# **Emergency Response Times - Hazard Class 2**

Reporting period: 01 April to 30 June 2020

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.

				<b>Community Response</b> These figures represent the service provided to the community by CFA in an emergency			<b>Brigade Area Response</b> 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 2	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	Bendigo	155	71	70	99%	06:51	69	97%	06:53	
02	Eaglehawk	38	17	12	71%	09:45	3	18%	13:24	
02	Golden Square	32	21	21	100%	07:45	12	57%	10:14	
02	Kangaroo Flat	38	27	22	82%	09:39	20	74%	09:02	
04	Portland	30	12	11	92%	06:30	11	92%	06:30	
05	Warrnambool	127	86	83	97%	07:28	83	97%	07:28	
07	Belmont	103	61	58	95%	06:49	54	89%	07:00	
07	Corio	207	105	96	91%	07:51	95	91%	07:39	
07	Geelong City	188	117	115	98%	06:40	115	98%	06:40	
07	Geelong West	25	16	13	81%	08:21	7	44%	09:15	
07	Lara	77	36	15	42%	11:00	15	42%	10:44	
07	Ocean Grove	24	13	12	92%	05:56	12	92%	05:56	
07	Torquay	58	36	15	42%	11:58	15	42%	11:58	
08	Berwick	71	16	16	100%	05:49	16	100%	05:49	
08	Carrum Downs	54	27	21	78%	10:30	19	70%	10:44	
08	Cranbourne	181	91	80	88%	08:26	77	85%	08:26	
08	Dandenong	304	171	151	88%	08:17	151	88%	08:18	
08	Edithvale	25	13	13	100%	07:18	13	100%	07:20	
08	Frankston	273	143	136	95%	07:19	135	94%	07:19	
08	Hallam	201	106	95	90%	08:10	89	84%	08:10	
08	Hampton Park	77	32	28	88%	08:12	10	31%	13:12	
08	Langwarrin	45	17	13	77%	10:05	10	59%	10:05	
08	Mornington	82	24	23	96%	07:20	22	92%	07:20	
08	Mt Eliza	30	13	9	69%	08:29	9	69%	08:29	
08	Noble Park	59	31	31	100%	06:47	12	39%	10:14	
08	Pakenham	90	28	22	79%	09:19	22	79%	09:19	
08	Patterson River	98	46	45	98%	06:47	45	98%	07:35	
08	Rosebud	69	25	25	100%	06:13	25	100%	06:13	
08	Springvale	170	79	71	90%	08:01	60	76%	08:59	



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11	Bairnsdale	50	23	12	52%	09:46	12	52%	09:46	
13	Bayswater	45	33	33	100%	06:26	24	73%	09:34	
13	Boronia	94	55	54	98%	06:06	53	96%	06:06	
13	Ferntree Gully	44	17	16	94%	07:23	13	77%	09:46	
13	Healesville	22	11	7	64%	08:28	7	64%	08:28	
13	Lilydale	28	21	15	71%	08:37	15	71%	08:47	
13	Mooroolbark	26	23	21	91%	07:33	15	65%	10:02	
13	Rowville	51	27	27	100%	05:41	27	100%	05:41	
13	Scoresby	70	44	40	91%	07:53	12	27%	13:22	
13	Upper Ferntree Gully	19	10	10	100%	06:57	7	70%	NULL	
13	Warrandyte	33	14	13	93%	06:56	1	7%	12:49	
14	Caroline Springs	148	86	75	87%	08:13	71	83%	08:32	
14	Craigieburn	151	77	72	94%	07:19	68	88%	07:18	
14	Diamond Creek	15	10	7	70%	08:58	4	40%	08:58	
14	Eltham City	57	34	33	97%	07:10	33	97%	07:37	
14	Epping	65	28	18	64%	11:11	6	21%	14:13	
14	Greenvale	43	20	16	80%	09:14	15	75%	13:23	
14	Melton	190	80	65	81%	08:55	65	81%	08:55	
14	Plenty	25	14	9	64%	09:50	5	36%	14:17	
14	Point Cook	81	51	45	88%	08:10	45	88%	08:10	
14	South Morang	28	16	14	88%	09:20	14	88%	12:40	
14	Sunbury	76	39	36	92%	06:52	36	92%	06:52	
14	Tarneit	198	99	83	84%	08:30	78	79%	08:41	



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14	Werribee	83	29	23	79%	08:11	21	72%	09:02	
14	Wyndham Vale	45	13	8	62%	09:41	8	62%	09:38	
15	Bacchus Marsh	46	23	18	78%	10:15	18	78%	10:15	
15	Ballarat	89	19	16	84%	09:47	4	21%	12:43	
15	Ballarat City	109	67	65	97%	05:30	65	97%	05:44	
15	Lucas	35	15	15	100%	06:09	14	93%	06:09	
15	Sebastopol	33	18	11	61%	09:15	5	28%	11:42	
15	Wendouree	70	22	18	82%	08:54	8	36%	11:04	
18	Mildura	128	59	58	98%	06:34	58	98%	06:34	
20	Echuca	31	10	10	100%	07:29	10	100%	07:29	
22	Shepparton	139	76	72	95%	06:41	72	95%	06:37	
23	Benalla	29	15	9	60%	08:48	9	60%	08:48	
23	Wangaratta	56	25	25	100%	06:00	25	100%	06:00	
24	Wodonga	80	45	40	89%	08:05	40	89%	08:05	
27	Moe	48	12	12	100%	04:45	3	25%	NULL	
27	Morwell	84	37	36	97%	05:43	36	97%	07:00	
27	Traralgon	77	37	33	89%	08:04	33	89%	08:04	

## 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.

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 15 July 2020 and may be subject to change.

