

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 April 2020 to 30 June 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.

				Community Response	
				These figures represent the service provided to the community by MFB	
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	Number of emergency incidents the standards were met by any station	% of emergency incidents the standards were met by any station
Central	1 - Eastern Hill	376	368	365	99.2%
Central	2 - West Melbourne	277	266	262	98.5%
Central	3 - Carlton	368	358	354	98.9%
Central	10 - Richmond	272	249	246	98.8%
Central	38 - South Melbourne	387	370	359	97.0%
Central Total		1680	1611	1586	98.4%
Eastern	18 - Hawthorn	212	195	183	93.8%
Eastern	19 - North Balwyn	114	98	91	92.9%
Eastern	20 - Box Hill	159	147	140	95.2%
Eastern	22 - Ringwood	153	131	123	93.9%
Eastern	23 - Burwood	137	123	119	96.7%
Eastern	26 - Croydon	115	90	86	95.6%
Eastern	27 - Nunawading	116	98	96	98.0%
Eastern	28 - Vermont South	121	102	97	95.1%
Eastern	30 - Templestowe	78	65	56	86.2%
Eastern Total		1205	1049	991	94.5%
Northern	4 - Brunswick	203	191	184	96.3%
Northern	5 - Broadmeadows	233	211	186	88.2%
Northern	6 - Pascoe Vale	124	112	100	89.3%
Northern	7 - Thomastown	118	101	97	96.0%
Northern	9 - Somerton	84	80	76	95.0%
Northern	11 - Epping	127	109	89	81.7%
Northern	12 - Preston	172	149	145	97.3%
Northern	13 - Northcote	167	138	124	89.9%
Northern	14 - Bundoora	132	121	110	90.9%
Northern	15 - Heidelberg	206	185	169	91.4%
Northern	16 - Greensborough	90	73	66	90.4%
Northern	52 - Tullamarine	76	70	61	87.1%
Northern Total		1732	1540	1407	91.4%
Southern	24 - Malvern	204	184	171	92.9%
Southern	25 - Oakleigh	149	133	129	97.0%
Southern	29 - Clayton	98	88	84	95.5%
Southern	31 - Glen Waverley	206	187	159	85.0%
Southern	32 - Ormond	248	228	207	90.8%
Southern	33 - Mentone	120	94	77	81.9%
Southern	34 - Highett	198	168	143	85.1%
Southern	35 - Windsor	498	476	456	95.8%
Southern	39 - Port Melbourne	133	127	120	94.5%
Southern Total		1854	1685	1546	91.8%
Western	40 - Laverton	86	71	52	73.2%
Western	41 - St Albans	137	115	105	91.3%
Western	42 - Newport	77	67	62	92.5%
Western	43 - Deer Park	92	78	68	87.2%
Western	44 - Sunshine	165	152	143	94.1%
Western	45 - Spotswood	60	50	42	84.0%
Western	46 - Altona	36	35	28	80.0%
Western	47 - Footscray	207	194	185	95.4%
Western	48 - Taylors Lakes	54	47	40	85.1%
Western	49 - North Laverton	161	150	99	66.0%
Western	50 - Ascot Vale	167	156	147	94.2%
Western	51 - Keilor	93	80	72	90.0%
Western Total		1335	1195	1043	87.3%
Total		7806	7080	6573	92.8%