



South Australian Metropolitan Fire Service

2016 – 2017 Performance Report

October 2017

South Australian Metropolitan Fire Service (MFS)

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2016-17 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 2016-17 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). Some additional performance indicators are still being reviewed by the sector. Accordingly, these columns have been left blank and are identified by a ROSE colour coding.

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 minimizing 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 99% of participants committing to safer road use behaviours. Similarly, no attendee of Juvenile Firefighter Prevention Program has reoffended during the past year.

The MFS is currently unable to access accurate data for key performance indicators in the areas of 'out the door' and 'response time'. The MFS is transitioning to a new data management system using tablets on all firefighting appliances. When this transition is completed the MFS will be able to track emergency responses with greater accuracy and precision. Data for all vehicles will become available in the final quarter of 2016-17 with full implementation of the new system scheduled for the 2017-18 financial year.

Frontline Support Outcomes

Two MFS Heavy Urban General 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 22.80% for the fourth quarter.

Summary of performance indicators which are 20% below target

Performance Indicator	Description	Corrective Actions	Review date
Maintenance of fleet reserve capability (min of 2 reserve appliances available 100% of time)	<p>Target requires that the MFS will achieve a 100% reserve fleet capability for 80% of the time. The actual result was 22.8% for the last quarter.</p> <p><i>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.</i></p>	This issue will remain until these vehicles return to fleet reserve status or additional appliances are identified.	Nov 2017
MFS Response time data (metropolitan and regional)	<p><i>The MFS is transitioning to a new tablet-based operational data management system This affected metropolitan response times from January 2016 onwards. Consequently, no response times will be reported for 2016-17. Accurate data is projected for 2017-18.</i></p>	<p>Priority 2 call outs are being filtered from this data set.</p> <p>The MFS is implementing a number of improvement actions to SACAD and call receipt and dispatch including enhanced technological solutions (including the roll-out of demountable tablets on Regional Appliances) is expected to provide accurate response time data. Accurate data is expected for the 2017-18 year.</p>	Nov 2017

Performance Indicator Key for Key Focus Area Result Tables

n/t = new target and/or n/a = no data reported this quarter	Result more than 20% below target	10 – 20% below target	Result with 10% of target

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 , Adelaide, 41 Storeys*
- *248 Flinders St Adelaide – Apartments 25 storeys*
- *Park Square Apartments, Adelaide – Sth Tce 18 Storeys*
- *Echelon, Adelaide 2 x 32 Storey Towers – old Trim site*
- *O-Bahn Rymill Tunnel, Hackney*
- *DPTI Ministers Specification Working Group – Upgrading existing blgs*
- *Sky City, Adelaide Casino*
- *Festival Centre*
- *Bohem Adelaide*
- *Synagogue Place Student accommodation – High rise*
- *Adelaide Airport – terminal north expansion*
- *Adelaide Airport Hotel*
- *August Tower, Adelaide*
- *Air 7000, Edinburgh*
- *Tribe Adelaide Hotel, Adelaide*
- *Globe Apartments*
- *Calvary Hospital, Adelaide*
- *Hewlett Packard Campus, Felixstow*
- *Redarc Electronics, Lonsdale*
- *Frome St Development, 123m in height*
- *West Franklin development*
- *Adelaide CBD High School*
- *U2 on Waymouth Adelaide*
- *University of SA City West, Adelaide*
- *Bath hotel Residential development, Norwood*
- *One Flinders East Adelaide*
- *The Artisan, Bowden*
- *Adelaide Medical & Nursing School, Adelaide*

Performance Indicators	2015-16 Result	2016-17 Target	2016-17 4 th quarter target	2016-17 4 th quarter result
Identify risks associated with fire and other emergencies:				
<i>MFS Fire Investigators have established the cause of fire for 91% of all fires examined. This success rate means that causes are identified and dangerous products are promptly removed from the community.</i>				
<ul style="list-style-type: none"> • % of fire causes that are undetermined <i>MFS Fire Cause Investigators have established the cause of fire for more than 95% of all fires examined.</i>	6.9%	<11%	<11%	3.5%
Foster behaviours that increase community preparedness				
<ul style="list-style-type: none"> • % of Road Awareness Program participants who indicate they will adopt safer road use behaviours <i>The MFS Road Awareness Program has continued to receive positive results for measures of changed behaviour and program quality.</i>	99%	>80%	>80%	100%
<ul style="list-style-type: none"> • % of participants in the Juvenile Firelighter Prevention Program who reoffend <i>The MFS infers this program is reducing community risk by decreasing the incidence of repeated fire lighting.</i>	0%	<5%	<5%	0%

Activity Indicators	2015-16 Result	2016-17 Target	2016-17 4 th quarter target	2016-17 4 th quarter result
Identify risks associated with fire and other emergencies				
• No. of fires investigated (MFS)	132	150	150	126
• No. of fires investigated for the CFS	55	60	60	60
• No. of deliberate/accidental/undetermined	70/104/13	70/120/20	70/120/20	79/101/6
Foster behaviours that increase community preparedness				
• No. of educational visits to community groups, including schools <i>(includes community engagements undertaken by both community education staff and operational crews)</i>	442	600	600	969
• No. of participants in community education programs	6000	40 000	40 000	53,088
Ensure South Australian environs are safe places to live and work				
• No. of education and health facilities inspections and fire safety surveys	249	200	200	200
• No. of building development proposals assessed	203	160	160	192
• No. of hazard complaint sites investigated <i>(There was a reduction in the number of hazard complaints made during 2016-17)</i>	86	100	100	50
• No. of fire alarm inspections and connections	339	250	250	327
• % of building development assessments appealed	0	0	0	0
• % of building development assessments completed within 20 days	94%	100%	100%	100%
• No. of booster/hydrant tests/commissioning	184	160	160	140
• No. of Building Fire Safety Committee meetings/inspections	143	160	160	121

Frontline Services (Response and Recovery)

Metropolitan, Regional & Special Operations

Metropolitan Operations

Metropolitan response functions are being enhanced with a focus on protecting economic value at commercial and industrial structure fires as increasing capability and capacity in rural/urban interface, technical rescue and hazmat incidents.

Regional Operations

MFS Regional Operations outcomes for the reporting period included:

- Global staffing (Retained Staff) compliment 260 personnel maintained at 90%. June actual 226 = 87.0%
- Fulltime Firefighting staff (Port Pirie & Mt Gambier) 36 personnel
- Arrival times indicating below KPI in some areas. Identified data includes out of area calls and change of quarters which for Regional include extended travel times and back up into CFS areas. Currently manual entry to arrival times for Regional which affects data quality. Regional Command included in project to replace MCT with new IT solution. Roll out commenced across Regional. Respond52 will also alleviate these issues ensuring accurate data in regard to MFS response times
- Monitoring of Retained Firefighter availability and attendance has been ongoing with warning/notification letters being sent to personnel who have not met or are not meeting the 50% attendance and 80% training required as per EA2014
- Review of the Statement of Intent by the Chief Offices being conducted through the Operations Excellence Committee.
- Mt Barker transition ongoing including correspondence involving SAFECOM CE & Minister
- Retained Firefighter to Fulltime Firefighter recruits completing current recruit squad commitments. Further FTE not required within 2017; however regular monitoring for 2018.

The MFS is currently unable to access accurate data for key performance indicators in the areas of 'out the door' and 'response time'. The MFS is transitioning to a new data management system using tablets on all firefighting appliances. When this transition is completed, the MFS will be able to track emergency responses with greater accuracy and precision. Data for all vehicles will become available in the final quarter of 2016-17 with full implementation of the new system scheduled for the 2017-18 financial year.

Special Operations

Communications:

- The CRD Section has responded to in excess of 33,900 emergency calls during 2016-17. This is nearly double the number of calls responded to at the same time in the previous financial year. The increase is largely associated with two major storm events. The Section still continues to meet performance indicators in the key areas of call answering and call handling.

Hazmat CBRN:

- The unit has secured staff rotations for the next 24 months ensuring targets for response will be met. The unit has also highlighted a priority list for asset replacement which will need to be factored in to both operating and capital budgets. Department is preparing budget submissions for decontamination PODS. The section facilitated a successful two week 206/Pump Hazmat Operators Course which has greatly improved the effectiveness of the MFS response to CBR/HAZMAT incidents.

Response and Recovery Performance Indicators

Performance Indicators	2015-16 Result	2016-17 Target	2016-17 4 th quarter target	2016-17 4 th quarter result
Ensure the development and delivery of effective emergency management systems				
<ul style="list-style-type: none"> Ensure major community events have a current fire protection plan 	100%	100%	100%	100%
Ensure appropriate response is committed to 100% of all incident types:				
<ul style="list-style-type: none"> Appropriate response is committed to 100% of incidents 	100%	100%	100%	100%
Ensure the safe and effective management and control of incidents and emergencies				
<ul style="list-style-type: none"> % building and other structure fires contained part of room or area of origin – all stations 	79%	>60%	>60%	82.68%
<ul style="list-style-type: none"> % building and other structure fires contained part of room or area of origin – staffed stations 	n/a	>60%	>60%	82.84%
<ul style="list-style-type: none"> % building and other structure fires contained part of room or area of origin – unstaffed stations 	n/a	>60%	>60%	81.71%
<ul style="list-style-type: none"> % building fires contained to the room/object of origin – all stations 	58%	>60%	>60%	72.28%
<ul style="list-style-type: none"> % building fires contained to the room/object of origin – staffed stations 	n/a	>60%	>60%	73.36%
<ul style="list-style-type: none"> % building fires contained to the room/object of origin – unstaffed stations 	n/a	>60%	>60%	81.75%
Ensure the MFS responds to all fires and other emergencies with timely and weighted response				
<i>The MFS is transitioning to a new tablet-based operational data management system This affected metropolitan response times from January 2016 onwards. Consequently, no response times will be reported for 2016-17. Accurate data is projected for 2017-18.</i>				
<ul style="list-style-type: none"> Average Metropolitan Out the Door Time 	86 seconds	<120 seconds	<120 seconds	n/a seconds
<ul style="list-style-type: none"> % of MFS arrivals within 7 minutes of callout in a metropolitan area with a fulltime MFS crew 	79%	90%	90%	No data
<ul style="list-style-type: none"> Percentage of MFS arrivals within 11 minutes of callout in a Regional area Station 50: Port Pirie 	93.10%	90%	90%	No data
<ul style="list-style-type: none"> Percentage of MFS arrivals within 11 minutes of callout in a Regional area Station 70: Mount Gambier 	63.30%	90%	90%	No data
<ul style="list-style-type: none"> Percentage of MFS arrivals within 11 minutes of callout in a Regional area with a Retained MFS crew Stations 50 – 72 	53.40%	90%	90%	No data
Ensure effective operational call receipt and dispatch				
<ul style="list-style-type: none"> Response to 100% of all incidents 	100%	100%	100%	100%
<ul style="list-style-type: none"> – Average time to answer call (in seconds) 	3.86	5	5	4.50
<ul style="list-style-type: none"> – Service factor (% of time agreed call response standard was met) 	97.49%	90%	90%	94.57%
<ul style="list-style-type: none"> – Call handling time (minutes and seconds) 	1:28	1:30	1:30	1:36
Provide effective post-incident support and development to the community				
<i>The MFS provides support to property owners who have been impacted by fire through the provision of professional advice and 'After the Fire' information.</i>				
<ul style="list-style-type: none"> – % of significant fires (>\$25 000) where MFS provided support to victims of emergency incidents in the community 	10%	10%	10%	11%
<ul style="list-style-type: none"> – Provision of community support by MFS Employee Support Coordinators to non MFS persons effected by emotionally challenging or traumatic events 	On request	On request	On request	On request

Response and Recovery Activity Indicators

Activity Indicators ^(a)	2015-16 Result	2016-17 Target	2016-17 4 th quarter target	2016-17 4 th quarter result
Ensure the MFS responds to all fires and other emergencies with timely and weighted response				
<ul style="list-style-type: none"> no. of responses to structure fires 	1 277 MR ^(b) 1046 RR ^(b) 231	<1 250 MR 1 000 RR 250	<1 250 MR 1 000 RR 250	1129 MR 970 RR 159
<ul style="list-style-type: none"> no. of responses to vehicle fires 	644 MR 546 RR 98	<1 000 MR 890 RR 110	<1 000 MR 890 RR 110	610 MR 542 RR 68
<ul style="list-style-type: none"> no. of responses to other fires 	2 293 MR 1748 RR 545	<3 500 MR 3 000 RR 500	<3 500 MR 3 000 RR 500	1940 MR 1511 RR 429
<ul style="list-style-type: none"> no. of responses to dangerous substances 	683 MR 599 RR 84	<700 MR 600 RR 100	<700 MR 600 RR 100	580 MR 467 RR 113
<ul style="list-style-type: none"> no. of responses to rescues^(c) 	5 208 MR 4286 RR 922	<3 400 MR 3 000 RR 400	<3 400 MR 3 000 RR 400	5352 MR 4932 RR 420
<ul style="list-style-type: none"> no. of responses to fire alarms 	6 820 MR 6028 RR 792	<7 000 MR 6 000 RR 1 000	<7 000 MR 6 000 RR 1 000	7509 MR 6611 RR 898
<ul style="list-style-type: none"> no. of other responses^(c) 	4 574 MR 3588 RR 986	<3 300 MR 2 850 RR 450	<3 300 MR 2 850 RR 450	5336 MR 4469 RR 867
<ul style="list-style-type: none"> total number of incidents generating a response 	21 499 MR 17841 RR 3 658	<20 000 MR 17 340 RR 2 810	<20 000 MR 17 340 RR 2 810	22456 MR 19501 RR 2954
Ensure the development and delivery of effective emergency management systems				
<ul style="list-style-type: none"> Number of major inter-agency exercises conducted 	3	8	8	11
<ul style="list-style-type: none"> Total number of major events evaluated (notifications to Operations) 	77	100	100	70
<ul style="list-style-type: none"> Number of multi-agency forums attended 	47	50	50	61
Ensure effective operational call receipt and dispatch				
<ul style="list-style-type: none"> Number of emergency calls received (answered and actioned) 	39 856	28 000	28 000	30 000
Provide effective post-incident support and development to MFS Personnel				
<i>MFS personnel who have responded to traumatic 'critical' incidents are provided with access to peer and professional support. The MFS maintains activity data on the number of time this program is accessed as a measure of workforce resilience.</i>				
<ul style="list-style-type: none"> No. of MFS employee assistance interventions 	72	70	70	on request

(a) 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.

(b) MR denotes metropolitan responses (Stations 20-49), RR denotes regional responses (Stations 50-72)

(c) 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)

Major projects for the reporting period include the SFF Skills Upgrade Program, Station Officers Promotion Process and Vertical Rescue and Confined Space training program. During the reporting period:

- The 2017 Station Officer Promotion Process was completed resulting in 21 Senior Firefighters awarded a position on the Order of Merit and eligible for nomination to the position of Full Time Station Officer.
- Senior Firefighter Year 2 development program commenced utilising the new XVR simulations with 24 participants enhancing incident management capabilities for operations.
- Commenced development of the new Station Officer Leadership and Management SDF Program which will provide newly appointed Station Officers with a stronger understanding and underpinning knowledge of HR management and strong leadership skills.
- Commenced audit of Commander Qualifications as part of a skills/training gap analysis to shape the Commander Professional Development Program
- MFS training staff participated in educational career information sessions to promote the MFS as an employer of choice that includes gender and cultural inclusivity.
- Recruit course review commenced to ensure consistency in the application of contemporary performance management and assessment practices as well as improving course scheduling and content to meet the needs of key stakeholders

Performance Indicators	2015-16 Result	2016-17 Target	2016-17 4 th quarter target	2016-17 4 th quarter result
A highly skilled workforce that can safely undertake the roles required of MFS personnel.				
• 100% of firefighter separations filled ^(a)	-	100%	100%	90%
• Number of recruits completing Certificate II	0	0	18	18
<i>Establish and maintain effective career development systems</i>				
• total number of personnel enrolled in VET	409	400	400	254
• voluntary personnel enrolments in VET	197	150	150	153

Activity Indicators	2015-16 Result	2016-17 Target	2016-17 4 th quarter target	2016-17 4 th quarter result
Conduct required recruit training programs				
• no. of personnel recruited	18	36	36	36
Establish and maintain effective career development systems:				
• mandatory personnel enrolments in VET	194	250	250	153
• the total units of study MFS personnel enrolled in	1 205	1 500	1 500	1 255
• units enrolled on mandatory basis	628 ^a	1 250	1 250	841
• units enrolled in on a voluntary basis	577	400	400	414
Develop and maintain the core skills of personnel:				
• no. of programs delivered	4	5	5	5
• no. of external partnerships utilised	3	3	3	3

Preparedness Performance and Activity Indicators

(Infrastructure & Logistics)

Performance Commentary:

During this quarter:

- The 'AusFleet' asset management system continues rollout to manage the lifecycle of all MFS equipment using a combination of bar coding and Radio Frequency Identification (RFID) commencing in the 'Mission Critical Store'.
- The 2016-17 Vehicle Replacement Program is on track with milestone payments made to SASGAR for the construction and delivery of the sixth Combination Aerial Pumping Appliance (CAPA).
- Infrastructure and Logistics continues to identify excess light fleet to reduce current recurrent liability.
- Repairs and Maintenance Budget will overrun significantly this year, compensated by reduced payroll.
- Review of Engineering services still required. Business Plan completed and rejected by Engineering staff.
- Industrial pressures for Station privacy program deferred due to station replacement program discussions.
- Contract staff in place in Engineering hose room. Approval for advertising of position granted.
- Gallantry still a financial risk due to ageing componentry.
- Research into vehicle protections systems commencing.
- Adelaide Station privacy works scoped and quoted
- Special Ops kitchen scoped and quoted
- Carpet completed 4th floor

Two MFS Heavy Urban General 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 22.80% for the fourth quarter.

Budget - During the reporting period, the department continued to identify excess light fleet vehicles to reduce current recurrent liability. Repairs and maintenance budget will significantly overrun this year. This will be partially compensated by reduced employee costs.

Performance Indicators	2015-16 Result	2016-17 Target	2016-17 4 th quarter target	2016-17 4 th quarter result
Ensure the provision of efficient and effective whole of life vehicle and equipment solutions.				
<ul style="list-style-type: none"> • Operational performance is supported by appropriate vehicles and equipment at 100% of incidents 	100%	100%	100%	100%

Activity Indicators	2015-16 Result	2016-17 Target	2016-17 4 th quarter target	2016-17 4 th quarter result
Ensure the provision of efficient and effective whole of life vehicle and equipment solutions.				
<ul style="list-style-type: none"> • Maintenance of fleet (e.g. capability is maintained at 100% operational availability) 	100%	100%	100%	100%
<ul style="list-style-type: none"> • Maintenance of fleet reserve capability (min of 2 reserve appliances available 100% of time) <i>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.</i> 	90.10%	80%	80%	22.80%
<ul style="list-style-type: none"> • % of total MFS fleet requiring replacement within two years 	7.4%	<12%	<12%	15%
– % of MFS Metropolitan fleet over 10 years	8	30%	30%	41%
– % of MFS Regional fleet over 15 years	4	40%	40%	55%
– % of MFS Aerial fleet over 10 years	2	25%	25%	20%
– % of MFS Specialist fleet over 10 years		40%	40%	27.3%

Governance and Public Value

Performance Commentary:

Key governance activities undertaken during the reporting period include:

- Finalization of MFS Doctrine and associated behavioural/cultural renewal processes.
- Development of behaviour management evaluation tools aligned to MFS Doctrine and Public Sector Values.
- Additional analysis of MFS budget position and explanatory documentation (for SAFECOM Board and Treasury)
- Audit tool for evaluation of MFS Incident management systems developed.

	2015-16 Result	2016-17 Target	2016-17 4 th quarter target	2016-17 4 th quarter result
Develop the leadership and management skills of our personnel				
<i>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.</i>				
– % of senior managers holding tertiary management qualifications	90%	80%	80%	90%
Ensure sustainable and environmentally friendly practices are employed				
<i>The MFS aims to contribute to the South Australian Government environmental sustainability objectives, including establishing an MFS target of 25% reduction in energy usage by 2015. The MFS also seeks to increase the volume of water reclaimed from fire training activities and restrict the volume of contaminated water released during firefighting activities.</i>				
Increase the total MFS photovoltaic energy generation.				
<i>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 12kW systems. The MFS now has a total photovoltaic energy capability in excess of 100kW.</i>				
– Maintain grid connected 105 kWh capacity	107kW	105kW	> 105kW	120kW
Employ sustainable water use practices				
<i>MFS is undertaking a costed feasibility plan to implement the capture and recycling of water at the Adelaide Fire Station complex, with a target nomination capacity of 300 - 500,000 litres per year.</i>				
Ensure all required organisational plans are developed				
<i>The MFS is required to submit an annual Business Plan and Workforce Plan to the SAFECOM Board</i>				
100% of plans required by SAFECOM Board are completed				
– Business Plan submitted by June 2016	Submitted	submitted by June (4 th Quarter)	submitted by June (4 th Quarter)	Submitted
– Workforce Plan submitted by June 2016	Submitted	submitted by June (4 th Quarter)	submitted by June (4 th Quarter)	Submitted

Activity Indicators	2014-15 Result	2015-16 Target	2016-17 4 th quarter target	2016-17 4 th quarter result
Ensure effective Corporate Governance:				
<i>The MFS employs a range of activity indicators for Business Excellence from which performance is inferred.</i>				
• Four SAFECOM Board quarterly reports submitted	4	4	4	4
• Minimum of 5 Corporate Governance committee meetings conducted	4	5	5	5
• Minimum of 5 Planning and Resilience committee meetings conducted	7	5	5	5
• Minimum of 5 Finance committee meetings conducted	10	5	5	5

MFS Monthly Finance Report for period ending 31 December 2015



Executive Summary

Year to date

Employee expenses are tracking over-budget mainly due to overtime. With the recent graduation of two recruit squads for 2015-16, it is expected that there will be a softening of overtime over the coming months. A third recruit squad will commence in February 2016. YTD costs for Pinery are \$137k.

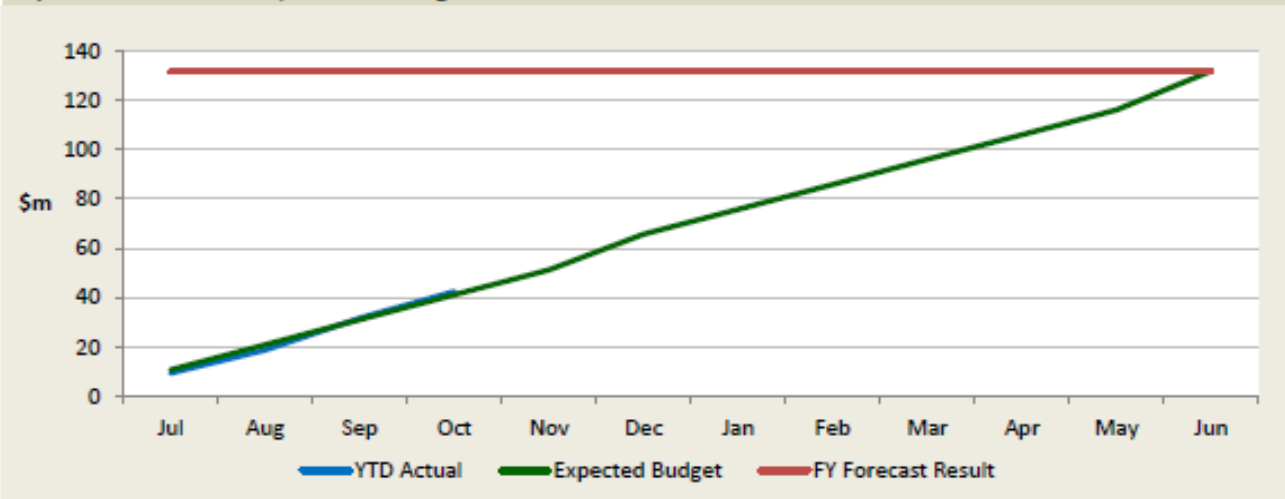
Full year

Budget and forecast for presumptive expenses will be developed with Treasury.

Budget Risks not included in Forecast

	Year to Date				Full Year					Chart Or Ex Fo
	Actual	Budget	Variance		Original Budget	Expected Budget	Forecast Result	Variance		
	\$'000	\$'000	\$'000	%				\$'000	%	
Income	76,519	69,582	6,937	10%	136,132	137,740	138,360	620	0%	■ ■ ■
CESF	71,928	65,266	6,662	10%	127,800	129,408	129,408	0	0%	■ ■ ■
Presumptive	0	0	0	0%	2,732	2,732	2,732	0	0%	■ ■ ■
Fees	3,161	3,134	27	1%	4,218	4,218	4,468	250	6%	■ ■ ■
Other	1,332	1,182	150	13%	1,382	1,382	1,642	260	19%	■ ■ ■
Grants	98	0	98	0%	0	0	110	110	0%	■ ■ ■
Expenses	67,776	65,696	2,080	3%	131,814	182,813	136,150	-46,663	-26%	■ ■ ■
Employees	56,050	55,710	340	1%	111,420	111,902	113,705	1,803	2%	■ ■ ■
Presumptive	1,302	0	1,302	0%	0	50,000	1,302	-48,698	-97%	■ ■ ■
Goods/Svcs	5,272	4,834	438	9%	10,088	10,605	10,837	232	2%	■ ■ ■
Dep'n	4,270	4,270	0	0%	8,541	8,541	8,541	0	0%	■ ■ ■
GRN	882	882	0	0%	1,765	1,765	1,765	0	0%	■ ■ ■
Net Result	8,743	3,886	4,857	125%	4,318	-45,073	2,210	47,283	-105%	■ ■ ■
Excluding Presumptive	10,045	3,886	6,159	158%	1,586	2,195	780	-1,415	-64%	■ ■ ■

Expenses - Actual compared to Budget and Forecast



Appendix 1: 2016 - 2017 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 Culture

The MFS actively promotes the health, safety and ongoing wellbeing of our people. We recognise that proper management of the WHS&IM system is vital in maintaining worker safety, recovery and return to work to realise our mission to help protect South Australian lives, property, environment and economy. This is achieved through strong safety leadership and the integration of WHS&IM into all corporate and operational decision making.

Safety and Injury Management Performance

Table 1 shows there were four notifiable incidents. However, none of these incidents resulted in the issuing of provisional improvement, improvement, or prohibition notices. Consequently, there were no prosecutions or enforceable undertakings required.

Table 2 provides details of safety performance and shows a 35% increase in new claims numbers from the 2015-16 period. Analysis of the claims data shows the increase was directly attributed to the proposed changes to public sector claims management processes. Although claim numbers increased, there was a significant reduction (48%) in lost time claims compared with the 2015-2016 period.

Table 3 shows significant decreases in all areas except hospital and rehabilitation/return to work costs. Overall claims costs for the period have reduced by 47.49% compared to the 2015-2016 period. Presumptive cancer claim expenditure this financial year were \$1 437 844 representing a 5.78% decrease from last year.

Table 4 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 retrospectivity of presumptive cancer claim legislation.

WHS Table 1: Work Health and Safety Prosecutions	2016-17 Result
Notifiable incidents pursuant to Work Health and Safety (WHS) Act Part 3	4
Notices served pursuant to WHS Act Section 90, Section 91 and Section 195 (Provisional Improvement, Improvement and Prohibition Notices)	0
Prosecutions pursuant to WHS Act Part 2 Division 5	0
Enforceable undertakings pursuant to WHS Act Part 11	0

WHS Table 2: Work Health and Safety Performance	2016-17 Result
New workplace injury claims	152
Significant injuries – where lost time exceeds one working week	20
Significant musculoskeletal injuries – where lost time exceeds one working week	13.68
Significant psychological injuries – where lost time exceeds one working week	3.16

WHS Table 3: Workers Compensation Expenditure	2016-17 (\$)	2015-16 (\$)	Variation (\$ + (-))	% Change (+/-)
Income support	\$599 898	\$1 665 539	-\$1 065 641	-63.98%
Hospital	\$348 943	\$190 406	+\$158 537	+81.70%
Medical	\$599 231	\$649 092	-\$49 861	-7.68%
Rehabilitation / return to work	\$1 019	\$187	+\$832	+449.91%
Investigations	\$9 643	\$26 202	-\$16 559	-63.20%
Legal expenses	\$74 501	\$107 535	-\$33 034	-30.72%
Lump sum	\$2 395 441	\$5 024 560	-\$2 629 119	-52.33%
Travel	\$37 575	\$69 205	-\$31 630	-45.71%
Other	\$57 971	\$121 748	-\$63 777	-52.38%
Total	\$4 124 220	\$7 854 471	-\$3 730 251	-47.49%

WHS Table 4: Building Safety Excellence (BSE) Targets					
Building Safety Excellence Results for Portfolio: Justice, Region: Emergency Services Sector, Agency: SA Metropolitan Fire Service: All Cost Centre: All Organisation Unit: All as at 30 June 2017 for All Claim Types					
1. Work Related Deaths & Severe Permanent Impairment	Number of Work Related Deaths – Previous 5 Years	Number of Serious Injury Claims – Previous 5 Years			Target
		2	16		
	Base Period Number or %	Performance past 12 months as at 30/06/17			Final Target
		Actual	Notional Target	Variance	
2. New Workplace Injury Claims	122.67	152	104.27	-47.73	85.87
3. Significant Injury Frequency Rate	51.22	20.00	43.54	23.34	38.93
4. Significant Musculoskeletal Injury Frequency Rate	44.77	13.68	38.06	24.37	34.03
5. Significant Psychological Injury Frequency Rate	0.36	3.16	0.30	-2.85	0.27
6. Early Assessment within 2 days	10.20%	15.75%	10.61%	-5.14%	11.22%
7. Claims Determined within 10 days	82.44%	86.29%	84.09%	-2.20%	86.56%
8. Determination for Mental Stress Claims (Business days)	42.33	89.63	33.87	-55.76	21.17

Appendix 2: 2016 – 2017 AIRS Data Tables

AIRS Table 1: Method of Notification	2016-17 Result
Call Description	Count
000 (Enhanced 000, Pagers)	5586
Fixed Alarm System (Monitored by Fire Service)	6492
Radio	143
Direct report to Fire Station (verbal)	107
Direct telephone tie-line to Fire Service	892
Manual Call Point	8
INTERCAD SAAS	1967
INTERCAD SAPOL	6178
Telephone (ERS7, Alerts, FACU)	1082
Voice Signal Municipal Fire Alarm System	1
Total	22456

AIRS Table 2a: Fire Fatalities (per incident)	2016-17 Result
Incident Number	Fatalities
1178558	1 Male
1203188	1 Male
1208736	1 Male
1214149	1 Male
1222711	1 Male
1224946	1 Female
Total	6

Note:

These figures relate to MFS residential areas only: Does not include murder, suicide or CFS regions.

AIRS Table 2b: Fire Injuries	2016-17 Result
Classification	Number
Members of the public in fires attended by the MFS	11
Members of the MFS	85
Total	96

AIRS Table 3: Summary of MFS Incidents Attended by Day of Week and Time of Day

Hour To	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Total	%
1.00 AM	90	62	56	93	72	61	85	519	2.31
2.00 AM	66	51	53	90	64	54	63	441	1.96
3.00 AM	74	54	46	81	57	59	56	427	1.90
4.00 AM	65	43	68	85	65	57	48	431	1.92
5.00 AM	61	60	65	80	61	66	57	450	2.00
6.00 AM	61	79	99	83	111	115	71	619	2.76
7.00 AM	95	103	125	142	140	114	106	825	3.67
8.00 AM	91	181	165	211	198	170	131	1147	5.11
9.00 AM	95	165	171	195	167	194	125	1112	4.95
10.00 AM	114	138	157	177	177	163	156	1082	4.82
11.00 AM	133	151	164	188	180	151	158	1125	5.01
12 Noon	150	190	189	200	183	192	180	1284	5.72
1.00 PM	169	154	163	186	160	167	151	1150	5.12
2.00 PM	139	173	178	190	191	167	149	1187	5.29
3.00 PM	146	196	180	205	191	224	142	1284	5.72
4.00 PM	144	169	186	256	215	247	144	1361	6.06
5.00 PM	174	176	195	249	207	283	168	1452	6.47
6.00 PM	161	173	185	223	193	235	161	1331	5.93
7.00 PM	125	142	176	159	194	172	168	1136	5.06
8.00 PM	117	139	152	160	177	175	153	1073	4.78
9.00 PM	115	107	120	155	161	127	158	943	4.20
10.00 PM	103	100	116	136	130	114	113	812	3.62
11.00 PM	69	81	94	101	105	134	100	684	3.05
12 Midnight	102	62	67	85	92	82	91	581	2.59
TOTAL	2659	2949	3170	3730	3491	3523	2934	22456	
%	11.84	13.13	14.12	16.61	15.55	15.69	13.07	100	

AIRS Table 4: Summary of Emergencies Other Than Fires

Type of Incident	Number	Type of Incident	Number
Aircraft Incident / Emergency	4	Lock Out	45
Alarm Operates Due to Extreme Weather	608	Major Fuel or Oil Spill	9
Alarm Operates Due to Power Surge / Spike	47	Medical Assist	104
Alarm Sounded No Evidence of Fire	242	Medical Assist – CPR / EAR	8
Animal Rescue	226	Medical Assist – Oxygen Therapy	8
Arcing, Shorted Electrical Equipment	141	Minor Fuel or Oil Spill	168
Asbestos Incident No Fire	1	Mutual Aid Given / Change of Quarters	4 288
Assist Other Agencies	390	Odour or Gas Leak	232
Assist Police of Other Govt Agency (SAAS)	241	Oil of Other Combustible Liquid Spill	21
Attempt to Burn	7	Other Assistance	162
Attending Officer Unable to Locate Detector	149	Over Pressure Rupture - Boiler	4
Barbeque or Hangi	125	Over Pressure Rupture - Pipeline	13
Biological Hazard Scare	1	Over Pressure Rupture - Vessel	1
Bomb Scare	8	Overheated Motor	30
Breakdown of Light Ballast	61	Police Matter	16
Building Weakened or Collapsed	66	Power Line Down	144
Burglar Alarm / Bell Ringing	26	Public Service	71
Chemical Hazard (No Spill or Leaks)	9	Refrigerant Leak	5
Chemical Spill or Leak	28	Removal of Victims from Elevator / Escalator	28
Combustible / Flammable Leak	65	Search	6
Confined Space Rescue	2	Severe Weather and Natural Disaster	130
Council or SA Water Causes Pressure	20	Steam Vapour, Fog or Dust Thought to be Smoke	18
Electrocution	1	Telstra Lines	28
EMS – Excluding Vehicle Accident	8	Threat to Burn	1
EMS - Person Transported / Left Scene Prior to Arrival	11	Tree Down	680
Excessive Heat, Overheat, Scorch Burns – No Fire	34	Unauthorised Burning	27
Extrication / Rescues (Not Vehicles)	65	Unknown Biological Hazard (Medical Waste)	4
Flood	33	Unstable, Reactive, Explosive Material	2
Good Intent Call	11 999	Vehicle Accident / No Injury	3 296
Grape Spills	20	Vehicle Accident Rescue	92
Hazardous Material	23	Vehicle Accident with Injuries	1 649
Heat from Short Circuit (Wiring)	64	Water / Ice Related Rescue	8
Heat Related and Electrical	127	Water and Smoke	1
High Angle / Vertical Rescue	11	Water or Steam Leak	82
Investigation (Burnoff)	33	Water Removal	36
Investigation (Smoke)	231	Wind Storm	18
Lightning (No Fire)	5	Wrong Location	15
Lock In	23	Total	26 605

AIRS Table 5: Number of Fires / Property Type

Property Type	<\$100	<\$1K	<\$10K	<\$25K	<\$50K	<\$250K	<\$1M	<\$5M	\$5M+	\$ TOTAL
Basic Industry, Utility	10	2	1	3	0	1	1	0	0	416 600
Commercial, Store, Service	3	0	5	1	1	5	1	0	0	1 093 000
Educational	7	3	0	2	1	1	0	0	0	147 401
Farming, Forest, Mining	1	0	0	0	0	1	0	1	0	3 700 000
Flats, Houses, Motels, Inns	100	44	80	31	11	26	5	1	0	7 731 731
Institutional	5	6	4	1	0	0	0	0	0	30 200
Manufacturing	3	1	4	1	0	1	0	1	0	1 088 100
Medical, Prison, Nursing Home	0	0	0	0	0	0	0	0	0	0
Public Assembly	63	5	9	4	2	4	0	0	0	570 152
Recreation, Amusement	1	0	0	0	0	0	0	0	0	0
Residential	169	63	116	36	26	57	14	0	0	12 799 105
School, Kindergarten, Trade	6	1	1	0	0	2	2	0	0	1 155 750
Sheds, Warehouse, Silo, Barn	1	0	3	5	1	2	2	0	0	1 061 000
Shop, Store, Office	15	8	10	3	2	7	2	0	0	1 457 540
Special	133	58	134	46	11	10	2	1	0	6 066 007
Storage	3	2	4	4	0	3	2	0	0	1 135 300
Unknown, Not applicable	6	0	0	0	0	0	0	0	0	0
Vacant Building, Road, Park	1	0	0	1	0	2	0	0	0	270 001
Winery, Brewery, Food	8	1	0	4	1	4	2	1	0	3 245 750
TOTAL										41 967 637

AIRS Table 6: MFS Fire Statistics (All Stations)

Category	Total
A Risk Fires 1st Alarm	27
B Risk Fires 1st Alarm	88
C Risk Fires 1st Alarm	379
A Risk Fires Greater Alarm	3
B Risk Fires Greater Alarm	28
C Risk Fires Greater Alarm	101
Vehicles Fires	610
Brush Fences	29
Grass Fires	618
Non-combustible Fire in Building	430
Special Structure Fires	44
Outside Storage Fires	125
Tree Fires	109
Outside Rubbish Fires	1 088
Explosion as a result of fire	85
Overpressure/Ruptures	18
Medical Assistance	127
EMS/Lock In/Lock Out/Search	5 113
Extrication/Rescues MVA	90
Trench/High Angle/Confined Space Rescues	13
Water/Ice Rescues/Electrocution	9
Combustible/Flammable Spills and Leaks	495
Justified Calls	2 422
Heat Related/Electrical	601
Hazardous Situations	68
Severe Weather/Natural Disaster	851
Animal Rescue	226
Public Service	68
Investigations (Smoke/Steam/Bells ringing)	672
Miscellaneous	410
Malicious Calls	248
Workman / Tester	575
Miscellaneous Alarms (water pressure, severe weather, power surge)	822
Suspected Alarm Malfunctions	3 198
Simulated Conditions – No Fire	341
Cooking Fumes	1 087
Unintentional Alarms	808
Hairspray/Aerosol/Insecticide Use	91
Steam/Shower/Kettle etc	321
Alarm Fault	18
Total incidents and alarm responses	22 456

AIRS Table 7a: Types of Incident by Station – Outdoor Property and Structure Incidents
MFS Stations 20 - 49

	Public Assembly	Education	Installations	Residential	Shop	Industrial	Manufacturing	Storage	Special *	Grass/Tree	Mobile Property	Emergency***	Alarm Anomalies	Salvage	MFA (**)	Justified Calls	TOTAL INCIDENTS	Assistance In/Out of MFS Area	Total including Assists
20 Adelaide	12	5	1078	52	9	6	1	3	38	165	25	638	1055	68	86	264	3505	20	3525
21 Beulah Park	0	0	72	38	2	1	0	1	1	34	11	347	120	59	4	135	825	5	830
22 Paradise	3	2	61	31	2	1	2	1	6	33	6	297	86	37	3	109	680	6	686
24 Woodville	1	0	89	41	2	0	9	2	6	80	30	315	109	27	8	128	847	1	848
25 Pt Adelaide	6	0	70	16	0	1	0	3	5	24	18	153	132	11	0	86	525	2	527
27 Marine	0	0	0	0	0	0	0	0	0	0	2	4	1	0	0	1	8	0	8
28 Largs North	0	2	43	16	2	0	2	1	6	27	12	105	66	19	0	56	357	0	357
30 Oakden	2	4	196	42	1	2	0	1	10	65	49	425	195	42	16	144	1194	4	1198
31 Golden Grove	1	1	48	27	3	0	0	2	8	44	20	234	65	45	2	100	600	13	613
32 Salisbury	1	1	154	68	2	1	6	1	10	159	71	608	188	79	13	250	1612	23	1635
33 Elizabeth	0	1	128	73	2	0	3	2	10	243	58	459	185	33	21	250	1468	88	1556
35 Gawler	2	0	48	21	0	1	0	0	2	43	17	134	48	10	3	66	395	33	428
36 Angle Park	1	0	113	23	1	3	5	3	12	65	29	337	239	33	1	111	976	3	979
37 Prospect	2	0	110	22	3	3	6	1	7	61	35	392	117	42	9	124	934	0	934
40 St Marys	1	1	172	62	6	1	1	0	6	58	29	507	225	47	12	172	1300	2	1302
41 Camden Park	2	0	115	40	1	1	0	0	2	17	19	253	156	31	16	106	759	0	759
42 O'Halloran Hill	2	4	62	35	2	1	0	1	3	51	30	312	78	57	4	124	766	11	777
43 Christie Downs	2	2	68	42	6	0	1	3	8	164	40	316	88	46	7	147	940	26	966
44 Glen Osmond	1	2	177	28	2	1	1	0	3	15	16	274	189	52	9	107	877	7	884
45 Brooklyn Park	1	0	86	24	2	1	1	0	6	23	12	238	142	21	4	89	650	1	651
46 Seaford	1	0	21	16	0	0	1	0	4	32	13	112	11	19	9	45	284	18	302
TOTAL	41	25	2911	717	48	24	39	25	153	1403	542	6460	3495	778	227	2614	19502	263	19765

* 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.

AIRS Table 7b: Types of Incident by Station – Outdoor Property and Structure Incidents
MFS Stations 50 - 72

Stations	Public Assembly	Education	Installations	Residential	Shop	Industrial	Manufacturing	Storage	Special *	Grass/Tree	Mobile Property	Emergency**	Alarm Anomalies	Salvage	MFA (**)	Justified Calls	TOTAL INCIDENTS	Assistance In/Out of MFS Area	Total Including Assists
50 Pt Pirie	0	0	54	18	1	0	1	1	3	33	7	85	51	27	0	36	317	8	325
51 Pt Augusta	2	3	26	13	0	0	1	1	3	70	4	84	81	45	2	42	377	7	384
52 Whyalla	0	1	30	17	1	0	3	0	2	68	18	81	35	12	0	76	344	1	345
54 Pt Lincoln	1	1	36	8	2	0	0	0	2	25	5	53	63	4	2	34	236	4	240
55 Peterborough	0	0	2	0	0	0	0	0	0	2	1	10	5	10	0	3	33	4	37
60 Berri	0	0	16	6	1	0	0	0	0	12	2	25	13	9	0	23	107	125	232
61 Renmark	1	0	19	4	0	2	0	0	3	28	5	28	19	6	4	18	137	4	141
62 Loxton	1	0	5	4	0	1	1	0	0	13	2	36	15	3	0	8	89	2	91
63 Tanunda	0	0	7	2	0	1	0	0	1	7	1	19	27	3	1	6	75	8	83
64 Kapunda	0	0	2	1	0	0	0	0	1	3	0	15	7	4	0	2	35	1	36
66 Kadina	0	0	6	0	0	0	0	0	0	7	2	23	24	16	1	12	91	59	150
67 Wallaroo	0	0	5	1	0	1	0	0	0	4	1	29	9	19	1	10	80	22	102
68 Moonta	0	0	5	2	0	0	0	0	0	15	1	19	7	16	0	9	74	13	87
70 Mt Gambier	0	0	66	19	1	0	3	1	4	61	5	145	110	15	2	48	480	3	483
71 Victor Harbor	0	0	23	4	0	0	0	0	1	11	3	48	19	18	3	22	152	1	153
72 Murray Bridge	0	0	34	21	1	0	1	1	1	53	11	83	58	12	5	46	327	5	332
TOTAL	5	5	336	120	7	5	10	4	21	412	68	783	543	219	21	395	2954	267	3221

* 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.