



**Response time data for Fire Rescue Victoria (FRV) appliances responding to Structure Fires in the FRV Fire District where the FRV appliances are primary appliances (1st appliance onscene)**



Emergency Structure Fires meeting benchmark by Station Maintenance Area

Reporting Period: 1 October 2022 - 31 December 2022

Primarily residential structure fires including commercial centres, industrial and/or community services e.g. schools, facilities, hospitals.

FRV has service delivery standards, which specify a response time target for a station to attend an emergency incident. The service delivery standard (response time) for Structure Fire is 7.7 minutes.

FRV District	FRV Station Maintenance Area	Number of incidents within the Station Maintenance Area for the reporting period	Number of emergency incidents within the Station Maintenance Area for the reporting period	Number of emergency incidents the standard of 7.7 minutes was met by any station	% of emergency incidents the standard of 7.7 minutes was met by any station	The time in minutes in which 90% of emergency incidents were responded to by any station
Central District	1 - Eastern Hill	32	32	31	96.9%	5.6
Central District	2 - West Melbourne	24	24	23	95.8%	6.4
Central District	3 - Carlton	34	33	33	100.0%	5.7
Northern District	5 - Broadmeadows	15	15	12	80.0%	8.1
Northern District	7 - Thomastown	14	14	10	71.4%	10.4
Northern District	9 - Somerton	10	10	7	70.0%	8.9
Central District	10 - Richmond	34	33	33	100.0%	6.3
Northern District	12 - Preston	15	14	14	100.0%	6.7
Central District	13 - Northcote	15	15	14	93.3%	7.4
Northern District	14 - Bundoora	10	10	10	100.0%	6.9
Northern District	15 - Heidelberg	18	18	17	94.4%	6.5
Central District	18 - Hawthorn	17	16	15	93.8%	7.1
Eastern District	19 - North Balwyn	14	14	12	85.7%	7.9
Eastern District	20 - Box Hill	15	15	14	93.3%	7.3
Eastern District	22 - Ringwood	10	10	9	90.0%	7.2
Eastern District	23 - Burwood	10	10	9	90.0%	7.3
Southern District 1	24 - Glen Iris	14	14	13	92.9%	7.5
Southern District 1	25 - Oakleigh	10	10	9	90.0%	6.6
Eastern District	27 - Nunawading	12	12	11	91.7%	7.3
Eastern District	28 - Vermont South	10	10	8	80.0%	8.0
Southern District 1	31 - Glen Waverley	10	10	10	100.0%	7.5
Southern District 1	32 - Ormond	22	21	17	81.0%	8.1
Southern District 1	33 - Mentone	17	16	15	93.8%	7.1
Southern District 1	34 - Highett	17	17	14	82.4%	8.2
Central District	35 - Windsor	51	51	45	88.2%	8.2
Central District	38 - South Melbourne	36	36	36	100.0%	5.8
Western District 2	41 - St. Albans	10	10	10	100.0%	5.8
Western District 2	44 - Sunshine	17	16	16	100.0%	7.2
Western District 1	47 - Footscray	17	16	15	93.8%	7.5
Central District	50 - Ascot Vale	12	12	11	91.7%	7.5
Western District 2	52 - Tullamarine	11	11	6	54.5%	8.8
Western District 2	55 - Caroline Springs	18	17	9	52.9%	11.0
Western District 2	56 - Melton	15	14	9	64.3%	13.4
Western District 1	57 - Tarneit	14	13	7	53.8%	7.9
Western District 3	62 - Corio	11	11	10	90.9%	7.4
Western District 3	63 - Geelong City	14	14	12	85.7%	8.8
North West Region	72 - Mildura	10	10	10	100.0%	6.6
North West Region	73 - Bendigo	13	13	12	92.3%	6.8
South East Region	76 - Wodonga	10	10	9	90.0%	7.1
South East Region	78 - Morwell	14	13	11	84.6%	8.8
Northern District	80 - Craigieburn	12	12	6	50.0%	9.3
Eastern District	85 - Boronia	11	11	11	100.0%	6.5
Southern District 2	87 - Dandenong	20	20	15	75.0%	8.3
Southern District 1	89 - Springvale	14	14	13	92.9%	6.8
Southern District 2	91 - Frankston	17	15	14	93.3%	7.4
Southern District 2	92 - Cranbourne	13	13	7	53.8%	9.6
<b>Total</b>		<b>759</b>	<b>745</b>	<b>654</b>	<b>87.8%</b>	<b>7.9</b>

**Alternative data set** - An alternative data set was used to generate this report, as access to FRV data was limited following the cyber-attack of 15 December 2022. Post incident data containing correct incident type classifications (i.e. structure fire) was unavailable.

To validate the accuracy of the result, the previous and alternative data sets were compared for Q1 FY 2022/23. This showed a 0.7 percentage point difference for Structure Fires, with the result showing as 89.2 per cent using alternative data compared to 89.9 per cent using previous data. This is deemed an acceptable margin of difference.

**Increase in response times** - Response time incorporates time taken to depart, or 'turn out' from the station and the travel time to the incident. There has been a slight increase in response time in FY 2022/23, likely attributable to the electronic and automated Station Turnout System (STO) being disabled (as a result of the cyber-attack) from December 2022, increasing time taken to turn out from the station.

In STO's absence, FRV crews and appliances were dispatched to emergencies through pagers, radios and mobile phones. The restoration of STO on 1 August 2023 is expected to improve response times in reporting periods following Q4 FY 2022/23.