



Fire Season Preparedness Inquiry



United Firefighters Union
Victorian Branch – Submission

Terms Of Reference

- ▶ The UFU will focus on addressing the following term of reference:
 - j) nature and level of emergency response;



2009 Victorian Bushfires Royal Commission CFA CEO, Mick Bourke Transcript 4th May 2010

- ▶ In the 2009 Victorian Bushfires Royal Commission the CFA CEO Mick Bourke confirmed that the CFA had sought funding for 684 additional firefighters.
- ▶ Please see pages 19357–19358 of the 2009 Victorian Bushfires Royal Commission Transcript, dated 4 May 2010



2009 Victorian Bushfires Royal Commission CFA CEO, Mick Bourke Transcript 4th May 2010

Question to Mick Bourke CFA CEO: *“To your Knowledge in July 2009 did the CFA request funding from the State of Victoria for a further 684 career firefighters? “*

Mick Bourke: *“I don’t know what occurred in July 2009. But I’m aware that there was a submission made along those lines that flowed out of what I do know to be the Merriman process.”*

Question: *“That's the board of reference process?”*

Mick Bourke: *“That's right.”*

.....

Question: *“Do you know whether or not in July 2009 the CFA did in fact request from the State of Victoria for Funding for a substantial increase in the amount of career firefighters available to it?”*

Mick Bourke: *“I understand it did make a submission prior to my time at the CFA.”*

[2009 Victorian Bushfires Royal Commission, Transcript of Proceedings, 4 May 2010 pg .19358.]

Jack Rush Counsel Assisting submission before the 2009 Victorian Bushfires Royal Commission

- ▶ *“It appears that by August 2009, the CFA had confirmed that its plans included increasing the numbers of operational staff by 684 – which on any view, is a dramatic increase. It will bring the overall number to approximately 1179 career staff.”*
- ▶ *“Mr Bourke also confirmed that he and the Chief Fire Officer agree that the CFA requires a ‘substantial increase in its career firefighter staff. Correspondence was produced which indicated that Mr Bourke had written to the UFUA to confirm that the Board had endorsed a funding submission to government ‘based on the Chief Officer’s submission to the Dispute Panel’ and that he was hopeful the matter of additional funding would be addressed by the government soon.”*

[Organisational Structure, Submissions of Jack Rush Counsel Assisting, May 2010, Page 38 & 40 *emphasis added*]



GOVERNMENT TAKES ACTION ON MAJOR BUSHFIRE REFORMS

Press Release: ALP Brumby Government 27/8/2010

- ▶ *“Fireground Response: \$197.5 million for 342 new career CFA firefighters and 100 additional MFB firefighters, a new program to standardise the radio connections between the CFA and DSE to deliver quicker information to incident control centres, a new CFA program to identify and remediate communications black spots and improved aircraft despatch. This is in addition to 170 additional permanent DSE firefighters funded under the Land and Fuel Management package”*

[Government Takes Action on Major Bushfires reforms
– ALP Press Release, 27 August 2010]





Liberal/National Government
elected in November 2010

The newly elected Liberal/National Government commenced legal challenges to avoid recruiting the 342 additional firefighters allocated by former Brumby Government.

The 342 additional firefighters were allocated based on evidence before the 2009 Victorian Bushfires Royal Commission.



Cuts to Fire Service Budget

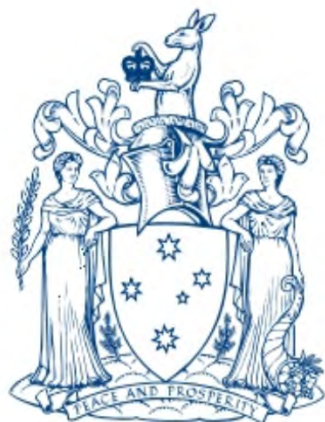
- ▶ The Napthine/Baillieu government also slashed \$66 million dollars out of the fire services budgets which was confirmed by the then minister Peter Ryan on 4 September 2012.
[The Age, “\$66m cuts put heat on firefighters”, 4 September 2012]
- ▶ \$41 million was slashed from the CFA budget and \$25 million from the MFB budget.
- ▶ Additionally under the Napthine Government the CFA and MFB spent approximately \$21 million of fire service levy monies litigating against firefighters terms and conditions of employment and opposing the increase in firefighter numbers.

[Source: CFA and MFB Annual Reports 2011-15]



- ▶ The above mentioned budget cuts and litigation have resulted in critical delays in addressing the shortcomings identified in the 2009 Victorian Bushfires Royal Commission.





Managing Emergency Services Volunteers

Victorian Auditor-General's Report
Managing Emergency Services Volunteers
February 2014

Auditor-General's Report – Managing Emergency Services Volunteers February 2014

“Neither CFA nor SES have a sound understanding of the total number of volunteers needed to fulfil their operational requirements. CFA does not know how many volunteers it needs and SES’s data on how many volunteers it has is unreliable. Both agencies’ assessments of current workforce capacity overestimate their emergency response capabilities, meaning neither agency can be assured that it has the capacity to respond to incidents when they occur.”

[Auditor-General's Report, Managing Emergency Services Volunteers, February 2014, Pg x, *emphasis added*]



Auditor-General's Report – Managing Emergency Services Volunteers

Workforce planning and need

“Volunteer workforce planning is essential to develop an understanding of CFA and SES’s capacity and capability to meet service delivery. It requires an evidence-based assessment of the current workforce capacity and capability, knowing the number of volunteers needed, and the gaps in capacity and capability.

Both CFA and SES have limited organisation-wide awareness of their volunteer workforce requirements.

*While CFA currently has around 57 500 volunteers, it identifies only the number of volunteers with specific skills that it needs, **rather than the minimum number of volunteers it needs to perform its functions.**”*

[Auditor-General's Report, Managing Emergency Services Volunteers, February 2014, Pg x, *emphasis added*]



Auditor-General's Report – Managing Emergency Services Volunteers

Training and deployment:

“However, Brigade Operational Skills Profiles do not determine the number of members a brigade requires for overall viability. Also, they count non-active volunteer skills—volunteers who have attained competency but are no longer operationally active in that skill—which has the potential to overstate the number of volunteers who are available to perform a task, and they do not consider times of the day and week that volunteers are not available. This practice may give false assurance that a brigade has a capacity to respond, when it does not.”

[Auditor-General's Report, Managing Emergency Services Volunteers, February 2014, Pg xi, *emphasis added*]



Auditor-General's Report – Managing Emergency Services Volunteers

Workforce planning data:

“Both agencies could use this data to identify trends in factors like volunteer age or length of service, which should guide workforce planning and recruitment actions.

VAGO's analysis of CFA and SES data showed, for example:

- *at CFA, the volunteer population is ageing, with non-metropolitan areas having a greater number of older volunteers than metropolitan areas. This has implications for sustainable workforces in rural areas and for CFA's ability to deliver services.”*

[Auditor-General's Report, Managing Emergency Services Volunteers, February 2014, Pg 16, *emphasis added*]



Auditor-General's Report – Managing Emergency Services Volunteers

Country Fire Authority:

“CFA currently has around 57 500 operational and non-operational volunteers, which has remained relatively constant over the past decade. In its 2012–13 annual report it identified a target of 57 000 volunteers—in essence the number of volunteers it believes it needs. However, CFA does not have processes to identify the number of volunteers it has, so the basis of this number is unclear.”

[Auditor-General's Report, Managing Emergency Services Volunteers, February 2014, Pg 15, *emphasis added*]



Auditor-General's Report – Managing Emergency Services Volunteers

Brigade Operational Skills Profiles:

“BOSP also does not reflect a brigades’ ability to respond at particular times of the day or days of the week. This is an issue in regional or remote areas where active members may commute to another town for work and be unavailable during the day. This can result in towns not having an appropriate level of fire response available at all times.”

[Auditor-General's Report, Managing Emergency Services Volunteers, February 2014, Pg 23, *emphasis added*]



Auditor-General's Report – Managing Emergency Services Volunteers

Conclusion:

*“While systems and processes are in place to train, deploy and support volunteers, their effectiveness and efficiency is uncertain. Neither the Country Fire Authority (CFA) nor the Victoria State Emergency Service (SES) is able to assure itself that its training, deployment and retention practices are effective and **that it has the volunteer workforce needed to carry out its emergency response roles.**”*

[Auditor-General's Report, Managing Emergency Services Volunteers, February 2014, Pg 21, *emphasis added*]



Summary 2009 – 2015 Fire Service Capacity

- ▶ In the 2009 Bushfire Royal Commission transcript it was confirmed the CFA had requested funding for 684 additional professional/career Firefighters.
- ▶ As a result of the Royal Commission the previous ALP Brumby Govt allocated 342 extra professional/career firefighters to the 2010 Enterprise Agreement
- ▶ The ALP Brumby Government lost office in November 2010.
- ▶ The newly elected LNP Napthine/ Baillieu Govt opposed the recruitment of the additional 342 professional/career firefighters which resulted in extensive litigation.
- ▶ The LNP Napthine/ Baillieu Govt cut \$66 million from the fire services budget.
- ▶ The Auditor-General found in 2014 that:
 - Both agencies' (being CFA and SES) assessments of current workforce capacity overestimate their emergency response capabilities, meaning neither agency can be assured that it has the capacity to respond to incidents when they occur."
- ▶ In January 2015 the Full Bench of the Federal Court on Appeal by the UFU found that the 342 additional firefighters in the enterprise agreement was legal and enforceable and must be delivered.



Emergency Service Response Times

IMPORTANCE OF STANDARDS COMPLIANCE:

“ A delayed response can have life-changing health, welfare and economic consequences. Citizens expect a prompt response to an emergency call and want to know how long the response is likely to take. Therefore, the public takes a strong interest in the responsiveness of Victorian’s emergency services.”

Pg. 1

Victorian Auditor-General’s Report
Emergency Services Response Times
March 2015

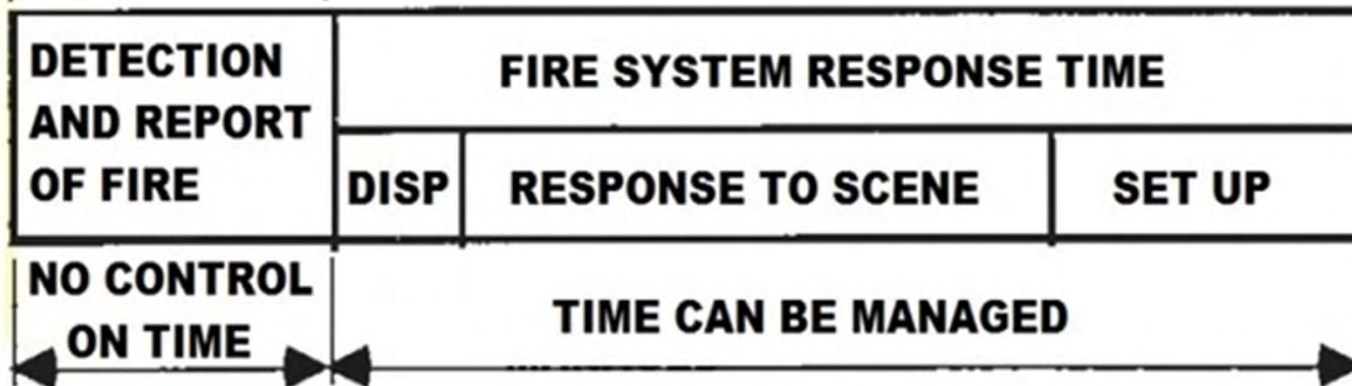
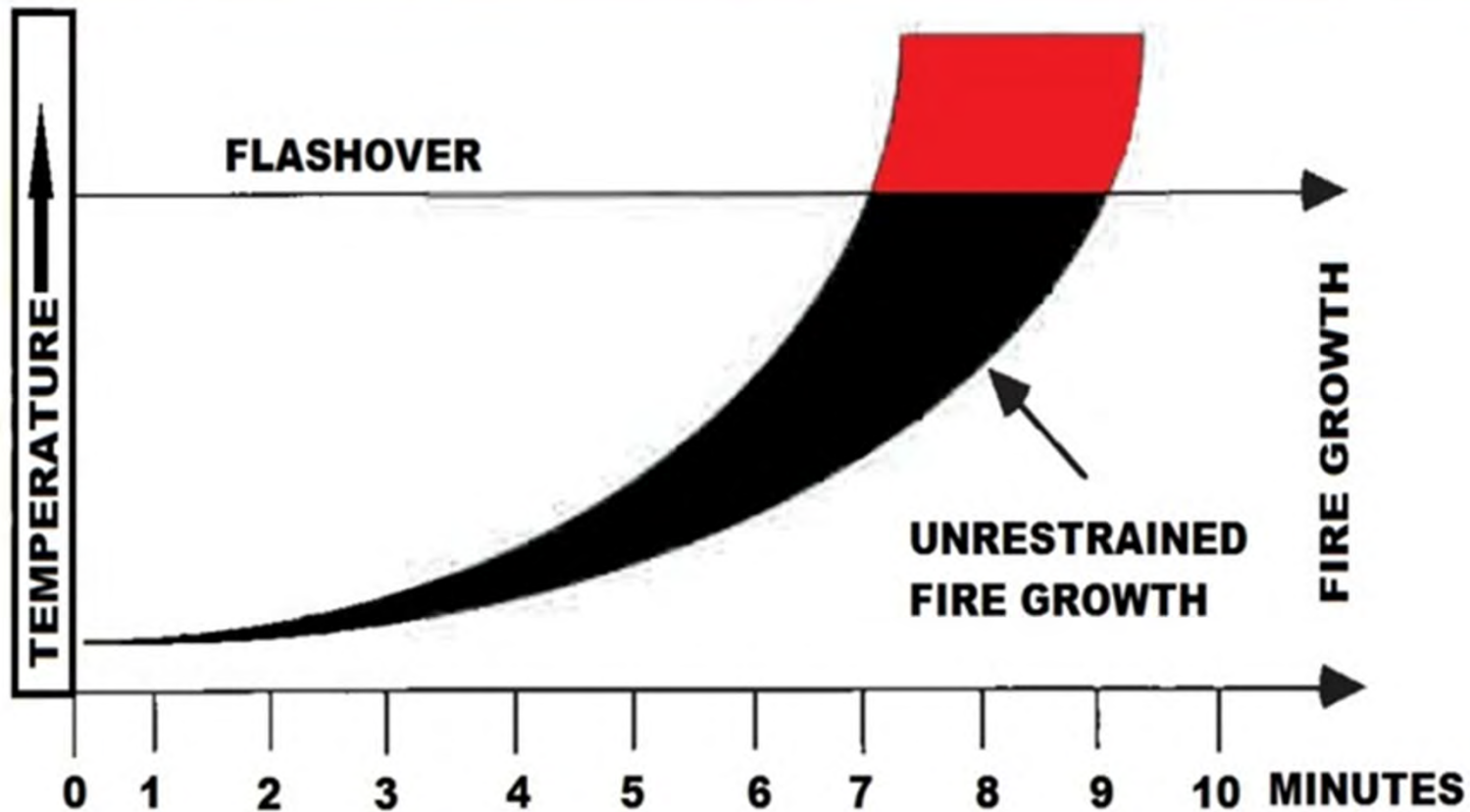
Standards of Fire Cover

- ▶ Community Safety should be the paramount consideration of this Inquiry.
- ▶ The key question is;
 - Are the communities, that the CFA are responsible for, being protected in accordance with the standards required to maximise the potential for saving life, minimising damage to property, and preventing the flow-on of economic loss?
- ▶ Failure to meet those standards of response does not meet community expectations, puts lives at risk and increases damage to property resulting in economic loss.




Report of the Public Bodies Review Committee into the Metropolitan Fire Brigades Board – 1994

- ▶ The Committee was chaired by Robin Cooper MP (Liberal member for Mornington)
- ▶ The Reports findings surrounding response times were reaffirmed by the Senate Committee Report into Safety, Rehabilitation and Compensation Amendment (Fair Protection for Firefighters) Bill of 2011.



Flash-over:

- To maximise the prevention of loss of life and minimise damage to property, fire services mandate a quick response by applying standards for their firefighters to respond to emergencies.
 - Underpinning fire service response time standards is scientific research that dictates that a fire must be suppressed within five to 10 minutes of ignition.
 - The physical characteristics of fire cause the temperature in a building to rise extremely rapidly, and a sudden and dramatic simultaneous ignition of most combustible materials and gases is called flash-over.
 - The time required for flash-over to occur varies according to building construction and furnishing materials and usage.
 - The fire spreads quickly once flash-over has occurred.
 - In order to maximize the potential of saving life and minimizing damage to property, firefighters must enter the building to commence suppression activities to avoid flash-over.
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- ▶ Modern building products and increase of the use of plastics in the possibility of flash-over occurring earlier.



Primary Incident Service Delivery Standards

- ▶ Service Delivery Standards (SDS) is the pre-defined response time allowed for a brigade to respond to an emergency incident and applies to any emergency incident in CFA territory
- ▶ A Primary SDS is any incident occurring in a brigade's defined response area, or another brigade's response area where a brigade is the only brigade in attendance



CFA's Service Delivery Standards (SDS)

CLASS OF HAZARD	RESPONSE TIME DEFINITIONS	VEHICLE RESPONSE TIMES (MIN) *
1 - High Urban **	A structure or series of structures, which present a serious life hazard from fire.	**
2 - Medium Urban	Significant urban areas, primarily residential areas involving commercial centres, clusters of industrial and/or institutional hazards.	8
3 - Low Urban	Encompasses all structural hazards in urban areas not falling into Classes 1 and 2 and includes predominantly residential occupancies and small industries.	10
4 - Rural	Primarily involves natural surroundings in terms of fuel, but also involves isolated dwellings and structures within those areas.	20
5 - Remote Rural	Structural and rural hazards similar to Class 4 and for which the location of the hazard is geographically distant from a fire station.	No times specified
Urban RAR ¹	Road Accident Rescue incidents occurring in the Melbourne statistical division ² , plus the municipal districts of Greater Geelong, Greater Bendigo, Ballarat, Latrobe and Greater Shepparton.	20
Rural RAR ¹	Road Accident Rescue incidents occurring in that part of Victoria not in the urban zone.	40
Hazmat	Any hazmat incident. ³	No times specified



Brigade Turnout Time Definitions

TURNOUT TIME (MIN)	BRIGADE TURNOUT TIME DEFINITIONS ⁴
1.5	Brigade with more than one career officer / firefighter on duty at the fire station.
4.0	Brigade (fully volunteer or with one career officer on duty) with Emergency Reporting System (ERS), siren, full complement of pagers and incorporating any hazard class 2 locations in their response area.
6.0	Brigade (fully volunteer) with ERS activated siren, or a full compliment of pagers and incorporating any hazard class 3 locations in their response area but no hazard class 2 locations.
10.0	All other brigades incorporating only hazard class 4 and 5 locations in their response areas.



Eastern Metropolitan Hon Richard Della-Riva

Brigades

- ▶ Warrandyte
- ▶ Wonga Park
- ▶ North Warrandyte
- ▶ Research
- ▶ Mooroolbark
- ▶ Bayswater



Warrandyte

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	127	102	6:20	9:44	96	94 %	4	4 %	20	20 %	77	75 %
3 - Low Urban (10:00)	39	23	6:51	9:24	23	100 %	13	57 %	21	91 %	22	96 %
4 - Rural (20:00)												
5 - Remote Rural												
Total	166	125	6:23	9:44	119	95 %	17	14 %	41	33 %	99	79 %

Business Rule(s)

SDS Results Primary Report Status: Complete

Response Percentage Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
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2015-2016	80%
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Warrandyte brigade failed to achieve the required 8 minute response time 80% of the time.

Wonga Park

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	27	16	7:49	11:58	8	50 %	4	25 %	5	31 %	8	50 %
3 - Low Urban (10:00)	8	5	7:23	13:40	2	40 %	4	80 %	2	40 %	3	60 %
4 - Rural (20:00)	10	4	6:25	7:40	4	100 %	4	100 %	4	100 %	4	100 %
5 - Remote Rural												
Total	45	25	7:33	11:58	14	56 %	12	48 %	11	44 %	15	60 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	69%

Wonga Park brigade failed to achieve the required 8 minute response time 69% of the time.

North Warrandyte

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	5	4	7:27	13:31	4	100 %			2	50 %	2	50 %
3 - Low Urban (10:00)	10	8	7:45	11:06	8	100 %			6	75 %	7	88 %
4 - Rural (20:00)	10	10	7:56	9:43	10	100 %	10	100 %	10	100 %	10	100 %
5 - Remote Rural												
Total	25	22	7:56	10:24	22	100 %	10	45 %	18	82 %	19	86 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

50%

North Warrandyte brigade failed to achieve the required 8 minute response time 50% of the time.

Mooroolbark

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	176	135	5:48	8:37	31	23 %	89	66 %	79	59 %	113	84 %
3 - Low Urban (10:00)												
4 - Rural (20:00)												
5 - Remote Rural												
Total	176	135	5:48	8:37	31	23 %	89	66 %	79	59 %	113	84 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

41%

Mooroolbark brigade failed to achieve the required 8 minute response time 41% of the time.

Bayswater

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	178	148	5:39	7:36	120	81 %	79	53 %	82	55 %	137	93 %
3 - Low Urban (10:00)	13	6	5:19	5:54	4	67 %	5	83 %	5	83 %	6	100 %
4 - Rural (20:00)	1	1		3:35	1	100 %	1	100 %	1	100 %	1	100 %
5 - Remote Rural												
Total	192	155	5:33	7:34	125	81 %	85	55 %	88	57 %	144	93 %

Business Rule(s)

SDS Results Primary Report Status: Complete

Response Percentage Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	45%

Bayswater brigade failed to achieve the required 8 minute response time 45% of the time.

Western Victoria Simon Ramsay

Brigades

- ▶ Ballarat
- ▶ Highton (in Geelong)
- ▶ Horsham
- ▶ Lara
- ▶ Sebastopol
- ▶ Queenscliffe
- ▶ Geelong West
- ▶ Drysdale
- ▶ Portarlington
- ▶ Barwon Heads



Ballarat

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	225	157	6:04	8:17	157	100 %	53	34 %	57	36 %	136	87 %
3 - Low Urban (10:00)	92	65	8:10	10:41	63	97 %	19	29 %	34	52 %	55	85 %
4 - Rural (20:00)	6	5	11:20	29:19	5	100 %	4	80 %	4	80 %	4	80 %
5 - Remote Rural												
Total	323	227	6:58	9:46	225	99 %	76	33 %	95	42 %	195	86 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

64%

Ballarat brigade failed to achieve the required 8 minute response time 64% of the time.

Highton

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	40	24	6:29	8:23	24	100 %	10	42 %	7	29 %	21	88 %
3 - Low Urban (10:00)	2	1		18:56	1	100 %						
4 - Rural (20:00)												
5 - Remote Rural												
Total	42	25	6:29	9:51	25	100 %	10	40 %	7	28 %	21	84 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

71%

Highton brigade failed to achieve the required 8 minute response time 71% of the time.

Horsham

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	106	34	7:16	9:14	14	41 %	30	88 %	19	56 %	19	56 %
3 - Low Urban (10:00)	80	27	7:47	9:40	10	37 %	26	96 %	25	93 %	25	93 %
4 - Rural (20:00)	18	6	8:50	14:23	5	83 %	6	100 %	6	100 %	6	100 %
5 - Remote Rural												
Total	204	67	7:47	9:51	29	43 %	62	93 %	50	75 %	50	75 %

Business Rule(s)

SDS Results Primary Report Status: Complete

Response Percentage Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	44%

Horsham brigade failed to achieve the required 8 minute response time 44% of the time.

Lara

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	131	98	10:01	13:22	97	99 %	12	12 %	19	19 %	26	27 %
3 - Low Urban (10:00)	16	14	7:07	8:55	13	93 %	7	50 %	11	79 %	13	93 %
4 - Rural (20:00)	61	32	9:05	13:17	27	84 %	32	100 %	31	97 %	32	100 %
5 - Remote Rural												
Total	208	144	9:41	13:17	137	95 %	51	35 %	61	42 %	71	49 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	81%

Lara brigade failed to achieve the required 8 minute response time 81% of the time.

Sebastopol

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	124	91	6:58	8:34	91	100 %	16	18 %	49	54 %	66	73 %
3 - Low Urban (10:00)	19	13	7:56	10:29	13	100 %	4	31 %	7	54 %	11	85 %
4 - Rural (20:00)	9	6	9:42	11:52	6	100 %	6	100 %	6	100 %	6	100 %
5 - Remote Rural												
Total	152	110	7:18	9:27	110	100 %	26	24 %	62	56 %	83	75 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

46%

Sebastopol brigade failed to achieve the required 8 minute response time 46% of the time.

Queenscliffe

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	21	17	8:34	10:58	17	100 %	1	6 %	5	29 %	6	35 %
3 - Low Urban (10:00)	8	8	8:47	11:48	8	100 %	3	38 %	5	63 %	5	63 %
4 - Rural (20:00)												
5 - Remote Rural												
Total	29	25	8:46	11:37	25	100 %	4	16 %	10	40 %	11	44 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

71%

Queenscliffe brigade failed to achieve the required 8 minute response time 71% of the time.

Geelong West

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	65	43	6:54	9:08	38	88 %	15	35 %	28	65 %	33	77 %
3 - Low Urban (10:00)	20	12	8:15	9:00	11	92 %	6	50 %	12	100 %	11	92 %
4 - Rural (20:00)	1	1		11:47			1	100 %	1	100 %	1	100 %
5 - Remote Rural												
Total	86	56	7:15	9:32	49	88 %	22	39 %	41	73 %	45	80 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

35%

Geelong West brigade failed to achieve the required 8 minute response time 35% of the time.

Drysdale

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	39	30	8:36	10:23	30	100 %	4	13 %	10	33 %	13	43 %
3 - Low Urban (10:00)	21	13	7:02	10:02	13	100 %	9	69 %	11	85 %	11	85 %
4 - Rural (20:00)	11	11	7:48	12:21	10	91 %	10	91 %	11	100 %	11	100 %
5 - Remote Rural												
Total	71	54	7:55	10:47	53	98 %	23	43 %	32	59 %	35	65 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

67%

Drysdale brigade failed to achieve the required 8 minute response time 67% of the time.

Portarlington

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	22	18	6:51	13:30	18	100 %	2	11 %	12	67 %	12	67 %
3 - Low Urban (10:00)	31	15	7:49	10:22	15	100 %	2	13 %	13	87 %	13	87 %
4 - Rural (20:00)	4	3	7:19	17:37	3	100 %	2	67 %	3	100 %	3	100 %
5 - Remote Rural												
Total	57	36	7:26	12:34	36	100 %	6	17 %	28	78 %	28	78 %

Business Rule(s)

SDS Results Primary Report Status: Complete

Response Percentage Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

33%

Portarlington brigade failed to achieve the required 8 minute response time 33% of the time.

Barwon Heads

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	8	5	6:01	9:41	5	100 %			3	60 %	3	60 %
3 - Low Urban (10:00)	7	5	6:57	9:42	5	100 %	1	20 %	5	100 %	5	100 %
4 - Rural (20:00)	1											
5 - Remote Rural												
Total	16	10	6:57	9:41	10	100 %	1	10 %	8	80 %	8	80 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

40%

Barwon Heads brigade failed to achieve the required 8 minute response time 40% of the time.

Eastern Victoria Ms Melina Bath

- ▶ Sale
- ▶ Moe
- ▶ Bairnsdale
- ▶ Lilydale
- ▶ Montrose
- ▶ Churchill



Sale

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	117	80	8:11	10:27	11	14 %	66	83 %	38	48 %	38	48 %
3 - Low Urban (10:00)	34	18	8:43	14:28	3	17 %	12	67 %	10	56 %	10	56 %
4 - Rural (20:00)	28	19	13:01	20:09			17	89 %	17	89 %	16	84 %
5 - Remote Rural												
Total	179	117	8:35	14:28	14	12 %	95	81 %	65	56 %	64	55 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	52%

Sale brigade failed to achieve the required 8 minute response time 52% of the time.

Moe

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	92	75	9:48	11:48	14	19 %	32	43 %	18	24 %	18	24 %
3 - Low Urban (10:00)	20	5	11:54	13:18	1	20 %	1	20 %			1	20 %
4 - Rural (20:00)	9	7	10:54	16:27	2	29 %	7	100 %	7	100 %	7	100 %
5 - Remote Rural												
Total	121	87	9:59	12:30	17	20 %	40	46 %	25	29 %	26	30 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	76%

Moe brigade failed to achieve the required 8 minute response time 76% of the time.

Bairnsdale

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	115	80	7:11	9:55	18	23 %	67	84 %	53	66 %	54	68 %
3 - Low Urban (10:00)	109	82	8:26	10:43	28	34 %	78	95 %	66	80 %	66	80 %
4 - Rural (20:00)	15	12	10:32	16:19	5	42 %	11	92 %	11	92 %	11	92 %
5 - Remote Rural												
Total	239	174	7:56	10:39	51	29 %	156	90 %	130	75 %	131	75 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	34%

Bairnsdale brigade failed to achieve the required 8 minute response time 34% of the time.

Lilydale

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	155	118	7:02	9:09	52	44 %	87	74 %	86	73 %	87	74 %
3 - Low Urban (10:00)	49	23	7:56	9:29	9	39 %	21	91 %	21	91 %	21	91 %
4 - Rural (20:00)	3	3	6:57	9:13	2	67 %	3	100 %	3	100 %	3	100 %
5 - Remote Rural												
Total	207	144	7:07	9:13	63	44 %	111	77 %	110	76 %	111	77 %

Business Rule(s)

SDS Results Primary Report Status: Complete

Response Percentage Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
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2015-2016	27%
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Lilydale brigade failed to achieve the required 8 minute response time 27% of the time.

Montrose

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	76	62	5:54	7:18	10	16 %	55	89 %	36	58 %	58	94 %
3 - Low Urban (10:00)	88	53	6:00	9:46	22	42 %	51	96 %	47	89 %	49	92 %
4 - Rural (20:00)	2	1		9:01	1	100 %	1	100 %	1	100 %	1	100 %
5 - Remote Rural												
Total	166	116	5:55	8:25	33	28 %	107	92 %	84	72 %	108	93 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

42%

Montrose brigade failed to achieve the required 8 minute response time 42% of the time.

Churchill

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	58	45	6:59	9:12	44	98 %	4	9 %	28	62 %	28	62 %
3 - Low Urban (10:00)	9	4	7:31	8:01	4	100 %	2	50 %	4	100 %	4	100 %
4 - Rural (20:00)	27	13	9:51	17:58	8	62 %	11	85 %	12	92 %	12	92 %
5 - Remote Rural												
Total	94	62	7:45	11:10	56	90 %	17	27 %	44	71 %	44	71 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	38%

Churchill brigade failed to achieve the required 8 minute response time 38% of the time.

Northern Vic Shooters and Fishers Party Mr Daniel Young

- ▶ Mooroopna



Mooroopna

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	51	38	6:23	8:49	35	92 %	14	37 %	25	66 %	32	84 %
3 - Low Urban (10:00)	41	30	7:00	9:15	26	87 %	25	83 %	24	80 %	29	97 %
4 - Rural (20:00)	37	27	10:06	17:13	17	63 %	26	96 %	26	96 %	25	93 %
5 - Remote Rural	6	6	8:36	21:57	5	83 %	6	100 %	6	100 %	6	100 %
Total	135	101	7:14	12:20	83	82 %	71	70 %	81	80 %	92	91 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	34%

Mooroopna brigade failed to achieve the required 8 minute response time 34% of the time.

Outer Metropolitan Melbourne

- ▶ Epping
- ▶ Plenty
- ▶ Diamond Creek
- ▶ Keysborough
- ▶ Edithvale
- ▶ Carrum Downs
- ▶ Hampton Park
- ▶ Narre Warren North
- ▶ Beaconsfield
- ▶ Skye
- ▶ Langwarrin
- ▶ Mt Eliza
- ▶ Mt Martha
- ▶ Rye
- ▶ Dromana
- ▶ Wyndham Vale
- ▶ Mt Evelyn
- ▶ Scoresby
- ▶ Noble Park
- ▶ Werribee



Epping

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	268	208	6:06	8:59	137	66 %	91	44 %	107	51 %	167	80 %
3 - Low Urban (10:00)	32	22	8:25	11:23	15	68 %	12	55 %	14	64 %	17	77 %
4 - Rural (20:00)	3	3	3:59	18:41	1	33 %	3	100 %	3	100 %	3	100 %
5 - Remote Rural												
Total	303	233	6:17	9:31	153	66 %	106	45 %	124	53 %	187	80 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

49%

Epping brigade failed to achieve the required 8 minute response time 49% of the time.

Plenty

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	51	38	5:57	8:50	35	92 %	5	13 %	24	63 %	32	84 %
3 - Low Urban (10:00)	23	13	6:44	9:00	13	100 %	8	62 %	11	85 %	12	92 %
4 - Rural (20:00)	2	1		29:06	1	100 %	1	100 %	1	100 %	1	100 %
5 - Remote Rural												
Total	76	52	5:58	8:50	49	94 %	14	27 %	36	69 %	45	87 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	37%

Plenty brigade failed to achieve the required 8 minute response time 37% of the time.

Diamond Creek

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	84	62	6:16	8:00	60	97 %	20	32 %	41	66 %	56	90 %
3 - Low Urban (10:00)	30	14	6:20	9:02	14	100 %	10	71 %	13	93 %	14	100 %
4 - Rural (20:00)	9	7	7:09	9:51	6	86 %	7	100 %	7	100 %	7	100 %
5 - Remote Rural												
Total	123	83	6:22	8:53	80	96 %	37	45 %	61	73 %	77	93 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	34%

Diamond Creek brigade failed to achieve the required 8 minute response time 34% of the time.

Keysborough

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	31	21	6:26	9:36	20	95 %	4	19 %	12	57 %	18	86 %
3 - Low Urban (10:00)	16	10	7:05	10:58	10	100 %	6	60 %	6	60 %	7	70 %
4 - Rural (20:00)												
5 - Remote Rural												
Total	47	31	6:28	10:48	30	97 %	10	32 %	18	58 %	25	81 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	43%

Keysborough brigade failed to achieve the required 8 minute response time 43% of the time.

Edithvale

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	176	117	5:45	9:04	91	78 %	63	54 %	85	73 %	99	85 %
3 - Low Urban (10:00)	8	4	4:53	5:58	3	75 %	4	100 %	4	100 %	4	100 %
4 - Rural (20:00)												
5 - Remote Rural												
Total	184	121	5:45	8:47	94	78 %	67	55 %	89	74 %	103	85 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	27%

Edithvale brigade failed to achieve the required 8 minute response time 27% of the time.

Carrum Downs

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	33	25	6:52	9:29	24	96 %	6	24 %	16	64 %	18	72 %
3 - Low Urban (10:00)	240	149	7:17	9:36	139	93 %	89	60 %	133	89 %	142	95 %
4 - Rural (20:00)	2	2	8:33	8:46	2	100 %	2	100 %	2	100 %	2	100 %
5 - Remote Rural												
Total	275	176	7:17	9:36	165	94 %	97	55 %	151	86 %	162	92 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	36%

Carrum Downs brigade failed to achieve the required 8 minute response time 36% of the time.

Hampton Park

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	94	74	6:52	10:20	72	97 %	17	23 %	13	18 %	48	65 %
3 - Low Urban (10:00)	105	57	6:38	10:58	50	88 %	39	68 %	28	49 %	49	86 %
4 - Rural (20:00)												
5 - Remote Rural												
Total	199	131	6:49	10:20	122	93 %	56	43 %	41	31 %	97	74 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	82%

Hampton Park brigade failed to achieve the required 8 minute response time 82% of the time.

Narre Warren North

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	27	15	5:44	6:39	15	100 %	4	27 %	11	73 %	15	100 %
3 - Low Urban (10:00)	66	37	5:43	9:07	32	86 %	30	81 %	32	86 %	35	95 %
4 - Rural (20:00)	31	19	8:00	9:54	17	89 %	19	100 %	19	100 %	19	100 %
5 - Remote Rural												
Total	124	71	6:16	9:11	64	90 %	53	75 %	62	87 %	69	97 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	27%

Narre Warren North brigade failed to achieve the required 8 minute response time 27% of the time.

Beaconsfield

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	11	11	5:20	6:51	11	100 %	6	55 %	8	73 %	11	100 %
3 - Low Urban (10:00)	33	20	7:15	10:36	19	95 %	9	45 %	17	85 %	17	85 %
4 - Rural (20:00)	19	12	9:44	11:52	10	83 %	12	100 %	12	100 %	12	100 %
5 - Remote Rural												
Total	63	43	7:01	11:22	40	93 %	27	63 %	37	86 %	40	93 %

Business Rule(s)

SDS Results Primary Report Status: Complete

Response Percentage Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	27%

Beaconsfield brigade failed to achieve the required 8 minute response time 27% of the time.

Skye

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	11	8	8:08	10:24	4	50 %	3	38 %	3	38 %	3	38 %
3 - Low Urban (10:00)	71	41	7:51	9:24	21	51 %	33	80 %	32	78 %	38	93 %
4 - Rural (20:00)	27	11	7:34	9:05	9	82 %	11	100 %	10	91 %	11	100 %
5 - Remote Rural												
Total	109	60	7:56	9:26	34	57 %	47	78 %	45	75 %	52	87 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	62%

Skye brigade failed to achieve the required 8 minute response time 62% of the time.

Langwarrin

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	97	60	7:11	9:08	51	85 %	16	27 %	36	60 %	44	73 %
3 - Low Urban (10:00)	39	20	7:19	9:51	14	70 %	14	70 %	17	85 %	18	90 %
4 - Rural (20:00)	1											
5 - Remote Rural												
Total	137	80	7:14	9:27	65	81 %	30	38 %	53	66 %	62	78 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	40%

Langwarrin brigade failed to achieve the required 8 minute response time 40% of the time.

Mt Eliza

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	102	51	6:43	9:31	49	96 %	13	25 %	33	65 %	37	73 %
3 - Low Urban (10:00)	10	6	6:47	12:53	5	83 %	4	67 %	5	83 %	5	83 %
4 - Rural (20:00)												
5 - Remote Rural												
Total	112	57	6:47	9:34	54	95 %	17	30 %	38	67 %	42	74 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	35%

Mt Eliza brigade failed to achieve the required 8 minute response time 35% of the time.

Mt Martha

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	19	16	6:46	7:53	16	100 %	4	25 %	5	31 %	15	94 %
3 - Low Urban (10:00)	61	38	6:34	10:08	34	89 %	33	87 %	31	82 %	34	89 %
4 - Rural (20:00)	4	3	7:15	13:44	2	67 %	3	100 %	3	100 %	3	100 %
5 - Remote Rural												
Total	84	57	6:44	9:44	52	91 %	40	70 %	39	68 %	52	91 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	69%

Mt Martha brigade failed to achieve the required 8 minute response time 69% of the time.

Rye

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	19	15	7:03	10:33	14	93 %	1	7 %	6	40 %	10	67 %
3 - Low Urban (10:00)	112	79	7:49	11:05	71	90 %	36	46 %	53	67 %	66	84 %
4 - Rural (20:00)	13	9	8:54	10:54	9	100 %	9	100 %	9	100 %	9	100 %
5 - Remote Rural												
Total	144	103	7:52	11:05	94	91 %	46	45 %	68	66 %	85	83 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	60%

Rye brigade failed to achieve the required 8 minute response time 60% of the time.

Dromana

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	22	15	7:55	10:47	12	80 %	2	13 %	7	47 %	7	47 %
3 - Low Urban (10:00)	88	48	7:41	11:52	35	73 %	31	65 %	37	77 %	38	79 %
4 - Rural (20:00)	32	19	9:15	13:06	12	63 %	19	100 %	19	100 %	19	100 %
5 - Remote Rural												
Total	142	82	8:26	12:20	59	72 %	52	63 %	63	77 %	64	78 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	53%

Dromana brigade failed to achieve the required 8 minute response time 53% of the time.

Wyndham Vale

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	119	93	6:48	9:10	93	100 %	13	14 %	70	75 %	74	80 %
3 - Low Urban (10:00)	29	22	7:18	8:45	22	100 %	15	68 %	20	91 %	21	95 %
4 - Rural (20:00)	27	23	9:12	13:25	23	100 %	23	100 %	23	100 %	23	100 %
5 - Remote Rural												
Total	175	138	7:11	9:59	138	100 %	51	37 %	113	82 %	118	86 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

FAILED

2015-2016

25%

Wyndham Vale brigade failed to achieve the required 8 minute response time 25% of the time.

Mt Evelyn

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	63	38	7:05	8:48	19	50 %	30	79 %	25	66 %	27	71 %
3 - Low Urban (10:00)	25	12	6:36	9:14	6	50 %	11	92 %	11	92 %	11	92 %
4 - Rural (20:00)												
5 - Remote Rural												
Total	88	50	7:05	8:48	25	50 %	41	82 %	36	72 %	38	76 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	34%

Mt Evelyn brigade failed to achieve the required 8 minute response time 34% of the time.

Scoresby

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	290	216	6:04	8:36	174	81 %	59	27 %	112	52 %	183	85 %
3 - Low Urban (10:00)	11	4	6:11	8:18	3	75 %	4	100 %	3	75 %	4	100 %
4 - Rural (20:00)												
5 - Remote Rural												
Total	301	220	6:05	8:32	177	80 %	63	29 %	115	52 %	187	85 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	48%

Scoresby brigade failed to achieve the required 8 minute response time 48% of the time.

Noble Park

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	99	67	5:36	7:07	64	96 %	28	42 %	45	67 %	64	96 %
3 - Low Urban (10:00)	8	3	5:06	5:43	3	100 %	3	100 %	3	100 %	3	100 %
4 - Rural (20:00)												
5 - Remote Rural												
Total	107	70	5:36	7:05	67	96 %	31	44 %	48	69 %	67	96 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	33%

Noble Park brigade failed to achieve the required 8 minute response time 33% of the time.

Werribee

Fireground Performance

Response Percentile												
Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	298	227	5:25	7:38	223	98 %	123	54 %	173	76 %	213	94 %
3 - Low Urban (10:00)	80	53	6:22	9:21	51	96 %	34	64 %	45	85 %	49	92 %
4 - Rural (20:00)	40	27	7:58	10:40	27	100 %	27	100 %	27	100 %	27	100 %
5 - Remote Rural	1	1		10:49	1	100 %	1	100 %	1	100 %	1	100 %
Total	419	308	5:42	8:33	302	98 %	185	60 %	246	80 %	290	94 %

Business Rule(s)

SDS Results	Primary Report Status: Complete
Response Percentage	Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year	FAILED
2015-2016	24%

Werribee brigade failed to achieve the required 8 minute response time 24% of the time.

Volunteer Brigade	Population	Volunteer (Primary) Medium Urban 8:00min Compliance % Failure	Volunteer (Primary) + Other Fire & Emergency Service (Customer) Medium Urban 8:00min Compliance % Failure	Customer 90th Percentile Compliance mm:ss	% Failure Reduced by Professional Firefighters	Professional Firefighter Stations achieving Customer Compliance
Bairnsdale	13,545	34	32	9:55	N/A	
Ballarat	27,627	64	13	8:17	51	Ballarat City
Hampton Park		82	35	10:20	47	Hallam, Cranbourne
Lilydale	24,014	27	26	9:09	N/A	
Mernda*	1,304			11:15*	N/A	Sth Morang
Narre Warren North	19,448	27	0	6:39	27	Hallam
North Warrandyte		50	50	13:31	N/A	Eltham
Truganina*	10,668			10:23*		Hoppers Crossing, Point Cook
Diggers Rest*	3,823			10:14*		Sunbury
Epping	16,519	49	20	8:59	29	MFB, Sth Morang, Craigieburn
Plenty	10,093	37	16	8:50	21	MFB, Sth Morang, Eltham
Diamond Creek	13,247	34	10	8:00	24	Eltham

Volunteer Brigade	Population	Volunteer (Primary) Medium Urban 8:00min Compliance % Failure	Volunteer (Primary) + Other Fire & Emergency Service (Customer) Medium Urban 8:00min Compliance % Failure	Customer 90th Percentile Compliance mm:ss	% Failure Reduced by Professional Firefighters	Professional Firefighter Stations achieving Customer Compliance
Wyndham Vale		25	20	9:10	5	Hoppers Crossing
Baxter	10,237			9:54*		Frankston
Bayswater	15,785	45	7	7:36	38	MFB, Boronia
Beaconsfield	11,824	27	0	6:51	27	Pakenham
Carrum Downs	14,198	36	28	9:29	8	Patterson River, Frankston
Churchill		38	38	9:12		Morwell
Dromana	10,598	53	53	10:47		Rosebud
Drysdale	12,745	67	57	10:23	10	Geelong City, Ocean Grove
Edithvale	18,857	27	15	9:04	12	MFB, Patterson River, Springvale
Ferntree Gully	25,688	28	12	8:15	16	Boronia
Geelong West	17,918	35	23	9:08	12	Geelong City
Grovedale	3,056	27	7	7:50	20	Belmont, Geelong City
Hamilton	9,436	17	17	8:23	N/A	

Volunteer Brigade	Population	Volunteer (Primary) Medium Urban 8:00min Compliance % Failure	Volunteer (Primary) + Other Fire & Emergency Service (Customer) Medium Urban 8:00min Compliance % Failure	Customer 90th Percentile Compliance mm:ss	% Failure Reduced by Professional Firefighters	Professional Firefighter Stations achieving Customer Compliance
Highton	15,294	71	12	8:23	59	Belmont, Geelong City
Horsham	15,717	44	44	9:14	N/A	
Keysborough	5,615	43	14	9:36	29	Springvale, Dandenong
Langwarrin	26,738	40	27	9:08	13	Frankston
Lara	14,661	81	73	13:22	8	Corio
Leopold	10,843	23	13	10:04	10	Geelong City, Ocean Grove
Lilydale	24,014	27	26	9:09	1	
Moe		76	76	11:48	N/A	
Montrose	11,635	42	6	7:18	36	MFB, Boronia
Mooroolbark	16,203	41	16	8:37	25	MFB
Mooroopna	8,567	34	16	8:49	18	Shepparton
Mt Eliza	18,004	35	27	9:31	8	Frankston, Mornington
Mt Evelyn	10,032	34	29	8:48	N/A	

Volunteer Brigade	Population	Volunteer (Primary) Medium Urban 8:00min Compliance % Failure	Volunteer (Primary) + Other Fire & Emergency Service (Customer) Medium Urban 8:00min Compliance % Failure	Customer 90th Percentile Compliance mm:ss	% Failure Reduced by Professional Firefighters	Professional Firefighter Stations achieving Customer Compliance
Mt Martha	11,438	69	6	7:53	63	Mornington
Narre Warren North	19,448	27	0	6:39	27	Hallam
Noble Park	25,540	33	4	7:07	29	Springvale, Dandenong
Portarlington	4,107	33	33	13:30	N/A	Geelong City, Ocean Grove
Rye	12,890	60	33	10:33	27	Rosebud
Sale	14,233	52	52	10:27	N/A	
Scoresby	28,920	48	15	8:36	33	MFB, Boronia, Rowville
Sebastopol	13,497	46	27	8:34	19	Ballarat City
Skye	14,057	62	62	10:24	N/A	Frankston
The Basin		26	13	8:13	13	Boronia, MFB
Torquay	14,169	64	60	12:58	4	Belmont
Warrandyte	28,876	80	25	9:44	55	MFB, Eltham
Wonga Park	13,401	69	50	11:58	19	MFB
Werribee	58,000	24	6	7:38	18	Point Cook, Hoppers Crossing
Wendouree	21,827	42	18	8:33	24	Ballarat City

Career staffed brigades

- ▶ Geelong City
- ▶ Frankston



Geelong City

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	628	518	4:20	6:54	198	38 %	494	95 %	492	95 %	491	95 %
3 - Low Urban (10:00)	150	91	5:20	9:15	31	34 %	88	97 %	87	96 %	87	96 %
4 - Rural (20:00)	1	1		7:17			1	100 %	1	100 %	1	100 %
5 - Remote Rural												
Total	779	610	4:26	7:13	229	38 %	583	96 %	580	95 %	579	95 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

PASSED

2015-2016

95%

Geelong City brigade achieves the required 8 minute response time 95% of the time.

Frankston

Fireground Performance

Response Percentile

Hazard Class	Primary Incidents	Primary SDS Incidents	Customer 50th Percentile (mm:ss)	Customer 90th Percentile (mm:ss)	Primary Turnout Time Compliance		Primary Travel Time Compliance		Primary SDS Compliance		Customer SDS Compliance	
					No	%	No	%	No	%	No	%
1 - High Urban (6:00)												
2 - Medium Urban (8:00)	486	406	4:53	7:28	240	59 %	383	94 %	383	94 %	385	95 %
3 - Low Urban (10:00)	427	226	5:23	7:55	116	51 %	222	98 %	221	98 %	222	98 %
4 - Rural (20:00)	3	3	5:11	6:12	1	33 %	3	100 %	3	100 %	3	100 %
5 - Remote Rural												
Total	916	635	5:05	7:30	357	56 %	608	96 %	607	96 %	610	96 %

Business Rule(s)

SDS Results

Primary Report Status: Complete

Response Percentage

Primary Report Status: Complete; Emergency Status: Emergency; Call Type(s): 0 - 921

Year

PASSED

2015-2016

94%

Frankston brigade achieves the required 8 minute response time 94% of the time.