

**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 October 2018 to 31 December 2018

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	The time in minutes in which 90% of emergency incidents were responded to by any station
Central	1 - Eastern Hill	436	422	411	97.4%	5.6
Central	2 - West Melbourne	358	337	325	96.4%	6.5
Central	3 - Carlton	381	366	349	95.4%	6.4
Northern	4 - Brunswick	242	219	209	95.4%	7.2
Northern	5 - Broadmeadows	312	277	233	84.1%	8.6
Northern	6 - Pascoe Vale	158	133	120	90.2%	7.8
Northern	7 - Thomastown	173	144	137	95.1%	7.1
Northern	9 - Somerton	101	91	80	87.9%	7.7
Central	10 - Richmond	381	363	345	95.0%	6.6
Northern	11 - Epping	143	129	108	83.7%	8.7
Northern	12 - Preston	192	172	166	96.5%	7.1
Northern	13 - Northcote	173	142	136	95.8%	7.2
Northern	14 - Bundoora	146	134	123	91.8%	7.5
Northern	15 - Heidelberg	267	240	217	90.4%	7.6
Northern	16 - Greensborough	100	86	76	88.4%	7.8
Eastern	18 - Hawthorn	273	252	220	87.3%	8.1
Eastern	19 - North Balwyn	130	117	105	89.7%	7.9
Eastern	20 - Box Hill	199	178	168	94.4%	7.4
Eastern	22 - Ringwood	188	152	144	94.7%	7.1
Eastern	23 - Burwood	194	168	153	91.1%	7.5
Southern	24 - Malvern	219	192	168	87.5%	8.2
Southern	25 - Oakleigh	170	145	131	90.3%	7.6
Eastern	26 - Croydon	138	118	109	92.4%	7.3
Eastern	27 - Nunawading	170	152	148	97.4%	7.2
Eastern	28 - Vermont South	133	109	101	92.7%	7.1
Southern	29 - Clayton	156	141	127	90.1%	7.7
Eastern	30 - Templestowe	98	81	71	87.7%	7.8
Southern	31 - Glen Waverley	257	220	203	92.3%	7.5
Southern	32 - Ormond	277	239	210	87.9%	8.0
Southern	33 - Mentone	140	115	107	93.0%	7.5
Southern	34 - Highett	257	214	171	79.9%	8.4
Southern	35 - Windsor	622	583	526	90.2%	7.8
Central	38 - South Melbourne	487	469	440	93.8%	7.1
Southern	39 - Port Melbourne	141	135	117	86.7%	8.1
Western	40 - Laverton	144	129	94	72.9%	9.3
Western	41 - St Albans	150	135	120	88.9%	8.3
Western	42 - Newport	100	91	82	90.1%	7.8
Western	43 - Deer Park	128	117	104	88.9%	7.9
Western	44 - Sunshine	189	172	165	95.9%	7.0
Western	45 - Spotswood	93	76	65	85.5%	8.3
Western	46 - Altona	58	54	44	81.5%	8.8
Western	47 - Footscray	250	234	228	97.4%	6.9
Western	48 - Taylors Lakes	72	66	59	89.4%	7.9
Western	49 - North Laverton	169	157	116	73.9%	9.5
Western	50 - Ascot Vale	247	229	201	87.8%	8.2
Western	51 - Keilor	127	111	91	82.0%	8.4
Northern	52 - Tullamarine	119	109	84	77.1%	8.8
	<b>Total</b>	<b>9658</b>	<b>8715</b>	<b>7907</b>	<b>90.7%</b>	<b>7.7</b>