

# **Appendix 5**

**Report on KDC Brigade Response Times (21 September 2016)**



## New Zealand Fire Service

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### REPORT ON KAIPARA DISTRICT COUNCIL FIRE BRIGADES RESPONSE TIMES

Subject	Kaipara District Council Fire Brigades Call Taking, K1 and K2 Response Times		
Date	21 September 2015	Ref	P&P/2015/09/21

#### Purpose

1. The New Zealand Fire Service is currently engaged in discussions with Kaipara District Council regarding the implications of the provision of fire response within district planning. This report looks at twelve months of responses by the Volunteer Urban Fire Brigades that reside within Kaipara District Council boundaries. It looks at the average time it has taken for incidents by each Brigade broken down into: Communications Centre (ComCen) processing time; Alert to appliance leaving the station time (K1); time taken from Alert to first appliance arriving at the incident (K2).

#### Background

2. The New Zealand Fire Service operates to Service Delivery Guidelines (SDGs) in order to meet our obligations to the New Zealand Fire Service Commission. These specify the following response targets for Volunteer Brigades (there are no career stations within Kaipara):

Total response time for	Personnel	Time (min:sec)	Goal
1 <sup>st</sup> pump to structure fires within Urban Fire Districts	volunteer	<b>11:00</b>	90%
2 <sup>nd</sup> pump to structure fires within Urban Fire Districts	volunteer	<b>16:00</b>	90%
pump rescue tender to motor vehicle accidents (MVA)	volunteer	<b>30:00</b>	90%
HazMat unit to hazardous material incidents within main urban areas <sup>1</sup>	volunteer	<b>20:00</b>	90%
HazMat unit to hazardous material incidents outside of main urban areas	volunteer	<b>60:00</b>	90%
1 <sup>st</sup> pump to medical calls within Urban Fire Districts	volunteer	<b>11:00</b>	90%

The SDGs total response times include sub-goal times for:

Action	Personnel	Time (min:sec)	Goal
ComCen answering	111 calls	<b>0:08</b>	90%
	administration calls	<b>0:30</b>	90%
ComCen processing	Private Fire Alarm (PFA) calls	<b>0:30</b>	90%
	calls from within Urban Fire Districts	<b>1:30</b>	90%
	calls from outside Urban Fire Districts	<b>2:00</b>	90%
Crew turnout (K1 time)	volunteer	<b>5:00</b>	90%
1st Pump travel time to structure fires and medical calls within Urban Fire Districts	volunteer	<b>4:30</b>	90%

<sup>1</sup> Main urban areas: Are centred on a city or main urban centre; have a population of at least 30,000; have significant transport networks that handle hazardous materials.

3. The following Volunteer Brigades reside within Kaipara District Council boundaries:
- Dargaville Volunteer Fire Brigade
  - Kaiwaka Volunteer Fire Brigade
  - Maungaturoto Volunteer Fire Brigade
  - Ruawai Volunteer Fire Brigade
4. Additionally the following Volunteer Auxiliary Brigades reside within Kaipara District Council boundaries. Note: Auxiliary Brigades are overseen by a larger parent brigade and are established in smaller localities that don't require the administrative burden of managing an Urban Fire District:
- Te Kopuru Fire Brigade (Auxiliary)
  - Mangawhai Volunteer Fire Brigade (Auxiliary)

## Report

5. The analysis period is 18 September 2014 to 18 September 2015.

### 5.1 Incidents attended within the Urban Fire District

Station Name	Incident count
Dargaville Volunteer Fire Brigade	83
Kaiwaka Volunteer Fire Brigade	7
Maungaturoto Volunteer Fire Brigade	15
Ruawai Volunteer Fire Brigade	41
Mangawhai Volunteer Fire Brigade (Auxiliary)	N/A
Te Kopuru Fire Brigade (Auxiliary)	N/A
<b>Grand Total</b>	<b>146</b>

### 5.2 Incidents attended outside the Urban Fire District

Station Name	Incident count
Dargaville Volunteer Fire Brigade	78
Kaiwaka Volunteer Fire Brigade	42
Maungaturoto Volunteer Fire Brigade	39
Ruawai Volunteer Fire Brigade	54
Mangawhai Volunteer Fire Brigade (Auxiliary)	79
Te Kopuru Fire Brigade (Auxiliary)	39
<b>Grand total</b>	<b>331</b>

### 5.3 Average ComCen processing time

Station Name	Average ComCen processing time
Dargaville Volunteer Fire Brigade	71 sec
Kaiwaka Volunteer Fire Brigade	79 sec
Maungaturoto Volunteer Fire Brigade	77 sec
Ruawai Volunteer Fire Brigade	58 sec
Mangawhai Volunteer Fire Brigade (Auxiliary)	86 sec
Te Kopuru Fire Brigade (Auxiliary)	99 sec
<b>Average processing time</b>	<b>78 sec</b>

#### **5.4 Average time for K1 (mins:secs)**

*[time from Station being alerted to appliance leaving the station]*

<b>Station Name</b>	<b>Inside UFD</b>	<b>Outside UFD</b>
Dargaville Volunteer Fire Brigade	3:42	4:09
Kaiwaka Volunteer Fire Brigade	5:23	5:39
Maungaturoto Volunteer Fire Brigade	4:15	5:01
Ruawai Volunteer Fire Brigade	4:57	5:07
Mangawhai Volunteer Fire Brigade (Auxiliary)	N/A	6:50
Te Kopuru Fire Brigade (Auxiliary)	N/A	6:54
<b>Average time for K1</b>	<b>4:34</b>	<b>5:37</b>

#### **5.5 Average time for K2 (mins:secs)**

*[time from Station being alerted to appliance arriving at incident]*

<b>Station Name</b>	<b>Inside UFD</b>	<b>Outside UFD</b>
Dargaville Volunteer Fire Brigade	6:38	18:35
Kaiwaka Volunteer Fire Brigade	9:11	12:08
Maungaturoto Volunteer Fire Brigade	7:34	16:06
Ruawai Volunteer Fire Brigade	7:38	14:19
Mangawhai Volunteer Fire Brigade (Auxiliary)	N/A	13:05
Te Kopuru Fire Brigade (Auxiliary)	N/A	25:15
<b>Average time for K2</b>	<b>7:45</b>	<b>16:35</b>

### **Summary**

6. Total Incidents Kaipara Volunteer Brigades attended in the year to 18 Sept 2015:
  - a. within the Urban Fire district is 146.
  - b. outside the Urban Fire district is 331.
7. The average Comcen processing time is 78 seconds which is inside the 90 seconds target.
8. The average time for K1 [time from Station being alerted to appliance leaving the station]:
  - a. for incidents within the Urban Fire District is 4 minutes 34 seconds. This is inside the 5 minutes target.
  - b. for incidents outside the Urban Fire District is 5 minutes 37 seconds. The reasons for the difference between K1 times for urban response versus rural are varied but it can be more difficult to find a volunteer crew for incidents outside the Urban Fire District due to the rural nature such as vegetation fires and/or the longer time commitment away from work.
9. The average time for K2 [time from Station being alerted to appliance arriving at incident. This includes the K1 time]:
  - a. for incidents within the Urban Fire District is 7 minutes 45 seconds. This is inside the target of 11 minutes but reflects that most Urban Fire Districts within Kaipara are small in size and therefore quick to drive to.
  - b. for incidents outside the Urban Fire District is 16 minutes 35 seconds. There is no target to meet outside Urban Fire Districts as this encompasses all rural areas where the primary responsibility for response resides with the Volunteer Rural Fire Forces

under control of the Principal Rural Fire Authority as appointed by Kaipara District Council.

### **Supplementary Information**

10. Contact for telephone discussion (if required):

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