100%	08:01
08	Sorrento	36	12	9	75%	11:00	8	67%	11:00
09	Drouin	37	21	17	81%	10:53	17	81%	11:09
09	Warragul	51	17	16	94%	09:55	16	94%	09:43
11	Lakes Entrance	28	19	4	21%	15:48	4	21%	16:48
12	Seymour	35	16	9	56%	14:25	9	56%	14:25
12	Wallan	39	13	9	69%	10:54	9	69%	10:54
14	Caroline Springs	215	25	23	92%	09:08	22	88%	10:10
14	Doreen	34	12	12	100%	08:25	12	100%	08:27
14	Hoppers Crossing	159	17	17	100%	08:01	17	100%	08:01
14	Mernda	54	11	9	82%	10:12	8	73%	10:19
14	Truganina	87	37	33	89%	10:04	14	38%	12:48
14	Werribee	125	38	34	90%	10:08	32	84%	10:23
14	Wollert & District	24	16	13	81%	11:14	6	38%	19:49
15	Bacchus Marsh	58	25	24	96%	08:38	23	92%	08:38
15	Ballarat	98	20	19	95%	09:19	13	65%	11:32
15	Buninyong	29	17	17	100%	09:05	17	100%	09:09
18	Red Cliffs	23	11	8	73%	10:42	8	73%	10:42
18	Swan Hill	31	13	12	92%	08:31	12	92%	08:31
20	Echuca	46	14	14	100%	08:32	14	100%	08:32
22	Mooroopna	44	11	7	64%	10:08	7	64%	10:41
22	Shepparton	168	14	13	93%	09:10	12	86%	09:10
22	Yarrawonga	24	11	10	91%	09:16	10	91%	09:16
23	Wangaratta	71	20	18	90%	09:22	19	95%	09:22
24	Beechworth	19	10	9	90%	09:37	9	90%	09:37
24	Wodonga West	17	10	10	100%	06:53	7	70%	NULL

**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 2018 and may be subject to change.