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



Reporting period: 01 July to 30 September 2019

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			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			
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	198	71	71	100%	06:20	71	100%	06:20	
02	Golden Square	24	13	11	85%	08:28	4	31%	13:32	
02	Kangaroo Flat	37	22	16	73%	08:21	14	64%	08:42	
04	Portland	43	12	12	100%	06:05	12	100%	06:05	
05	Hamilton	24	12	11	92%	07:43	11	92%	07:43	
05	Warrnambool	116	76	75	99%	07:18	75	99%	07:18	
07	Belmont	114	73	69	95%	06:26	70	96%	06:02	
07	Corio	247	110	103	94%	07:23	101	92%	07:26	
07	Geelong City	280	169	162	96%	06:58	160	95%	06:56	
07	Geelong West	33	16	13	81%	08:20	7	44%	09:40	
07	Lara	70	44	17	39%	10:11	14	32%	10:19	
07	Ocean Grove	34	13	11	85%	11:36	11	85%	11:36	
07	Torquay	23	18	6	33%	13:42	6	33%	11:27	
08	Berwick	96	20	20	100%	07:10	19	95%	07:10	
08	Carrum Downs	63	31	25	81%	08:46	21	68%	09:18	
08	Cranbourne	178	85	76	89%	08:01	76	89%	08:01	
08	Dandenong	309	129	109	85%	08:39	109	85%	08:10	
08	Frankston	310	153	142	93%	07:23	142	93%	07:23	
08	Hallam	210	92	89	97%	07:20	81	88%	07:43	
08	Hampton Park	68	18	10	56%	11:45	4	22%	NULL	
08	Langwarrin	33	12	7	58%	09:25	4	33%	16:01	
08	Mornington	81	40	38	95%	06:32	38	95%	06:32	
08	Mt Eliza	27	13	12	92%	07:17	10	77%	08:37	
08	Noble Park	75	30	30	100%	06:27	7	23%	09:06	
08	Pakenham	112	40	36	90%	07:45	35	88%	07:45	
08	Patterson River	83	34	31	91%	07:51	31	91%	08:00	

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08	Rosebud	59	16	16	100%	06:31	16	100%	06:31	
08	Springvale	185	72	66	92%	07:55	61	85%	08:26	
11	Bairnsdale	56	20	15	75%	08:51	15	75%	08:51	
13	Bayswater	55	31	29	94%	06:49	24	77%	08:47	
13	Boronia	118	62	62	100%	06:21	61	98%	06:27	
13	Chirnside Park	26	12	9	75%	08:25	6	50%	11:17	
13	Ferntree Gully	50	25	23	92%	07:56	13	52%	10:22	
13	Lilydale	36	20	10	50%	08:55	10	50%	09:01	
13	Montrose	25	11	11	100%	06:41	8	73%	10:36	
13	Mooroolbark	22	14	13	93%	07:49	9	64%	10:28	
13	Rowville	64	23	22	96%	06:19	22	96%	05:18	
13	Scoresby	76	43	36	84%	08:54	15	35%	10:39	
13	The Basin	17	11	10	91%	07:31	9	82%	10:45	
13	Warrandyte	47	13	13	100%	07:36	2	15%	14:26	
14	Caroline Springs	161	94	70	75%	09:01	68	72%	09:18	
14	Craigieburn	158	75	71	95%	07:39	67	89%	07:54	
14	Eltham City	63	21	20	95%	07:11		0%	NULL	
14	Epping	65	30	23	77%	10:48	16	53%	14:29	
14	Greenvale	40	16	14	88%	10:10	12	75%	07:46	
14	Hoppers Crossing	137	58	53	91%	07:48	53	91%	07:48	
14	Melton	211	110	98	89%	08:02	98	89%	08:07	
14	Mernda	32	12	2	17%	11:20	1	8%	NULL	
14	Point Cook	82	44	39	89%	08:01	37	84%	08:01	
14	South Morang	39	19	18	95%	07:54	18	95%	07:54	
14	Sunbury	104	40	36	90%	06:58	36	90%	06:58	
14	Werribee	93	27	26	96%	06:42	20	74%	07:55	

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15	Bacchus Marsh	36	22	18	82%	08:43	17	77%	11:20	
15	Ballarat	88	22	20	91%	07:24	3	14%	11:30	
15	Ballarat City	111	73	72	99%	05:56	72	99%	05:56	
15	Lucas	34	15	15	100%	06:00	15	100%	06:00	
15	Sebastopol	39	21	17	81%	08:17	11	52%	09:44	
15	Wendouree	62	34	25	74%	09:29	9	27%	12:34	
16	Ararat	32	10	2	20%	10:24	2	20%	10:24	
16	Stawell	19	10	2	20%	10:55	2	20%	10:55	
18	Mildura	142	66	61	92%	07:19	61	92%	07:19	
20	Echuca	34	11	11	100%	07:45	11	100%	07:45	
22	Shepparton	191	96	90	94%	06:43	90	94%	06:43	
23	Benalla	37	18	12	67%	10:22	12	67%	10:22	
23	Wangaratta	84	30	30	100%	04:50	30	100%	06:00	
24	Wodonga	109	50	47	94%	07:11	47	94%	07:45	
27	Morwell	90	50	49	98%	07:35	49	98%	07:35	
27	Traralgon	81	31	30	97%	07:24	29	94%	07:24	

#### 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 14 October 2019 and may be subject to change.