

Response time data for MFB appliances responding to emergency incidents (Code 1) in the Metropolitan District where the MFB appliances are primary appliances (1st appliance onscene).



All emergency incidents (Code 1) meeting benchmarks by Station Maintenance Area

Reporting period: 1 January 2020 to 31 March 2020

MFB 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 all emergency incidents is 7.7 minutes with the exception of the Emergency Medical Response incidents (EMR). The service delivery standard (response time) for EMR is 9.2 minutes.

MFB District	MFB 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	Community Response		
				Number of emergency incidents the standards were met by any station	% of emergency incidents the standards were met by any station	The time in minutes in which 90% of emergency incidents were responded to by any station
Central	1 - Eastern Hill	508	490	481	98.2%	5.7
Central	2 - West Melbourne	394	371	341	91.9%	7.0
Central	3 - Carlton	410	396	383	96.7%	6.3
Northern	4 - Brunswick	240	211	196	92.9%	7.3
Northern	5 - Broadmeadows	300	264	220	83.3%	8.5
Northern	6 - Pascoe Vale	159	136	113	83.1%	8.6
Northern	7 - Thomastown	145	114	102	89.5%	7.8
Northern	9 - Somerton	94	84	70	83.3%	8.5
Central	10 - Richmond	338	319	304	95.3%	6.8
Northern	11 - Epping	167	148	115	77.7%	8.8
Northern	12 - Preston	205	176	161	91.5%	7.7
Northern	13 - Northcote	215	172	152	88.4%	7.9
Northern	14 - Bundoora	231	220	190	86.4%	8.2
Northern	15 - Heidelberg	272	241	223	92.5%	7.5
Northern	16 - Greensborough	104	94	80	85.1%	8.2
Eastern	18 - Hawthorn	299	271	241	88.9%	7.8
Eastern	19 - North Balwyn	173	139	110	79.1%	9.8
Eastern	20 - Box Hill	209	186	167	89.8%	7.7
Eastern	22 - Ringwood	197	165	146	88.5%	7.8
Eastern	23 - Burwood	210	187	177	94.7%	7.3
Southern	24 - Malvern	255	222	192	86.5%	8.2
Southern	25 - Oakleigh	215	192	164	85.4%	8.3
Eastern	26 - Croydon	154	128	122	95.3%	7.2
Eastern	27 - Nunawading	164	144	138	95.8%	6.6
Eastern	28 - Vermont South	153	137	127	92.7%	7.1
Southern	29 - Clayton	135	116	108	93.1%	7.2
Eastern	30 - Templestowe	107	88	75	85.2%	8.3
Southern	31 - Glen Waverley	320	292	251	86.0%	8.2
Southern	32 - Ormond	301	271	225	83.0%	8.7
Southern	33 - Mentone	177	139	115	82.7%	8.4
Southern	34 - Highett	287	232	182	78.4%	8.5
Southern	35 - Windsor	620	564	520	92.2%	7.5
Central	38 - South Melbourne	480	460	443	96.3%	6.6
Southern	39 - Port Melbourne	183	161	141	87.6%	8.0
Western	40 - Laverton	115	102	75	73.5%	10.0
Western	41 - St Albans	170	143	120	83.9%	8.7
Western	42 - Newport	105	95	84	88.4%	7.9
Western	43 - Deer Park	143	130	109	83.8%	8.9
Western	44 - Sunshine	160	133	127	95.5%	7.4
Western	45 - Spotswood	100	86	76	88.4%	7.9
Western	46 - Altona	60	51	35	68.6%	10.4
Western	47 - Footscray	239	203	195	96.1%	6.8
Western	48 - Taylors Lakes	75	63	57	90.5%	7.8
Western	49 - North Laverton	199	187	127	67.9%	11.3
Western	50 - Ascot Vale	258	220	185	84.1%	8.3
Western	51 - Keilor	121	105	91	86.7%	7.9
Northern	52 - Tullamarine	135	123	93	75.6%	9.4
	Total	10301	9171	8149	88.9%	8.0