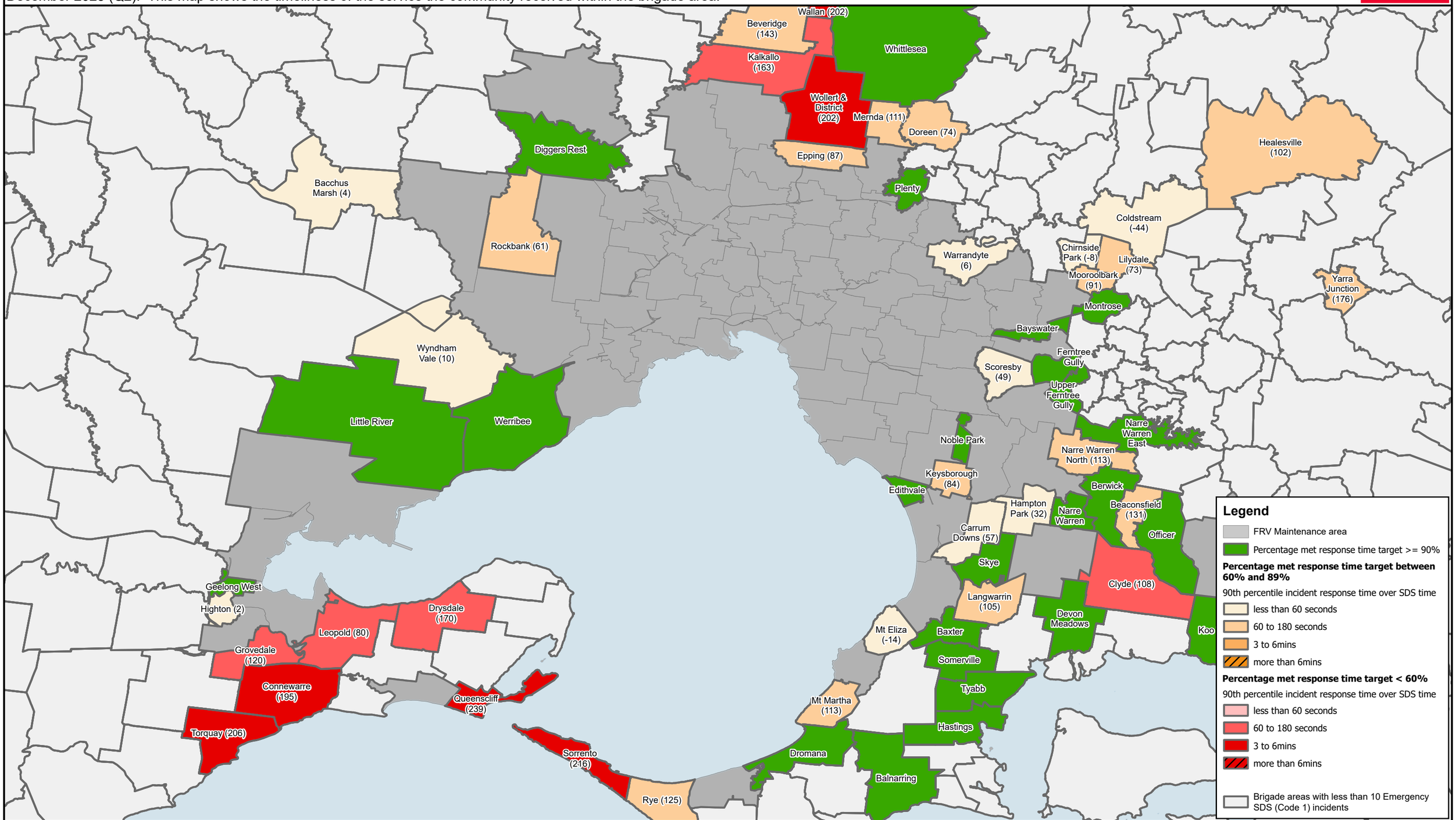
Community Emergency Response Times - Greater Melbourne

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 (SDS) in a brigade area across all hazard classes for the period of 1 October to 31 December 2025 (Q2). This map shows the timeliness of the service the community received within the brigade area.



Legend

- FRV Maintenance area
- Percentage met response time target >= 90%

Percentage met response time target between 60% and 89%

90th percentile incident response time over SDS time

- less than 60 seconds
- 60 to 180 seconds
- 3 to 6mins
- more than 6mins

Percentage met response time target < 60%

90th percentile incident response time over SDS time

- less than 60 seconds
- 60 to 180 seconds
- 3 to 6mins
- more than 6mins

Brigade areas with less than 10 Emergency SDS (Code 1) incidents

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, FRV or SES Unit.
This map may contain data from other fire services responding into CFA areas.

Disclaimer:

This map is provided for information purposes only. The data is accurate as at 16 January 2026 and may be subject to change.

N

0 5.5 11 22 33 44 Kilometers

Date Prepared: 4/02/2026