

Ambulance Victoria's Performance

2015/16 Quarter 4 (1st April 2016 to 30th June 2016)

Ambulance Victoria has two official response time targets:

Respond to Code 1 incidents within 15 minutes for 85% of incidents state-wide, and Respond to Code 1 incidents within 15 minutes for 90% of incidents in centres with populations greater than 7,500.

Response times are an important measure of the service we provide, but are only one of a number of measures used to gauge the effective delivery of an ambulance service.

Our response times are measured from the receipt of the triple zero (000) call until paramedics arrive on scene. Response times are influenced by many factors including traffic, distance required to travel, availability of ambulances and demand for our services.

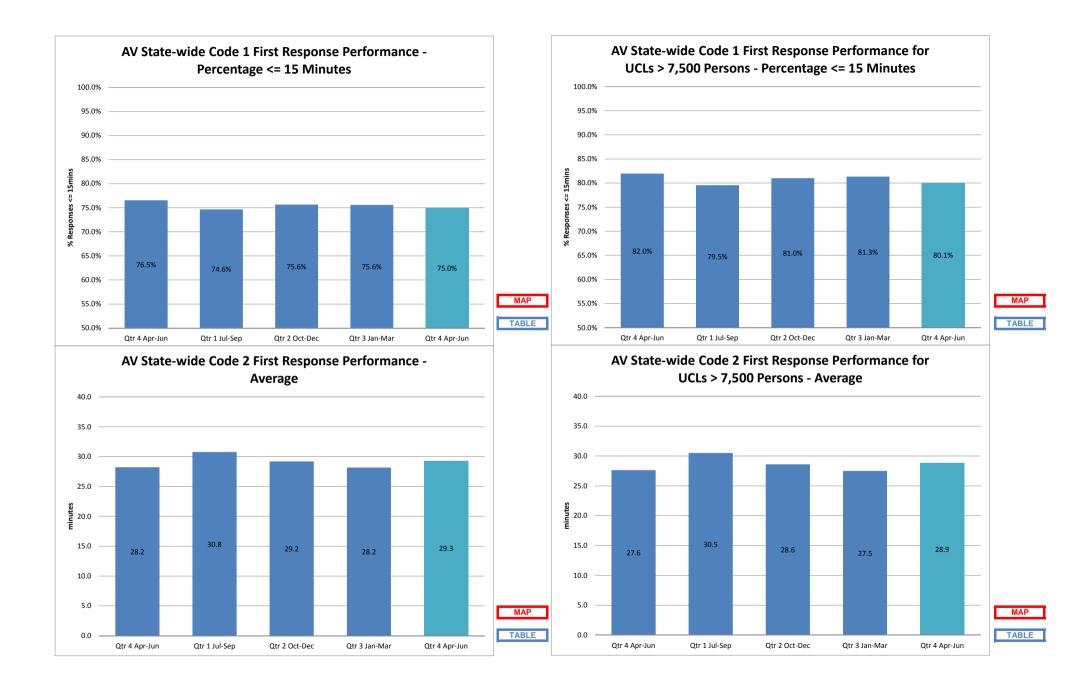
We designate those patients that require urgent paramedic and hospital care as "Code 1," and these patients receive a "lights and sirens" response. The tables below provide information about our Code 1 response time performance by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

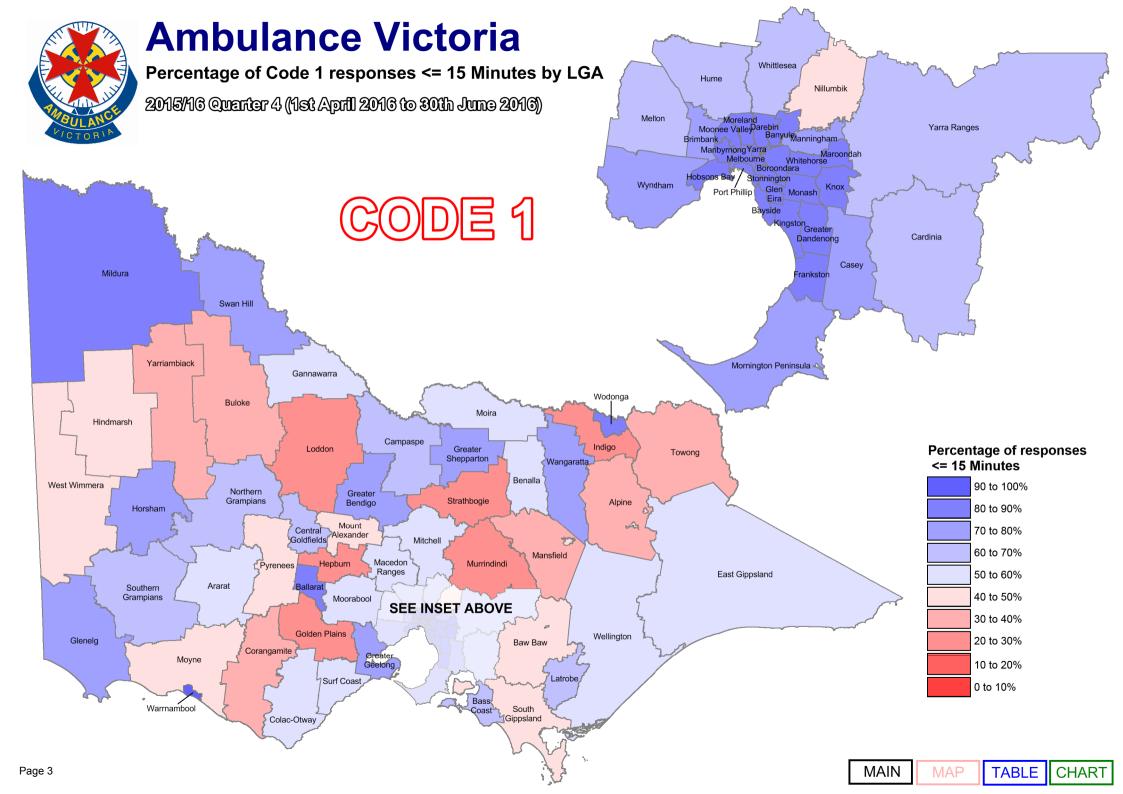
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

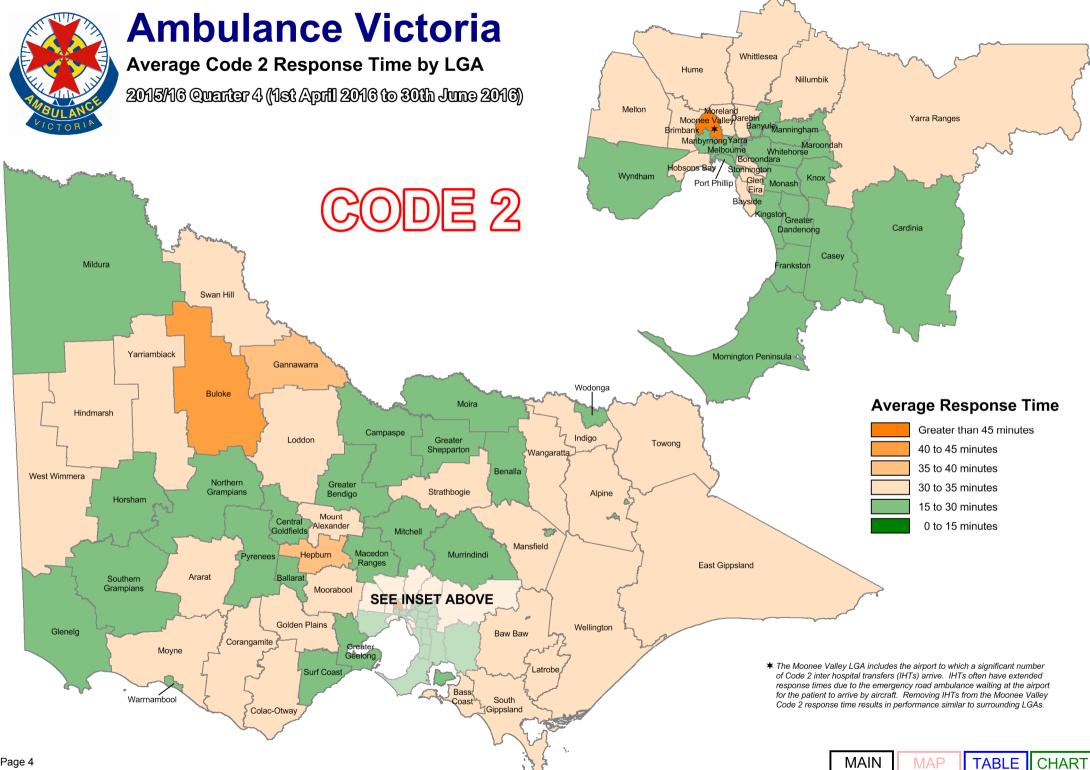
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

Local Government Area **Urban Centre Locality** TABLE MAP CHART $\% \le 15$ Minutes % <= 15 Minutes TABLE CHART MAP CODE 1 Average MAP TABLE Average TABLE MAP TABLE CHART CODE 2 Average MAP MAP TABLE CHART Average

Report Navigation This table shows the response time measures published in this document. Clicking on the items Map, Table and Chart will take you to the appropriate page.







	Qtr	4 201	4/15
		unse	s f
	Ises	Average Respon Time Minutes	Total Number of First Responses
	Responses = 15 Minutes	Average Resp Fime Minutes	al Num Resr
LGA Name	% v ₩	Ave Tim	Tota
Alpine	38.8%	20:08	160
Ararat	62.2%	16:04	185
Ballarat	83.5%	11:38	1,485
Banyule	84.8%	11:11	1,465
Bass Coast	64.3%	15:02	675
Baw Baw	51.0%	18:23	673
Bayside	84.0%	12:19	1,012
Benalla	63.7%	16:15	215
Boroondara	88.9%	11:14	1,485
Brimbank	78.2%	12:28	2,563
Buloke	30.9%	24:27	97
Campaspe	62.6%	15:40	586
Cardinia	63.9%	14:37	1,177
Casey	82.2%	11:42	3,211
Central Goldfields	58.2%	15:52	225
Colac-Otway	60.6%	17:18	249
Corangamite	35.3%	21:10	190
Darebin	88.4%	10:57	2,187
East Gippsland	56.3%	17:34	854
Frankston	86.8%	11:09	2,267
Gannawarra	49.5%	17:52	105
Glen Eira	85.3%	11:26	1,681
Glenelg	69.0%	15:13	232
Golden Plains	23.9%	20:01	176
Greater Bendigo	71.7%	13:27	1,670
Greater Dandenong	84.4%	11:21	2,448
Greater Geelong	75.6%	12:50	3,478
Greater Shepparton	80.3%	12:06	1,008
Hepburn	34.7%	21:20	170
Hindmarsh	63.4%	15:59	82
Hobsons Bay	85.6%	11:12	1,151
Horsham	78.8%	11:56	292
Hume	69.5%	13:47	2,944
Indigo	34.5%	21:38	168
Kingston	85.0%	11:29	2,029
Knox	84.9%	11:38	1,751
Latrobe	64.3%	14:35	1,673
Loddon	24.4%	24:21	127
Macedon Ranges	56.1%	15:40	533
-	78.1%	12:32	1,256
Manningham Mansfield	36.1%	24:38	97
Maribyrnong	90.5%	9:44	1,094
Maroondah	87.1%	10:50	1,548
Melbourne	89.1%	9:58	2,594
Melton	69.6%	13:28	1,667
Mildura	82.2%	11:33	980
Mitchell	46.0%	16:55	522
Moira	56.3%	16:21	455
Monash	84.2%	11:27	2,002
Moonee Valley	85.8%	11:50	1,577
Moorabool	58.4%	16:06	377
Moreland	84.8%	11:35	2,335
Mornington Peninsula	72.6%	12:55	2,224
Mount Alexander	45.9%	18:37	205
Moyne	34.0%	19:25	162
Murrindindi	28.4%	23:26	208
Nillumbik	51.5%	16:21	532
Northern Grampians	62.6%	15:30	190
Port Phillip	88.6%	10:33	1,441
Pyrenees	34.0%	20:11	94
Queenscliffe	40.0%	17:27	45
South Gippsland	37.7%	20:33	395
Southern Grampians	65.3%	15:26	196
Stonnington	86.8%	11:21	1,155
Strathbogie	39.4%	19:27	160
Surf Coast	48.1%	17:41	337
Swan Hill	74.3%	13:25	335
Towong	39.5%	21:33	86
Wangaratta	76.6%	12:17	393
Warrnambool	89.6%	10:23	422
Wellington	55.4%	17:48	570
West Wimmera	27.0%	22:58	37
Whitehorse	89.5%	10:22	1,758
Whittlesea	72.7%	13:25	2,323
Wodonga	80.2%	12:26	489
Wyndham	75.4%	12:57	1,838
Yarra	89.9%	10:05	1,838
		10:05	1,285
Yarra Ranges	62.5%		
Yarriambiack	34.3%	23:40	99
Unincorporated Interstate LGAs	66.7%	22:23	13
	52.1%	18:06	269

	se	
% Responses < = 15 Minutes	Average Respons Time Minutes	Total Number of First Responses
41.9%	21:16	136
63.9%	15:32	216
84.4% 82.0%	11:40 11:57	1,516 1,651
66.0%	14:15	603
45.1%	18:51	729
82.2%	12:12	1,055
65.6%	14:32	186
83.6% 75.6%	11:50 13:05	1,622 2,873
30.3%	25:17	2,873
61.3%	15:51	594
63.1%	14:48	1,225
79.0%	12:16	3,612
59.4%	15:41	219
59.0% 40.8%	16:14 20:22	217 174
83.7%	12:04	2,433
54.7%	18:10	901
82.5%	11:32	2,586
63.9%	16:28	108
85.0%	11:42	1,740
75.2% 24.1%	13:28 21:13	222
72.1%	13:44	1,851
83.8%	11:20	2,662
74.7%	13:10	3,815
77.6%	12:25	1,167
28.1%	21:36	185
49.6% 82.0%	21:23 12:12	115 1,259
30.7%	11:39	378
55.1%	14:50	3,451
33.0%	20:27	182
83.0%	11:51	2,185
83.5%	11:40	1,947
62.9% 31.0%	14:52 23:39	1,729
57.6%	15:20	549
74.8%	13:23	1,351
49.5%	21:32	91
88.5%	10:32	1,232
35.3%	11:09	1,624
37.9% 54.5%	10:00 14:30	2,733 1,902
32.7%	11:16	1,022
55.3%	16:36	570
0.2%	16:13	528
34.4%	11:43	2,247
31.4%	12:32	1,664
19.1% 32.2%	17:30 12:05	395 2,765
58.7%	13:26	2,408
13.8%	19:00	242
35.7%	19:17	157
33.8%	22:52	198
19.3%	16:58	590 182
59.9% 37.5%	15:53 10:46	182 1,501
86.4%	21:21	121
28.3%	18:49	53
13.9%	18:56	394
68.5%	14:41	197
35.0%	11:26 21:10	1,224
39.1% 46.2%	21:10 17:54	156 301
74.2%	12:51	330
84.7%	25:32	75
74.5%	12:57	455
39.9%	10:23	447
52.5% 10.4%	17:05 22:37	610 52
+0.4% 38.0%	10:40	1,997
65.6%	14:41	2,536
86.8%	11:02	604
58.9%	13:51	2,144
88.1%	10:32	1,381
62.4%	15:13	1,952
27.1%	24:47 12:24	107 116
1/4%		. 110
72.4% 52.5%	18:16	301

Qtr	2 201	5/16
• Responses = 15 Minutes	verage Response ime Minutes	Fotal Number of First Responses
% v 44.2%	≷ ⊨ 21:44	138
54.2%	18:02	153
85.7%	11:45	1,430
86.2% 64.0%	11:20 14:40	1,631 655
49.2%	18:39	664
82.6%	12:18	1,006
56.2%	16:45	217
87.8% 78.3%	11:18 12:46	1,559 2,784
30.5%	23:27	59
58.6%	16:36	567
61.6%	15:05	1,135
80.7% 58.8%	12:13 16:39	3,469 238
65.0%	15:43	237
36.7%	22:18	196
86.3%	11:24	2,364
56.1% 84.8%	18:18 11:16	887 2,409
47.4%	19:38	135
85.0%	11:15	1,645
73.1%	13:52	260
24.2% 73.6%	21:07 13:35	161 1,728
84.2%	11:16	2,469
72.6%	13:18	3,583
76.7%	12:25	1,139
29.8%	21:41	168
57.0% 83.7%	18:36 11:52	86 1,153
84.1%	10:48	345
67.6%	14:25	3,336
35.2%	21:41	145
85.4% 85.4%	11:22 11:25	1,985 1,924
62.2%	15:08	1,752
29.1%	24:16	134
60.4%	14:52	548
78.9% 32.5%	12:49 25:19	1,238 114
87.1%	10:44	1,108
85.5%	10:57	1,531
88.4%	10:16	2,882
69.8% 80.5%	13:41 11:36	1,708 931
61.1%	15:47	573
59.8%	15:50	522
84.5%	11:40	2,110
83.7% 50.3%	12:01 16:59	1,623 398
84.6%	11:42	2,481
69.7%	13:20	2,498
39.8%	20:07	269
36.0% 33.6%	18:27 22:52	139 247
49.0%	16:38	553
65.5%	14:55	171
86.1%	10:51	1,553
39.5%	20:15	129
27.0% 43.9%	18:46 19:54	63 412
64.1%	16:05	209
84.7%	11:16	1,258
39.9%	19:18	208
49.9% 75.2%	17:07 13:36	375 314
38.6%	24:33	83
75.3%	13:28	429
90.6%	10:14	426
55.7% 34.6%	17:39 28:51	594 52
89.0%	10:28	1,887
69.1%	13:45	2,340
82.2%	11:48	569
74.4% 89.5%	13:06 10:17	2,064 1,460
89.5% 57.9%	15:46	1,460
24.0%	23:49	96
20.0%	58:51	5
55.3%	17:55	316

sgggggggggggggggggggggggggggggggggggg	300 300 22:40 1 16:58 1 12:02 1 11:28 1 12:41 1 17:47 1 12:41 1 17:20 1 12:03 1 12:04 1 12:05 1 15:39 1 15:36 1 16:33 1 12:05 1 13:30 1 11:25 1 11:25 1 13:48 2 13:48 2 13:48 2 13:48 1 13:48 1 13:48 1 13:42 1 13:43 1 13:42 1 13:43 1 14:40 1 14:40 1 14:40 1 14:40 1 14:40 1 14:40 1 14:40 <td< th=""><th>basebody 168 164 1,425 1,539 743 667 991 212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 315 3,782 1,109 172 97 1,136 3155 3,782 1,109 172 97 1,136 3155 3,782 1,696 1,696 1,696 1,696 1,173</th></td<>	basebody 168 164 1,425 1,539 743 667 991 212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 315 3,782 1,109 172 97 1,136 3155 3,782 1,109 172 97 1,136 3155 3,782 1,696 1,696 1,696 1,696 1,173
59.8%82.2%85.0%62.3%80.0%81.9%81.8%81.8%81.8%81.8%81.8%81.8%81.9%<	22:40 16:58 12:02 11:28 12:41 17:47 12:41 17:22 11:20 12:41 17:22 11:20 12:03 12:04 15:39 14:33 12:05 15:36 18:33 21:56 11:25 20:39 11:25 13:48 20:51 13:42 11:25 13:48 20:51 13:42 11:25 13:48 20:51 13:42 11:25 13:42 11:22 13:28 12:13 12:24 12:25 10:08 11:20 12:23 11:20 12:23 11:20 12:23 11:20 12:23 11:20	168 164 1,425 1,539 743 667 991 212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 244 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 126 539 1,173
S9.8%82.2%85.0%62.3%80.0%81.9%81.4%81.4%83.8%84.8%71.7%83.8%71.7%83.8%71.7%84.8%84.3%85.2%87.0%84.8%81.1%81.1%84.8%84.8%84.8%84.8%84.8%84.8%84.8%84.9%84.3%84.3%84.3%<	22:40 16:58 12:02 11:28 12:41 17:47 12:41 17:22 11:20 12:41 17:22 11:20 12:03 12:04 15:39 14:33 12:05 15:36 18:33 21:56 11:25 20:39 11:25 13:48 20:51 13:42 11:25 13:48 20:51 13:42 11:25 13:48 20:51 13:42 11:25 13:42 11:22 13:28 12:13 12:24 12:25 10:08 11:20 12:23 11:20 12:23 11:20 12:23 11:20 12:23 11:20	168 164 1,425 1,539 743 667 991 212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 244 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 126 539 1,173
S9.8%82.2%85.0%62.3%80.0%81.9%81.4%81.4%83.8%84.8%71.7%83.8%71.7%83.8%71.7%84.8%84.3%85.2%87.0%84.8%81.1%81.1%84.8%84.8%84.8%84.8%84.8%84.8%84.8%84.9%84.3%84.3%84.3%<	16:58 12:02 11:28 14:41 17:47 12:41 17:22 11:20 12:31 12:32 13:33 12:53 13:33 12:53 13:34 13:42 14:52 14:09 12:23 14:36 21:29 15:24 12:34 12:34 12:34	164 1,425 1,539 743 667 991 212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 1,72 97 1,136 3,155 1,700 2,003 1,696 1,654 1,654 1,654
85.0%62.3%50.2%87.4%81.9%81.9%81.9%81.9%62.8%80.5%81.4%81.4%81.4%81.4%81.6%81.4%81.3%81.4%81.6%81.6%81.6%81.6%81.6%81.6%81.6%81.6%81.6%81.6%81.6%81.6%81.6%81.6%81.6%81.1%<	11:28 14:41 17:47 12:41 17:22 12:08 24:42 15:39 14:33 12:05 13:30 11:25 11:25 11:25 11:25 11:25 11:25 13:42 13:42 13:42 13:28 12:13 13:28 12:21 13:28 12:23 11:25 13:42 11:25 13:48 20:51 13:49 20:51 13:42 11:25 13:48 20:51 13:49 12:23 11:25 11:52 10:08 14:09 22:23 11:20 14:29 12:20 12:24 12:25 12:24 12:24 12:34 22:23	1,539 743 667 991 212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,371 117 1,589 2,371 117 1,589 2,371 117 1,589 2,371 117 1,589 2,371 117 1,589 2,371 1,173 1,639 2,543 3,782 1,109 1,72 97 1,136 3,155 170 2,003 1,654 1,654 1,654 1,654
62.3% 50.2% 80.0% 81.9% 81.9% 83.3% 62.8% 80.5% 62.8% 80.5% 61.4% 83.3% 61.4% 83.8% 83.8% 71.7% 83.8% 71.7% 83.8% 71.7% 83.8% 71.7% 83.8% 71.7% 84.3% 77.8% 87.0% 87.0% 87.0% 87.0% 87.0% 87.0% 83.8% 87.0% 87.0% 87.0% 87.0% 87.0% 84.3% 84.3% 84.3% 84.3% 84.3% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.9% <t< td=""><td>14:41 17:47 12:41 17:22 11:20 12:08 24:42 15:39 14:33 12:05 15:36 18:33 21:56 17:23 11:25 20:39 11:25 20:39 11:25 13:42 11:20 14:09 22:23 11:20 14:36 21:29 15:24 12:34 21:23</td><td>743 667 991 212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,371 117 1,589 2,371 117 1,589 2,371 1,158 1,639 2,543 3,782 1,109 1,72 97 1,136 3,155 170 2,003 1,696 1,654 126 539 1,173</td></t<>	14:41 17:47 12:41 17:22 11:20 12:08 24:42 15:39 14:33 12:05 15:36 18:33 21:56 17:23 11:25 20:39 11:25 20:39 11:25 13:42 11:20 14:09 22:23 11:20 14:36 21:29 15:24 12:34 21:23	743 667 991 212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,371 117 1,589 2,371 117 1,589 2,371 1,158 1,639 2,543 3,782 1,109 1,72 97 1,136 3,155 170 2,003 1,696 1,654 126 539 1,173
50.2% 80.0% 81.9% 81.9% 81.9% 83.3% 62.8% 80.5% 61.4% 55.6% 81.9% 61.4% 83.3% 61.4% 55.6% 83.8% 71.7% 83.8% 71.7% 84.8% 71.7% 83.8% 71.7% 84.3% 71.7% 83.8% 71.7% 83.8% 71.7% 83.8% 71.7% 83.8% 84.3% 85.2% 87.0% 84.3% 85.2% 87.3% 84.3% 83.1% 84.3% 85.2% 84.3% 84.3% 85.2% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% <t< td=""><td>17:47 12:41 17:22 11:20 12:08 24:42 15:39 14:33 12:05 15:36 18:33 21:56 17:23 11:25 20:39 11:25 20:39 11:25 20:39 13:42 11:22 13:42 11:52 11:52 12:34 14:36 12:34 12:34</td><td>667 991 212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 1,72 97 1,136 3,155 1,70 2,003 1,696 1,654 1,654 1,654</td></t<>	17:47 12:41 17:22 11:20 12:08 24:42 15:39 14:33 12:05 15:36 18:33 21:56 17:23 11:25 20:39 11:25 20:39 11:25 20:39 13:42 11:22 13:42 11:52 11:52 12:34 14:36 12:34 12:34	667 991 212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 1,72 97 1,136 3,155 1,70 2,003 1,696 1,654 1,654 1,654
80.0% 8 58.5% 8 81.9% 8 81.9% 8 57.8% 8 62.8% 8 61.4% 8 55.6% 8 33.3% 8 55.6% 8 32.4% 8 57.4% 8 43.6% 8 71.7% 8 74.0% 8 74.0% 8 74.0% 8 74.0% 8 72.3% 8 74.0% 8 80.8% 8 71.7% 8 84.3% 9 85.2% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8 87.0% 8	12:41 17:22 11:20 12:08 24:42 15:39 14:33 12:05 15:36 13:33 21:56 11:25 11:25 11:25 11:25 11:25 11:25 11:25 11:25 11:25 13:48 20:51 13:42 11:25 13:42 11:25 13:42 11:25 11:25 12:24 12:25 11:25 11:25 11:25 11:22 12:24 12:23 11:25 11:25 12:24 12:24 12:34 12:34	991 212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 1,654 126 539 1,173
58.5% 87.4% 81.9% 81.9% 62.8% 61.4% 80.5% 61.4% 80.5% 61.4% 81.9% 81.9% 83.8% 83.8% 71.7% 84.8% 71.7% 84.3% 72.3% 87.0% 87.0% 84.8% 87.0% 84.8% 87.0% 84.8% 84.8% 83.1% 84.8% 84.8% 87.0% 84.8% 83.1% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% <t< td=""><td>17:22 11:20 12:08 24:42 15:39 14:33 12:05 18:33 21:56 18:33 21:56 11:25 17:23 11:25 11:25 13:48 20:51 13:48 20:51 13:48 20:51 13:48 13:42 11:25 13:48 12:13 13:28 12:13 13:28 12:13 11:20 11:22 10:08 11:52 10:08 11:52 11:23 11:20 11:23 11:23 11:20 11:23 11:23 11:24 11:25 11</td><td>212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 126 539 1,173</td></t<>	17:22 11:20 12:08 24:42 15:39 14:33 12:05 18:33 21:56 18:33 21:56 11:25 17:23 11:25 11:25 13:48 20:51 13:48 20:51 13:48 20:51 13:48 13:42 11:25 13:48 12:13 13:28 12:13 13:28 12:13 11:20 11:22 10:08 11:52 10:08 11:52 11:23 11:20 11:23 11:23 11:20 11:23 11:23 11:24 11:25 11	212 1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 126 539 1,173
87.4% 81.9% 81.9% 83.3% 62.8% 80.5% 61.4% 55.6% 32.4% 83.8% 71.7% 83.8% 71.7% 84.8% 71.7% 83.8% 71.7% 84.3% 71.7% 83.8% 71.7% 84.3% 72.3% 87.0% 87.0% 87.0% 84.8% 84.8% 87.0% 84.8% 87.0% 84.8% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% <t< td=""><td>11:20 12:08 24:42 15:39 14:33 12:05 15:36 18:33 21:56 11:25 17:23 11:25 20:39 11:35 13:42 11:20 14:09 22:23 11:20 14:36 21:29 15:24 12:34 25:22</td><td>1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,371 1,158 2,44 153 1,639 2,543 3,782 1,109 1,72 97 1,136 3,155 1,70 2,003 1,696 1,654 1,654 1,654</td></t<>	11:20 12:08 24:42 15:39 14:33 12:05 15:36 18:33 21:56 11:25 17:23 11:25 20:39 11:35 13:42 11:20 14:09 22:23 11:20 14:36 21:29 15:24 12:34 25:22	1,463 2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,371 1,158 2,44 153 1,639 2,543 3,782 1,109 1,72 97 1,136 3,155 1,70 2,003 1,696 1,654 1,654 1,654
81.9% 8 33.3% 6 57.8% 6 80.5% 6 61.4% 6 55.6% 6 32.4% 6 55.6% 6 32.4% 6 57.4% 6 83.8% 6 71.7% 6 84.8% 6 74.0% 6 74.0% 6 83.8% 6 77.8% 6 84.3% 6 85.2% 6 84.8% 6 85.2% 6 87.0% 6 84.8% 6 85.2% 6 87.3% 6 84.8% 6 85.2% 6 84.8% 6 85.2% 6 84.8% 6 85.2% 6 84.8% 6 84.8% 6 84.8% 6 84.8% 6 84.9% 6 84.9% 6 84.9% 6 84.9% 6 84.9% 6 84.9% 6 84.9% 6	12:08 24:42 15:39 14:33 12:05 15:36 18:33 21:56 11:25 17:23 11:25 20:39 11:25 20:39 11:35 13:48 20:51 13:42 14:52 14:52 14:52 14:361	2,629 90 569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 1,72 97 1,136 3,155 1,70 2,003 1,696 1,654 1,654
57.8% 62.8% 80.5% 81.4% 85.6% 83.8% 43.6% 83.8% 71.7% 84.3% 71.7% 84.3% 71.7% 83.8% 71.7% 84.3% 72.3% 87.0% 87.0% 84.3% 83.1% 87.0% 84.3% 84.3% 84.3% 84.3% 84.8% 83.1% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 85.2% 84.8% 84.8% 83.1% 84.8% 84.8% 84.8% 84.8% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% <t< td=""><td>15:39 14:33 12:05 15:36 18:33 21:56 11:25 17:23 11:25 20:39 11:35 13:42 13:42 13:28 12:13 20:04 17:54 11:52 10:08 14:09 22:23 11:20 14:20 14:29 12:23 11:24 12:25 12:24 12:25 12:24 12:25 13:26 14:27 14:28 12:24 12:25 13:26 21:29 15:24 12:34 25:22</td><td>569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 1,654 1,654</td></t<>	15:39 14:33 12:05 15:36 18:33 21:56 11:25 17:23 11:25 20:39 11:35 13:42 13:42 13:28 12:13 20:04 17:54 11:52 10:08 14:09 22:23 11:20 14:20 14:29 12:23 11:24 12:25 12:24 12:25 12:24 12:25 13:26 14:27 14:28 12:24 12:25 13:26 21:29 15:24 12:34 25:22	569 1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 1,654 1,654
62.8% 80.5% 81.4% 55.6% 32.4% 86.4% 57.4% 83.8% 43.6% 71.7% 84.8% 71.7% 84.3% 71.7% 84.3% 71.7% 84.3% 72.3% 87.0% 87.0% 84.8% 87.0% 84.8% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% <t< td=""><td>14:33 12:05 15:36 15:36 15:36 11:25 17:23 11:25 20:39 11:35 13:48 20:51 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 11:20 12:13 10:08 14:09 22:23 11:20 14:36 21:29 15:24 12:34 23:22</td><td>1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 1,654 126 539 1,173</td></t<>	14:33 12:05 15:36 15:36 15:36 11:25 17:23 11:25 20:39 11:35 13:48 20:51 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 11:20 12:13 10:08 14:09 22:23 11:20 14:36 21:29 15:24 12:34 23:22	1,203 3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 1,654 126 539 1,173
80.5% 61.4% 55.6% 32.4% 86.4% 57.4% 83.8% 43.6% 84.8% 71.7% 23.5% 74.0% 84.3% 71.7% 30.8% 85.2% 85.2% 84.8% 85.2% 85.2% 87.3% 84.8% 85.2% 84.8% 85.2% 84.8% 84.8% 85.2% 84.8% 84.8% 85.2% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 85.2% 84.8% 84.8% 85.2% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% <t< td=""><td>12:05 15:36 18:33 21:56 11:25 17:23 11:25 20:39 11:25 13:48 20:51 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 11:52 10:08 14:09 14:09 14:09 14:23 11:20 14:36 12:23 11:20</td><td>3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 1,654 1,654</td></t<>	12:05 15:36 18:33 21:56 11:25 17:23 11:25 20:39 11:25 13:48 20:51 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 11:52 10:08 14:09 14:09 14:09 14:23 11:20 14:36 12:23 11:20	3,273 241 207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 1,654 1,654
61.4% 55.6% 32.4% 86.4% 57.4% 83.8% 43.6% 84.8% 71.7% 84.3% 71.7% 84.3% 71.7% 84.3% 71.7% 84.3% 72.3% 84.3% 85.7% 87.0% 87.0% 84.8% 83.2% 84.8% 85.2% 84.8% 83.1% 84.8% 83.1% 84.8% 84.8% 84.8% 83.1% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.8% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% <t< td=""><td>15:36 18:33 21:56 11:25 20:39 11:25 20:39 11:35 13:48 20:51 13:42 11:25 13:42 13:42 13:42 11:22 13:42 11:22 13:42 11:22 13:42 11:22 10:08 14:09 22:23 11:20 14:36 21:29 15:24 12:34 25:22</td><td>241 207 182 2,179 829 2,371 117 1,589 244 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 1,654 1,654</td></t<>	15:36 18:33 21:56 11:25 20:39 11:25 20:39 11:35 13:48 20:51 13:42 11:25 13:42 13:42 13:42 11:22 13:42 11:22 13:42 11:22 13:42 11:22 10:08 14:09 22:23 11:20 14:36 21:29 15:24 12:34 25:22	241 207 182 2,179 829 2,371 117 1,589 244 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 1,654 1,654
55.6% 32.4% 86.4% 83.8% 43.6% 84.8% 71.7% 84.3% 71.7% 84.3% 71.7% 84.3% 71.7% 84.3% 72.3% 84.3% 85.2% 84.8% 85.2% 84.8% 83.1% 84.8% 83.1% 84.8% 85.2% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% <t< td=""><td>18:33 21:56 11:25 17:23 11:25 20:39 11:35 13:42 13:42 13:42 13:28 12:13 20:04 17:54 11:52 10:08 14:09 22:23 11:20 14:36 21:29 15:24 12:34 22:34</td><td>207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 1,654 1,654</td></t<>	18:33 21:56 11:25 17:23 11:25 20:39 11:35 13:42 13:42 13:42 13:28 12:13 20:04 17:54 11:52 10:08 14:09 22:23 11:20 14:36 21:29 15:24 12:34 22:34	207 182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 3,155 170 2,003 1,696 1,654 1,654 1,654
32.4% 86.4% 57.4% 43.6% 71.7% 23.5% 74.0% 84.3% 71.7% 84.3% 72.3% 74.0% 84.3% 72.3% 85.2% 84.8% 69.1% 85.2% 84.8% 63.1% 79.5% 86.8% 84.9% 79.5% 84.9% 85.2% 86.8% 86.8% 86.9% <t< td=""><td>21:56 11:25 17:23 11:25 20:39 11:35 13:48 20:51 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 10:04 14:52 10:08 11:20 14:09 22:23 11:20 14:36 21:29 15:24 12:34 22:23</td><td>182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 315 3,155 170 2,003 1,696 1,654 1,654</td></t<>	21:56 11:25 17:23 11:25 20:39 11:35 13:48 20:51 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 10:04 14:52 10:08 11:20 14:09 22:23 11:20 14:36 21:29 15:24 12:34 22:23	182 2,179 829 2,371 117 1,589 2,44 153 1,639 2,543 3,782 1,109 172 97 1,136 315 3,155 170 2,003 1,696 1,654 1,654
86.4% 57.4% 83.8% 43.6% 84.8% 23.5% 74.0% 84.3% 72.3% 74.0% 84.3% 72.3% 74.0% 84.3% 70.3% 85.2% 85.2% 87.3% 83.6% 83.1% 84.8% 83.1% 84.8% 83.1% 84.8% 83.1% 84.8% 83.1% 84.8% 83.1% 84.8% 83.1% 84.8% 83.1% 84.8% 83.1% 84.8% 83.1% 84.8% 83.1% 84.8% 83.1% 84.8% 83.1% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% <t< td=""><td>11:25 17:23 11:25 20:39 11:35 13:48 20:51 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 10:04 14:09 22:23 11:20 14:36 21:29 15:24 12:34 25:22</td><td>2,179 829 2,371 117 1,589 244 153 1,639 2,543 3,782 1,109 172 97 1,136 315 3,155 170 2,003 1,696 1,654 1,654 1,26 539</td></t<>	11:25 17:23 11:25 20:39 11:35 13:48 20:51 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 13:42 10:04 14:09 22:23 11:20 14:36 21:29 15:24 12:34 25:22	2,179 829 2,371 117 1,589 244 153 1,639 2,543 3,782 1,109 172 97 1,136 315 3,155 170 2,003 1,696 1,654 1,654 1,26 539
83.8% 43.6% 84.8% 71.7% 23.5% 74.0% 84.3% 77.3% 30.8% 77.8% 82.8% 69.1% 85.2% 84.8% 63.1% 77.9% 84.8% 63.1% 79.5% 27.9% 84.9% 85.2% 84.9% 84.9% 85.2% 84.9% 85.2% 84.9% 85.2% 84.9% 85.2% 84.3%	11:25 20:39 11:35 13:48 20:51 13:42 11:22 13:28 12:13 20:04 17:54 11:52 10:08 14:09 22:23 11:20 14:36 21:29 15:24 12:34 25:22	2,371 117 1,589 244 153 1,639 2,543 3,782 1,109 172 97 1,136 315 3,155 170 2,003 1,696 1,654 1,654 1,26 539
43.6% 84.8% 71.7% 23.5% 74.0% 84.3% 72.3% 30.8% 77.8% 82.8% 87.0% 87.0% 87.0% 83.8% 69.1% 84.8% 63.1% 79.5% 27.9% 84.8% 79.5% 84.9% 89.0% 89.0% 80.9% 80.9% 80.9% 80.9% 81.2% 83.2%	20:39 11:35 13:48 20:51 13:42 13:42 13:28 12:13 20:04 17:54 11:52 10:08 14:09 22:23 11:20 14:36 21:29 15:24 12:34 22:23	1117 1,589 244 153 1,639 2,543 3,782 1,109 172 97 1,136 315 3,155 170 2,003 1,696 1,654 1,654 126 539
84.8% 71.7% 23.5% 74.0% 84.3% 72.3% 77.8% 30.8% 56.7% 82.8% 87.0% 85.2% 63.1% 63.1% 77.5% 86.8% 79.5% 84.9% 84.9% 84.9% 84.9% 84.9% 80.9% 80.9% 80.9% 80.9% 80.9% 80.9% 81.2% 84.3%	11:35 13:48 20:51 13:42 11:22 13:28 12:13 20:04 17:54 11:52 10:08 14:09 22:23 11:20 14:36 21:29 15:24 12:34 25:22	1,589 244 153 1,639 2,543 3,782 1,109 172 97 1,136 315 3,155 170 2,003 1,696 1,654 1,654 126 539
71.7% 23.5% 74.0% 84.3% 72.3% 85.2% 86.31% 87.3% 87.3% 83.1% 83.1% 84.8% 83.1% 83.1% 84.8% 83.1% 84.8% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 83.1% 84.9% 83.9% 83.9% 83.9% 83.9% 83.9% 83.9% 83.9% 83.9% 83.9%	13:48 20:51 13:42 11:22 13:28 12:13 20:04 17:54 11:52 10:08 14:09 22:23 11:20 14:36 21:29 15:24 12:34 25:22	244 153 1,639 2,543 3,782 1,109 172 97 1,136 315 3,155 170 2,003 1,696 1,654 1,654 1,26 539 1,173
23.5% 74.0% 84.3% 72.3% 30.8% 56.7% 82.8% 69.1% 69.1% 85.2% 84.8% 63.1% 77.9% 84.8% 79.5% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 89.0% 89.0% 80.9% 80.9% 80.9% 84.3%	20:51 13:42 11:22 13:28 12:13 20:04 17:54 11:52 10:08 14:09 22:23 11:23 11:20 14:36 21:29 15:24 12:34 25:22	153 1,639 2,543 3,782 1,109 172 97 1,136 315 3,155 170 2,003 1,696 1,654 1,654 1,654
74.0% 84.3% 72.3% 30.8% 56.7% 82.8% 87.0% 69.1% 20.6% 85.2% 84.8% 63.1% 27.9% 27.9% 84.8% 79.5% 27.9% 84.9% 80.0% 73.5% 80.9% 60.4% 58.2% 84.3%	13:42 11:22 13:28 12:13 20:04 17:54 11:52 10:08 14:09 22:23 11:23 11:20 14:36 21:29 15:24 12:34 25:22	1,639 2,543 3,782 1,109 172 97 1,136 315 3,155 170 2,003 1,696 1,654 1,654 126 539
84.3% 72.3% 77.8% 30.8% 56.7% 82.8% 87.0% 87.0% 85.2% 83.1% 63.1% 27.9% 84.9% 73.5% 80.9% 60.4% 58.2% 84.3%	11:22 13:28 12:13 20:04 17:54 11:52 10:08 14:09 22:23 11:23 11:23 12:34 21:29 15:24 12:34 25:22	2,543 3,782 1,109 172 97 1,136 315 3,155 170 2,003 1,696 1,654 1,654 126 539 1,173
77.8% 30.8% 56.7% 82.8% 69.1% 69.1% 85.2% 84.8% 63.1% 37.3% 27.9% 84.8% 79.5% 84.9% 84.9% 84.9% 84.9% 84.9% 85.2% 86.8% 84.9% 84.9% 89.0% 80.9% 60.4% 58.2% 84.3%	12:13 20:04 17:54 11:52 10:08 14:09 22:23 11:23 11:20 14:36 21:29 15:24 12:34 25:22	1,109 172 97 1,136 315 3,155 170 2,003 1,696 1,654 126 539 1,173
30.8% 56.7% 82.8% 69.1% 20.6% 85.2% 84.8% 63.1% 37.3% 58.6% 27.9% 84.9% 83.0% 84.9% 84.9% 84.9% 84.9% 84.9% 84.9% 83.0% 84.9% <t< td=""><td>20:04 17:54 11:52 10:08 14:09 22:23 11:23 11:20 14:36 21:29 15:24 12:34 25:22</td><td>172 97 1,136 315 3,155 170 2,003 1,696 1,654 126 539 1,173</td></t<>	20:04 17:54 11:52 10:08 14:09 22:23 11:23 11:20 14:36 21:29 15:24 12:34 25:22	172 97 1,136 315 3,155 170 2,003 1,696 1,654 126 539 1,173
56.7% 82.8% 87.0% 69.1% 20.6% 85.2% 84.8% 63.1% 58.6% 79.5% 84.9% 84.9% 83.0% 84.9% <t< td=""><td>17:54 11:52 10:08 14:09 22:23 11:23 11:20 14:36 21:29 15:24 12:34 25:22</td><td>97 1,136 315 3,155 170 2,003 1,696 1,654 126 539 1,173</td></t<>	17:54 11:52 10:08 14:09 22:23 11:23 11:20 14:36 21:29 15:24 12:34 25:22	97 1,136 315 3,155 170 2,003 1,696 1,654 126 539 1,173
82.8% 87.0% 69.1% 69.1% 84.8% 83.1% 63.1% 73.5% 89.0% 80.9% 80.9% 80.9% 80.9% 81.9% 82.8% 83.0% 84.9% 83.0% 83.0% 83.0% 83.0% 83.0% 83.2% 84.3%	11:52 10:08 14:09 22:23 11:23 11:20 14:36 21:29 15:24 12:34 25:22	1,136 315 3,155 170 2,003 1,696 1,654 126 539 1,173
87.0% 69.1% 69.1% 85.2% 84.8% 63.1% 63.1% 63.1% 79.5% 27.9% 86.8% 84.9% 83.0% 80.9% 60.4% 58.2% 84.3%	10:08 14:09 22:23 11:23 11:20 14:36 21:29 15:24 12:34 25:22	315 3,155 170 2,003 1,696 1,654 126 539 1,173
69.1% 20.6% 85.2% 84.8% 63.1% 37.3% 58.6% 79.5% 27.9% 86.8% 84.9% 89.0% 73.5% 80.9% 60.4% 58.2% 84.3%	14:09 22:23 11:23 11:20 14:36 21:29 15:24 12:34 25:22	3,155 170 2,003 1,696 1,654 126 539 1,173
20.6% 85.2% 84.8% 63.1% 58.6% 79.5% 27.9% 84.9% 84.9% 84.9% 80.9% 80.9% 60.4% 58.2% 84.3%	22:23 11:23 11:20 14:36 21:29 15:24 12:34 25:22	170 2,003 1,696 1,654 126 539 1,173
84.8% 63.1% 63.1% 37.3% 58.6% 79.5% 27.9% 86.8% 89.0% 89.0% 60.4% 58.2% 84.3%	11:20 14:36 21:29 15:24 12:34 25:22	1,696 1,654 126 539 1,173
63.1% 37.3% 58.6% 79.5% 27.9% 86.8% 84.9% 89.0% 73.5% 80.9% 60.4% 58.2% 84.3%	14:36 21:29 15:24 12:34 25:22	1,654 126 539 1,173
37.3% 58.6% 79.5% 27.9% 86.8% 84.9% 89.0% 73.5% 80.9% 60.4% 58.2% 84.3%	21:29 15:24 12:34 25:22	126 539 1,173
58.6% 58.6% 79.5% 27.9% 86.8% 84.9% 89.0% 73.5% 80.9% 60.4% 58.2% 84.3%	15:24 12:34 25:22	539 1,173
79.5% 27.9% 86.8% 84.9% 89.0% 73.5% 80.9% 60.4% 58.2% 84.3%	12:34 25:22	1,173
27.9% 86.8% 84.9% 89.0% 73.5% 80.9% 60.4% 58.2% 84.3%	25:22	
86.8% 84.9% 89.0% 73.5% 80.9% 60.4% 58.2% 84.3%		10-4
84.9% 89.0% 73.5% 80.9% 60.4% 58.2% 84.3%		1,125
73.5% 80.9% 60.4% 58.2% 84.3%	11:00	1,535
80.9% 60.4% 58.2% 84.3%	9:51	2,884
60.4% 58.2% 84.3%	13:03	1,748
58.2% 84.3%	11:37	970
84.3%	15:33 16:01	599 522
	11:36	2,065
	12:12	1,479
53.9%	16:00	395
84.3%	11:32	2,377
70.6%	13:13	2,687
48.6%	18:13	212
34.7%	19:43 21·30	147
33.8% 50.4%	21:30 16:56	225 530
58.0%	17:18	188
86.2%	10:55	1,556
42.6%	19:52	122
27.4%	18:40	62
40.6%	19:57	458
71.2%	13:53	163
86.9% 29.9%	11:19 22:46	1,218 201
46.3%	17:56	404
70.1%	13:54	281
36.0%	26:37	114
71.5%	14:32	428
88.5%	10:39	461
51.2%	18:07	644
34.6% 90.3%	21:52 10:27	26 1,769
90.3% 69.8%	10:27	2,397
82.9%	11:37	592
74.5%	13:16	2,031
88.2%	10:41	1,284
61.6%	15:20	1,931
25.0%	22:38	100
13.3% 49.1%	47.40	
49.1% 75.6%	47:48 19:21	15 291

MAP

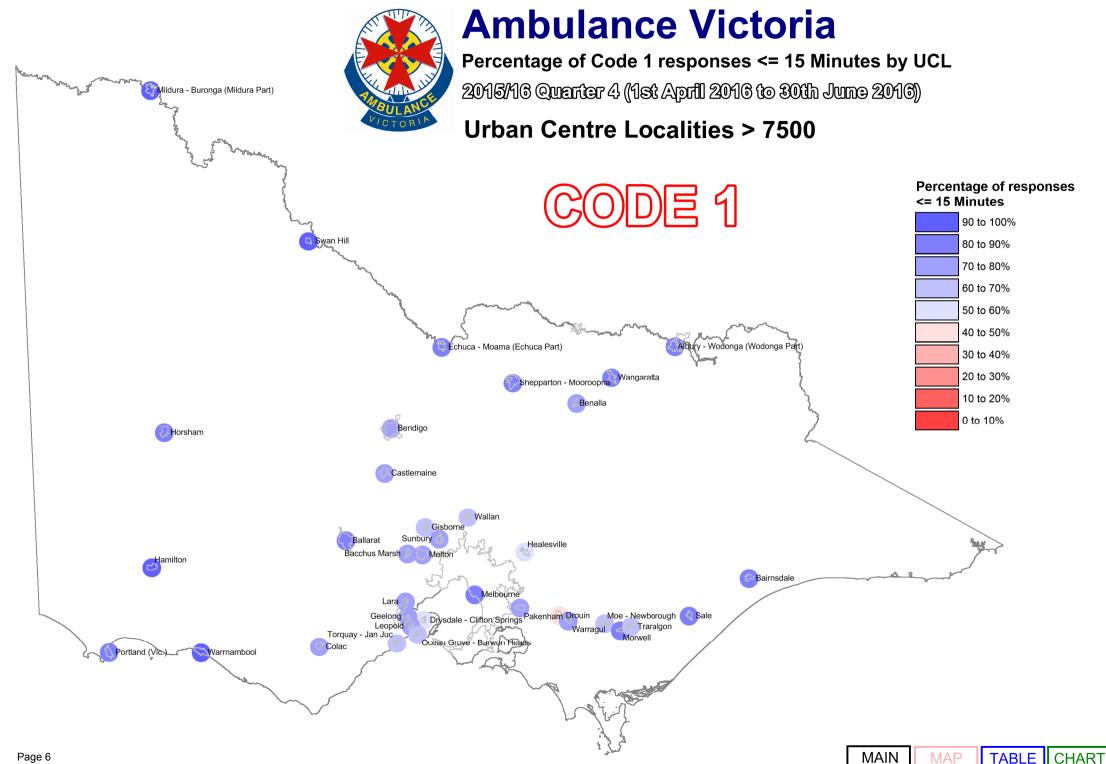
MAP

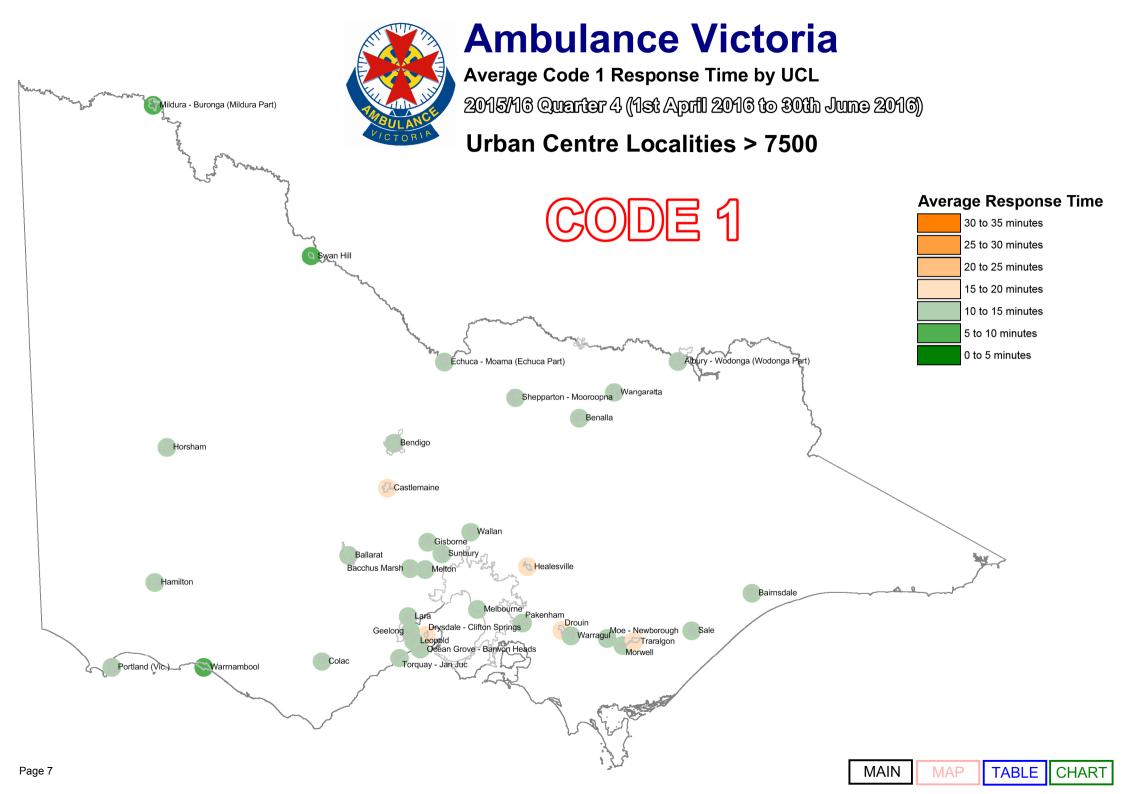
CHART

MAIN

Qtr	4 201	5/16
onses Minutes	ge Response Minutes	umber of ssponses
% Resp < = 151	Averag Time M	Total Number First Respon
36.2%	23:09	163
56.6% 82.9%	18:50 12:01	159 1,592
82.9%	12.01	1,592
66.3%	14:37	590
48.7%	17:50	659
81.7% 59.7%	12:37 16:59	1,008 196
84.6%	11:43	1,478
79.2%	12:27	2,772
33.8%	28:11	80
64.9% 61.4%	15:22 14:43	538 1,145
79.0%	12:21	3,432
64.5%	15:46	220
54.8%	17:53	210
39.3% 84.2%	20:54 11:46	173 2,168
59.2%	16:29	819
84.4%	11:26	2,329
54.1%	17:32	109
84.2% 76.0%	11:46 13:05	1,640 242
76.0% 22.3%	13:05 21:34	188
73.7%	13:28	1,699
82.8%	11:45	2,472
72.4%	13:18	3,583
78.4% 29.5%	12:09 21:10	1,068 200
47.9%	20:57	96
80.2%	12:06	1,153
79.9%	12:16	284
68.6% 26.0%	14:03 23:04	3,142 146
84.0%	11:30	1,969
82.6%	11:46	1,779
64.9% 28.6%	14:52 24:11	1,682 126
58.4%	15:12	543
77.2%	12:54	1,286
31.5%	25:45	73
83.3% 85.7%	11:47 11:06	1,159 1,454
88.1%	10:13	2,838
69.9%	13:45	1,813
82.6%	11:40	951
57.4% 57.3%	15:45 16:09	592 489
83.6%	11:46	2,073
81.4%	12:31	1,657
54.2%	16:16	373
80.8% 73.5%	12:18 12:43	2,453 2,464
49.1%	12:45 18:29	2,464
48.5%	17:53	169
29.3%	23:33	215
48.4% 67.0%	16:39 14:20	574 182
85.7%	10:56	1,465
49.2%	18:17	132
33.3%	18:31	42
40.2% 64.4%	19:39 16:04	405 180
84.0%	12:03	1,199
29.9%	22:20	184
50.5%	17:32	319
74.7% 39.3%	12:59 21:53	277 84
72.5%	14:02	461
90.9%	9:57	429
54.3% 43.1%	17:09 20:03	562 51
43.1% 88.5%	20:03 10:34	1,798
66.4%	14:12	2,491
84.3%	11:47	578
72.5%	13:15	2,093
89.1% 60.5%	10:20 15:18	1,328 1,966
30.6%	23:15	1,500
42.9%	37:34	14
50.4% 75.0%	18:20 13:07	258 80,873
	13.07	50,075

NOTE: The "Total AV" result includes a small number of incidents for which we are unable to determine the LGA.





LANCE

	Qtr 4 2014/15		
UCL Name	% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	84.9%	11:52	444
Bacchus Marsh	73.4%	13:10	218
Bairnsdale	79.9%	12:38	298
Ballarat	84.8%	11:27	1,415
Benalla	72.2%	14:09	169
Bendigo	78.4%	12:28	1,446
Castlemaine	69.6%	15:15	115
Colac	77.7%	13:06	148
Drouin	54.1%	18:26	157
Drysdale - Clifton Springs	65.6%	14:11	122
Echuca - Moama (Echuca Part)	78.5%	13:01	242
Geelong	80.9%	12:05	2,581
Gisborne	65.7%	13:37	105
Hamilton	84.5%	11:15	129
Healesville	59.2%	15:28	169
Horsham	86.7%	10:10	249
Lara	74.8%	12:37	131
Leopold	71.5%	12:39	151
Melbourne	82.9%	11:39	51,844
Melton	70.0%	13:19	939
Mildura - Buronga (Mildura Part)	90.5%	9:44	708
Moe - Newborough	62.7%	14:39	448
Morwell	77.0%	12:23	453
Ocean Grove - Barwon Heads	69.4%	14:14	180
Pakenham	77.2%	12:35	646
Portland (Vic.)	85.5%	10:47	131
Sale	83.5%	10:18	176
Shepparton - Mooroopna	90.7%	10:28	763
Sunbury	76.7%	12:54	497
Swan Hill	91.1%	9:32	179
Torquay - Jan Juc	64.6%	14:10	164
Traralgon	68.6%	13:53	487
Wallan	20.4%	19:32	103
Wangaratta	93.3%	9:44	299
Warragul	71.9%	14:19	256
Warrnambool	90.9%	10:11	396
Total UCLs > 7500	82.0%	11:48	66,958

Qtr 1 2015/16				
% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses		
89.7%	10:22	551		
59.9%	15:21	217		
75.4%	13:28	354		
86.1%	11:24	1,442		
74.6%	12:55	142		
78.2%	12:38	1,579		
61.9%	16:15	139		
80.3%	13:05	127		
45.1%	19:03	206		
63.0%	14:40	135		
75.8%	13:30	240		
80.4%	12:20	2,872		
61.9%	13:32	118		
89.8%	10:07	128		
57.7%	15:39	137		
87.5%	10:18	328		
62.9%	15:02	140		
83.2%	11:24	125		
80.0%	12:12	57,318		
65.9%	14:22	1,026		
93.2%	9:09	709		
64.0%	14:22	489		
76.0%	12:37	462		
63.4%	15:56	172		
77.4%	12:22	664		
88.8%	10:34	134		
81.5%	10:49	184		
88.7%	10:43	900		
66.9%	14:39	544		
89.7%	9:31	194		
58.9%	15:08	146		
64.0%	14:41	500		
73.1%	13:23	104		
89.4%	10:31	348		
68.0%	15:43	247		
90.5%	10:12	432		
79.5%	12:16	73,553		

Qtr	2 201	5/16
% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses
87.2%	10:56	515
65.0%	14:24	214
79.6%	12:27	318
88.0%	11:24	1,347
69.9%	14:28	153
79.2%	12:41	1,502
55.6%	17:17	162
82.0%	12:13	139
46.3%	18:38	190
59.4%	15:00	138
77.8%	13:37	216
78.3%	12:22	2,616
72.4%	12:47	127
92.9%	9:52	127
54.4%	17:35	169
91.5%	9:40	307
76.7%	13:32	133
78.1%	12:39	128
81.8%	11:53	54,948
71.2%	13:24	918
90.2%	9:40	664
60.8%	14:49	469
78.7%	12:38	488
62.5%	15:13	200
76.6%	12:29	610
84.5%	11:11	148
83.0%	10:25	194
87.7%	10:50	871
68.5%	14:27	524
91.5%	9:51	189
63.6%	14:47	173
63.7%	14:35	504
74.8%	13:00	115
89.2%	10:12	316
77.3%	12:57	211
91.0%	10:09	410
81.0%	12:01	70,453

Qtr 3 2015/16			
% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses	
87.2%	10:59	531	
70.4%	13:36	186	
76.9%	12:27	286	
84.1%	11:48	1,348	
67.9%	15:12	162	
79.9%	12:41	1,423	
67.4%	15:09	129	
72.2%	15:58	108	
42.7%	17:49	171	
65.5%	14:21	139	
74.1%	13:11	232	
78.8%	12:29	2,693	
72.4%	12:51	127	
94.6%	9:31	111	
57.1%	16:36	156	
93.9%	8:51	280	
78.1%	13:02	137	
76.9%	13:00	143	
82.0%	11:51	53,320	
74.8%	12:39	937	
91.4%	9:41	694	
65.9%	13:48	452	
79.0%	12:29	457	
65.4%	14:26	217	
77.3%	12:33	644	
85.2%	11:04	135	
88.1%	10:33	193	
89.2%	10:45	846	
78.0%	13:08	473	
87.7%	11:18	171	
54.9%	15:41	184	
63.7%	14:38	468	
79.1%	11:38	115	
89.4%	10:57	312	
83.0%	12:08	230	
90.2%	10:23	430	
81.3%	11:58	68,640	

MAP

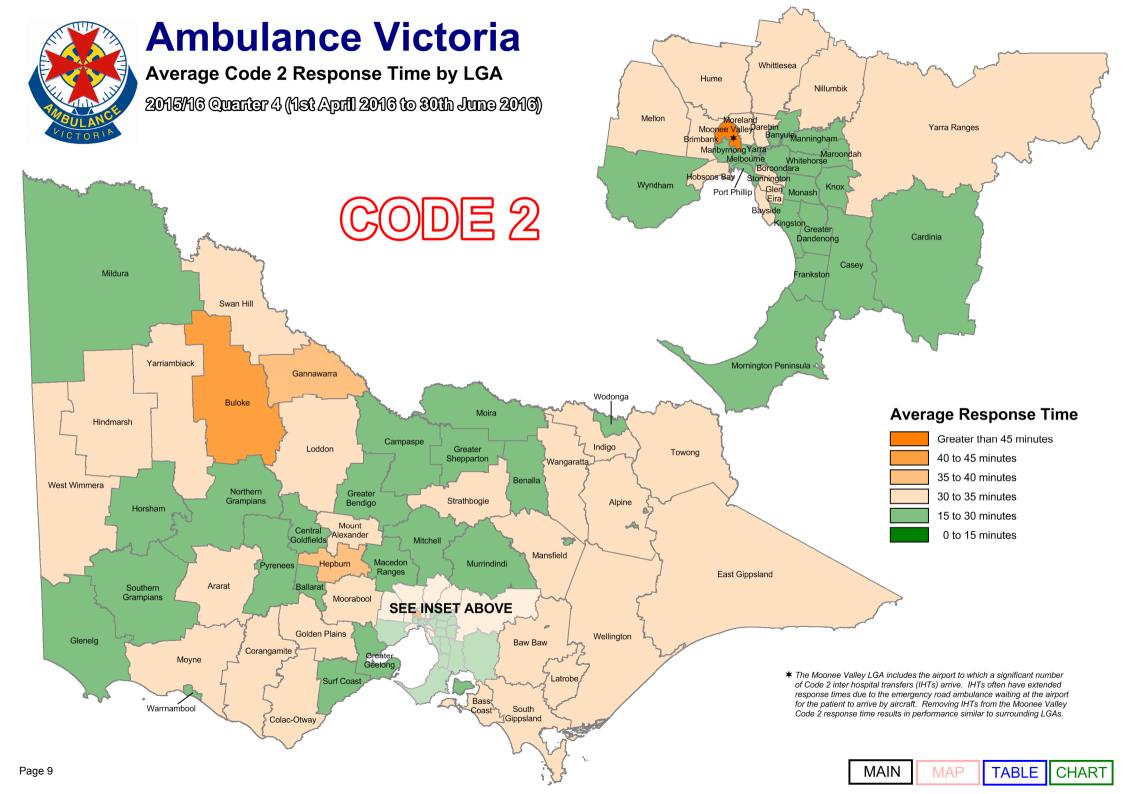
MAIN

MAP Average

TABLE

CHART

Qtr 4 2015/16			
% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses	
87.0%	11:26	532	
75.0%	13:21	200	
85.8%	10:52	288	
84.4%	11:51	1,522	
75.5%	13:13	143	
79.3%	12:33	1,490	
70.0%	15:27	130	
74.0%	14:19	127	
40.0%	18:41	195	
58.8%	15:02	148	
80.3%	12:31	233	
78.7%	12:23	2,561	
64.6%	14:11	113	
90.1%	10:46	111	
59.0%	16:31	178	
89.5%	10:19	247	
70.3%	13:26	155	
78.5%	12:50	130	
80.5%	12:05	53,727	
72.9%	13:03	1,023	
90.3%	9:56	673	
66.6%	14:20	482	
80.0%	12:38	450	
65.6%	14:10	189	
74.2%	12:51	600	
87.1%	10:42	155	
82.1%	10:55	196	
88.9%	10:41	822	
76.9%	13:07	546	
94.4%	9:00	160	
66.4%	13:54	140	
60.8%	15:47	492	
67.2%	12:45	122	
88.4%	10:52	336	
77.2%	13:33	215	
92.5%	9:39	400	
80.1%	12:10	69,231	



VICTORIA

South Gippsland

	Qtr	4 2014/15	
	use	<u>م</u> جر	
	Average Response Time Minutes	Total Number of First Responses	
LGA Name	erage ne Min	al Nur st Res	
Alpine Ararat	36:24 30:49	131	
Ballarat	22:16	743	
Banyule	27:47	860	
Bass Coast	28:00	384	
Baw Baw	34:11	368	
Bayside	31:27	639	
Benalla	25:34	143	
Boroondara	27:40	899	
Brimbank	28:11	1,327	
Buloke	45:13	53	
Campaspe	30:18	342	
Cardinia	26:01	554	
Casey Central Goldfields	23:27 29:32	1,753	
Colac-Otway	30:57	100	
Corangamite	29:04	159	
Darebin	28:36	1,126	
East Gippsland	34:27	489	
Frankston	22:46	1,259	
Gannawarra	31:04	79	
Glen Eira	30:52	887	
Glenelg	28:36	187	
Golden Plains	29:43	72	
Greater Bendigo	25:59	818	
Greater Dandenong	24:51	1,293	
Greater Geelong	25:22	1,917	
Greater Shepparton	24:36	590	
Hepburn	36:04	141	
Hindmarsh Hobsons Bay	29:04 26:51	76 659	
Horsham	26:10	205	
Hume	30:25	1,330	
Indigo	29:45	105	
Kingston	26:50	1,108	
Knox	23:17	988	
Latrobe	33:50	800	
Loddon	41:38	69	
Macedon Ranges	23:12	381	
Manningham	27:47	673	
Mansfield	35:18	94	
Maribyrnong	25:03	602	
Maroondah	24:32	888	
Melbourne Melton	25:57 27:51	1,582	
Mildura	27:48	507	
Mitchell	25:44	355	
Moira	28:39	329	
Monash	26:45	1,199	
Moonee Valley	56:39	1,151	
Moorabool	29:37	219	
Moreland	29:41	1,318	
Mornington Peninsula	24:42	1,377	
Mount Alexander	31:24	144	
Moyne	30:40	90	
Murrindindi	31:24	134	
Nillumbik	31:33	293	
Northern Grampians	33:44	150	
Port Phillip	27:03 30:06	62	
Pyrenees Queenscliffe	25:42	22	
	25:42	22	

Qtr	1 2015	5/16
Average Response Time Minutes	Total Number of First Responses	
37:47	140	
34:46	127	
22:05	757	
33:09	838	
29:28	399	
34:35	348	
31:37	643	
24:48	152	
31:57 32:05	942 1,239	
44:52	65	
29:48	372	
27:04	558	
25:28	1,859	
26:45	145	
33:18	165	
28:02	112	
33:18	1,119	
36:06	490	
24:17	1,355	
26:13	73	
34:01 24:14	918	
31:15	181 72	
30:00	912	
26:50	1,341	
28:16	1,919	
24:22	577	
35:05	119	
40:48	77	
30:40	653	
31:24	234	
34:02	1,418	
29:39	81	
28:52 25:51	1,050 1,042	
31:49	847	
38:36	65	
23:47	375	
31:34	658	
42:52	85	
30:44	581	
27:28	866	
29:13	1,608	
31:24	796	
27:34	565	
26:17	377	
29:11 30:51	324 1,159	
68:18	1,153	
29:20	237	
35:00	1,309	
25:42	1,376	
32:37	158	
28:59	87	
37:13	121	
38:23	258	
26:03	125	
29:46	794	
34:37	66	
36:51	31	
31:11	134	

25:44

31:46

34:57

27:56

28:17

26:09

29:20

25:53

30:36

35:59

27:46

35:31

28:08

30:16

31:11

28:36

36:50

20:20

33:46

30:45

Otr	2 2015/16
0	
Average Response Fime Minutes	al Number of t Responses
Average Resp Time Minutes	Total Nu First Res
∢≓ 32:35	은 때 143
33:16	132
23:18	810
29:42	827
27:57	429
36:28	384
31:11	656
26:51	172
28:15 28:23	928
51:30	68
28:44	379
24:25	623
23:59	1,795
27:34	123
29:02	168
36:26	126
30:57 36:13	1,179
36:13 23:45	548 1,397
30:57	94
30:17	888
27:51	178
30:15	71
27:42	855
25:09	1,294
27:37	1,982
25:45 31:15	644
34:01	117 75
25:57	642
23:22	222
32:49	1,456
34:07	76
25:44	1,052
24:47	1,003
33:29 36:43	934
24:03	418
29:48	608
37:00	99
25:51	630
24:12	883
27:20	1,666
27:21	842
26:53	571 399
26:06 30:26	333
27:24	1,212
64:22	1,236
29:27	263
31:50	1,263
24:34	1,471
29:29	186
27:19	86
37:13	132
35:48 31:38	253
29:08	868
30:44	60
30:41	41
34:49	245

Qtr	3 2015/16	
age Kesponse Minutes	l Number of Responses	

Total First I

140

146

788

797

462

397

672

153

891

1,330

54

370

521

1,738

199

203

134

1,140

1,425

580

99

786

163

75

812

1,453

1,864

679

138

60

618

250

1,431

1,091

1,050

888

63

387

631

96

578

980

1,851

855

587

367

338

1,112

1,205

225

1,269

1,559

157

104

134

248

130

923

53

35

257

82

Average Respi Time Minutes

34:11

30:52

20:40

27:44

29:36

31:58

31:51

29:38

26:00

27:19

42:15

29:11

25:02

23:22

30:14

31:59

27:47

26:52

34:11

22:03

36:04

31:24

26:28

35:12

27:28

24:39

28:35

23:43

33:29

32:44

25:45

23:32

28:48

31:46

25:43

21:53

31:38

37:07

26:09

26:17

38:47

25:45

24:20

25:15

26:38

26:48

27:29

27:48

25:13

67:54

25:25

30:38

24:09

28:24

29:24

33:58

31:22

27:29

27:55

31:32

32:42

34:10

146

627

102 200

218

63

276

340

327

34

1,130

1,101

339

1,096

642 986

84

2

128

45,571

Qtr 4 2015/16

Qtr	4 2015
Average Response Time Minutes	Total Number of First Responses
4 -	
32:58	171
33:36	118
23:18	863
28:06	768
31:47	360
32:11	339
33:00	626
25:59	153
29:25	843
30:48	1,250
41:04	59
26:53	366
25:22	578
24:29	1,678
28:44	157
31:33	174
30:45	135
31:17	1,111
30:30	469
23:09	1,350
35:03	99
30:26	789
26:03	166
32:24	81
28:32	878
25:38	1,338
27:22	1,912
23:46	651
37:15	149
30:48	92
30:24	655
25:43	232
32:51	1,352
32:19	87
27:06	1,034
23:37	1,027
32:20	916
34:53	58
25:25	374
29:13	602
34:50	84
26:29	608
25:46	882
27:20	1,604
31:21	816
28:58	585
27:36	373
28:46	344
27:53	1,124
61:12	1,149
32:12	263
32:07	1,214
23:34	1,413
33:19	154
32:31	108
27:54	128
33:38	256
27:37	152
29:00	715
29:26	56
29:10	36
32:53	281
27:35	118
31:20	606
34:44	120
27:59	178
31:00	204
31:20	67
30:12	300
21:47	280
31:10	332
30:31	42
25:02	1,060
31:21	1,087
27:58	352
28:43	1,045
28:10	579
31:39	904
34:56	96
29:43	16
34:13	120
29:18	43,923
	_

Southern Grampians	29:35	131
Stonnington	27:13	603
Strathbogie	33:03	120
Surf Coast	27:37	181
Swan Hill	29:45	198
Towong	43:54	69
Wangaratta	32:29	262
Warrnambool	25:23	291
Wellington	29:58	337
West Wimmera	36:58	29
Whitehorse	26:01	1,065
Whittlesea	29:38	1,060
Wodonga	28:50	275
Wyndham	26:20	1,063
Yarra	28:02	572
Yarra Ranges	27:27	920
Yarriambiack	36:20	70
Unincorporated	13:21	33
Interstate LGAs	31:04	113
Total AV	28:13	43,769

33:55

134	28:00
569	31:52
96	29:55
150	28:37
203	29:51
55	40:41
264	30:14
291	25:01
319	31:31
41	34:35
1,145	24:56
1,042	31:36
336	30:14
1,034	28:10
547	26:59
1,000	26:43
67	35:29
278	46:44
129	34:32
44,421	29:10

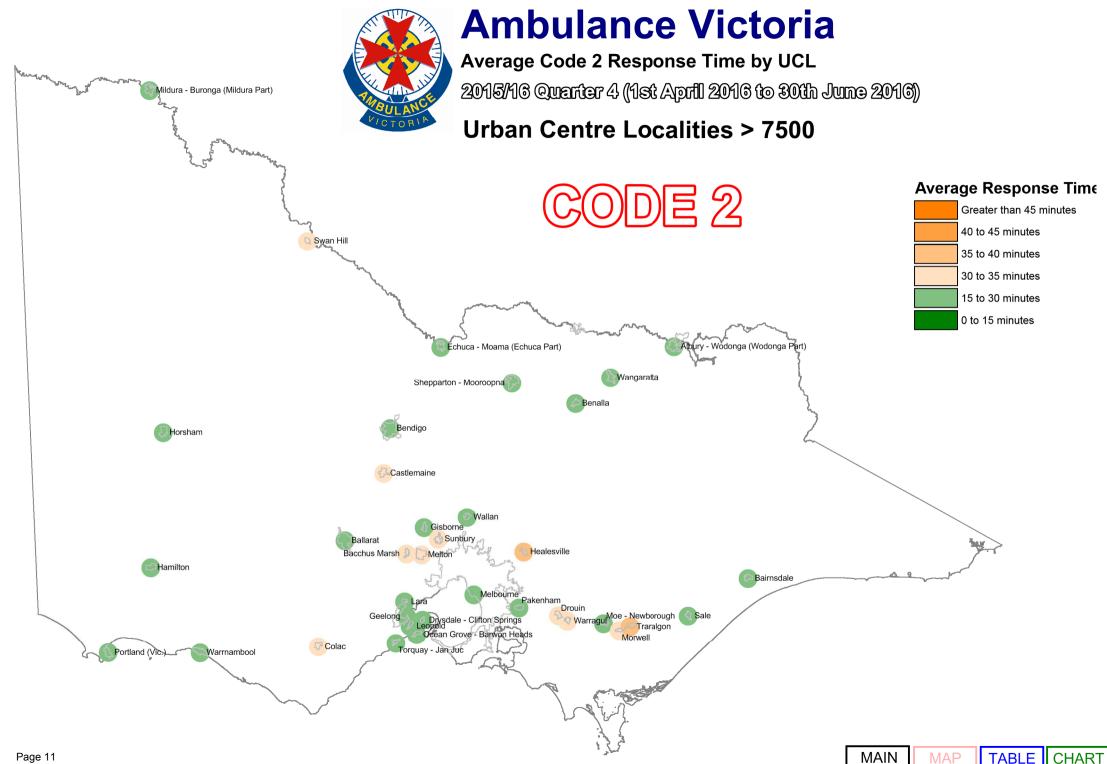
24:52	135
28:30	608
33:09	107
30:18	211
26:55	200
28:14	64
30:30	293
28:11	268
31:11	347
37:11	35
24:06	1,105
29:53	1,076
25:20	344
26:49	1,091
26:54	600
27:36	926
39:12	66
59:39	12
27:31	145
28:09	45,462

NOTE: The "Total AV" result includes a small number of incidents for which we are unable to determine the LGA.

232

The Moonee Valley LGA includes the airport to which a significant number of Code 2 inter hospital transfers (IHTs) arrive. IHTs often have extended response times due to the emergency road ambulance waiting at the airport for the patient to arrive by aircraft. Removing IHTs from the Moonee Valley Code 2 response time results in performance similar to surrounding LGAs. Page 10







UCL Name	Average Response Time Minutes	Total Number of First Responses	
Albury - Wodonga (Wodonga Part)	28:41	253	
Bacchus Marsh	28:57	136	
Bairnsdale	30:46	179	
Ballarat	21:53	716	
Benalla	25:31	121	
Bendigo	25:25	730	
Castlemaine	31:33	114	
Colac	30:23	128	
Drouin	34:01	84	
Drysdale - Clifton Springs	31:22	73	
Echuca - Moama (Echuca Part)	32:11	164	
Geelong	23:33	1,439	
Gisborne	19:14	76	
Hamilton	25:13	84	
Healesville	30:45	89	
Horsham	23:47	177	
Lara	22:22	64	
Leopold	28:54	47	
Melbourne	27:59	28,626	
Melton	26:44	483	
Mildura - Buronga (Mildura Part)	25:09	371	
Moe - Newborough	32:31	201	
Morwell	34:33	226	
Ocean Grove - Barwon Heads	24:40	90	
Pakenham	23:42	310	
Portland (Vic.)	26:15	112	
Sale	23:58	125	
Shepparton - Mooroopna	24:20	492	
Sunbury	25:26	278	
Swan Hill	26:49	124	
Torquay - Jan Juc	26:47	84	
Traralgon	34:13	262	
Wallan	25:52	54	
Wangaratta	31:27	213	
Warragul	33:15	166	
Warrnambool	25:25	283	
Total UCLs > 7500	27:37	37,174	

Qtr 4 2014/15

Qtr	1 2015/16
Average Response Time Minutes	Total Number of First Responses
27:24	313
28:29	139
37:40	187
21:19	736
23:16	133
29:30	815
31:01	118
34:45	126
30:20	81
26:03	73
30:43	198
26:05	1,419
22:17	61
22:12	107
28:13	102
25:21	192
31:23	61
24:34	53
31:37	28,868
28:27	493
25:07	414
29:08	230
27:50	215
24:32	96
24:27	331
23:00	124
24:27	118
23:09	471
26:38	303
24:28	126
27:16	73
35:28	293
19:47	49
24:14	204
36:21	159
26:02	281
30:30	37,762

	0 004 5440	
Qtr	2 2015/16)
Average Response Time Minutes	Total Number of First Responses	
29:49	314	
28:29	158	
36:29	217	
22:34	777	
23:59	154	
27:00	756	
28:14	143	
28:05	120	
34:43	98	
27:12	86	
30:15	204	
27:04	1,434	
24:16	85	
22:31	104	
28:56	102	
22:05	208	
28:25	69	
19:50	60	
29:07	29,470	
26:45	504	
23:47	429	
31:17	243	
31:23	249	
23:08	129	
22:22	372	
27:37	133	
24:59	149	
24:27	545	
27:38	302	
29:11	142	
24:41	96	
36:00	298	
20:43	70	
28:45	241	
34:43	169	
25:09	335	
28:36	38,965	

Qtr	3 2015	5/16	
Average Response Time Minutes	Total Number of First Responses		
4:38	322		
4:29	154		
1:17	215		
0:25	760		
8:56	141		
6:59	745		
6:32	120		
4:37	137		
7:44	93		
9:04	74		
8:21	191		
7:14	1,332		
6:12	82		
0:39	94		
0:15	99		
0:58	230		
2:30	70		
5:45	62		

Average Respoi Time Minutes

24:29 31:17 20:25 28:56 26:59 26:32 34:37 27:44 29:04 28:21

27:14 26:12 20:39 30:15 20:58 22:30 25:45 27:55

25:18

25:10

30:53

28:07

24:17

21:31

27:14 23:59

23:02

24:06 27:22

28:30

33:09 21:14

25:25 32:01

28:43 27:29 29,500

534

426

211

234

104 289

109

142 568

292

126 79

325

44 232

185 254

38,575

Qtr 4 2015/16

Average Response Time Minutes	Total Number of First Responses	
28:15	326	
31:26	165	
28:54	170	
22:57	836	
25:31	134	
28:00	781	
33:40	115	
30:55	134	
33:01	95	
23:07	66	
28:25	186	
26:19	1,441	
24:05	84	
22:25	81	
39:34	83	
22:27	195	
28:57	52	
21:11	62	
29:24	28,154	
30:43	482	
27:52	430	
28:08	237	
31:06	258	
26:40	88	
22:26	316	
23:38	102	
28:29	135	
22:22	531	
31:23	227	
32:18	115	
26:57	82	
35:36	304	
20:50	61	
26:16	242	
32:42	157	
21:51	267	
28:51	37,194	

MAIN MAP CHART

TABLE

Page 12

Glossary

Response Time	Response time measures the time from a triple zero (000) call being answered and registered by the Emergency Services Telecommunications Authority (ESTA), to the time the first AV resource arrives at the incident scene.
	Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.
Code 1 incident	Code 1 incidents require urgent paramedic and hospital care, based on information available at time of call.
Code 2 incident	Code 2 incidents are acute and time sensitive, but do not require a lights and sirens response.
% <= 15mins	This is the percentage of Code 1 first responses arriving in 15 minutes or less. This is calculated by dividing the number of Code 1 first responses arriving in 15 minutes or less by the total number of Code 1 first arrivals. When AV respond to an incident, we sometimes dispatch multiple AV resources to that incident. "First response" refers to the first AV resource to arrive at the incident scene.
Average Response Time	The average response time is the average response time for the area being reported, which is calculated by dividing the sum of the response times by the number of response times within the area being reported. The average response time is provided in minutes and seconds.
Number of First Responses	This is the total number of first arrivals within the reported time period.
UCL (Urban Centres Localities)	These are geographical areas based on the Australian Bureau of Statistics Urban Centres and Localities (UCLs) boundaries and residential population. Ambulance Victoria reports performance for larger UCLs where population exceeds 7,500 persons.
LGA (Local Government Area)	Local government in Victoria comprises of 79 municipal districts. They are often referred to as local government areas (LGAs). The number of LGAs and their boundaries can change over time. LGAs are as defined by Local Government Victoria, which is part of the Department of Transport, Planning and Local Infrastructure.
Interstate LGAs	Incidents responded to by AV resources outside the Victorian LGA Boundaries