

28/06/2017.

Department of the Legislative Council
Fire Services Bill Select Committee,
Parliament House, Spring Street
East Melbourne, Vic, 3002.

Dear Committee,

My name is [REDACTED] I am a Firefighter currently employed by the Metropolitan Fire and Emergency Services Board (MFESB) and located in the Northern Districts. I hold the rank of Commander and have been with the organisation for over 31 years.

Throughout my career I have applied for opportunities for professional development both externally to and internally within the MFESB this was achieved by undertaking and successfully completing several promotional and specialist courses, such as: Road Rescue Operations, Trench Rescue Operations, Long duration Breathing Apparatus (BG174), Leading Firefighter Promotion, Station Officers Course – Promotion, Urban Search And Rescue Operations (USAR), LPG Flare Off Operations, Aerial Appliance Operations (Teleboom), Water Tanker Operation, Certificate IV in Fire Technology (University of Ballarat), Atmospheric Monitoring Operations, Senior Station Officer Development Course – Promotion, Certificate IV Project Management – Holmsglen, CFA Incident Planning Course, Commander Development Course - Promotion

The role that I am currently deployed to perform is of an Operational Commander for the Northern District of the Metropolitan Fire District, I am responsible for 12 fire stations, the main focus of the role is to provide support and guidance to the Officers-in-Charge of each station for effective station performance in the delivery of emergency response and community safety programmes.

The Commander also acts as the on shift link between the District's Assistant Chief Fire Officer (ACFO) and Officers-in-Charge for the effective management of the group of stations within the district.

The Commander is tasked with::

- Reporting to the District ACFO on the performance of stations within the District.
- Work with the District ACFO on performance and programmes to be delivered by the group of stations within the District.
- Manage the Officers-in-Charge of stations within their District to achieve predetermined performance measures and delivery of community safety programmes.
- Communicate with Officers-in-Charge on station performance, Brigade direction and priorities.
- Ensure that stations have appropriate resources to achieve their stated objectives.
- Working with the District ACFO to develop plans to reduce the risk of fire within the District.
- Provision of advice and support to Officers-in-Charge for the resolution of staff issues.

- Responding to emergency calls as required under the Greater Alarm Response System (GARS).
- Inspect and report on the progress of station maintenance, appliance condition and PPC adequacy at each station.
- Assist in coordinating the most appropriate resources to meet the identified needs of the community.
- Work with the Officers-in-Charge to ensure competence of station staff and adherence to skill maintenance programs.
- Monitor workplace attendance and work with high leave takers to maximise attendance.
- Representing the District on various working parties and committees.
- Undertake various research projects as designated by District ACFO.

Due to the specialist qualifications that I have obtained throughout my career, I have been tasked with responding to several major incidents both within and outside the State of Victoria. These incidents include the Coode Island fire, Black Saturday fires (several deployments/roles) Hazelwood Mine Fire (as part of the Incident Management Team IMT), 2011 Victorian and Queensland Floods (IMT role and Impact Assessment Team), 2016 South Australia Floods (IMT role). I was awarded a citation from the Queensland Government in 2012 for the work performed on the 2011 Flood deployment.

In the time that I have been an employee of the MFESB, I have resided in different locations within the State of Victoria (Aspendale, Broadford and currently in Craigieburn) these areas were both urban and rural environments and all had different models of fire cover.

The Aspendale Brigade was predominately an urban volunteer based/run Brigade, Broadford had both urban and rural volunteer brigades that were located and responded from the same station, whilst Craigieburn became an integrated station over the years utilising both career and volunteer firefighters in their response model.

Some years ago whilst at the rank of Station Officer and working at the Thomastown Fire Station, I was tasked with stepping up to the Craigieburn Fire Station with an MFESB appliance and crew to supply fire cover for the area for a period of approximately a month, this was whilst CFA career staff were deployed to different parts of the State to deal with ongoing fires.

I feel that these experiences have given me a good understanding as to the needs of the various types of response delivery models required to meet the needs of our ever expanding communities. The subject of our expanding communities was highlighted recently by the findings of the 2016 National Census, media reports suggest that Melbourne is on track to overtake Sydney as Australia's biggest city, spreading outwards rather than upwards and that 2000 people per week are moving to Melbourne specially the Western Hub of Melbourne, Werribee to Geelong (The population in the Wyndham area alone, has grown by 34% since 2011) due to land and housing affordability.

The purpose of my submission is to support the proposed reform of the fire services; my experiences over the past three plus decades working in a fire service and living in both urban and rural communities have highlighted to me the need for change, considering the ever changing landscape (urban sprawl) and the antiquated systems that we currently operate/work under.

As you would be well aware the current MFB/CFA boundaries were drawn up in 1958 as were both the MFB and CFA acts that determine who is responsible for the management of incidents within each agency. These practices have not kept up with the times and are showing that the need for change is imminent.

The MFESB use a Computer Aided Dispatch system (CAD) that responds the two nearest/available appliances to any call for assistance within the Metropolitan Fire District (MFD) whilst it is my understanding that the CFA operate under a system of response tables that are formulated by the Captain of the local brigade.

I recently encountered a situation where the CFA system appears to have compromised the safety of both the community and Firefighters alike by not identifying the best available resources to be deployed/responded to a house fire in the Greensborough area.

I will be attaching documentation such as the Plenty CFA Brigade response tables for the fire in question (7 Cassia Close Greensborough), a response model document for the same address, the incident's chronology, as well as a number of internal emails that I sent to try and ascertain the reasons for not responding the appropriate resources to this incident.

In this instance a call was received at 13:18 hours for a house at the above mentioned address, the call history shows that the following brigades attended the incident in the initial stages: CFA Plenty Brigade, CFA Diamond Creek Brigade, CFA Eltham Brigade whilst CFA South Morang Brigade was requested to attend in addition to the initial response.

It wasn't until some 40 minutes after the initial call was received that an MFESB specialist aerial appliance was requested to attend (Teleboom 7 from Thomastown Fire Station), the MFESB Fire Services Communications Controller (FSCC) also responded an additional MFESB appliance, Pumper Tanker 30 from Templestowe to assist Teleboom 7, I was also responded to the call by the FSCC at approximately the same time to perform the role of MFESB Liaison Officer at the fire.

The reason for the request of the Teleboom was because an aerial attack was required on the fire due to the fact that the fire had broken through the roof and there were safety concerns as to the integrity of the structure and possible building collapse.

Once on scene, I was confused as to why the appliance from the MFESB Greensborough Fire Station, Pumper Tanker 16 had not responded to this incident considering its proximity to this address.

Whilst conducting firefighting operations, I noticed that the crew of Teleboom 7 were approached by a member of the public, I was on the phone to my ACFO at the time. Once I completed the call, I approached the crew to try and ascertain what the member of the public wanted, they informed me that he was enquiring as to why it had taken so long for this type of fire truck to get on scene, considering it had the ability to put the fire out more effectively than the other appliances at the fire and that he wanted to speak to someone in charge.

With this information, I approached the gentleman and asked him who he was? He went on to tell me that he was the brother of the lady that owned the affected property, I informed him that we were requested to assist/support in dealing with this incident by the CFA Incident Controller on scene and that the request was received by the MFESB some 40 minutes after the fire had been initially reported and his line of questioning should be directed at the CFA Incident Controller, as

we were only playing a support role at the incident and we were not part of the incident management structure or decision making process.

Another aerial appliance (Ladder Platform) was called for to the incident, this vehicle came from the Dandenong CFA Fire Station, I found this request a bit odd considering that there are MFESB Ladder Platforms which are located much closer to the incident than Dandenong.

Once the Dandenong Ladder Platform was on scene (some 56 minutes post request), all MFESB appliances returned to station.

Upon my return to station, I contacted the MFESB FSCC to ascertain the whereabouts of Pumper Tanker 16 and why they did not respond to this incident, only to be told that the call was in CFA area and that the response initiated according to the CFA response tables formulated by the relevant brigade.

I had a look at the MFESB Firecom system to check on the location of Pumper Tanker 16 at the time of the initial call to this incident; I was able to determine that they were in station, ready to respond.

My frustration here is that with the use of the Whereis Application on the internet, I was able to calculate the (shortest/fastest) routes to this incident between the responding CFA stations and that of the MFESB's Greensborough Station, my findings clearly show that the best available resources were not responded to this incident and the outcome may have been totally different had they been utilised. The house was fully gutted and had to be demolished as a consequence.

- CFA Plenty Fire Station, 109 Yan Yean Rd, Plenty VIC 1.8 kilometers
- CFA Diamond Creek Fire Station, 83 Main Hurstbridge Rd, Diamond Creek VIC.
Shortest 4.2 kms. Fastest 4.2 kms
- CFA Eltham Fire Station 61 Brougham St, Eltham VIC 3095
Shortest 8.2 km, Fastest 8.2 kms
- CFA South Morang Fire Station, 875 Plenty Road South Morang, VIC-
Shortest 7.2 kms, Fastest 11.6 kms.
- MFB Greensborough Fire Station, 141 Grimshaw Street, Greensborough VIC
Shortest 4.2 kms, Fastest 6 kms.

In addition to the above findings, after several to and fro emails (please see attached) and phone calls. I have been able to get further information regarding this incident, which include the latest available CFA data and response tables and respond modelling conducted for this call. It clearly indicates that the current systems that are in place are antiquated and expose both the community and firefighters to risk and compromise everyone's safety. Thus, the need for immediate reform to the current systems and structures.

Whilst conducting my research, I was also able to find out that this is not an isolated event, a similar event occurred back in 2008 (Apollo Parkways Primary School) as well as another in 2011 where observation reports were produced and obviously never addressed because the same inefficiencies still exist today.(See email attached).

Note: After the event, I tasked the Officer in Charge of Pumper Tanker 16 to drive from the Greensborough Fire Station to the incident address under normal road traffic conditions and time the journey, it took them just over 6 minutes to arrive on scene, it would have been less under emergency conditions.

This is an example that I have personally experienced and have the documentation to back it up. I have heard of many similar events over the years but I have no evidence to enable me to describe these incidents further.

In addition to the restrictions imposed by the current geographical boundaries set out in the current legislation, there is a real need to implement safe working practices for firefighters operating in a the urban environment. The requirement to have appropriately trained firefighters with the correct qualifications such as Breathing Apparatus (BA) that will enable them to perform their role in a safe environment are key to successfully conduct rescue operations and extinguish fires with in buildings/structures.

This is the main reason for having the guarantee of appropriately trained firefighters and proper appliances used for back up response. This will allow the implementation of safety procedures when performing these types of operations. When working within buildings/structures best practice is to have an Officer in Charge, 1 x Pump Operator, work in BA teams of 2 as a minimum, have 2 firefighters dressed in BA as back up for emergency purposes, 1 x Safety Officer, amounting to a minimum of 7 firefighters on the fireground to safely deal with emergency situations. This response model enhances community protection and safety

These safe work practices in no way will affect the role of volunteers from turning out or perform surge capacity operations.

The introduction of proposed reform will not diminish support to volunteers, this support will be maintained by operational firefighters such as Operations Officers and Operation managers employed by Fire Rescue Victoria but continuing their roles through an arrangement with CFA.

Another added advantage of the reform will be the standardisation of equipment, response processes and procedures aligned to response standards, a standardised training framework and specialist response throughout the State.

The proposed reform will see an end to the disputation that has played out in the workplace which has had a very negative impact not only firefighters but their families creating unwanted stress to all.

The benefits of this reform to volunteers are many, the proposed package will assist in the recruitment of additional volunteers and entice the retention of current volunteers across the CFA along with funding for the upgrade of volunteer stations.

Yours sincerely



Please find below, the documents outlined/referred to throughout the above submission.

From:
Sent:
To:
Subject: Plenty CFA Response tables to 7 Cassia Close Greensborough.

From: [REDACTED]
Sent: Sunday, 30 April 2017 7:46 PM
To: [REDACTED]
Subject: FW: Greensborough Job

FYI
 Regards
 [REDACTED]

From: [REDACTED]
Sent: Sunday, 30 April 2017 3:53 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Greensborough Job

I have had a look at the latest CFA data that we have for this area (Feb 2017).

Here is what is listed

Initial Response

Assign_Rule	Tycod	Message	Station	DGroup	List_Id	Backup1	Backup2	Backup3	Backup4	Backup5
PLEN5	STRUC1		PLEN	14	C	PLEN	EHAMS	DIAM	MFB16	MFB1

Escalation Table (if used for the "MAKE PUMPERS n" request)

Assign_Rule	Equipment	Backup1	Backup2	Backup3	Backup4	Backup5	Backup6	Backup7	Backup8
PLEN5	AERIAL	TB7	TB10	TB44	TB22				
PLEN5	BAVAN	BAYSBA	COROBA						
PLEN5	CONTRL	NIGPFC	MUGPFO						
PLEN5	FCV	PLENFC	WHGPFC	YARRFC	WATTFC	RESEFC	STHMFC	NIGPFC	KANGFC
PLEN5	HAZDET	HALLHM	COROHM						
PLEN5	HAZMAT	HZ38							
PLEN5	HOSE	SCORHL	T10A						
PLEN5	LIGHTS	PLENR	NBIK1						
PLEN5	PUMPER	EHAMP1	DIAMP1	PLENPT	PT16	P14	STHMP1	EPIIP1	P30
PLEN5	SALVGE	PLENR	NBIK1						
PLEN5	TANKER	PLENT1	EHAMT2	DIAMT1	PT16	DIAMT2	YARRT1	WATTT1	RESET1

So high level,

- FS16 is next in the list for the initial response (and only used if one of the first 3 had not been available or if they failed to respond)
- For the request for STHMP1, it would have had to go to MAKE PUMPERS 6 for them to be responded (by the table)- instead they were manually requested
- For the aerial request- TB7 matches the data so would have been responded, but DANDLP is not listed so would never have been recommended by CAD.
- BA request was for Eltham (EHAM)- they are not even listed here (but are the correct request- bad data)

As for WT30, this was because the operator (correctly) asks for a PRIM to get the closest MFB PRIM. CAD would have recommended WT30 as it was the next closest MFB prim with the longest time in that status (picked above PT30). PT30 obviously self-responded.

█, this is something we can look at now with a 1 second delay value to second appliance at the station. It might be a good win simple win for FFs and ESTA operators with responding into CFA.

█

From: █
Sent: Saturday, 29 April 2017 5:51 PM
To: █
Cc: █
Subject: RE: Greensborough Job

PT16 would have been responded for a normal escalation. They are not in the initial table for response.

There was not an escalation to 'make pumpers X'. The Ops Officer requested South Morang Pumper to respond. Control requested TB7 some 42 minutes after the initial call. At that stage PT16, PT11 P14 and WT 14 were all on other calls so 30 Stn. was the next closest to respond as an extra primary as in our CSOPs. WT30 was selected but PT30 responded.

Regards

█

From: █
Sent: Saturday, 29 April 2017 5:16 PM
To: █
Cc: █
Subject: Greensborough Job

█ can you have a look to see why 16 wouldn't have been responded to this call. I have no idea where the job is but thought 16 would be in the table. If not and it is close I think I need to highlight this to CFA.

█
█
█

Modelling to 7 CASSIA CL, GREENSBOROUGH
 Event 170426372- Saturday 29th April 2017 13:18:32

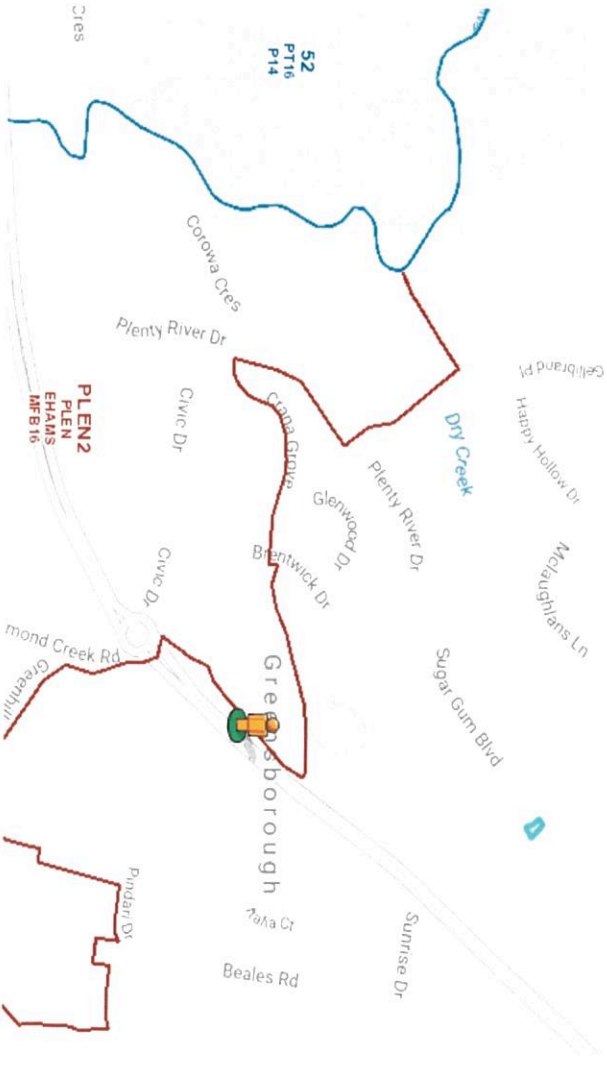
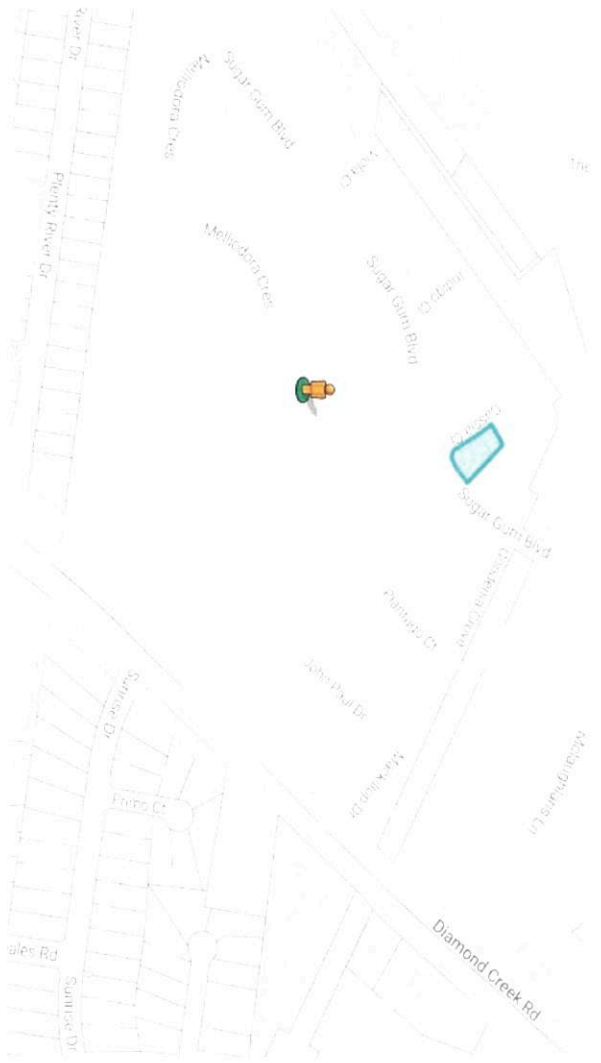
Initial Response- PLEN, EHAMS, DIAM

Station	Response Time	Actual Time
PLEN	7.1 mins	7 mins
FS16	7.3 mins	Not Responded
DIAM	9.9 mins	23.1 mins***
EHAMS	11.5 mins	11.9 mins
STHMS	12.2 mins	12.9 mins*
FS14	12.3 mins	Not Responded
FS07	14.0 mins	Not Responded
RESE	14.1 mins	Not Responded
YARR	14.7 mins	Not Responded
FS11	15.1 mins	Not Responded
PT30	15.9 mins	13.6 min*
DANDLP	42.1 mins	58.8 min* (code 3)
TB7	14.0 mins	13.9 min*
TB22	29.6 mins	Not Responded
TB25	34.9 mins	Not Responded
LP1	27.2 mins	Not Responded
LP25	34.9 mins	Not Responded
LP35	33.3 mins	Not Responded

*- 29 seconds added to actual time figure to align same modelling rules. These appliances were escalations
 *** - as per call chronology. May have not booked onscene

The response time is the time an appliance is expected to be onscene (from station) after the call is created by ESTA

Response Time = call created time
 + 28 Seconds for ESTA to dispatch
 + Turnout time (90 seconds career) (4 mins volunteer)
 + Calculated travel time via road network



Call No.: 26372

29/04/2017 EXC SF 1 ST GREENSBOROUGH, 7 CASSIA CL / + SUGAR GUM BVD 11 C7 null

DateTime	Record Type	Source	Incident Type	Message
29/04/2017 13:18:32	--	000	SF	EXC SF AL<1> GREENSBOROUGH, 42 SUGAR GUM BVD, CASSIA CL - GOODENIA GR -11 C7>
29/04/2017 13:18:32	CO			SC: HOUSE FIRE
29/04/2017 13:18:32	CO			*** FSV S C T Used ***
29/04/2017 13:18:32	CO			** CLD> 911796 13:17:47 2017-04-29, 42 SUGAR GUM BVD GREENSBOROUGH VIC 3088,
29/04/2017 13:18:32	CO			0419557521
29/04/2017 13:18:40	--	000	SF	EXC SF AL<1> GREENSBOROUGH, 42 SUGAR GUM BVD, CASSIA CL + GOODENIA GR -11 C7>
29/04/2017 13:18:40	CO			** Event held for 6 minutes and unit CDIAM
29/04/2017 13:18:41	RA			CEHAMS
29/04/2017 13:18:41	RA			CPLN
29/04/2017 13:18:41	RA			CDIAM
29/04/2017 13:18:47	CO			** CL1 - 308127 13:18:04 2017-04-29, 10 CAMERON CT ELTHAM VIC 3095, 0414773219
29/04/2017 13:19:01	CO			FURTHER CALLER STATES ITS AT HIS HOUSE - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:19:04	CO			FIRE UNDERNEATH HOUSE
29/04/2017 13:19:05	CO			** CLD> 805669 13:18:36 2017-04-29, 45 SUGAR GUM BLV GREENSBOROUGH VIC 3088,
29/04/2017 13:19:05	CO			0394345796
29/04/2017 13:19:20	CO			** CLD> 873228 13:18:41 2017-04-29, 7 PLANTAGO CRT GREENSBOROUGH VIC 3088,
29/04/2017 13:19:20	CO			0394357231
29/04/2017 13:19:23	CO			** CLD> 115241 13:18:49 2017-04-29, 42 SUGAR GUM BVD GREENSBOROUGH VIC 3088,
29/04/2017 13:19:23	CO			0401013835
29/04/2017 13:19:40	CO			MG: CALLER ADVISED FULLY ENGULF BRICK HOUSE SINGLE STOREY GARAGE UNDERNEATH
29/04/2017 13:19:41	--	000	SF	EXC SF AL<1> GREENSBOROUGH, 7 CASSIA CL - SUGAR GUM BVD -11 C7>
29/04/2017 13:19:41	CO			Event Location changed from "42 SUGAR GUM BVD, GREENSBOROUGH" to "7 CASSIA
29/04/2017 13:19:41	CO			CL, GREENSBOROUGH" at: 29/04/17 13:19:41
29/04/2017 13:19:48	CO			== LOCATION UPDATED ==
29/04/2017 13:19:59	CO			CALLER STATED ACROSS THE ROAD FROM NUMBER 42
29/04/2017 13:20:04	CO			KNOCKED ON DOOR NO ANSWER
29/04/2017 13:20:06	--	000	SF	EXC SF AL<1> GREENSBOROUGH, 42 SUGAR GUM BVD, CASSIA CL - GOODENIA GR -11 C7>
29/04/2017 13:20:15	TO			EHAMP1 - 42 SUGAR GUM BVD, GREENSBOROUGH
29/04/2017 13:20:22	CO			CALLER WAS ONLY PERSON HOME AT AA - NIL EVAC
29/04/2017 13:20:53	--	000	SF	EXC SF AL<1> GREENSBOROUGH, 7 CASSIA CL / + SUGAR GUM BVD -11 C7>
29/04/2017 13:20:53	CO			Event Location changed from "42 SUGAR GUM BVD, GREENSBOROUGH" to "7 CASSIA
29/04/2017 13:20:53	CO			CL, GREENSBOROUGH" at: 29/04/17 13:20:53
29/04/2017 13:21:21	CO			MG: EHAMP1 GIVEN FURTHER AND ACK
29/04/2017 13:22:16	CO			** CLD> 769937 13:21:51 2017-04-29, 32) PATRICK CL GREENSBOROUGH VIC 3088,
29/04/2017 13:22:16	CO			0422670018
29/04/2017 13:22:29	TO			PLENPT - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:22:42	CO			MG: PLENPT GIVEN FURTHER AND ACK
29/04/2017 13:22:56	CO			** CLD> 911799 13:21:36 2017-04-29, 59 HAPPY HOLLOW DR PLENTY VIC 3090,
29/04/2017 13:22:56	CO			0448927839
29/04/2017 13:23:01	CO			CALLER STATED NO ONE HOME
29/04/2017 13:23:23	TO			DIAMP1 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:24:10	CO			MG: DIAMP1 GIVEN FURTHER AND ACK
29/04/2017 13:24:34	TO			PLENR - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:24:57	CO			MG: PLENPT SMOKE SHOWING
29/04/2017 13:25:01	OS			PLENPT - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:25:09	OS			PLENPT - ### PLEN CONTROL
29/04/2017 13:25:33	CO			MG: FROM FSCC - AWARE OF EVENT
29/04/2017 13:25:44	OS			PLENPT - ### PLEN CONTROL FG CH 333
29/04/2017 13:27:56	OS			PLENR - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:28:52	NY	000	SF	EXC SF AL<1> GREENSBOROUGH, 7 CASSIA CL / + SUGAR GUM BVD -11 C7>
29/04/2017 13:28:53	CO			WB: CTRL - CAPTAIN MARSHMANN SF NY LC
29/04/2017 13:29:56	OS			EHAMP1 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:30:18	CO			MG: CTRL - SIT REP 2 STORY BRICK PREMIS FIRE ISSUING FROM ROOF HOUSE APPEARS TO
29/04/2017 13:30:18	CO			MG: BE FULLY INV - POLICE REQ FOR TRAFFIC MANAGMENT TO CTRL ARE AV REQ
29/04/2017 13:30:18	CO			MG: TO STAND BY ... OPS OFFICER WRITE ER REQ AV TO STANDBY
29/04/2017 13:30:41	CO			MG: RDO HENDERSON AWARE AND MAY BE RESPONDING
29/04/2017 13:30:46	CO			NA: AV VIA PHONE TO ATTEND
29/04/2017 13:30:55	CO			MG: CTRL ADV CONFIRMED NIL PERSONS INSIDE
29/04/2017 13:31:52	CO			MG: OO WRITE BOOKED ON SCENE
29/04/2017 13:31:58	CO			** Cross Referenced to Event # P1704208999 at: 29/04/17 13:31:58
29/04/2017 13:32:11	TO			PLENT1 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:32:17	TO			GWRI - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:32:21	OS			GWRI - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:32:27	CO			NA: POL VIA CAS
29/04/2017 13:32:51	CO			MG: OO WRITE - SPOKE TO CAPTAIN STHMP1 REQ TO ATT
29/04/2017 13:33:11	CO			NA: FSCC
29/04/2017 13:33:18	CO			NA: FSV TL
29/04/2017 13:33:51	DE			STHMP1
29/04/2017 13:35:10	CO			NA: AUSNET SERVICES ETA WITHIN THE HOUR
29/04/2017 13:35:46	TO			STHMP1 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:36:31	OS			PLENT1 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:36:56	CO			NA: GAS AGN ETA WITHIN THE HOUR
29/04/2017 13:36:57	TO			RDO14 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:36:57	TO			RDO14 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:38:33	OS			RDO14 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:38:51	CO			MG: CTRL - SIT REP FROM CAPTAIN MARSHMANN STRUCTURE COLLAPSE OF ROOF 4 CREWS
29/04/2017 13:38:51	CO			MG: CONDUCTING EXTERNAL ATTACK WITH SINGLE LINE IN FRONT DOOR WITHOUT ENTERING
29/04/2017 13:38:51	CO			MG: 2 IN BA TRYING TO GAIN BETTER ACCESS TO ROOF SPACE
29/04/2017 13:41:11	OS			DIAMP1 - 7 CASSIA CL, GREENSBOROUGH

DateTime	Record Type	Source	Incident Type	Message
29/04/2017 13:42:15	CO			MG: OO- WRITE OR STHMPI TO APPROCH FROM SOUTH FROM DIAMOND CREEK RD TO PLENTY
29/04/2017 13:42:15	CO			MG: RIVER DRIVE TO GO TO SOUTH WEST SIDE OF BUILDING
29/04/2017 13:42:48	TO			PLENFC - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:42:48	TO			PLENFC - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:44:28	CO			MG: OPERATIONS OFFICER WRIGHT - VIA PHONE - CONFIRMING POWER AND GAS ARRANGED
29/04/2017 13:44:28	CO			MG - GIVEN AFFIRM AND ETAS
29/04/2017 13:46:30	OS			STHMPI - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:54:31	CO			MG: GROUP OFFICER BEATERMAN REQ ETHMBA TO RESPOND C3
29/04/2017 13:54:57	CO			** ESC: BA SUPPORT REQ CODE 3 EHAMSU REQUIRED
29/04/2017 13:54:57	DE			EHAMSU
29/04/2017 13:57:21	TO			EHAMSU - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:57:21	TO			EHAMSU - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 13:58:21	CO			MG: GO BEATERMANN MERNDA REHAB REQ CODE 3
29/04/2017 13:59:16	CO			** ESC: REHAB REQ CODE 3 CMERN REQUIRED
29/04/2017 13:59:16	RA			CMERN
29/04/2017 13:59:32	OS			PLENFC - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:00:29	CO			MG: CTRL - RESPOND TB7 & ENTER VIA PLENTY RIVER DRIVE
29/04/2017 14:01:09	CO			SC: HOUSE FIRE - ENTER VIA PLENTY RIVER DRIVE
29/04/2017 14:01:29	DE			TB7
29/04/2017 14:01:36	CO			SC: HOUSE FIRE
29/04/2017 14:01:49	CO			NA: MFB FSCC
29/04/2017 14:02:17	DE			WT30
29/04/2017 14:03:19	RA			FGD09
29/04/2017 14:03:28	CO			NA: CFA FSCC
29/04/2017 14:03:40	CO			====FSCC RANKINE - CMDR BRIZZIO NOTIFIED AND WILL ATTEND AS LIAISON OFFICER====
29/04/2017 14:03:41	CO			NA: FIRE SUPV
29/04/2017 14:04:23	DE			PT30
29/04/2017 14:04:32	TO			PT30 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:04:45	TO			FGD09 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:04:55	CO			MG: PT30 ACK FURTHER & WENT ON IN PLACE OF WT30
29/04/2017 14:05:01	IS			WT30 - FS30
29/04/2017 14:05:06	TO			TB7 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:05:32	CO			MG: TB7 ACK FURTHER
29/04/2017 14:06:44	TO			EBRI - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:07:07	CO			MG: PT30 ACK ACCESS DETAILS
29/04/2017 14:08:15	CO			MG: CMDR BRIZZIO - ER... GIVEN FGD & FURTHER ACK
29/04/2017 14:10:39	CO			MG: CMERN7... CTRL - AFFIRM REPAGE CMERN
29/04/2017 14:10:39	CO			MG: TO CTRL - ADV OF CMERN REHAB NYR, WOULD YOU LIKE VICTIRE TO REPAGE
29/04/2017 14:10:53	CO			MG: CTRL - MUNICIPAL BLDG SURVEYOR TO ATTEND THIS CALL - SHIRE OF NILLUMBIK
29/04/2017 14:11:11	TO			MERNFC - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:11:11	TO			MERNFC - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:11:58	CO			MG: MERNFC - ER WITH DISTRICT 14 FRIDGE TRAILOR 2 - GIVEN FGD ACK
29/04/2017 14:12:19	CO			NA: NILLUMBIK COUNCIL - ON HOLD
29/04/2017 14:12:44	CO			MG: TO CTRL - CONTACT NUMBER ON SCENE FOR BLDG SURVEYOR... CTRL - 0418 505
29/04/2017 14:12:44	CO			MG: 351
29/04/2017 14:13:45	OS			EHAMSU - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:14:25	CO			NA: CFA FSCC
29/04/2017 14:14:54	OS			TB7 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:14:55	OS			FGD09 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:15:04	OS			FGD09 - ## MFB FGD CHANNEL
29/04/2017 14:17:20	OS			PT30 - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:19:40	CO			NA: NILLUMBIK BUILDING SURVEYOR PAGED TO CALL IN
29/04/2017 14:19:57	OS			EBRI - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:28:09	CO			MG: CTRL - POWER COMPANY ON SCENE
29/04/2017 14:28:40	NY	000	SF	EXC SF AL<1> GREENSBOROUGH, 7 CASSIA CL / + SUGAR GUM BVD <11 C7>
29/04/2017 14:29:57	CO			MG: NILLUMBIK MERO RANG IN, GIVEN INFO OF JOB, WILL CONTACT CALL OUT OFFICER
29/04/2017 14:29:57	CO			MG: AS WAS PAGED OUT TO HIM INCORRECTLY BY THE SHIRE A/H SERVICE, HE WILL GET
29/04/2017 14:29:57	CO			MG: CALL OUT OFFICER TO GIVE US A CALL
29/04/2017 14:34:27	OS			MERNFC - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 14:38:55	CO			MG: CLINT FROM BUILDING DEPARTMENT OF NILLUMBIK SHIRE - 0409 294 179 - WILL
29/04/2017 14:38:55	CO			MG: CONTACT CTRL NOW
29/04/2017 14:41:08	CO			NA: UNABLE TO RAISE CTRL - RE ABOVE MSG
29/04/2017 14:41:57	CO			MERO RANG BUILDING SURVEYOR BUILDING INSPECTOR WILL BE ON SITE SOON - MERO
29/04/2017 14:41:57	CO			JOSEPH EMANUEL PH NO 0438010554
29/04/2017 14:43:12	CO			MG: TO OO WRIGHT ADV THAT BUILDING SURVEYOR WILL CONTACT THEM SHORTLY...OO
29/04/2017 14:43:12	CO			MG: WRIGHT ACK
29/04/2017 15:02:21	CO			MG: OO GAVIN WRIGHT - REQ DANDLP CD3
29/04/2017 15:03:04	CO			** ESC: AERIAL REQUIRED CODE 3 DANDLP REQUIRED
29/04/2017 15:03:04	DE			DANDLP
29/04/2017 15:03:57	CO			NA: RD008 PAGED TO CALLED
29/04/2017 15:05:31	TO			DANDLP - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 15:05:55	CO			MG: DANDLP GIVEN FURTHER AND ACK
29/04/2017 15:09:42	CO			MG: OPS OFFICER WRIGHT - CAN DANDLP APPROACH THE SCENE FROM THE NORTH SUGAR
29/04/2017 15:09:42	CO			MG: GUM BLVD MEL 11 C7...DANDLP ACK CAN CTRL CALL US ON 0457 987 942...ACK
29/04/2017 15:09:42	CO			MG: WILL CALL NOW
29/04/2017 15:09:56	CO			NA: RD008 CALLED IN AND GIVEN DETAILS
29/04/2017 15:10:26	TO			DANDLP - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 15:22:33	UC	000	SF	EXC SF AL<1> GREENSBOROUGH, 7 CASSIA CL / + SUGAR GUM BVD <11 C7>
29/04/2017 15:22:33	CO			WB: CTRL - OO HENDERSON SF UC
29/04/2017 15:22:40	CO			FSV Team Leader Button Hit
29/04/2017 15:23:51	CO			MG: FROM FSCC - ACK DANDLP RESPONDING
29/04/2017 15:27:51	CO			MG: CTRL - PLENB AVAIL
29/04/2017 15:27:56	OA			PLENR - 7 CASSIA CL, GREENSBOROUGH

DateTime	Record Type	Source	Incident Type	Message
29/04/2017 15:28:57	CO			PT30 returning with a crew of 3
29/04/2017 15:28:57	RO			PT30 - 3
29/04/2017 15:56:02	IS			PT30 - FS30
29/04/2017 16:00:10	CO			MG: CTRL - BUILDING SURVEYOR ON SCENE
29/04/2017 16:01:29	OS			DANDLP - 7 CASSIA CL, GREENSBOROUGH
29/04/2017 16:10:12	CO			TB7 returning with a crew of 4
29/04/2017 16:10:12	RS			TB7 - 4
29/04/2017 16:10:29	CO			MG: CTRL - GAS COMPANY ON SCENE
29/04/2017 16:18:46	CO			EBRI returning with a crew of 1
29/04/2017 16:18:46	RS			EBRI - 1
29/04/2017 16:25:46	IS			TB7 - FS07
29/04/2017 16:33:54	IS			EBRI - FS07
29/04/2017 16:42:20	CO			STHMP1 - RETURNING
29/04/2017 16:42:20	RS			STHMP1 - RETURNING
29/04/2017 16:55:42	CO			MERNFC - RETURNING
29/04/2017 16:55:42	RS			MERNFC - RETURNING
29/04/2017 17:08:48	IS			STHMP1 - SOUTH MORANG
29/04/2017 17:09:41	CO			EHAMSU RETURNING
29/04/2017 17:09:41	RS			EHAMSU - RETURNING
29/04/2017 17:14:12	IS			MERNFC - MERNDA
29/04/2017 17:14:31	RS			FGD09
29/04/2017 17:28:05	CO			DIAMPI RETURNING
29/04/2017 17:28:05	RS			DIAMPI - RETURNING
29/04/2017 17:30:56	ST	000	SF	EXC SF AL<1> GREENSBOROUGH, 7 CASSIA CL / + SUGAR GUM BVD <11 C7>
29/04/2017 17:30:57	CO			WB CTL CAPT MARSHMANN SF ST
29/04/2017 17:31:07	CO			EHAMPI RETURNING
29/04/2017 17:31:07	RS			EHAMPI - RETURNING
29/04/2017 17:36:08	CO			DANDLP RETURNING
29/04/2017 17:36:08	RS			DANDLP - RETURNING
29/04/2017 17:36:20	IS			DIAMPI - DIAMOND CREEK
29/04/2017 17:38:36	IS			FGD09
29/04/2017 17:39:07	IS			EHAMPI - ELTHAM
29/04/2017 17:42:04	CO			PLENPT RETURNING
29/04/2017 17:42:04	RS			PLENPT - RETURNING
29/04/2017 17:42:29	CO			GWRI RETURNING
29/04/2017 17:42:29	RS			GWRI - RETURNING
29/04/2017 17:42:33	IS			GWRI - D14 HQ GAVIN WRIGHT
29/04/2017 17:42:42	CO			RDO14 RETURNING
29/04/2017 17:42:42	RS			RDO14 - RETURNING
29/04/2017 17:42:45	IS			RDO14 - D14 HQ
29/04/2017 17:44:44	IS			EHAMSU - ELTHAM BA SUPPORT
29/04/2017 17:44:52	CO			PLENR RETURNING
29/04/2017 17:44:52	RS			PLENR - RETURNING
29/04/2017 17:45:37	CO			PLENTI RETURNING
29/04/2017 17:45:37	RS			PLENTI - RETURNING
29/04/2017 17:45:45	CO			PLENFC RETURNING
29/04/2017 17:45:45	RS			PLENFC - RETURNING
29/04/2017 17:45:52	IS			PLENPT - PLENTY
29/04/2017 17:45:55	IS			PLENFC - PLENTY
29/04/2017 17:48:55	IS			PLENTI - PLENTY
29/04/2017 17:51:37	IS			PLENR - PLENTY RESCUE
29/04/2017 18:17:32	ST	000	SF	EXC SF AL<1> GREENSBOROUGH, 7 CASSIA CL / + SUGAR GUM BVD <11 C7>
29/04/2017 18:17:32	EC			
29/04/2017 18:17:32	IS			DANDLP - DANDENONG
30/04/2017 16:20:45	IS			CEHAMS
08/06/2017 22:44:03	IS			CPLEN

Subject: CFA request for assistance to Firecall number 170426732

From: [REDACTED]
Sent: Wednesday, 10 May 2017 7:48 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: CFA request for assistance to Firecall number 170426732

Hi [REDACTED]

Thanks for the information it provides for good discussion with CFA.

A direct outcome of the Apollo Parkways Primary School fire was the initiation of the Boundary Realignment project – Phase 1 Validation. This led to the MFB committing \$450,000 over three years for Phase 2 which has been retitled to Improved Incident Response Project (IIRP) to tidy up dispatch in the Metropolitan District. We are currently in year 1. We have commitment from CFA CO to work together on this, but we can only influence them, not direct them.

Regards

[REDACTED]

 Please consider the environment before printing this e-mail

From: [REDACTED]
Sent: Tuesday, May 9, 2017 8:06 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: CFA request for assistance to Firecall number 170426732

Hi [REDACTED]

On one of my station visits over the weekend, we were discussing the circumstances behind this issue and I was informed by Station Officer [REDACTED] that he had previously submitted an Observation Report (OR) into the Apollo Parkways Primary School back in 2008 (please see attached), the circumstances surrounding his OR are very similar to this one and furthermore there was another incident in 2011(also mentioned in the email trail attached) that feedback was never received for.

In your discussions with the CFA, you may want to highlight these other incidents as it appears that this type of issue has been going on for almost a decade now without it being dealt with.

Some of the incidents identified had a major impact on the community and I would not like to see any further major/catastrophic incidents occurring in the future, considering that this type of situation has been brought to people's attention in the past with no real positive outcome being implemented.

Happy to discuss further.

Kind regards

[Redacted signature]

From: [Redacted]
Sent: Tuesday, 9 May 2017 12:08 AM
To: [Redacted]
Subject: RE: CFA request for assistance to Firecall number 170426732

Hi [Redacted],

Just for my own knowledge and interest, can you please advise of any outcome that may come from your discussions with the CO and CFA.

I have also several firefighters in Northern District [Redacted] that live in or in the surrounding area of this incident, who are very keen to know the reason behind FS16 not responding to this incident and fear for the safety of their families, especially when they are at work.

I would like to be able to reassure them that something is being done to address this issue.

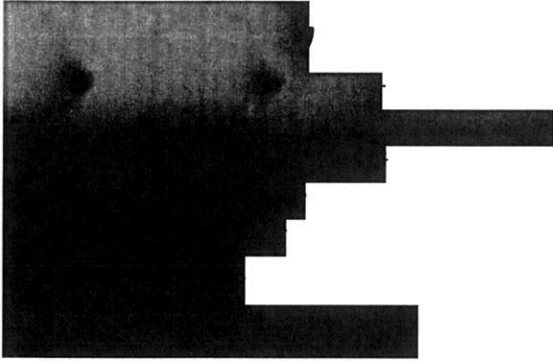
Regards

[Redacted signature]

From: [Redacted]
Sent: Wednesday, 3 May 2017 1:21 PM
To: [Redacted]
Subject: RE: CFA request for assistance to Firecall number 170426732

Can I remind you all that this info is for internal use only. I will supply to the CO and more than likely share with CFA.

Regards



Please consider the environment before printing this e-mail

From: [redacted]
Sent: Tuesday, May 2, 2017 3:09 PM
To: [redacted]
Subject: RE: CFA request for assistance to Firecall number 170426732

Hello Everyone

Attached is the response modelling and real time observations from the house fire 7 Cassia Close Greensborough. I have added some notations on how the calculation is performed and other relevant information. Please ensure you read this section as well.

If you have any questions please let me know.

Regards

[redacted]

[redacted]

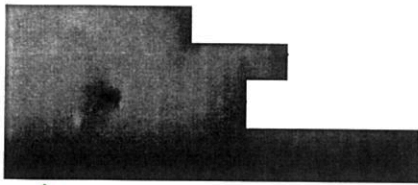
From: [redacted]
Sent: Tuesday, 2 May 2017 11:28 AM
To: [redacted]
Subject: RE: CFA request for assistance to Firecall number 170426732

Thanks [redacted]

This is a great example of the need for the Improved Incident Response Project (IIRP) and working with CFA to have a common approach.

Regards

[redacted]



Please consider the environment before printing this e-mail

From: [REDACTED]
Sent: Tuesday, 2 May 2017 6:39 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Fwd: CFA request for assistance to Firecall number 170426732

[REDACTED]
Can you supply the modelling of the address point to [REDACTED] when it is available. I have forwarded the line ups to assist him to understand the response table.
Cheers

[REDACTED]

[REDACTED]

From: "[REDACTED]"
Date: 1 May 2017 at 11:40:46 pm AEST
To: [REDACTED]
Subject: FW: CFA request for assistance to Firecall number 170426732

Hi [REDACTED]

As discussed earlier today, this is the email I sent [REDACTED] with the information I was able to gather regarding this issue.

Cheers

[REDACTED]

From: [REDACTED]
Sent: Sunday, 30 April 2017 10:54 PM
To: [REDACTED]
Subject: CFA request for assistance to Firecall number 170426732

Hi [REDACTED],

As you are aware from our telephone discussion yesterday, at the request of the CFA Incident Controller at a Structure Fire, 7 Cassia Close, Greensborough (Fire

Call number 26732) Teleboom 7 was responded to assist in extinguishing the fire. The FSCC also responded PT30 to the call.

I was contacted by the FSCC (via my mobile) and was given the details of this request. I responded to the incident to perform the role of MFB Liaison Officer.

Once on scene Teleboom 7 was positioned to supply water to the fire via the monitor (aerial attack), as the fire had breached the roof of the building. The building was a split level house and the fire had spread through all levels of the building creating the possibility of floor and roof collapse within the premises and making an internal firefighting attack almost impossible.

The purpose of this email is to inform you that some of the crew of Teleboom 7 were approached by a bystander asking the question of, why had it taken so long for the appliance to arrive on scene? The crew members informed the gentleman that they were responded to the incident at approximately 14.00 hours and were on scene approximately some 15 minutes later. The gentleman then asked to speak to someone in charge, the crew members directed the gentleman to the CFA Incident Controller, he requested to speak to the Officer dressed in the black uniform. CFA Operations Officer [REDACTED] and I were the only two Officers not wearing PPC as we were performing our respective roles from a vantage point that did not require us to wear PPC but had an overview of the whole fireground. A crew member brought the gentleman towards me but because I was on my mobile phone at the time the gentleman walked away, he appeared to be a bit agitated.

Once I completed my phone call, I approached the gentleman and asked him if he was wishing to speak to me. He asked me the same question that he had previously asked the Teleboom crew members in relation to our response times. I asked him, what was the reason for this line of questioning and he informed me that he was the brother of the lady owner of the property involved and that he could not understand why it took so long for this type of appliance (Teleboom) to be responded and that the CFA crews were attempting to put the fire out with what appeared to be garden hoses. I informed him that we were responded to assist with the firefight at 14.00 hours and that he would need to direct his line of questioning to the CFA Incident Controller, as he was the person in charge of the fire and we were only supplying support in dealing with the fire.

A plan was developed by the CFA Incident Controller for a Ladder Platform to be responded to further assist in dealing with the situation and I was informed that once the Ladder Platform was on scene, Teleboom 7 would be released. When this occurred the gentleman that I was previously speaking to, noticed that the Ladder Platform had been sourced from Dandenong and wanted to know if there wasn't a closer Ladder Platform that could have been responded, again I directed him to speak with the Incident Controller.

When I returned to station, I was a little confused at the response process used in this event. I had a look at the call history and also looked at Firecom to try and ascertain the whereabouts of PT16 when the initial calls for this event were received (13.18 hours), only to find that they were in station between the hours of 12.00 and 13.56, where they were despatched to call number 26430 at this time.

I am trying to understand the reason why Pumper Tanker 16 was overlooked and did not form part of the initial response to this incident. I have done some research and found out the following information utilising the Whereis application on the internet. I

calculated the fastest and shortest routes from each of the responding CFA stations and FS16 to the incident address.

CFA Plenty Fire Station, 109 Yan Yean Rd, Plenty VIC 1.8 kilometers

CFA South Morang Fire Station, 875 Plenty Road South Morang, VIC- Shortest 7.2 kms, Fastest 11.6 kms.

CFA Eltham Fire Station 61 Brougham St, Eltham VIC 3095 Shortest 8.2 km, Fastest 8.2 kms

CFA Diamond Creek Fire Station, 83 Main Hurstbridge Rd, Diamond Creek VIC. Shortest 4.2 kms. Fastest 4.2 kms

MFB Greensborough Fire Station, 141 Grimshaw Street, Greensborough VIC Shortest 4.2 kms, Fastest 6 kms.

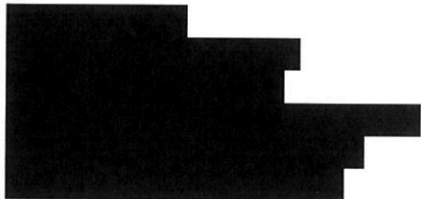
This information clearly indicates to me that FS16 is approximately the same distance from the incident as the second closest CFA station and significantly closer than the other two CFA Stations that responded to the incident.

I have been made aware that Pat Pereira is working on a project that is looking at turnout/response times to certain areas and I will be passing on this information on to her.

My frustration is, that I do not understand the reasons behind this problem and I would like to get a better understanding of the behind the scene processes that are implemented when formulating the response criteria for these types of scenarios, so when members of the public request information from me, I will then be in a position where I can accurately reply to their questions.

Happy to discuss further, when we next catch up.

Kind regards

A large black rectangular redaction box covering the signature area.

From:
Sent:
To:
Subject: MFB Observation Report Submission 28308-2122

From: [REDACTED]
Sent: Saturday, 6 May 2017 1:10 PM
To: [REDACTED]
Subject: FW: MFB Observation Report Submission 28308-2122

Hi [REDACTED],

This is the info on the fire back in 2008, as you can see they were still talking about it in 2011 after another fire in the area (I think the council office)

Need to start at the bottom & work back.

Good luck [REDACTED]

From: [REDACTED]
Sent: Wednesday, 15 June 2011 11:15 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: MFB Observation Report Submission 28308-2122

All

I am taking this up with [REDACTED] I will get back to you with feedback.

Regards
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 15 June 2011 11:11 AM
To: [REDACTED]
Subject: FW: MFB Observation Report Submission 28308-2122

[REDACTED]
FYI.
Received this from [REDACTED]
At No.16 they are obviously annoyed
[REDACTED]

From: [REDACTED]
Sent: Wednesday, 15 June 2011 10:19 AM
To: [REDACTED]

Cc: [REDACTED]
Subject: FW: MFB Observation Report Submission 28308-2122

[REDACTED]
Please find details below from the Apollo Parkways school fire, which we had the same issues with CFA assignment rules. Please note on my observation report the the significant risks in close proximity

of this area, one of which was the council offices.. appears nothing has change since March 2008, therefore questioning the validity of observation reports.

From: [REDACTED]
Sent: Friday, 4 April 2008 9:03 AM
To: [REDACTED]
Subject: FW: MFB Observation Report Submission 28308-2122

From: [REDACTED]
Sent: Wednesday, 2 April 2008 11:02 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: MFB Observation Report Submission 28308-2122

[REDACTED]
In reference to the response from the CFA below:
It would appear that the CFA is prepared to review their response tables, I like you await any further replies.
Please let me know if and when CFA Ops Manager [REDACTED] wishes to meet with you, as I would like to attend.

Regards
[REDACTED]

From: [REDACTED]
Sent: Wednesday, 2 April 2008 9:29 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: MFB Observation Report Submission 28308-2122

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[REDACTED]
I have passed your email on to [REDACTED] and also provided him with the relevant CFA data tables; with the view to re-looking at the current data to ensure that "customer service" is as efficient as it could be.

Please note that the current response data does not seem to take into account MFB stations and the current Wordback data does not ask for MFB appliances unless the pumper request goes above 4.

I am sure that [REDACTED] will take the information provided and discuss the relevant issues with the Brigade(s) as well as the relevant MFB commanders and then re-supply CFA CAD Support with any relevant data changes.

Could you please let [REDACTED] know that the incident is being investigated by CFA.

Regards :

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 1 April 2008 09:00
To: [REDACTED]
Subject: MFB Observation Report Submission 28308-2122

[REDACTED]

I refer to the Observation report shown below from the Station Officer at Greensborough Fire Station. As I donot have access to the CFA response tables and am not in a position to answer queries in relation to CFA procedures, could you please provide a response to this request to me, so that I can forward it to [REDACTED]

Regards

[REDACTED]

From: [REDACTED]
Sent: Friday, 28 March 2008 9:23 PM
To: Observation Reports
Cc: [REDACTED]
Subject: Observation Report Submission

Observation Report

Reference No.: 28308-2122
Name: [REDACTED]
Station Number: 16
Platoon: C

Event Number: 8027

Other:

Event Date: 26/03/2008

Event Time: 07:45

Event Address: Apollo Parkways Primary School , 31 Civic Drive Greensborough.

Details: In reference to the above fire call there are several issues pertaining to the MFB response to this call. The closest CFA station (Plenty) is 2.93 kms from the address of the call however FS16 is 2.73 kms and manned and not subject to a four minute delay for volunteer response. The address of the call is within the 1.5 km buffer zone from the MFB/CFA boundary. Due to several exchange calls as noted on the call history, should the response have been automatically upgraded by the comm centre (CFA), and if the call was upgraded then shouldn't the despatch system have picked FS16 & 14, being closer stations, before Sth Morang, Yarrambat, and Eltham. These questions are being raised in good faith for the most appropriate response to an emergency at a significant public risk being a primary school of approximately 800 students surrounded by a child care centre, special needs school, TAFE college, sports centre and council offices all within approximately 200 mtrs. Fortunately enough the event was during the school holidays.

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