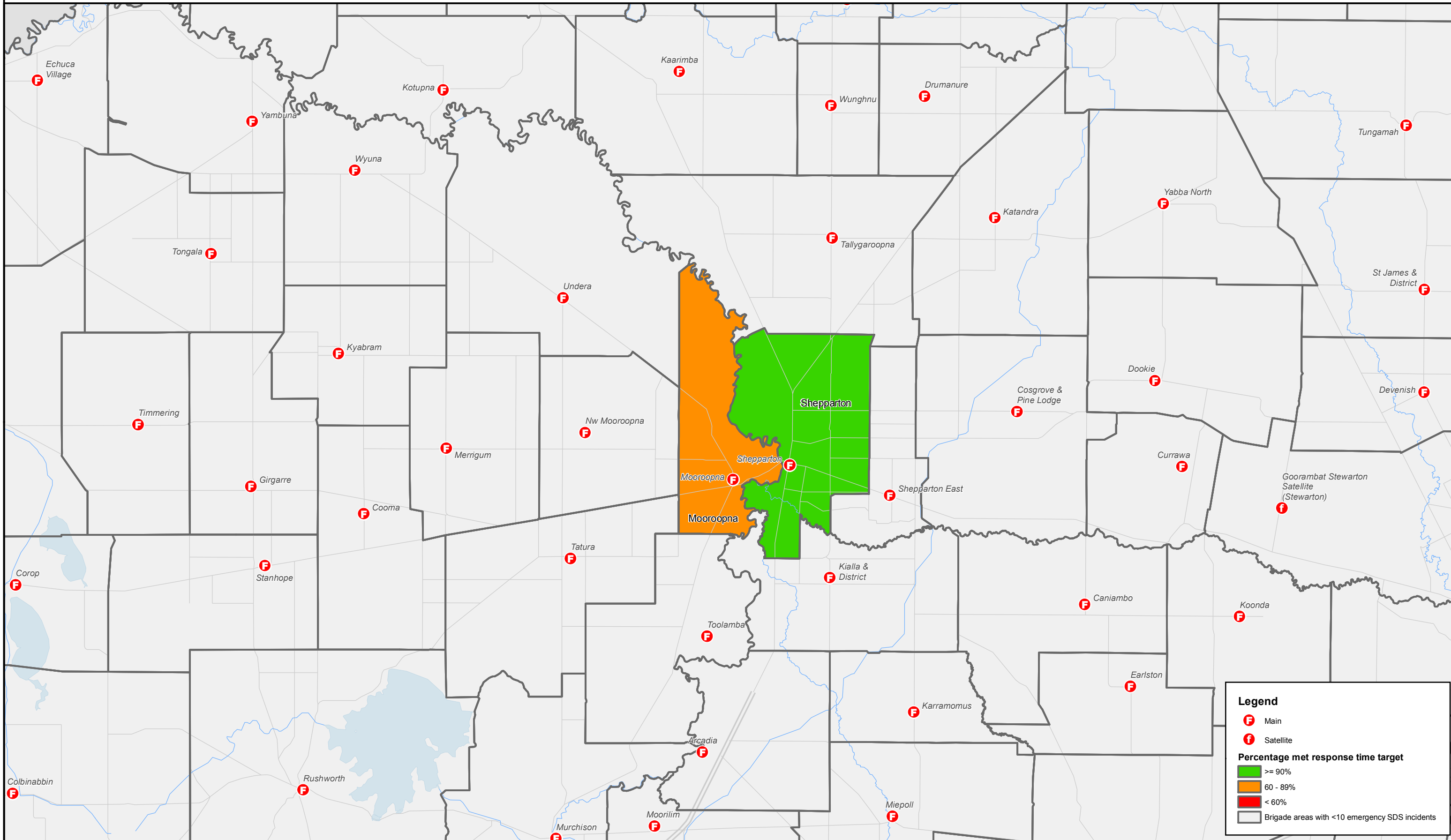


# Brigade Area Emergency Response Times - Shepparton Regional City

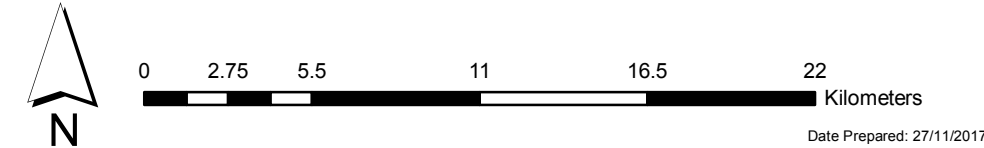


CFA has service delivery standards, which specify a response time target to attend an emergency incident. There are different service delivery standards (response times) across the State, depending on the hazards and risks within a geographic area.

This map shows the percentage of incidents where a brigade met the response time target within its own brigade area across all hazard classes for the period of 01 July to 30 September 2017 (Q1). This map represents the individual performance of a brigade within their own area, but does not show the total service provided to the community as other brigades may respond into a neighbouring brigade.



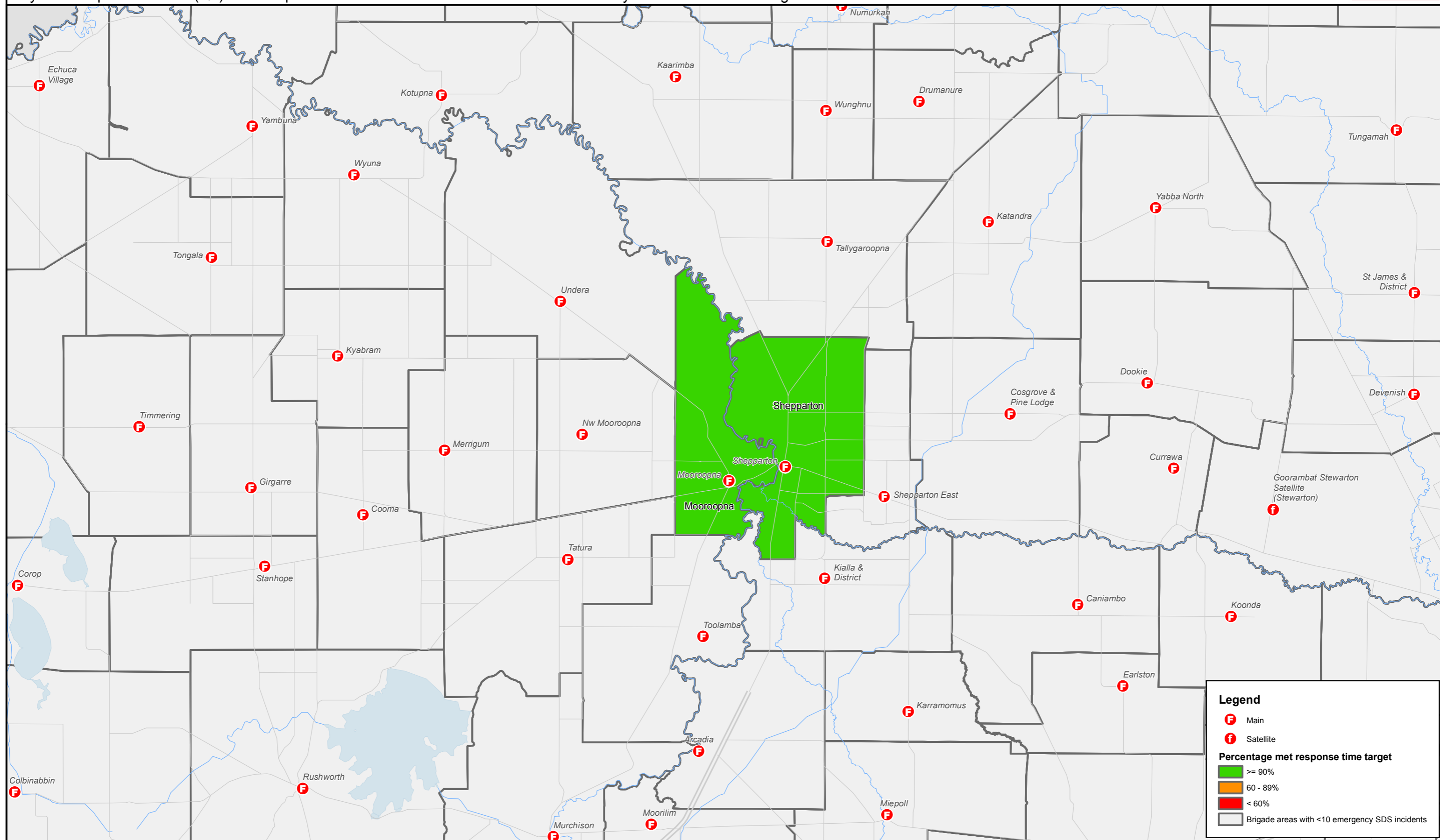
**Footnote:**  
 Brigade Areas that had less than ten emergency incidents have been excluded.  
 This information does not contain CFA's response to Emergency Medical Response as CFA is a support agency and CFA has no response time targets for these incidents.  
 Road Crash Rescue has also been excluded 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.  
 This map may contain data for MFB stations responding as a CFA Brigade into its own Brigade Area 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 6th November 2017 and may be subject to change.



# Community Emergency Response Times - Shepparton Regional City

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 01 July to 30 September 2017 (Q1). 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.  
 This map may contain data for MFB stations responding as a CFA Brigade into its own Brigade Area 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 6th November 2017 and may be subject to change.