# Table of Contents

2017-18 Fourth Quarter Report 1

Summary of Agency Performance and Issues 3

Frontline Services (Prevention)
Community Safety Department 4
  Performance Indicators
  Activity Indicators

Frontline Services (Response and Recovery)
Metropolitan, Regional & Special Operations 6
  Performance Indicators
  Activity Indicators

Preparedness Performance and Activity Indicators
Learning and Development 9
  Performance Indicators
  Activity Indicators

Preparedness Performance and Activity Indicators
Infrastructure and Logistics 10
  Performance Indicators
  Activity Indicators

Governance and Public Value 11
  Performance Indicators
  Activity Indicators

Appendix 1: 2016 – 2017 Work Health Safety and Injury Management 12
  Table 1: Workers Compensation Expenditure
  Table 2: Building Safety Excellence Targets

Appendix 2: 2016 – 2017 AIRS Data Tables 14
  Table 1: Method of Notification
  Table 2a: Fire Fatalities (per incident)
  Table 2b: Fire Injuries
  Table 3: Summary of MFS Incidents Attended by Day of Week & Time of Day
  Table 4: Summary of Emergencies Other Than Fires
  Table 5: Number of Fires / Property Type
  Table 6: MFS Fire Statistics (All Stations)
  Table 7a: Types of Incident by Station – MFS Stations 20 – 49
  Table 7b: Types of Incident by Station – MFS Stations 50 - 72
2017-18 Fourth Quarter Report

The MFS Strategic Management Framework

The South Australian Metropolitan Fire Service (MFS) applies dynamic risk-based planning processes, underpinned by ongoing strategic thinking. We aim to continuously improve our performance through ongoing consultative forums with input from all relevant sections of the MFS as well as input from other key stakeholders.

The MFS Strategic Management Framework provides an aligned system of situational assessment, planning, management and review and reporting for the corporation.

The Strategic Management Framework includes the following major elements:

- Key Organisational Situational Documents including Environmental Scans – SWOT, Corporate Risks and Priorities
- MFS Strategic Plan MFS Business Plan
- Risk Management Plan
- Workforce Plan
- Risk and Safety Management Plan (WH&S and IM)
- Organisational Alignment Documentation
- Quarterly Performance Reports
- Annual Report

Components of the MFS Strategic Management Framework, including the five-year Strategic Plan, Annual Business Plan and Annual Departmental Operating Plans, are reviewed against key performance indicators and reported in the MFS Quarterly Report to the SA Fire and Emergency Services Commission (SAFECOM) Board.

Quarterly Budget and Strategic Direction Reviews

As part of the management process for each financial year, a formal quarterly review process has been introduced for the recurrent budget, capital budget and MFS Strategic Plan. This will enable financial and strategy issues to be addressed in a coordinated approach across the MFS.

The Quarterly review process reviews the following items:

- Recurrent budget issues;
- Capital projects or programs; and
- Achievements against the MFS Strategic Plan.

This quarterly review process is not meant to replace any other committees or meetings, but it is to enhance the overall management of MFS and to ensure that MFS management maintains awareness and accountability of organisational performance. The Quarterly Budget and Strategic Direction Review occur in the month following each quarter. Action items will be minuted and monitored monthly.

Public Value

The MFS is committed to providing a high quality fire and emergency service that represents public value. We recognise the need to constantly review our outcomes, outputs and inputs to ensure we make the most effective and efficient use of our resources.

Fires and other emergencies have a significant social and economic cost to the community. The MFS aims to reduce the economic impact of fires and other emergencies by maximising the capital values saved, reducing the property loss per person and minimising the economic impact. Finally, reflecting its value to the community, the MFS aims to minimise the impact of emergencies on the environment.

The MFS benchmarks many of its services against those outlined in the annual Commonwealth Report on Government Services.
MFS Budget

The Quarterly Review oversees the management of the MFS budget. This process will highlight the budget management principle that reinforces the basic assumption that MFS must manage within budget.

It is assumed that each senior manager has detailed knowledge at the departmental level, but it should be noted that this is not the focus of the quarterly review to discuss items at this level. If MFS management predict over-expenditure then strategies are identified to manage within budget, as well as discussion concerning the implications of those strategies.

MFS Capital

The MFS capital budget is also addressed as part of the quarterly review process. Appropriate Assistant Chief Fire Officers (ACFO) and Managers will address the quarterly review and if necessary, revised budget arrangements endorsed.

Quarterly Performance Report

This Quarterly report provides an outline of our performance over the last quarter of 2017-18 against both financial and MFS targets. MFS Annual targets are established through an organisational prioritisation process that considers the current external and internal environments and the priorities of key stakeholders including the South Australian Community, the Government and the Emergency Services sector.

MFS targets are aligned to the Key Result Areas of:

- Leadership and Planning
- Prevention
- Preparedness
- Response
- Recovery
- Governance

The MFS publishes targets aligned to Prevention, Preparedness, Response and Recovery in the South Australian Government Budget Papers. Performance against these targets is publicly reported in the Portfolio Estimates and the MFS Annual Report. Additional information has been reported for this Quarter; please refer to the Sector Reporting section below.

The Quarterly Report also evaluates the Financial Performance of the MFS for this reporting period against allocated budgets and Cost Centres. For financial data please refer to the attached Appendices.

Sector Quarterly Performance Reporting

SAFECOM Governance Policy requires sector agencies to report their performance quarterly to the Board. The performance reporting format ensures consistent reporting and integration with the sector’s strategic planning framework, risk register and other systems.

Since 2008-09 the sector has adopted a new Performance Reporting Structure. This format incorporates the Key Focus Areas of PPRR and additionally now includes performance indicators for the areas of Direction (Leadership and Planning) and Business Excellence (Governance).

Traffic lights on quarterly result show:

PURPLE - denotes a new Performance Indicator for which data may or may not have been collected for this Quarter.
RED - result is more than 20% below target
AMBER - result is 10-20% below target
GREEN - result is within 10% of target
N/A – not applicable for this Quarter
N/T – new target – data may not be available this Quarter.
Summary of Agency Performance and Issues

Frontline Service Outcomes

The MFS has continued to meet its priority of minimising the frequency and impacts of fires and other emergencies. Community Education programs have led to a reduction in high risk attitudes and behaviours in program attendees. The Road Awareness Program (RAP) has a post program outcome of 97% of participants committing to safer road use behaviours. Similarly, only 3% of the participants in Juvenile Firefighter Prevention Program has reoffended during the past year.

Frontline Support Outcomes

_The ongoing deployment of two reserve appliances on loan to the CFS at Mount Barker continues to affect MFS fleet reserves and has directly contributed to the MFS Fleet Reserve result of 40% for the fourth quarter. In addition, the contracted manufacturer is behind scheduled on the construction of new MFS appliances._

Performance Indicator Key for Key Focus Area Result Tables

<table>
<thead>
<tr>
<th>n/t = new target and/or</th>
<th>Result more than 20% below target</th>
<th>10 – 20% below target</th>
<th>Result with 10% of target</th>
</tr>
</thead>
<tbody>
<tr>
<td>n/a = no data reported this quarter</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Frontline Services (Prevention)
Community Safety Department

Performance Commentary:
The Built Environment: Section (BES) has commenced consultations with developers and certifiers on a number of high profile State government infrastructure projects. These include:

- Realm Tower – 41 levels
- 248 Flinders Street, Adelaide – 25 levels
- Park Square Apartments, Adelaide – 18 levels
- Sky City, Adelaide Casino
- Echelon Towers, Adelaide – 2 x 32 levels
- Walker Office and Retail Development
- Air 7000, Edinburgh
- O-Bahn Rymill Tunnel, Hackney
- Tribe Adelaide Hotel, Adelaide
- West Franklin development
- Student Accommodation in Twin Street, Adelaide – 37 levels
- The new Calvary Hospital, Angas Street, Adelaide
- New West End buildings for Schools of Medicine, Nursing and Dentistry
- Adelaide Festival Centre Redevelopment
- Adelaide Airport – terminal north expansion and Airport Hotel
- U2 on Waymouth.

During 2017-18, the MFS Built Environment Section achieved the following outcomes:

- Over 200 health facilities inspections and fire safety surveys were undertaken.
- More than 230 building development proposals were assessed.
- Over 90% of building development assessments were completed within 28 days of lodgment.
- 330 fire alarm inspections and connections were completed.

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>2016-17 Result</th>
<th>2017-18 Target</th>
<th>2017-18 4th quarter target</th>
<th>2017-18 4th quarter result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify risks associated with fire and other emergencies:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MFS Fire Investigators have established the cause of fire for 94% of all fires examined. This success rate means that causes are identified and dangerous products are promptly removed from the community.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of fire causes that are undetermined</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MFS Fire Cause Investigators have established the cause of fire for more than 94% of all fires examined.</td>
<td>4%</td>
<td>&lt;11%</td>
<td>&lt;11%</td>
<td>6%</td>
</tr>
<tr>
<td>Foster behaviours that increase community preparedness</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of Road Awareness Program participants who indicate they will adopt safer road use behaviours</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The MFS Road Awareness Program has continued to receive positive results for measures of changed behaviour and program quality.</td>
<td>90%</td>
<td>&gt;80%</td>
<td>&gt;80%</td>
<td>97%</td>
</tr>
<tr>
<td>% of participants in the Juvenile Firefighter Prevention Program who reoffend</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The MFS infers this program is reducing community risk by decreasing the incidence of repeated fire lighting.</td>
<td>0%</td>
<td>&lt;5%</td>
<td>&lt;5%</td>
<td>3%</td>
</tr>
</tbody>
</table>
### Activity Indicators

<table>
<thead>
<tr>
<th>Identify risks associated with fire and other emergencies</th>
<th>2016-17 Result</th>
<th>2017-18 Target</th>
<th>2017-18 4th quarter target</th>
<th>2017-18 4th quarter result</th>
</tr>
</thead>
<tbody>
<tr>
<td>• No. of fires investigated (MFS)</td>
<td>106</td>
<td>150</td>
<td>150</td>
<td>167</td>
</tr>
<tr>
<td>• No. of fires investigated for the CFS</td>
<td>67</td>
<td>60</td>
<td>60</td>
<td>58</td>
</tr>
<tr>
<td>• No. of deliberate/accidenta/undetermined</td>
<td>72/91/6</td>
<td>70/120/20</td>
<td>70/120/20</td>
<td>75/82/10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Foster behaviours that increase community preparedness</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• No. of educational visits to community groups, including schools</td>
<td>100</td>
<td>500</td>
<td>500</td>
<td>642</td>
</tr>
<tr>
<td>(Includes community engagements undertaken by both community education staff and operational crews. In addition to reduced school demand, MFS staff retirements further affected educational visits during 2016-17.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• No. of participants in community education programs</td>
<td>53 088</td>
<td>40 000</td>
<td>40 000</td>
<td>47 000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ensure South Australian environs are safe places to live and work</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• No. of education and health facilities inspections and fire safety surveys</td>
<td>200</td>
<td>200</td>
<td>200</td>
<td>203</td>
</tr>
<tr>
<td>• No. of building development proposals assessed</td>
<td>192</td>
<td>160</td>
<td>160</td>
<td>234</td>
</tr>
<tr>
<td>• No. of hazard complaint sites investigated</td>
<td>50</td>
<td>100</td>
<td>100</td>
<td>93</td>
</tr>
<tr>
<td>(There was a reduction in the number of hazard complaints made during 2016-17)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• No. of fire alarm inspections and connections</td>
<td>327</td>
<td>250</td>
<td>250</td>
<td>330</td>
</tr>
<tr>
<td>• % of building development assessments appealed</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>• % of building development assessments completed within 28 days</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>91%</td>
</tr>
<tr>
<td>• No. of booster/hydrant tests/commissioning</td>
<td>140</td>
<td>160</td>
<td>160</td>
<td>183</td>
</tr>
<tr>
<td>• No. of Building Fire Safety Committee meetings/inspections</td>
<td>121</td>
<td>140</td>
<td>140</td>
<td>152</td>
</tr>
<tr>
<td>• No. of community risk inspections (formerly Public Building inspections)</td>
<td>290</td>
<td>500</td>
<td>500</td>
<td>2100</td>
</tr>
<tr>
<td>(During 2016-17, these figures did not include all familiarisation visits, key tests or pre-plans. From 2017-18 all community risk activities are included.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Frontline Services (Response and Recovery)
Metropolitan, Regional & Special Operations

Performance Commentary:
The MFS is responsible for the protection of the South Australian community from the effects of fires, road crash, hazardous materials, rescues and other incidents and deals with the effects of emergencies on a daily basis. The MFS operates from 20 stations throughout greater metropolitan Adelaide and 16 stations in major regional centres.

Metropolitan Operations
Metropolitan Operations are being enhanced with a focus on increased public value through building capability and enhancing our response model to reflect our four core hazard groups.

- Structure Fire
- Hazardous Material Response
- Rural Fire and Urban Interface Fires
- Transport and Technical Rescue.

In the metropolitan area the MFS responded to over 18,000 emergency calls which included over 8,000 responses to incidents classified as structure fire response, 2,000 rural and urban interface fire responses, over 1,500 road crash and technical rescue events including high risk hazardous materials incidents and over 7,300 other emergency responses.

The MFS responded to 36 'A' risk confirmed structure fires (the highest risk category) during the recorded period including support to regional operations for the Thomas Foods International fire where damage estimates are in excess of $300 million dollars making this the most expensive fire in the history of South Australia.

Regional Operations
MFS Regional Operations outcomes for the reporting period included:

- On average, MFS regional stations attend more than 3,000 emergency calls across the State each year; and some regional stations responded to more than 300 emergencies (for example, Mount Gambier – 460, Whyalla – 351 and Port Augusta – 305).
- The MFS employs the majority of Regional personnel on a retainer instead of the full-time employment model used within Metropolitan Operations. This means that retained personnel must respond from their usual place of work or residence upon notification of an emergency.
- Some retained personnel are responding to multiple incidents on a daily basis. This places pressure on firefighters, their families and employers and causes difficulties maintaining a full complement of personnel at some stations especially during day working hours.

Special Operations
Communications:

- The CRD Section has handled over 30,000 emergency 000 calls during 2017-18.
- The MFS Communication Centre ensured that resources from across the South Australian Emergency Services sector were promptly and effectively dispatched to all emergencies. The average time to answer 000 emergency calls was 4 seconds; and in 98% of cases, the agreed call response standard was met.
- The MFS continued with the implementation of a tablet-based information management system on MFS appliances. The software in the new tablets includes mapping support and provides turn by turn navigation to the incident.
- The MFS commenced the training of operational personnel as Emergency Call Takers to enhance our capability and to provide greater call handling capacity for out of scale surge capacity events. As at the end of 2017-18 financial year, the MFS had a total of 8 surge capacity call takers trained.

Hazmat CBRN:

- The unit has continued to utilise staff rotations to ensure targets for response continue to be met. The unit has also developed a priority list for asset replacement which will need to be factored in to both operating and capital budgets. The section facilitated a further two week 206/Pump Hazmat Operators Course which has greatly improved the effectiveness of the MFS response to CBR/HAZMAT incidents.
- The Department has taken delivery of two new Hygiene and Decontamination Pods which will enhance our HAZMAT capability and also support our Firefighter Appliance Clean Cabin strategy.
## Response and Recovery Performance Indicators

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>2016-17 Result</th>
<th>2017-18 Target</th>
<th>2017-18 4th quarter target</th>
<th>2017-18 4th quarter result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure the development and delivery of effective emergency management systems</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Ensure major community events have a current fire protection plan</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Ensure appropriate response is committed to 100% of all incident types:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Appropriate response is committed to 100% of incidents</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Ensure the safe and effective management and control of incidents and emergencies</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• % of building and other fires contained to part of room or area of origin</td>
<td>83%</td>
<td>&gt;60%</td>
<td>&gt;60%</td>
<td>78%</td>
</tr>
<tr>
<td>• % of building fires contained to the room of origin</td>
<td>72%</td>
<td>&gt;60%</td>
<td>&gt;60%</td>
<td>71%</td>
</tr>
<tr>
<td>Ensure the MFS responds to all fires and other emergencies with timely and weighted response</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Average Metropolitan Out the Door Time</td>
<td>88 seconds</td>
<td>&lt;120 seconds</td>
<td>&lt;120 seconds</td>
<td>88 seconds</td>
</tr>
<tr>
<td>• % of MFS arrivals within 7 minutes of callout in a metropolitan area with a fulltime MFS crew</td>
<td>77%</td>
<td>50%</td>
<td>90%</td>
<td>77%</td>
</tr>
<tr>
<td>• % of MFS arrivals within 11 minutes of callout in a regional area Station 50: Port Pirie</td>
<td>93%</td>
<td>90%</td>
<td>90%</td>
<td>97%</td>
</tr>
<tr>
<td>• % of MFS arrivals within 11 minutes of callout in a regional area Station 70: Mount Gambier</td>
<td>71%</td>
<td>90%</td>
<td>90%</td>
<td>81%</td>
</tr>
<tr>
<td>• % of MFS arrivals within 11 minutes of callout in a Regional area with a retained MFS crew Stations 50 – 72 (These results are impacted by Retained personnel being able to respond from either their home or workplace. The introduction of Mobile Data Terminals should also help to improve the recording of arrival times.)</td>
<td>60%</td>
<td>90%</td>
<td>90%</td>
<td>67%</td>
</tr>
<tr>
<td>Ensure effective operational call receipt and dispatch</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Response to 100% of all incidents</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>• Average time to answer call (in seconds)</td>
<td>4.5 seconds</td>
<td>&lt;5 seconds</td>
<td>&lt;5 seconds</td>
<td>4.0 seconds</td>
</tr>
<tr>
<td>• Service factor (% of time agreed call response standard was met)</td>
<td>95%</td>
<td>90%</td>
<td>90%</td>
<td>98%</td>
</tr>
<tr>
<td>• Average call handling time (in seconds)</td>
<td>96 seconds</td>
<td>&lt;130 seconds</td>
<td>&lt;130 seconds</td>
<td>96 seconds</td>
</tr>
<tr>
<td>Provide effective post-incident support and development to the community</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• % of significant fires (&gt;15 000) where MFS provided support to victims of emergency/incidents in the community.</td>
<td>On request</td>
<td>On request</td>
<td>On request</td>
<td>On request</td>
</tr>
<tr>
<td>• Provision of community support by MFS Employee Support Coordinators to non MFS persons affected by emotionally challenging or traumatic events.</td>
<td>On request</td>
<td>On request</td>
<td>On request</td>
<td>On request</td>
</tr>
</tbody>
</table>

The MFS provides support to property owners who have been impacted by fire through the provision of professional advice and 'After the Fire' information.
### Response and Recovery Activity Indicators

<table>
<thead>
<tr>
<th>Activity Indicators&lt;sup&gt;(a)&lt;/sup&gt;</th>
<th>2016-17 Result</th>
<th>2017-18 Target</th>
<th>2017-18 6&lt;sup&gt;th&lt;/sup&gt; quarter target</th>
<th>2017-18 4&lt;sup&gt;th&lt;/sup&gt; quarter result</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ensure the MFS responds to all fires and other emergencies with timely and weighted response</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* No. of responses to structure fires</td>
<td>1 129</td>
<td>MR 1 000</td>
<td>MR 1 000</td>
<td>MR 911</td>
</tr>
<tr>
<td></td>
<td>MR 1 111</td>
<td>RR 250</td>
<td>RR 250</td>
<td>RR 181</td>
</tr>
<tr>
<td></td>
<td>MR 1 800</td>
<td>RR 310</td>
<td>RR 310</td>
<td>RR 77</td>
</tr>
<tr>
<td></td>
<td>MR 1 935</td>
<td>RR 500</td>
<td>RR 500</td>
<td>RR 397</td>
</tr>
<tr>
<td></td>
<td>MR 5 557</td>
<td>RR 400</td>
<td>RR 400</td>
<td>RR 416</td>
</tr>
<tr>
<td></td>
<td>MR 7 509</td>
<td>RR 600</td>
<td>RR 600</td>
<td>RR 92</td>
</tr>
<tr>
<td></td>
<td>MR 6 031</td>
<td>RR 1 000</td>
<td>RR 1 000</td>
<td>RR 2 136</td>
</tr>
<tr>
<td></td>
<td>MR 24 852</td>
<td>RR 2 949</td>
<td>RR 2 810</td>
<td>RR 2 673</td>
</tr>
<tr>
<td><strong>Ensure the development and delivery of effective emergency management systems</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Number of major inter-agency exercises conducted</td>
<td>11</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>* Total number of major events evaluated (notifications to Operations)</td>
<td>70</td>
<td>100</td>
<td>100</td>
<td>40</td>
</tr>
<tr>
<td>* Number of multi-agency forums attended</td>
<td>61</td>
<td>50</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td><strong>Ensure effective operational call receipt and dispatch</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Number of emergency calls received (answered and actioned)</td>
<td>40 564</td>
<td>&lt;30 000</td>
<td>&lt;30 000</td>
<td>30 360</td>
</tr>
<tr>
<td><strong>Provide effective post-incident support and development to MFS Personnel</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* No. of MFS employee assistance interventions (This figure is comprised of both MFS personnel and family members who accessed post-incident support.)</td>
<td>153</td>
<td>150</td>
<td>150</td>
<td>268</td>
</tr>
</tbody>
</table>

<sup>(a)</sup> It is an objective of the MFS to reduce the total number of emergency incidents impacting on the South Australian Community. These figures provide an overall picture of the level of risk to and response types required by the community. There has been an ongoing increase in the number of road crashes over the past five years; however, there has also been a decrease in the number of fatalities during the same period.

<sup>(b)</sup> MR denotes metropolitan responders (Stations 20-49), RR denotes regional responses (Stations 50-72)

<sup>(c)</sup> The number of rescue and ‘other’ incidents attended by the MFS have increased steadily over the past five years. The MFS will review these activity indicators at the end of this financial year.
Preparedness Performance and Activity Indicators

(Learning and Development)

Performance Commentary:

Major projects during the reporting period included:

- Completed a review and enhancement of the MFS website ‘Recruitment’ information which provided notable visual and navigational improvements to the existing site.
- Commenced extensive preparations for two Pre-Application MFS Recruitment Seminars to be delivered to up to 1 200 potential applicants in early July 2018.
- A review of the potential recruit course modelling options to address future training demands associated with an extended period of significant workforce renewal.
- Continued participation at a national level in the review of the Public Safety Training package.
- Working group participation to support the implementation of Enterprise Agreement requirements aligned to the Staff Development Framework (SDF) pre-requisites for Operations, Communications and Marine.
- Commenced the delivery of the Senior Firefighter Year 1 Development Program (53 personnel enrolled).
- Completed the regional Structural Firefighting practical program following the delivery of an 18 month period of intensive theoretical and practical training.
- 14 Participants completed the USAR Vertical and Confined Space Rescue Technicians course, including four personnel from Regional Operations.

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>2016-17 Result</th>
<th>2017-18 Target</th>
<th>2017-18 4th quarter target</th>
<th>2017-18 4th quarter result</th>
</tr>
</thead>
<tbody>
<tr>
<td>A highly skilled workforce that can safely undertake the roles required of MFS personnel</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100% of firefighter separations filled</td>
<td>50%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Number of recruits completing Certificate II</td>
<td>18</td>
<td>18</td>
<td>18</td>
<td>54</td>
</tr>
</tbody>
</table>

Establish and maintain effective career development systems

<table>
<thead>
<tr>
<th>Conduct required recruit training programs</th>
<th>2016-17 Result</th>
<th>2017-18 Target</th>
<th>2017-18 4th quarter target</th>
<th>2017-18 4th quarter result</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of personnel recruited</td>
<td>36</td>
<td>36</td>
<td>36</td>
<td>54</td>
</tr>
</tbody>
</table>

Establish and maintain effective career development systems

<table>
<thead>
<tr>
<th>Establish and maintain effective career development systems</th>
<th>2016-17 Result</th>
<th>2017-18 Target</th>
<th>2017-18 4th quarter target</th>
<th>2017-18 4th quarter result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandatory personnel enrolments in VET</td>
<td>253</td>
<td>150</td>
<td>150</td>
<td>162</td>
</tr>
<tr>
<td>Total units of study MFS personnel enrolled in</td>
<td>1 405</td>
<td>750</td>
<td>750</td>
<td>1 544</td>
</tr>
<tr>
<td>Units enrolled on mandatory basis</td>
<td>938</td>
<td>500</td>
<td>500</td>
<td>1 301</td>
</tr>
<tr>
<td>Units enrolled in on a voluntary basis</td>
<td>457</td>
<td>250</td>
<td>250</td>
<td>243</td>
</tr>
</tbody>
</table>

Develop and maintain the core skills of personnel

<table>
<thead>
<tr>
<th>Develop and maintain the core skills of personnel</th>
<th>2016-17 Result</th>
<th>2017-18 Target</th>
<th>2017-18 4th quarter target</th>
<th>2017-18 4th quarter result</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of programs delivered</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>No. of major inter-agency exercises conducted</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>No. of external partnerships utilised</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>
Preparedness Performance and Activity Indicators
(Infrastructure & Logistics)

Performance Commentary:
During this reporting period:

- MFS completed the roll out of the new Combined Aerial Pumping Appliance (CAPA) class of multi-capability aerial appliance with enhanced response capability to range of emergency incidents including aerial firefighting and elevated rescue. CAPAs are currently in service at four metropolitan stations and two regional MFS stations.
- Six new MFS Heavy Urban Pumpers were delivered as a part of the ongoing Vehicle Replacement Program.
- Commencement of PFAS Foam extinguishers replacement.
- Babcock International Consortium announced to partner with MFS Engineering.
- Vehicle protection systems fitment is ongoing.
- Air conditioning at Adelaide Station upgrade completed.
- Infrastructure and Logistics continues to identify excess light fleet to reduce current recurrent liability.
- Structural helmet and glove selection remains ongoing.
- Roll out of Level 1 PPE and 2nd Level 2 ensemble ongoing.
- Industrial pressures for Station privacy program deferred due to station replacement program discussions.
- Gallantry remains a financial risk due to ageing componentry.
- Two MFS Heavy Urban General appliances remain on loan to the CFS at Mount Barker. This continues to impact on the MFS Fleet Reserve and has directly contributed to the MFS Fleet Reserve result of 40% for the fourth quarter. In addition, contracted manufacturer is behind schedule on the construction of new MFS appliances.
- Planning underway for resourcing Mount Barker in 2019 has also commenced.

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>2016-17 Result</th>
<th>2017-18 Target</th>
<th>2017-18 4th quarter target</th>
<th>2017-18 4th quarter result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure the provision of efficient and effective whole of life vehicle and equipment solutions.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Operational performance is supported by appropriate vehicles and equipment at 100% of incidents</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
### Activity Indicators

**Ensure the provision of efficient and effective whole of life vehicle and equipment solutions.**

<table>
<thead>
<tr>
<th></th>
<th>2016-17 Result</th>
<th>2017-18 Target</th>
<th>2017-18 1st quarter target</th>
<th>2017-18 4th quarter result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance of fleet (e.g. capability is maintained at 100% operational availability)</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Maintenance of fleet reserve capability (min of 2 reserve appliances available 100% of time)</td>
<td>22%</td>
<td>80%</td>
<td>80%</td>
<td>40%</td>
</tr>
<tr>
<td>Two vehicles remain on loan to CFS Mount Barker and environs. Reduction of the MFS reserve fleet by these two appliances has impacted significantly on fleet reserve capability as there are less vehicles available to replace unscheduled vehicle repairs.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of total MFS fleet requiring replacement within two years</td>
<td>15%</td>
<td>&lt;10%</td>
<td>&lt;10%</td>
<td>15%</td>
</tr>
<tr>
<td>% of MFS Metropolitan fleet over 10 years</td>
<td>41%</td>
<td>30%</td>
<td>30%</td>
<td>64%</td>
</tr>
<tr>
<td>% of MFS Regional fleet over 15 years</td>
<td>55%</td>
<td>40%</td>
<td>40%</td>
<td>68%</td>
</tr>
<tr>
<td>% of MFS Aerial fleet over 10 years</td>
<td>20%</td>
<td>25%</td>
<td>25%</td>
<td>30%</td>
</tr>
<tr>
<td>% of MFS Specialist fleet over 10 years</td>
<td>27.3%</td>
<td>40%</td>
<td>40%</td>
<td>80%</td>
</tr>
</tbody>
</table>

**Note:** Ageing fleet and maintenance to operational preparedness remains a risk to the MFS. Increased demand for appliances by Learning & Development (Recruit Training), and Operations for operational training relief has necessitated the retention of older appliances. To maintain the current average age (Metro 8.75 years; Regional 15.86 years; and Average age for entire fleet of 12.36 years) the MFS will need to commission six (6) appliances per year ongoing.
Governance and Public Value

The objectives of this sub-program is to ensure the MFS meets all required standards of corporate governance and that the services provided represent public value to the South Australian community. Key components of this sub-program includes initiatives to improve organisational performance, employee well-being, sustainability, leadership development and cultural renewal.

Performance Commentary:

Key governance activities undertaken during the reporting period include:

- Implemented a comprehensive MFS organisational doctrine to facilitate cultural modernization and improve operational quality and safety.
- Successfully negotiated additional resources and capabilities through a new MFS Enterprise Agreement to address firefighter wellness and safety risks identified through longitudinal research.

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>2016-17 Result</th>
<th>2017-18 Target</th>
<th>2017-18 4th quarter target</th>
<th>2017-18 4th quarter result</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Develop the leadership and management skills of our personnel</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The MFS develops current and future leaders through access to graduate and post graduate management qualifications. At senior management level personnel are provided with access to Graduate Certificate, Diploma and Masters programs.</td>
<td></td>
<td>&gt;90%</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td><strong>Increase the total MFS photovoltaic energy generation.</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The MFS aims to contribute to the South Australian Government environmental sustainability objectives by increasing the amount of photovoltaic energy generated by the agency. All new MFS Stations are built with a minimum of 125kW systems.</td>
<td>125kW</td>
<td>125kW</td>
<td>125kW</td>
<td>&gt;125kW</td>
</tr>
<tr>
<td><strong>Ensure all required organisational plans are developed</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The MFS is required to submit an annual Business Plan and Workforce Plan to the SAFECOM Board.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 100% of plans required by SAFECOM Board are completed</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Business Plan submitted</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>- Workforce Plan submitted</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Activity Indicators**

<table>
<thead>
<tr>
<th>2016-17 Result</th>
<th>2017-18 Target</th>
<th>2017-18 4th quarter target</th>
<th>2017-18 4th quarter result</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ensure effective Corporate Governance:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The MFS employs a range of activity indicators for Business Excellence from which performance is inferred.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Four SAFECOM Board quarterly reports submitted</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>• Minimum of 5 Corporate Governance Committee meetings conducted</td>
<td>6</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>• Minimum of 5 Planning and Resilience Committee meetings conducted</td>
<td>7</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>• Minimum of 5 Finance Committee meetings conducted</td>
<td>11</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>
Appendix 1: 2017 - 2018 Work Health Safety & Injury Management

Risk Management and System Performance
The MFS Work Health Safety and Injury Management (WHS&IM) system is aligned to AS/NZS 4801 (Occupational health and safety management systems – specification with guidelines for use). The system is underpinned by the philosophies and methods set out in AS/NZS/ISO 31 000, (Risk Management – Principles and guidelines) to ensure the MFS achieves its safety and injury management objectives.

WHS&IM system performance is evaluated through audit, review and investigation, the analysis of data and surveys to ensure effectiveness and ongoing improvement.

Safety and Injury Management Performance
Table 1 shows an overall reduction of 20.77% with an overall reduction in all areas except rehabilitation/return to work and hospital expenditure. Presumptive cancer claim expenditure reduced by 80% for this financial year.

Table 2 displays MFS performance against the Building Safety Excellence (BSE) in the Public Sector targets. The MFS has limited ability to reduce significant injury numbers due to the retrospective of presumptive cancer claim legislation.

<table>
<thead>
<tr>
<th>WHS Table 1: Workers Compensation Expenditure</th>
<th>2017-18 ($)</th>
<th>2016-17 ($)</th>
<th>Variation ($)</th>
<th>% Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income support</td>
<td>$587,537</td>
<td>$599,898</td>
<td>-$12,361</td>
<td>-2.06%</td>
</tr>
<tr>
<td>Hospital</td>
<td>$358,777</td>
<td>$348,943</td>
<td>+$9,833</td>
<td>+2.82%</td>
</tr>
<tr>
<td>Medical</td>
<td>$579,962</td>
<td>$599,231</td>
<td>-$19,269</td>
<td>-3.20%</td>
</tr>
<tr>
<td>Rehabilitation / return to work</td>
<td>$3,636</td>
<td>$1,019</td>
<td>+$2,617</td>
<td>+256.7%</td>
</tr>
<tr>
<td>Investigations</td>
<td>$4,297</td>
<td>$9,643</td>
<td>-$5,346</td>
<td>-55.44%</td>
</tr>
<tr>
<td>Legal expenses</td>
<td>$50,844</td>
<td>$74,501</td>
<td>-$23,657</td>
<td>-31.75%</td>
</tr>
<tr>
<td>Lump sum</td>
<td>$1,590,058</td>
<td>$2,395,441</td>
<td>-$805,383</td>
<td>-50.65%</td>
</tr>
<tr>
<td>Travel</td>
<td>$37,353</td>
<td>$37,575</td>
<td>-$222</td>
<td>-0.59%</td>
</tr>
<tr>
<td>Other</td>
<td>$55,344</td>
<td>$57,971</td>
<td>-$2,627</td>
<td>-4.75%</td>
</tr>
<tr>
<td>Total</td>
<td>$3,267,807</td>
<td>$4,124,220</td>
<td>-$856,413</td>
<td>-20.77%</td>
</tr>
</tbody>
</table>
### WHS Table 2: Building Safety Excellence (BSE) Targets

<table>
<thead>
<tr>
<th></th>
<th>Number of Work Related Deaths – Previous 5 Years</th>
<th>Number of Serious Injury Claims – Previous 5 Years</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>5</td>
<td>20</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Base Period Number or %</th>
<th>Performance past 12 months as at 30/06/18</th>
<th>Final Target</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Actual</td>
<td>Notional Target</td>
<td>Variance</td>
</tr>
<tr>
<td>2.</td>
<td>New Workplace Injury Claims</td>
<td>122.67</td>
<td>147</td>
</tr>
<tr>
<td>3.</td>
<td>Significant Injury Frequency Rate</td>
<td>51.22</td>
<td>26.34</td>
</tr>
<tr>
<td>4.</td>
<td>Significant Musculoskeletal Injury Frequency Rate</td>
<td>44.77</td>
<td>17.91</td>
</tr>
<tr>
<td>5.</td>
<td>Significant Psychological Injury Frequency Rate</td>
<td>0.36</td>
<td>1.05</td>
</tr>
<tr>
<td>6.</td>
<td>Early Assessment within 2 days</td>
<td>10.20%</td>
<td>9.40%</td>
</tr>
<tr>
<td>7.</td>
<td>Claims Determined within 10 days</td>
<td>82.44%</td>
<td>58.04%</td>
</tr>
<tr>
<td>8.</td>
<td>Determination for Mental Stress Claims (Business days)</td>
<td>42.33</td>
<td>77.75</td>
</tr>
</tbody>
</table>

**Note:** As of 2017-18, information about *Work Health and Safety Prosecutions* and *Work Health and Safety Performance* is now included in tabulated form in the MFS Annual Report.
### Appendix 2: 2017 – 2018 AIRS Data Tables

#### AIRS Table 1: Method of Notification

<table>
<thead>
<tr>
<th>Call Description</th>
<th>2017-18 Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td></td>
</tr>
<tr>
<td>000 (Enhanced 000, Pagers)</td>
<td>5 394</td>
</tr>
<tr>
<td>Fixed Alarm System (Monitored by Fire Service)</td>
<td>5 541</td>
</tr>
<tr>
<td>Radio</td>
<td>126</td>
</tr>
<tr>
<td>Direct report to Fire Station (verbal)</td>
<td>99</td>
</tr>
<tr>
<td>Direct telephone tie-line to Fire Service</td>
<td>719</td>
</tr>
<tr>
<td>Manual Call Point</td>
<td>19</td>
</tr>
<tr>
<td>INTERCAD SAAS</td>
<td>1 994</td>
</tr>
<tr>
<td>INTERCAD SAPOL</td>
<td>5 593</td>
</tr>
<tr>
<td>Telephone (ERS7, Alerts, FACU)</td>
<td>816</td>
</tr>
<tr>
<td>Voico Signal Municipal Fire Alarm System</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>20 302</td>
</tr>
</tbody>
</table>

#### AIRS Table 2a: Fire Fatalities (per incident)

<table>
<thead>
<tr>
<th>Incident Number</th>
<th>Fatalities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1229876</td>
<td>1 Male</td>
</tr>
<tr>
<td>Total</td>
<td>1</td>
</tr>
</tbody>
</table>

**Note:** These figures relate to MFS residential areas only. Does not include murder, suicide or CFS regions.
- The recorded fatality was a member of the public.
- There were no fatalities among members of the MFS.
- The one fatality occurred in a private dwelling.

#### AIRS Table 2b: Fire Injuries

<table>
<thead>
<tr>
<th>Classification</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members of the public in fires attended by the MFS</td>
<td>10</td>
</tr>
<tr>
<td>Members of the MFS</td>
<td>70</td>
</tr>
<tr>
<td>Total</td>
<td>80</td>
</tr>
<tr>
<td>Hour To</td>
<td>Sun</td>
</tr>
<tr>
<td>---------</td>
<td>-----</td>
</tr>
<tr>
<td>1.00 AM</td>
<td>90</td>
</tr>
<tr>
<td>2.00 AM</td>
<td>85</td>
</tr>
<tr>
<td>3.00 AM</td>
<td>51</td>
</tr>
<tr>
<td>4.00 AM</td>
<td>62</td>
</tr>
<tr>
<td>5.00 AM</td>
<td>62</td>
</tr>
<tr>
<td>6.00 AM</td>
<td>57</td>
</tr>
<tr>
<td>7.00 AM</td>
<td>77</td>
</tr>
<tr>
<td>8.00 AM</td>
<td>94</td>
</tr>
<tr>
<td>9.00 AM</td>
<td>109</td>
</tr>
<tr>
<td>10.00 AM</td>
<td>112</td>
</tr>
<tr>
<td>11.00 AM</td>
<td>137</td>
</tr>
<tr>
<td>12 Noon</td>
<td>129</td>
</tr>
<tr>
<td>1.00 PM</td>
<td>148</td>
</tr>
<tr>
<td>2.00 PM</td>
<td>131</td>
</tr>
<tr>
<td>3.00 PM</td>
<td>140</td>
</tr>
<tr>
<td>4.00 PM</td>
<td>141</td>
</tr>
<tr>
<td>5.00 PM</td>
<td>147</td>
</tr>
<tr>
<td>6.00 PM</td>
<td>158</td>
</tr>
<tr>
<td>7.00 PM</td>
<td>122</td>
</tr>
<tr>
<td>8.00 PM</td>
<td>117</td>
</tr>
<tr>
<td>9.00 PM</td>
<td>106</td>
</tr>
<tr>
<td>10.00 PM</td>
<td>98</td>
</tr>
<tr>
<td>11.00 PM</td>
<td>75</td>
</tr>
<tr>
<td>12 Midnight</td>
<td>84</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2532</td>
</tr>
<tr>
<td>%</td>
<td>12.47</td>
</tr>
<tr>
<td>Type of Incident</td>
<td>Number</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Aircraft Incident / Emergency</td>
<td>1</td>
</tr>
<tr>
<td>Alarm Operates Due to Extreme Weather</td>
<td>108</td>
</tr>
<tr>
<td>Alarm Operates Due to Power Surge / Spike</td>
<td>50</td>
</tr>
<tr>
<td>Alarm Sounded No Evidence of Fire</td>
<td>222</td>
</tr>
<tr>
<td>Animal Rescue</td>
<td>223</td>
</tr>
<tr>
<td>Arcing, Shorted Electrical Equipment</td>
<td>118</td>
</tr>
<tr>
<td>Asbestos Incident No Fire</td>
<td>4</td>
</tr>
<tr>
<td>Assist Other Agencies</td>
<td>115</td>
</tr>
<tr>
<td>Assist Police of Other Govt Agency (SAAS)</td>
<td>632</td>
</tr>
<tr>
<td>Attempt to Burn</td>
<td>4</td>
</tr>
<tr>
<td>Attending Officer Unable to Locate Detector</td>
<td>136</td>
</tr>
<tr>
<td>Barbeque or Rangi</td>
<td>113</td>
</tr>
<tr>
<td>Biological Hazard Scare</td>
<td>1</td>
</tr>
<tr>
<td>Breakdown of Light Ballast</td>
<td>49</td>
</tr>
<tr>
<td>Building Weakened or Collapsed</td>
<td>15</td>
</tr>
<tr>
<td>Burglar Alarm / Bell Ringing</td>
<td>24</td>
</tr>
<tr>
<td>Chemical Hazard (No Spill or Leaks)</td>
<td>14</td>
</tr>
<tr>
<td>Chemical Spill or Leak</td>
<td>33</td>
</tr>
<tr>
<td>Combustible / Flammable Leak</td>
<td>68</td>
</tr>
<tr>
<td>Confined Space Rescue</td>
<td>1</td>
</tr>
<tr>
<td>Council or SA Water Causes Pressure</td>
<td>26</td>
</tr>
<tr>
<td>Electrocution</td>
<td>3</td>
</tr>
<tr>
<td>EMS – Excluding Vehicle Accident</td>
<td>3</td>
</tr>
<tr>
<td>EMS - Person Transported / Left Scene Prior to Arrival</td>
<td>3</td>
</tr>
<tr>
<td>Excessive Heat, Overheat, Scorch Burns - No Fire</td>
<td>31</td>
</tr>
<tr>
<td>Extrication / Rescues (Not Vehicles)</td>
<td>56</td>
</tr>
<tr>
<td>Flood</td>
<td>16</td>
</tr>
<tr>
<td>Good Intent Call</td>
<td>7994</td>
</tr>
<tr>
<td>Grape Spills</td>
<td>9</td>
</tr>
<tr>
<td>Hazardous Material</td>
<td>32</td>
</tr>
<tr>
<td>Heat from Short Circuit (Wiring)</td>
<td>34</td>
</tr>
<tr>
<td>Heat Related and Electrical</td>
<td>92</td>
</tr>
<tr>
<td>High Angle / Vertical Rescue</td>
<td>9</td>
</tr>
<tr>
<td>Investigation (Burnoff)</td>
<td>40</td>
</tr>
<tr>
<td>Investigation (Smoke)</td>
<td>339</td>
</tr>
<tr>
<td>Lightning (No Fire)</td>
<td>1</td>
</tr>
<tr>
<td>Lock In</td>
<td>13</td>
</tr>
<tr>
<td>Lock Out</td>
<td>35</td>
</tr>
<tr>
<td>Property Type</td>
<td>&lt;$100</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Basic Industry, Utility</td>
<td>19</td>
</tr>
<tr>
<td>Commercial, Store, Service</td>
<td>1</td>
</tr>
<tr>
<td>Educational</td>
<td>5</td>
</tr>
<tr>
<td>Farming, Forest. Mining</td>
<td>0</td>
</tr>
<tr>
<td>Flats, Houses, Motels, Inns</td>
<td>111</td>
</tr>
<tr>
<td>Institutional</td>
<td>9</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>3</td>
</tr>
<tr>
<td>Medical, Prison, Nursing Home</td>
<td>0</td>
</tr>
<tr>
<td>Public Assembly</td>
<td>100</td>
</tr>
<tr>
<td>Recreation, Amusement</td>
<td>0</td>
</tr>
<tr>
<td>Residential</td>
<td>163</td>
</tr>
<tr>
<td>School, Kindergarten, Trade</td>
<td>8</td>
</tr>
<tr>
<td>Sheds, Warehouse, Silo, Barn</td>
<td>3</td>
</tr>
<tr>
<td>Shop, Store, Office</td>
<td>10</td>
</tr>
<tr>
<td>Special</td>
<td>201</td>
</tr>
<tr>
<td>Storage</td>
<td>3</td>
</tr>
<tr>
<td>Unknown, Not applicable</td>
<td>17</td>
</tr>
<tr>
<td>Vacant Building, Road, Park</td>
<td>0</td>
</tr>
<tr>
<td>Winery, Brewery, Food</td>
<td>9</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Total</td>
</tr>
<tr>
<td>----------------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>A Risk Fires 1st Alarm</td>
<td>19</td>
</tr>
<tr>
<td>B Risk Fires 1st Alarm</td>
<td>97</td>
</tr>
<tr>
<td>C Risk Fires 1st Alarm</td>
<td>512</td>
</tr>
<tr>
<td>A Risk Fires Greater Alarm</td>
<td>6</td>
</tr>
<tr>
<td>B Risk Fires Greater Alarm</td>
<td>8</td>
</tr>
<tr>
<td>C Risk Fires Greater Alarm</td>
<td>108</td>
</tr>
<tr>
<td>Vehicles Fires</td>
<td>615</td>
</tr>
<tr>
<td>Brush Fences</td>
<td>30</td>
</tr>
<tr>
<td>Grass Fires</td>
<td>703</td>
</tr>
<tr>
<td>Non-combustible Fire in Building</td>
<td>233</td>
</tr>
<tr>
<td>Special Structure Fires</td>
<td>34</td>
</tr>
<tr>
<td>Outside Storage Fires</td>
<td>45</td>
</tr>
<tr>
<td>Tree Fires</td>
<td>78</td>
</tr>
<tr>
<td>Outside Rubbish Fires</td>
<td>1,256</td>
</tr>
<tr>
<td>Explosion as a result of fire</td>
<td>27</td>
</tr>
<tr>
<td>Overpressure/Ruptures</td>
<td>27</td>
</tr>
<tr>
<td>Medical Assistance</td>
<td>143</td>
</tr>
<tr>
<td>EMS/Lock In/Lock Out/Search</td>
<td>4,785</td>
</tr>
<tr>
<td>Extrication/Rescues MVA</td>
<td>123</td>
</tr>
<tr>
<td>Trench/High Angle/Confined Space Rescues</td>
<td>10</td>
</tr>
<tr>
<td>Water/Ice Rescues/Electrocution</td>
<td>6</td>
</tr>
<tr>
<td>Combustible/Flammable Spills and Leaks</td>
<td>479</td>
</tr>
<tr>
<td>Justified Calls</td>
<td>2,095</td>
</tr>
<tr>
<td>Heat Related/Electrical</td>
<td>387</td>
</tr>
<tr>
<td>Hazardous Situations</td>
<td>88</td>
</tr>
<tr>
<td>Severe Weather/Natural Disaster</td>
<td>483</td>
</tr>
<tr>
<td>Animal Rescue</td>
<td>222</td>
</tr>
<tr>
<td>Public Service</td>
<td>80</td>
</tr>
<tr>
<td>Investigations (Smoke/Steam/Bells ringing)</td>
<td>768</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>418</td>
</tr>
<tr>
<td>Malicious Calls</td>
<td>191</td>
</tr>
<tr>
<td>Workman / Tester</td>
<td>654</td>
</tr>
<tr>
<td>Miscellaneous Alarms (water pressure, severe weather, power surge)</td>
<td>319</td>
</tr>
<tr>
<td>Suspected Alarm Malfunctions</td>
<td>2,867</td>
</tr>
<tr>
<td>Simulated Conditions – No Fire</td>
<td>237</td>
</tr>
<tr>
<td>Cooking Fumes</td>
<td>1,029</td>
</tr>
<tr>
<td>Unintentional Alarms</td>
<td>745</td>
</tr>
<tr>
<td>Hairspray/Aerosol/Insecticide Use</td>
<td>105</td>
</tr>
<tr>
<td>Steam/Shower/Kettle etc</td>
<td>252</td>
</tr>
<tr>
<td>Alarm Fault</td>
<td>18</td>
</tr>
<tr>
<td>Total Incidents and alarm responses</td>
<td>20,302</td>
</tr>
<tr>
<td>Stations</td>
<td>Public Assembly</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>20 Adelaide</td>
<td>11</td>
</tr>
<tr>
<td>21 Beulah Park</td>
<td>2</td>
</tr>
<tr>
<td>22 Paradise</td>
<td>0</td>
</tr>
<tr>
<td>24 Woodville</td>
<td>1</td>
</tr>
<tr>
<td>25 Pt Adelaide</td>
<td>2</td>
</tr>
<tr>
<td>27 Marine</td>
<td>0</td>
</tr>
<tr>
<td>28 Largs North</td>
<td>1</td>
</tr>
<tr>
<td>30 Oakden</td>
<td>1</td>
</tr>
<tr>
<td>31 Golden Grove</td>
<td>0</td>
</tr>
<tr>
<td>32 Salisbury</td>
<td>2</td>
</tr>
<tr>
<td>33 Elizabeth</td>
<td>3</td>
</tr>
<tr>
<td>35 Gawler</td>
<td>1</td>
</tr>
<tr>
<td>36 Angle Park</td>
<td>0</td>
</tr>
<tr>
<td>37 Prospect</td>
<td>3</td>
</tr>
<tr>
<td>40 St Marys</td>
<td>1</td>
</tr>
<tr>
<td>41 Camden Park</td>
<td>3</td>
</tr>
<tr>
<td>42 O'Halloran Hill</td>
<td>3</td>
</tr>
<tr>
<td>43 Christie Downs</td>
<td>5</td>
</tr>
<tr>
<td>44 Glen Osmond</td>
<td>1</td>
</tr>
<tr>
<td>45 Brooklyn Park</td>
<td>3</td>
</tr>
<tr>
<td>46 Seaford</td>
<td>2</td>
</tr>
<tr>
<td>TOTAL</td>
<td>45</td>
</tr>
</tbody>
</table>

* Properties not classified in other categories and mainly outdoors, e.g. signs, fences, properties under construction or demolition

** MFA – Malicious False Alarm or Malicious Intent.

*** Category includes dangerous substances rescues, vehicle accidents, etc.

Please Note: Table 7a TOTAL INCIDENTS total relates to MFS incidents only.
<table>
<thead>
<tr>
<th>Stations</th>
<th>Public Assembly</th>
<th>Education</th>
<th>Installations</th>
<th>Residential</th>
<th>Shop</th>
<th>Industrial</th>
<th>Manufacturing</th>
<th>Special *</th>
<th>Grass/Tree</th>
<th>Mobile Property</th>
<th>Emergency y**</th>
<th>Alarm Anomalies</th>
<th>Salvage</th>
<th>MFA (**)</th>
<th>Justified Calls</th>
<th>TOTAL INCIDENTS</th>
<th>Assistance In/Out of MFS Area</th>
<th>Total Including Assists</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 Pt Pirie</td>
<td>2</td>
<td>0</td>
<td>41</td>
<td>15</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>43</td>
<td>2</td>
<td>68</td>
<td>41</td>
<td>10</td>
<td>0</td>
<td>258</td>
<td>2</td>
<td>260</td>
</tr>
<tr>
<td>51 Pt Augusta</td>
<td>1</td>
<td>0</td>
<td>39</td>
<td>13</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>69</td>
<td>12</td>
<td>54</td>
<td>51</td>
<td>12</td>
<td>4</td>
<td>303</td>
<td>2</td>
<td>305</td>
</tr>
<tr>
<td>52 Whyalla</td>
<td>1</td>
<td>0</td>
<td>33</td>
<td>30</td>
<td>0</td>
<td>1</td>
<td>10</td>
<td>1</td>
<td>70</td>
<td>11</td>
<td>65</td>
<td>31</td>
<td>9</td>
<td>0</td>
<td>89</td>
<td>351</td>
<td>0</td>
<td>351</td>
</tr>
<tr>
<td>54 Pt Lincoln</td>
<td>1</td>
<td>0</td>
<td>44</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>23</td>
<td>7</td>
<td>58</td>
<td>43</td>
<td>7</td>
<td>2</td>
<td>32</td>
<td>230</td>
</tr>
<tr>
<td>55 Peterborough</td>
<td>1</td>
<td>0</td>
<td>44</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>3</td>
<td>11</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>31</td>
<td>6</td>
<td>37</td>
</tr>
<tr>
<td>56 Berri</td>
<td>1</td>
<td>0</td>
<td>8</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>3</td>
<td>25</td>
<td>8</td>
<td>0</td>
<td>6</td>
<td>6</td>
<td>68</td>
<td>18</td>
<td>206</td>
</tr>
<tr>
<td>61 Renmark</td>
<td>0</td>
<td>0</td>
<td>23</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>20</td>
<td>6</td>
<td>31</td>
<td>17</td>
<td>6</td>
<td>1</td>
<td>30</td>
<td>14</td>
<td>150</td>
</tr>
<tr>
<td>62 Loxton</td>
<td>1</td>
<td>0</td>
<td>8</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>19</td>
<td>3</td>
<td>26</td>
<td>19</td>
<td>7</td>
<td>14</td>
<td>14</td>
<td>108</td>
</tr>
<tr>
<td>63 Tanunda</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>6</td>
<td>1</td>
<td>5</td>
<td>0</td>
<td>12</td>
<td>8</td>
<td>68</td>
</tr>
<tr>
<td>64 Kapunda</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td>0</td>
<td>5</td>
<td>5</td>
<td>34</td>
<td>7</td>
<td>41</td>
</tr>
<tr>
<td>66 Kadina</td>
<td>2</td>
<td>0</td>
<td>10</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>16</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>6</td>
<td>2</td>
<td>114</td>
</tr>
<tr>
<td>67 Wallaroo</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>16</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>8</td>
<td>37</td>
</tr>
<tr>
<td>68 Moonta</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>7</td>
<td>1</td>
<td>26</td>
<td>4</td>
<td>3</td>
<td>0</td>
<td>13</td>
<td>8</td>
<td>70</td>
</tr>
<tr>
<td>70 Mt Gambier</td>
<td>2</td>
<td>0</td>
<td>49</td>
<td>16</td>
<td>1</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>1</td>
<td>66</td>
<td>8</td>
<td>126</td>
<td>103</td>
<td>23</td>
<td>3</td>
<td>46</td>
<td>11</td>
<td>460</td>
</tr>
<tr>
<td>71 Victor Harbor</td>
<td>1</td>
<td>0</td>
<td>14</td>
<td>6</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>3</td>
<td>53</td>
<td>15</td>
<td>7</td>
<td>4</td>
<td>24</td>
<td>14</td>
<td>161</td>
</tr>
<tr>
<td>72 Murray Bridge</td>
<td>0</td>
<td>0</td>
<td>25</td>
<td>12</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>49</td>
<td>13</td>
<td>70</td>
<td>57</td>
<td>8</td>
<td>3</td>
<td>43</td>
<td>11</td>
<td>298</td>
</tr>
<tr>
<td>TOTAL</td>
<td>11</td>
<td>0</td>
<td>314</td>
<td>124</td>
<td>8</td>
<td>4</td>
<td>19</td>
<td>7</td>
<td>16</td>
<td>412</td>
<td>78</td>
<td>660</td>
<td>432</td>
<td>107</td>
<td>19</td>
<td>405</td>
<td>299</td>
<td>2924</td>
</tr>
</tbody>
</table>

* Properties not classified in other categories and mainly outdoors, e.g. signs, fences, properties under construction or demolition
** Malicious False Alarm or Malicious Intent.
*** Category includes dangerous substances rescues, vehicle accidents, etc.

Please Note: Table 7b TOTAL INCIDENTS total relates to MFS Incidents only.