

# Emergency Response Times - Hazard Class 2



Reporting period: 01 July to 30 September 2021

Hazard Class 2 covers significant urban areas and is primarily residential including commercial centres, clusters of industrial and/or high density community services e.g. schools, correctional facilities, hospitals. 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 2 is 8 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 2	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 8 minutes was met by any brigade	% of emergency incidents the standard of 8 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 8 minutes was met by the CFA brigade within their own Brigade Area	% of times the standard of 8 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	Eaglehawk	35	20	17	85%	08:02	10	50%	15:19
02	Kangaroo Flat	25	17	17	100%	07:23	16	94%	07:49
06	Colac	23	12	6	50%	10:10	6	50%	10:10
07	Geelong West	24	12	10	83%	08:29	7	58%	09:08
07	Torquay	31	26	9	35%	10:27	9	35%	10:27
08	Berwick	75	17	17	100%	06:35	17	100%	06:35
08	Carrum Downs	66	53	45	85%	08:49	41	77%	09:05
08	Hampton Park	61	41	25	61%	10:10	6	15%	13:28
08	Mt Eliza	26	11	10	91%	07:54	8	73%	08:43
08	Noble Park	34	26	26	100%	06:41	26	100%	07:45
11	Bairnsdale	52	19	12	63%	10:34	12	63%	10:34
13	Bayswater	52	42	42	100%	05:58	36	86%	07:57
13	Ferntree Gully	39	28	28	100%	06:38	23	82%	08:58
13	Healesville	25	12	8	67%	09:41	8	67%	09:41
13	Lilydale	34	11	7	64%	08:36	7	64%	09:41
13	Mooroolbark	24	15	8	53%	10:11	7	47%	10:33
13	Scoresby	55	47	37	79%	08:26	13	28%	12:22
13	Upper Ferntree Gully	16	10	10	100%	06:17	10	100%	06:52
13	Warrandyte	21	15	14	93%	07:55	3	20%	16:00
14	Epping	50	25	18	72%	09:36	14	56%	11:29
14	Mernda	33	17	12	71%	10:12	6	35%	11:08
14	Werribee	89	24	18	75%	08:17	18	75%	08:23

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15	Bacchus Marsh	25	12	10	83%	08:32	10	83%	08:27
15	Ballarat	64	19	17	90%	08:33	4	21%	12:33
15	Sebastopol	34	21	17	81%	08:32	9	43%	11:36
15	Wendouree	70	23	20	87%	08:12	3	13%	13:48
20	Echuca	34	11	11	100%	07:54	11	100%	07:54
20	Kyabram	18	10	8	80%	09:12	8	80%	09:12

**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, FRV 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.

**Disclaimer:**

This table is provided for information purposes only. The data is accurate as at 16 October 2021 and may be subject to change.