

# CFA's Service Delivery Standards (SDS)

CLASS OF HAZARD	RESPONSE TIME DEFINITIONS	VEHICLE RESPONSE TIMES (MIN) *
<b>1 - High Urban **</b>	A structure or series of structures, which present a serious life hazard from fire.	**
<b>2 - Medium Urban</b>	Significant urban areas, primarily residential areas involving commercial centres, clusters of industrial and/or institutional hazards.	8
<b>3 - Low Urban</b>	Encompasses all structural hazards in urban areas not falling into Classes 1 and 2 and includes predominantly residential occupancies and small industries.	10
<b>4 - Rural</b>	Primarily involves natural surroundings in terms of fuel, but also involves isolated dwellings and structures within those areas.	20
<b>5 - Remote Rural</b>	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
<b>Urban RAR<sup>1</sup></b>	Road Accident Rescue incidents occurring in the Melbourne statistical division <sup>2</sup> , plus the municipal districts of Greater Geelong, Greater Bendigo, Ballarat, Latrobe and Greater Shepparton.	20
<b>Rural RAR<sup>1</sup></b>	Road Accident Rescue incidents occurring in that part of Victoria not in the urban zone.	40
<b>Hazmat</b>	Any hazmat incident. <sup>3</sup>	No times specified
<p>* CFA measures response time as the interval between the notification of the first brigade and the arrival of the first fire truck on scene, that is Response time = Turnout time + Travel time.</p> <p>** An integrated package has been developed for this hazard class that does not rely exclusively on response times. Adoption of this approach by CFA followed an Authority decision in December 1997 to approve a number of changes to CFA's standards of Service Delivery. These include an increased emphasis on integrated risk management arrangements at high risk sites. In 1998, by direction of the Chief Officer, CFA discontinued the use of Hazard Class 1 as a category for the purpose of response time reporting.</p>		

TURNOUT TIME (MIN)	BRIGADE TURNOUT TIME DEFINITIONS <sup>4</sup>
<b>1.5</b>	Brigade with more than one career officer / firefighter on duty at the fire station.
<b>4.0</b>	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.
<b>6.0</b>	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.
<b>10.0</b>	All other brigades incorporating only hazard class 4 and 5 locations in their response areas.

<sup>1</sup> RAR definitions extracted from the Victorian Government publication "Road Rescue Arrangements Victoria" July 2002. This relates to the response of the specialist Road Accident Response appliance to the RAR incident.

<sup>2</sup> The Melbourne Statistical Division is defined by the Australian Bureau of Statistics as the area bounded by the municipalities of Wyndham, Melton, Hume, Whittlesea, Nillumbik, Yarra Ranges [western part only], Cardinia, Casey and the Mornington Peninsula.

<sup>3</sup> This relates to the response of the specialist Hazmat appliance to the Hazmat incident.

<sup>4</sup> As Approved at Operations Committee Meeting of the Board held 20/02/2002