

# Emergency Response Times - Hazard Class 2



Reporting period: 01 July to 30 September 2017

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 <small>These figures represent the service provided to the community by any brigade in an emergency</small>			Brigade Area Response <small>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</small>		
				Number of incidents the standard of 8 minutes was met by any brigade	% of 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	131	64	61	95%	07:01	60	94%	07:04
02	Castlemaine	15	12	1	8%	13:41	1	8%	14:05
02	Eaglehawk	23	10	10	100%	07:17	8	80%	08:36
02	Kangaroo Flat	23	10	6	60%	08:57	5	50%	08:57
04	Portland	27	11	9	82%	08:55	9	82%	08:55
05	Hamilton	16	10	8	80%	08:13	8	80%	08:13
05	Warrambool	96	68	66	97%	07:08	66	97%	07:08
06	Colac	27	14	13	93%	07:40	13	93%	07:40
07	Belmont	110	54	51	94%	07:17	50	93%	07:23
07	Corio	152	91	83	91%	08:16	83	91%	08:13
07	Geelong City	173	94	93	99%	06:33	93	99%	06:33
07	Geelong West	17	10	8	80%	08:12	6	60%	NULL
07	Lara	59	33	11	33%	12:59	9	27%	16:11
07	Ocean Grove	26	17	17	100%	05:32	17	100%	05:32
07	Torquay	27	10	3	30%	11:46	3	30%	11:46
08	Berwick	92	21	21	100%	06:24	21	100%	06:24
08	Cranbourne	180	72	66	92%	07:21	66	92%	07:21
08	Dandenong	313	150	127	85%	08:45	127	85%	08:37
08	Edithvale	44	19	14	74%	10:33	6	32%	13:58
08	Frankston	273	94	88	94%	07:30	88	94%	07:30
08	Hallam	248	87	82	94%	07:17	75	86%	07:48
08	Hampton Park	57	26	21	81%	09:17	3	12%	13:32
08	Keysborough	28	10	7	70%	08:38	5	50%	NULL
08	Langwarrin	33	12	8	67%	09:20	6	50%	10:30
08	Mornington	80	33	32	97%	06:13	32	97%	06:14
08	MT Eliza	25	16	13	81%	08:17	10	63%	09:08
08	Noble Park	62	26	25	96%	07:39	17	65%	08:58
08	Pakenham	99	35	31	89%	08:21	31	89%	08:21
08	Patterson River	100	34	33	97%	07:33	30	88%	07:43
08	Rosebud	65	19	17	90%	08:12	17	90%	08:12
08	Springvale	175	65	58	89%	08:15	54	83%	08:15
10	Sale	57	21	6	29%	11:30	6	29%	11:30
11	Bairnsdale	48	11	11	100%	07:49	11	100%	07:49
13	Bayswater	59	39	39	100%	06:20	34	87%	07:51
13	Boronia	121	63	61	97%	06:10	61	97%	06:10
13	Chirnside Park	19	14	12	86%	08:03	10	71%	09:40
13	Ferntree Gully	58	23	22	96%	06:56	15	65%	08:22
13	Healesville	36	15	12	80%	08:53	12	80%	08:53
13	Lilydale	28	19	10	53%	10:28	10	53%	10:28
13	Rowville	55	25	23	92%	07:13	23	92%	06:52
13	Scoresby	76	36	30	83%	08:26	10	28%	12:50
13	The Basin	27	12	8	67%	08:33	7	58%	09:00
13	Upper Ferntree Gully	24	11	8	73%	08:20	6	55%	NULL
13	Warrandyte	40	20	19	95%	07:19	2	10%	14:29
14	Caroline Springs	111	61	47	77%	09:00	43	71%	09:12
14	Craigieburn	116	52	45	87%	08:06	43	83%	08:13
14	Diamond Creek	23	13	12	92%	07:16	9	69%	08:57
14	Eltham	53	24	23	96%	07:31	22	92%	07:42
14	Epping	60	27	23	85%	09:06	22	82%	10:25
14	Greenvale	34	14	12	86%	11:15	12	86%	06:29
14	Hoppers Crossing	139	67	60	90%	08:15	59	88%	07:24
14	Melton	143	90	82	91%	07:40	82	91%	07:40
14	Point Cook	55	31	29	94%	07:07	29	94%	07:07
14	South Morang	46	14	14	100%	06:41	14	100%	06:41
14	Sunbury	72	38	35	92%	07:41	35	92%	07:41
14	Werribee	89	25	24	96%	07:16	16	64%	11:08
15	Ballarat	70	44	40	91%	07:58	14	32%	11:55
15	Ballarat City	83	56	56	100%	05:50	56	100%	05:50
15	Sebastopol	32	19	13	68%	08:51	7	37%	12:34
15	Wendouree	58	46	37	80%	08:20	17	37%	14:13
18	Mildura	130	69	67	97%	07:11	67	97%	07:11
22	Shepparton	167	79	77	98%	06:37	77	98%	06:41
23	Wangaratta	49	27	26	96%	06:18	26	96%	06:18
24	Wodonga	81	51	48	94%	07:21	48	94%	07:21
27	Churchill	22	15	7	47%	10:25	7	47%	10:43
27	Moe	29	21	6	29%	13:02	7	33%	11:29
27	Morwell	78	39	37	95%	06:56	37	95%	06:56
27	Traralgon	74	28	27	96%	07:25	27	96%	07:25

**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 a CFA brigade outside of the Brigade Area, MFB Station 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.  
 This table may contain data for MFB stations responding as a CFA Brigade into its own Brigade Area 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 06 November 2017 and may be subject to change.