

Emergency Response Times - Hazard Class 3



Reporting period: 01 April to 30 June 2019

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	130	10	10	100%	06:46	10	100%	06:46
02	Kyneton	19	13	7	54%	12:22	7	54%	12:22
07	Belmont	101	12	11	92%	06:28	11	92%	06:28
07	Leopold	18	10	9	90%	09:55	8	80%	09:55
08	Berwick	92	31	30	97%	08:21	29	94%	08:33
08	Frankston	236	15	15	100%	06:37	15	100%	06:37
08	Hastings	30	18	18	100%	08:47	18	100%	09:23
08	Narre Warren	42	11	11	100%	09:32	11	100%	09:32
08	Officer	24	11	11	100%	07:31	7	64%	NULL
08	Pakenham	87	12	11	92%	09:23	11	92%	09:23
08	Rye	24	12	12	100%	09:13	12	100%	09:20
08	San Remo	18	10	3	30%	14:45	2	20%	14:45
11	Bairnsdale	49	15	13	87%	10:57	12	80%	11:32
12	Seymour	23	14	5	36%	13:57	5	36%	12:13
12	Wallan	27	10	5	50%	13:23	5	50%	15:43
14	Caroline Springs	119	14	14	100%	08:49	12	86%	11:50
14	Truganina	67	35	27	77%	11:13	14	40%	15:33
14	Werribee	67	17	17	100%	07:49	16	94%	09:03
14	Wollert & District	23	11	3	27%	12:25	1	9%	NULL
15	Ballarat	87	26	25	96%	09:25	13	50%	16:03
15	Creswick	22	11	9	82%	10:17	9	82%	10:17
24	Wodonga	89	15	15	100%	07:16	15	100%	06:01

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.

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				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		
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	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

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 16 Apr 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.