



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.

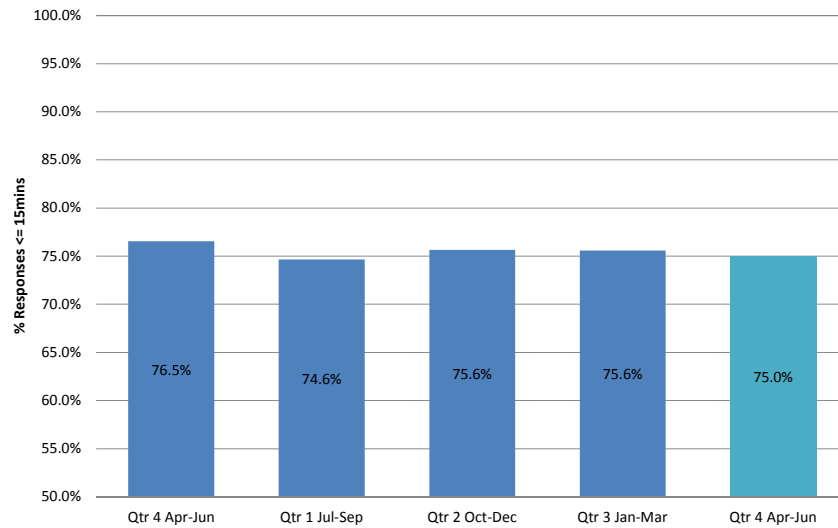
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

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.

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

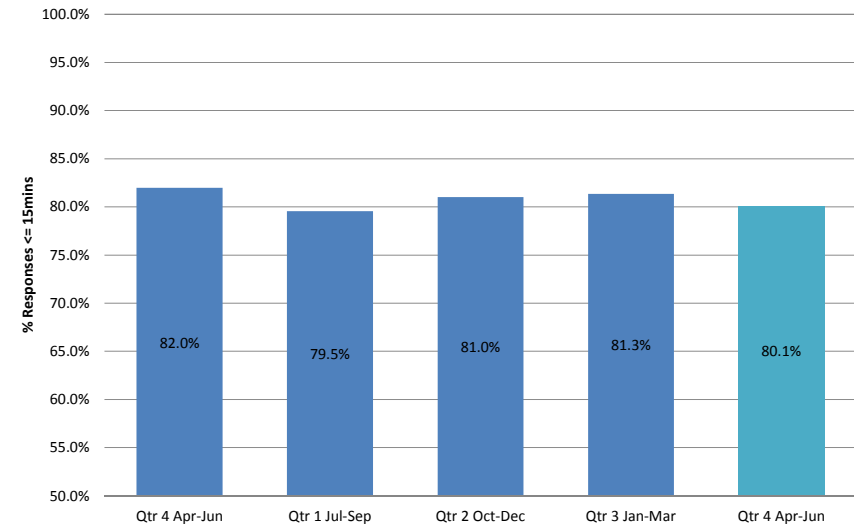
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

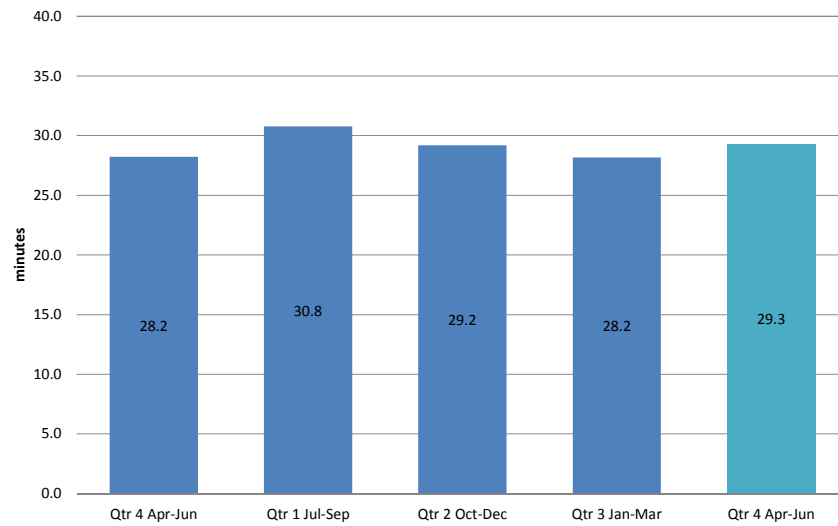
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

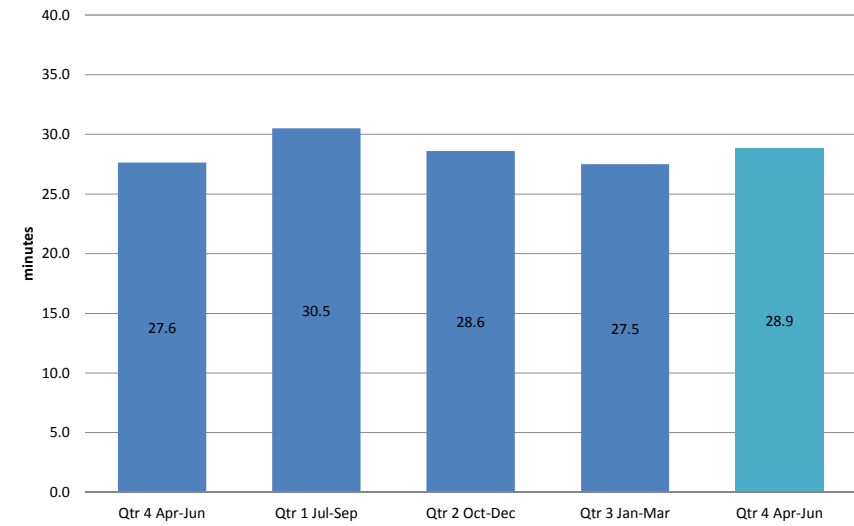
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

**AV State-wide Code 2 First Response Performance for
UCLs > 7,500 Persons - Average**



MAP

TABLE

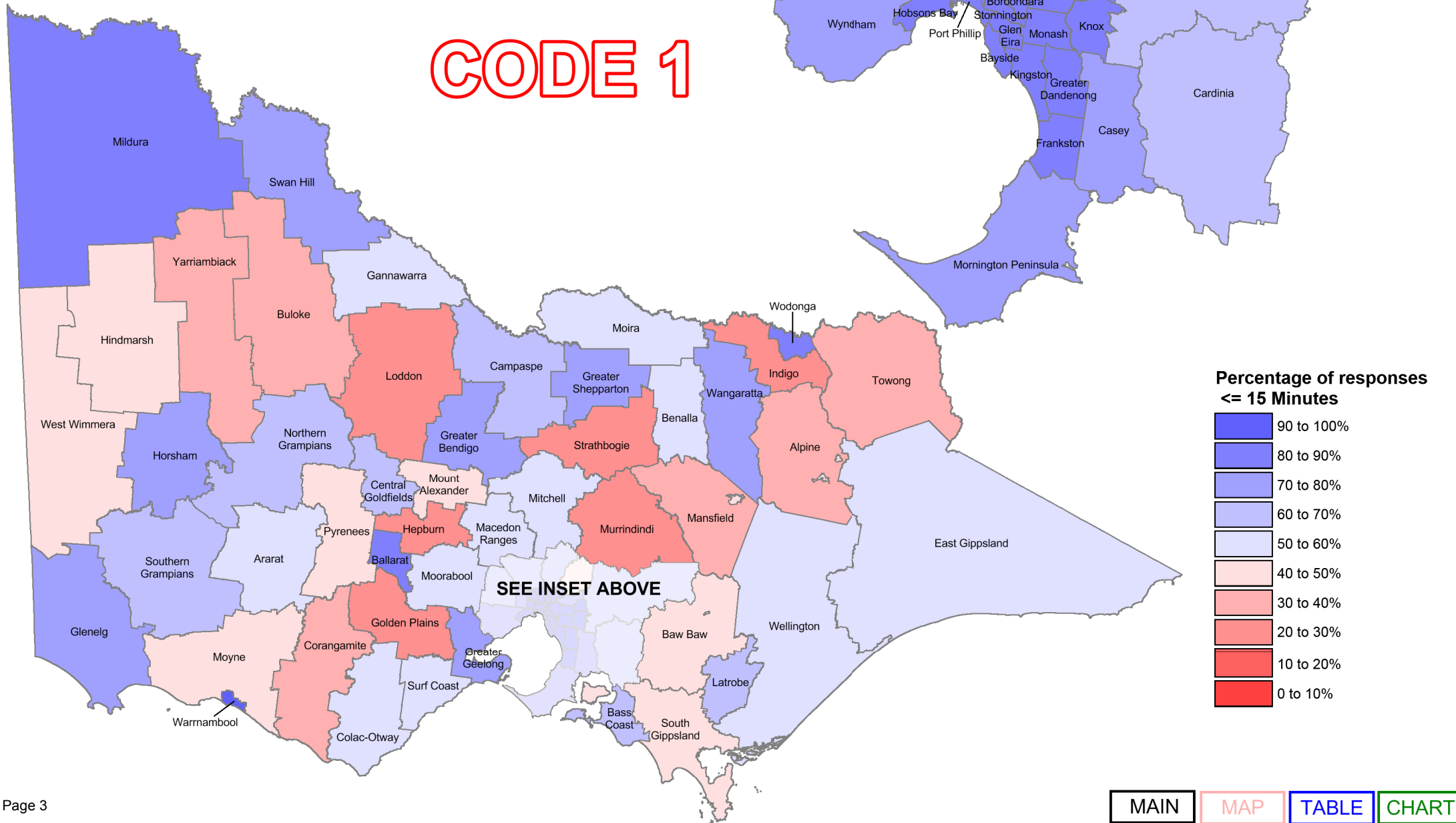


Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

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

CODE 1



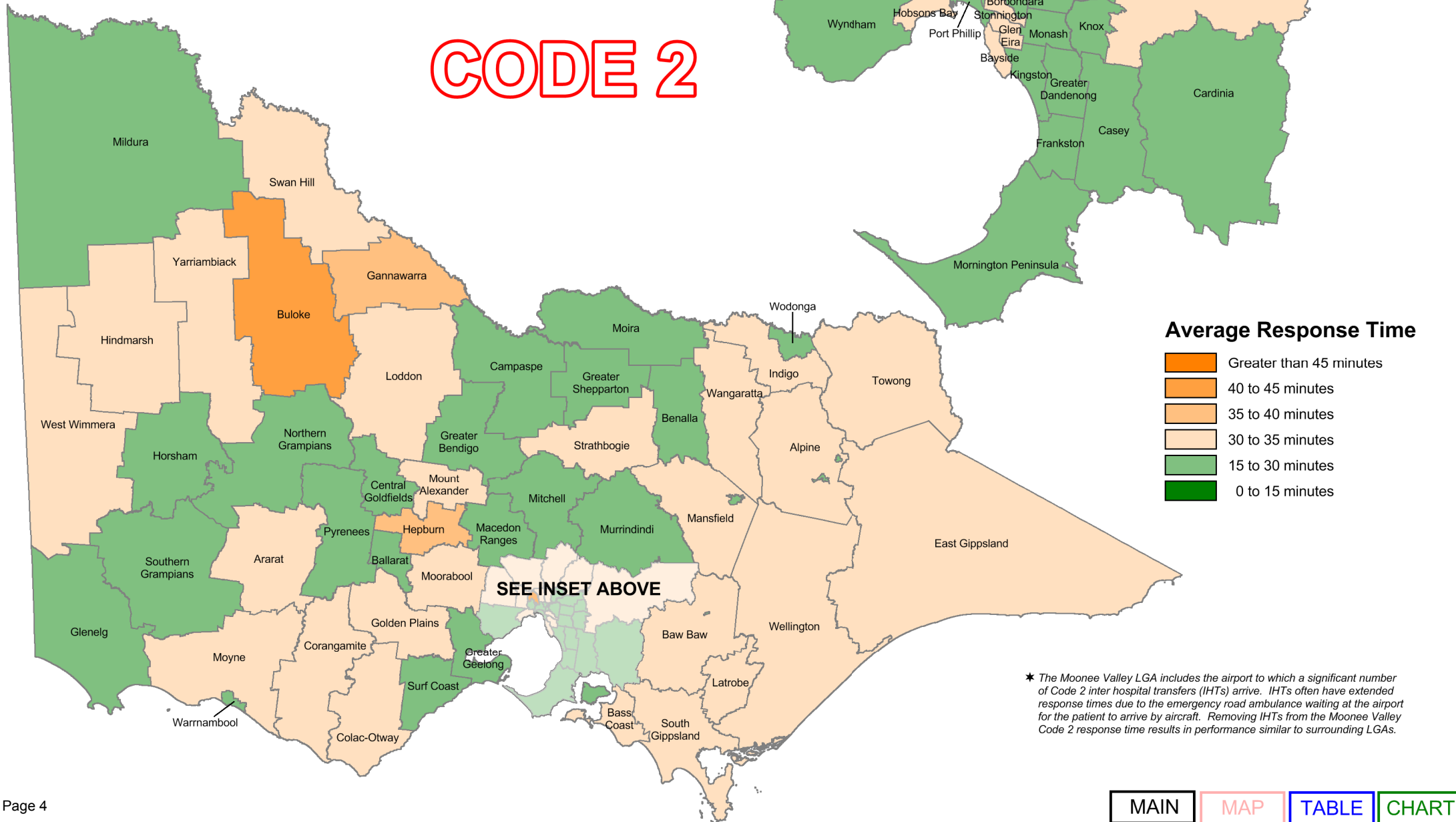


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Average Code 2 Response Time by LGA

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

CODE 2





Code 1 First Response Performance by LGA

LGA Name	Qtr 4 2014/15			Qtr 1 2015/16			Qtr 2 2015/16			Qtr 3 2015/16			Qtr 4 2015/16		
	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	38.8%	20:08	160	41.9%	21:16	136	44.2%	21:44	138	42.3%	22:40	168	36.2%	23:09	163
Ararat	62.2%	16:04	185	63.9%	15:32	216	54.2%	18:02	153	59.8%	16:58	164	56.6%	18:50	159
Ballarat	83.5%	11:38	1,485	84.4%	11:40	1,516	85.7%	11:45	1,430	82.2%	12:02	1,425	82.9%	12:01	1,592
Banyule	84.8%	11:11	1,465	82.0%	11:57	1,651	86.2%	11:20	1,631	85.0%	11:28	1,539	82.4%	11:57	1,527
Bass Coast	64.3%	15:02	675	66.0%	14:15	603	64.0%	14:40	655	62.3%	14:41	743	66.3%	14:37	590
Baw Baw	51.0%	18:23	673	45.1%	18:51	729	49.2%	18:39	664	50.2%	17:47	667	48.7%	17:50	659
Bayside	84.0%	12:19	1,012	82.2%	12:12	1,055	82.6%	12:18	1,006	80.0%	12:41	991	81.7%	12:37	1,008
Benalla	63.7%	16:15	215	65.6%	14:32	186	56.2%	16:45	217	58.5%	17:22	212	59.7%	16:59	196
Boroondara	88.9%	11:14	1,485	83.6%	11:50	1,622	87.8%	11:18	1,559	87.4%	11:20	1,463	84.6%	11:43	1,478
Brimbank	78.2%	12:28	2,563	75.6%	13:05	2,873	78.3%	12:46	2,784	81.9%	12:08	2,629	79.2%	12:27	2,772
Buloke	30.9%	24:27	97	30.3%	25:17	89	30.5%	23:27	59	33.3%	24:42	90	33.8%	28:11	80
Campaspe	62.6%	15:40	586	61.3%	15:51	594	58.6%	16:36	567	57.8%	15:39	569	64.9%	15:22	538
Cardinia	63.9%	14:37	1,177	63.1%	14:48	1,225	61.6%	15:05	1,135	62.8%	14:33	1,203	61.4%	14:43	1,145
Casey	82.2%	11:42	3,211	79.0%	12:16	3,612	80.7%	12:13	3,469	80.5%	12:05	3,273	79.0%	12:21	3,432
Central Goldfields	58.2%	15:52	225	59.4%	15:41	219	58.8%	16:39	238	61.4%	15:36	241	64.5%	15:46	220
Colac-Otway	60.6%	17:18	249	59.0%	16:14	217	65.0%	15:43	237	55.6%	18:33	207	54.8%	17:53	210
Corangamite	35.3%	21:10	190	40.8%	20:22	174	36.7%	22:18	196	32.4%	21:56	182	39.3%	20:54	173
Darebin	88.4%	10:57	2,187	83.7%	12:04	2,433	86.3%	11:24	2,364	86.4%	11:25	2,179	84.2%	11:46	2,168
East Gippsland	56.3%	17:34	854	54.7%	18:10	901	56.1%	18:18	887	57.4%	17:23	829	59.2%	16:29	819
Frankston	86.8%	11:09	2,267	82.5%	11:32	2,586	84.8%	11:16	2,409	83.8%	11:25	2,371	84.4%	11:26	2,329
Gannawarra	49.5%	17:52	105	63.9%	16:28	108	47.4%	19:38	135	43.6%	20:39	117	54.1%	17:32	109
Glen Eira	85.3%	11:26	1,681	85.0%	11:42	1,740	85.0%	11:15	1,645	84.8%	11:35	1,589	84.2%	11:46	1,640
Glenelg	69.0%	15:13	232	75.2%	13:28	222	73.1%	13:52	260	71.7%	13:48	244	76.0%	13:05	242
Golden Plains	23.9%	20:01	176	24.1%	21:13	187	24.2%	21:07	161	23.5%	20:51	153	22.3%	21:34	188
Greater Bendigo	71.7%	13:27	1,670	72.1%	13:44	1,851	73.6%	13:35	1,728	74.0%	13:42	1,639	73.7%	13:28	1,699
Greater Dandenong	84.4%	11:21	2,448	83.8%	11:20	2,662	84.2%	11:16	2,469	84.3%	11:22	2,543	82.8%	11:45	2,472
Greater Geelong	75.6%	12:50	3,478	74.7%	13:10	3,815	72.6%	13:18	3,583	72.3%	13:28	3,782	72.4%	13:18	3,583
Greater Shepparton	80.3%	12:06	1,008	77.6%	12:25	1,167	76.7%	12:25	1,139	77.8%	12:13	1,109	78.4%	12:09	1,068
Hepburn	34.7%	21:20	170	28.1%	21:36	185	29.8%	21:41	168	30.8%	20:04	172	29.5%	21:10	200
Hindmarsh	63.4%	15:59	82	49.6%	21:23	115	57.0%	18:36	86	56.7%	17:54	97	47.9%	20:57	96
Hobsons Bay	85.6%	11:12	1,151	82.0%	12:12	1,259	83.7%	11:52	1,153	82.8%	11:52	1,136	80.2%	12:06	1,153
Horsham	78.8%	11:56	292	80.7%	11:39	378	84.1%	10:48	345	87.0%	10:08	315	79.9%	12:16	284
Hume	69.5%	13:47	2,944	65.1%	14:50	3,451	67.6%	14:25	3,336	69.1%	14:09	3,155	68.6%	14:03	3,142
Indigo	34.5%	21:38	168	33.0%	20:27	182	35.2%	21:41	145	20.6%	22:23	170	26.0%	23:04	146
Kingston	85.0%	11:29	2,029	83.0%	11:51	2,185	85.4%	11:22	1,985	85.2%	11:23	2,003	84.0%	11:30	1,969
Knox	84.9%	11:38	1,751	83.5%	11:40	1,947	85.4%	11:25	1,924	84.8%	11:20	1,696	82.6%	11:46	1,779
Latrobe	64.3%	14:35	1,673	62.9%	14:52	1,729	62.2%	15:08	1,752	63.1%	14:36	1,654	64.9%	14:52	1,682
Loddon	24.4%	24:21	127	31.0%	23:39	145	29.1%	24:16	134	37.3%	21:29	126	28.6%	24:11	126
Macedon Ranges	56.1%	15:40	533	57.6%	15:20	549	60.4%	14:52	548	58.6%	15:24	539	58.4%	15:12	543
Manningham	78.1%	12:32	1,256	74.8%	13:23	1,351	78.9%	12:49	1,238	79.5%	12:34	1,173	77.2%	12:54	1,286
Mansfield	36.1%	24:38	97	49.5%	21:32	91	32.5%	25:19	114	27.9%	25:22	104	31.5%	25:45	73
Maribyrnong	90.5%	9:44	1,094	88.5%	10:32	1,232	87.1%	10:44	1,108	86.8%	10:58	1,125	83.3%	11:47	1,159
Maroondah	87.1%	10:50	1,548	85.3%	11:09	1,624	85.5%	10:57	1,531	84.9%	11:00	1,535	85.7%	11:06	1,454
Melbourne	89.1%	9:58	2,594	87.9%	10:00	2,733	88.4%	10:16	2,882	89.0%	9:51	2,884	88.1%	10:13	2,838
Melton	69.6%	13:28	1,667	64.5%	14:30	1,902	69.8%	13:41	1,708	73.5%	13:03	1,748	69.9%	13:45	1,813
Mildura	82.2%	11:33	980	82.7%	11:16	1,022	80.5%	11:36	931	80.9%	11:37	970	82.6%	11:40	951
Mitchell	46.0%	16:55	522	55.3%	16:36	570	61.1%	15:47	573	60.4%	15:33	599	57.4%	15:45	592
Moirra	56.3%	16:21	455	60.2%	16:13	528	59.8%	15:50	522	58.2%	16:01	522	57.3%	16:09	489
Monash	84.2%	11:27	2,002	84.4%	11:43	2,247	84.5%	11:40	2,110	84.3%	11:36	2,065	83.6%	11:46	2,073
Moonee Valley	85.8%	11:50	1,577	81.4%	12:32	1,664	83.7%	12:01	1,623	82.8%	12:12	1,479	81.4%	12:31	1,657
Moorabool	58.4%	16:06	377	49.1%	17:30	395	50.3%	16:59	398	53.9%	16:00	395	54.2%	16:16	373
Moreland	84.8%	11:35	2,335	82.2%	12:05	2,765	84.6%	11:42	2,481	84.3%	11:32	2,377	80.8%	12:18	2,453
Mornington Peninsula	72.6%	12:55	2,224	68.7%	13:26	2,408	69.7%	13:20	2,498	70.6%	13:13	2,687	73.5%	12:43	2,464
Mount Alexander	45.9%	18:37	205	43.8%	19:00	242	39.8%	20:07	269	48.6%	18:13	212	49.1%	18:29	230
Moyne	34.0%	19:25	162	35.7%	19:17	157	36.0%	18:27	139	34.7%	19:43	147	48.5%	17:53	169
Murrindindi	28.4%	23:26	208	33.8%	22:52	198	33.6%	22:52	247	33.8%	21:30	225	29.3%	23:33	215
Nillumbik	51.5%	16:21	532	49.3%	16:58	590	49.0%	16:38	553	50.4%	16:56	530	48.4%	16:39	574
Northern Grampians	62.6%	15:30	190	59.9%	15:53	182	65.5%	14:55	171	58.0%	17:18	188	67.0%	14:20	182
Port Phillip	88.6%	10:33	1,441	87.5%	10:46	1,501	86.1%	10:51	1,553	86.2%	10:55	1,556	85.7%	10:56	1,465
Pyrenees	34.0%	20:11	94	36.4%	21:21	121	39.5%	20:15	129	42.6%	19:52	122	49.2%	18:17	132
Queenscliffe	40.0%	17:27	45	28.3%	18:49	53	27.0%	18:46	63	27.4%	18:40	62	33.3%	18:31	42
South Gippsland	37.7%	20:33	395	43.9%	18:56	394	43.9%	19:54	412	40.6%	19:57	458	40.2%	19:39	405
Southern Grampians	65.3%	15:26	196	68.5%	14:41	197	64.1%	16:05	209	71.2%	13:53	163	64.4%	16:04	180
Stonnington	86.8%	11:21	1,155	85.0%	11:26	1,224	84.7%	11:16	1,258	86.9%	11:19	1,218	84.0%	12:03	1,199
Strathbogie	39.4%	19:27	160	39.1%	21:10	156	39.9%	19:18	208	29.9%	22:46	201	29.9%	22:20	184
Surf Coast	48.1%	17:41	337	46.2%	17:54	301	49.9%	17:07	375	46.3%	17:56	404	50.5%	17:32	319
Swan Hill	74.3%	13:25	335	74.2%	12:51	330	75.2%	13:36	314	70.1%	13:54	281	74.7%	12:59	277
Towong	39.5%	21:33	86	34.7%	25:32	75	38.6%	24:33	83	36.0%	26:37	114	39.3%	21:53	84
Wangaratta	76.6%	12:47	393	74.5%	12:57	455	75.3%	13:28	429	71.5%	14:32	428	72.5%	14:02	461
Warrnambool	89.6%	10:23	422	89.9%	10:23	447	90.6%	10:14	426	88.5%	10:39	461	90.9%	9:57	429
Wellington	55.4%	17:48	570	52.5%	17:05	610	55.7%	17:39	594	51.2%	18:07	644	54.3%	17:09	562
West Wimmera	27.0%	22:58	37	40.4%	22:37	52	34.6%	28:51	52	34.6%	21:52	26	43.1%	20:03	51
Whitehorse	89.5%	10:22	1,758	88.0%	10:40	1,997	89.0%	10:28	1,887	90.3%	10:27	1,769	88.5%	10:34	1,798
Whittlesea	72.7%	13:25	2,323	65.6%	14:41	2,536	69.1%	13:45	2,340	69.8%	13:43	2,397	66.4%	14:12	2,491
Wodonga	80.2%	12:26	489	86.8%	11:02	604	82.2%	11:48	569	82.9%	11:37	592	84.3%	11:47	578
Wyndham	75.4%	12:57	1,838	68.9%	13:51	2,144	74.4%	13:06	2,064	74.5%	13:16	2,031	72.5%	13:15	2,093
Yarra	89.9%	10:05	1,285	88.1%	10:32	1,381	89.5%	10:17	1,460	88.2%	10:41	1,284	89.1%	10:20	1,328
Yarra Ranges	62.5%	14:56	1,942	62.4%	15:13	1,952	57.9%	15:46	1,964	61.6%	15:20	1,931	60.5%	15:18	1,966
Yarriambiack	34.3%	23:40	99	27.1%	24:47	107									



Ambulance Victoria

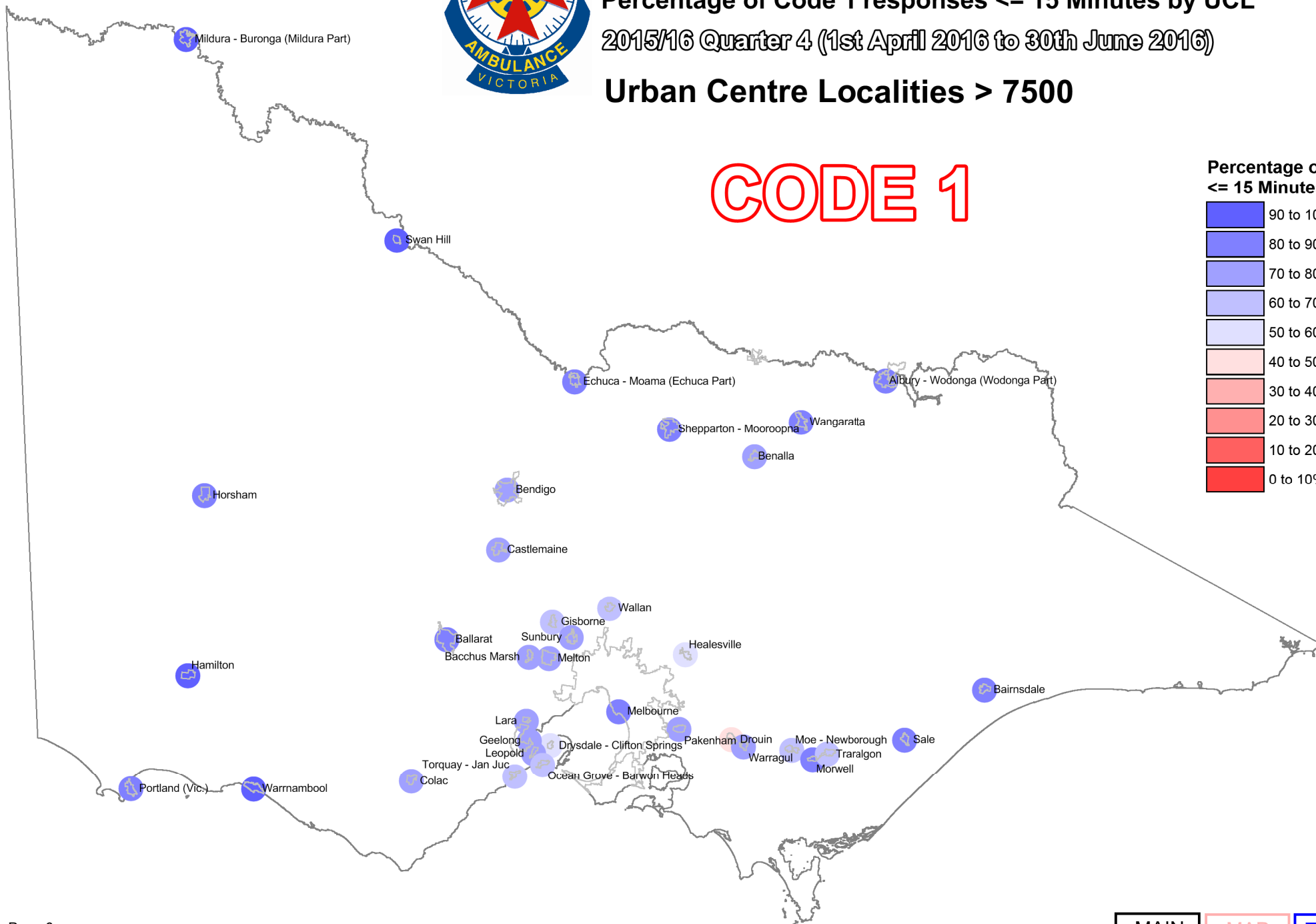
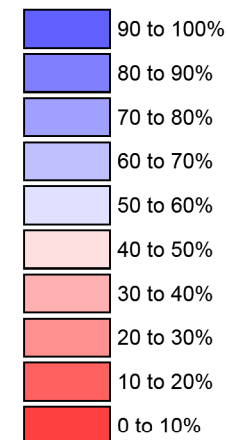
Percentage of Code 1 responses \leq 15 Minutes by UCL

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

Urban Centre Localities $>$ 7500

CODE 1

Percentage of responses
 \leq 15 Minutes





Ambulance Victoria

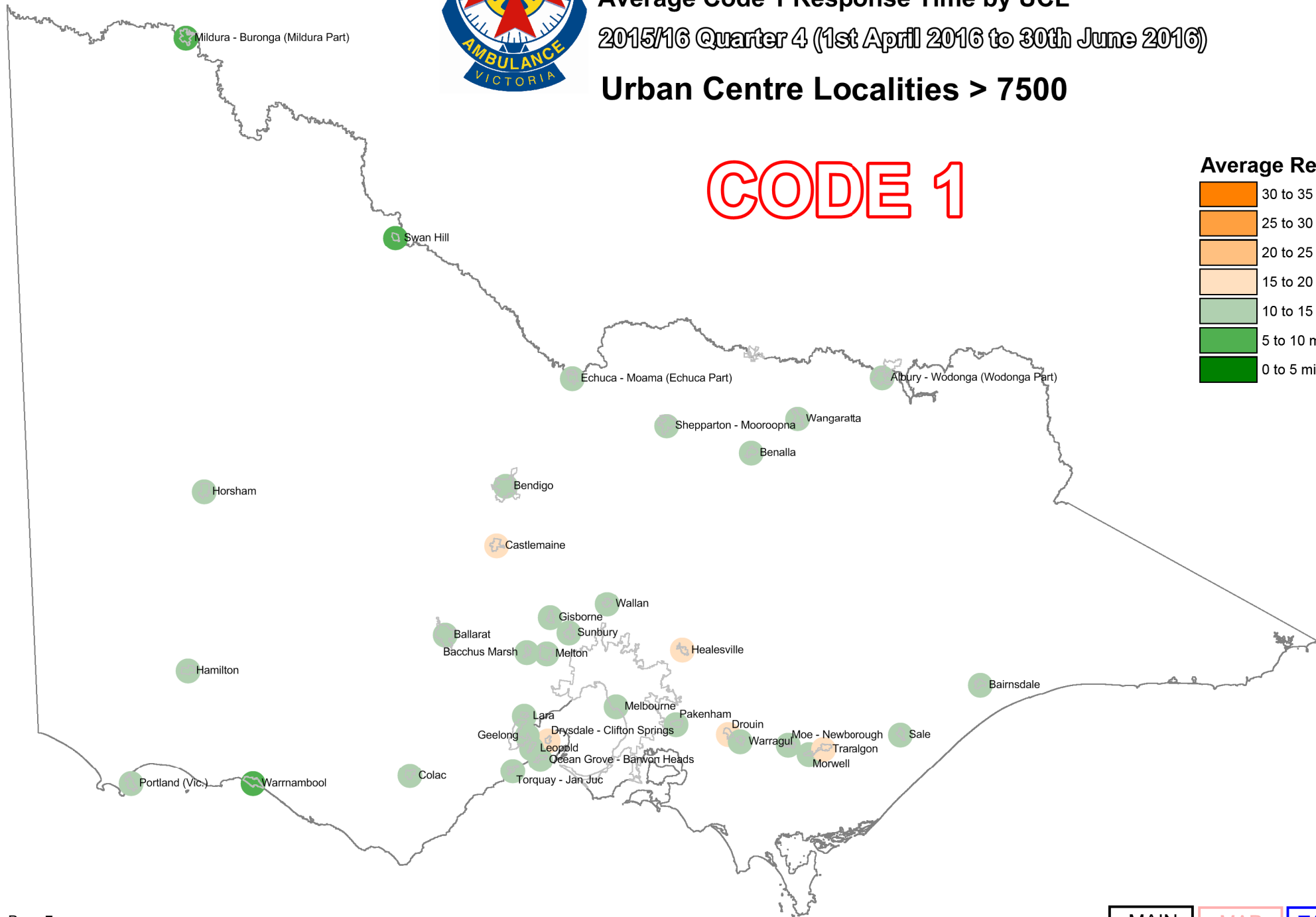
Average Code 1 Response Time by UCL

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

Urban Centre Localities > 7500

CODE 1

Average Response Time





Code 1 First Response Performance by UCL

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 - Mooropna	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 2015/16

	% 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

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

MAIN

MAP
≤ 15 Minutes

MAP
Average

TABLE

CHART

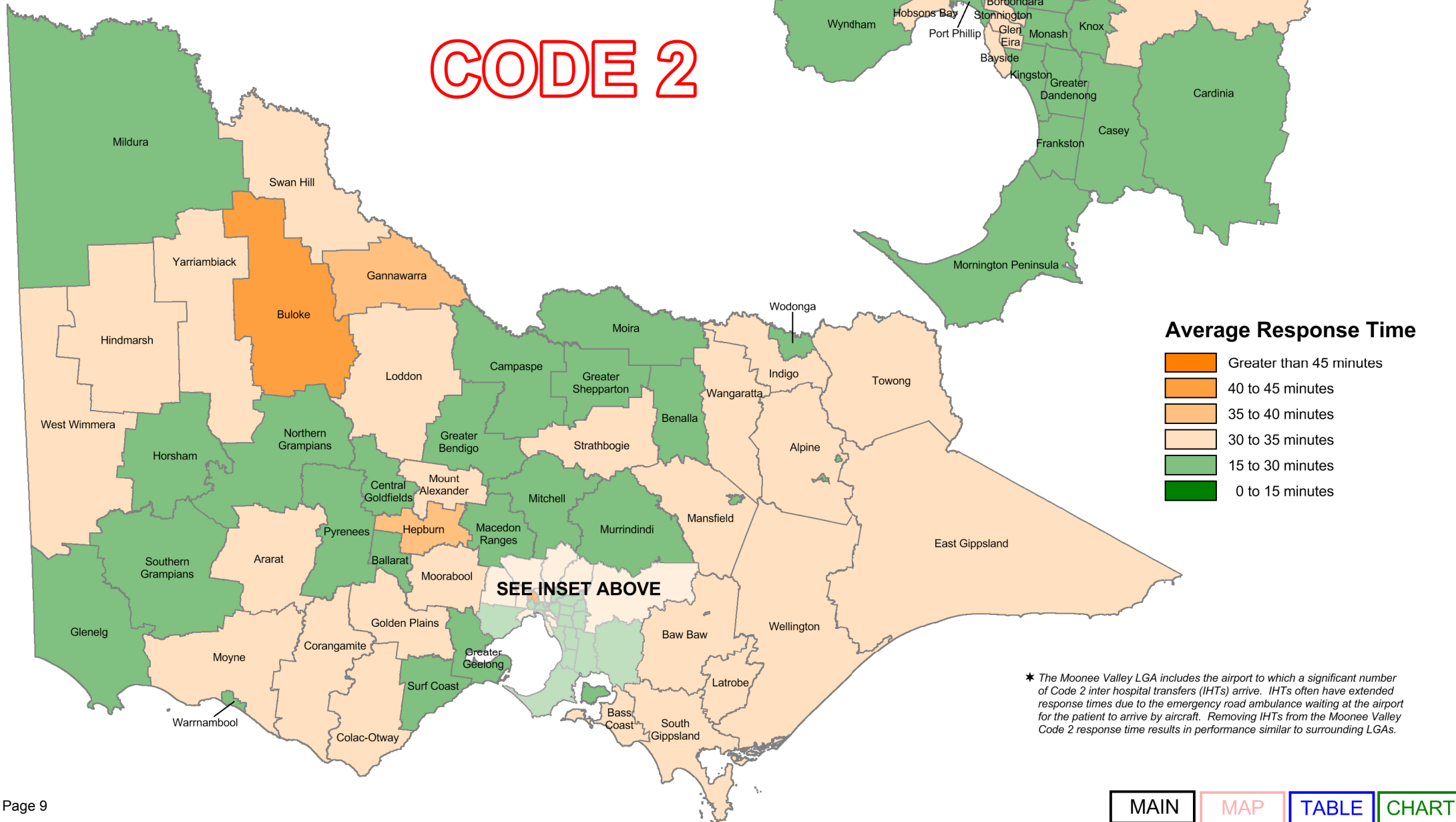


Ambulance Victoria

Average Code 2 Response Time by LGA

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

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 4 2014/15		Qtr 1 2015/16		Qtr 2 2015/16		Qtr 3 2015/16		Qtr 4 2015/16	
	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses
Alpine	36:24	131	37:47	140	32:35	143	34:11	140	32:58	171
Ararat	30:49	117	34:46	127	33:16	132	30:52	146	33:36	118
Ballarat	22:16	743	22:05	757	23:18	810	20:40	788	23:18	863
Banyule	27:47	860	33:09	838	29:42	827	27:44	797	28:06	768
Bass Coast	28:00	384	29:28	399	27:57	429	29:36	462	31:47	360
Baw Baw	34:11	368	34:35	348	36:28	384	31:58	397	32:11	339
Bayside	31:27	639	31:37	643	31:11	656	31:51	672	33:00	626
Benalla	25:34	143	24:48	152	26:51	172	29:38	153	25:59	153
Boroondara	27:40	899	31:57	942	28:15	928	26:00	891	29:25	843
Brimbank	28:11	1,327	32:05	1,239	28:23	1,326	27:19	1,330	30:48	1,250
Buloke	45:13	53	44:52	65	51:30	68	42:15	54	41:04	59
Campaspe	30:18	342	29:48	372	28:44	379	29:11	370	26:53	366
Cardinia	26:01	554	27:04	558	24:25	623	25:02	521	25:22	578
Casey	23:27	1,753	25:28	1,859	23:59	1,795	23:22	1,738	24:29	1,678
Central Goldfields	29:32	168	26:45	145	27:34	123	30:14	199	28:44	157
Colac-Otway	30:57	177	33:18	165	29:02	168	31:59	203	31:33	174
Corangamite	29:04	159	28:02	112	36:26	126	27:47	134	30:45	135
Darebin	28:36	1,126	33:18	1,119	30:57	1,179	26:52	1,140	31:17	1,111
East Gippsland	34:27	489	36:06	490	36:13	548	34:11	580	30:30	469
Frankston	22:46	1,259	24:17	1,355	23:45	1,397	22:03	1,425	23:09	1,350
Gannawarra	31:04	79	26:13	73	30:57	94	36:04	99	35:03	99
Glen Eira	30:52	887	34:01	918	30:17	888	31:24	786	30:26	789
Glenelg	28:36	187	24:14	181	27:51	178	26:28	163	26:03	166
Golden Plains	29:43	72	31:15	72	30:15	71	35:12	75	32:24	81
Greater Bendigo	25:59	818	30:00	912	27:42	855	27:28	812	28:32	878
Greater Dandenong	24:51	1,293	26:50	1,341	25:09	1,294	24:39	1,453	25:38	1,338
Greater Geelong	25:22	1,917	28:16	1,919	27:37	1,982	28:35	1,864	27:22	1,912
Greater Shepparton	24:36	590	24:22	577	25:45	644	23:43	679	23:46	651
Hepburn	36:04	141	35:05	119	31:15	117	33:29	138	37:15	149
Hindmarsh	29:04	76	40:48	77	34:01	75	32:44	60	30:48	92
Hobsons Bay	26:51	659	30:40	653	25:57	642	25:45	618	30:24	655
Horsham	26:10	205	31:24	234	23:22	222	23:32	250	25:43	232
Hume	30:25	1,330	34:02	1,418	32:49	1,456	28:48	1,431	32:51	1,352
Indigo	29:45	105	29:39	81	34:07	76	31:46	82	32:19	87
Kingston	26:50	1,108	28:52	1,050	25:44	1,052	25:43	1,091	27:06	1,034
Knox	23:17	988	25:51	1,042	24:47	1,003	21:53	1,050	23:37	1,027
Latrobe	33:50	800	31:49	847	33:29	934	31:38	888	32:20	916
Loddon	41:38	69	38:36	65	36:43	55	37:07	63	34:53	58
Macedon Ranges	23:12	381	23:47	375	24:03	418	26:09	387	25:25	374
Manningham	27:47	673	31:34	658	29:48	608	26:17	631	29:13	602
Mansfield	35:18	94	42:52	85	37:00	99	38:47	96	34:50	84
Maribyrnong	25:03	602	30:44	581	25:51	630	25:45	578	26:29	608
Maroondah	24:32	888	27:28	866	24:12	883	24:20	980	25:46	882
Melbourne	25:57	1,582	29:13	1,608	27:20	1,666	25:15	1,851	27:20	1,604
Melton	27:51	820	31:24	796	27:21	842	26:38	855	31:21	816
Mildura	27:48	507	27:34	565	26:53	571	26:48	587	28:58	585
Mitchell	25:44	355	26:17	377	26:06	399	27:29	367	27:36	373
Moir	28:39	329	29:11	324	30:26	333	27:48	338	28:46	344
Monash	26:45	1,199	30:51	1,159	27:24	1,212	25:13	1,112	27:53	1,124
* Moonee Valley	56:39	1,151	68:18	1,153	64:22	1,236	67:54	1,205	61:12	1,149
Moorabool	29:37	219	29:20	237	29:27	263	25:25	225	32:12	263
Moreland	29:41	1,318	35:00	1,309	31:50	1,263	30:38	1,269	32:07	1,214
Mornington Peninsula	24:42	1,377	25:42	1,376	24:34	1,471	24:09	1,559	23:34	1,413
Mount Alexander	31:24	144	32:37	158	29:29	186	28:24	157	33:19	154
Moyne	30:40	90	28:59	87	27:19	86	29:24	104	32:31	108
Murrindindi	31:24	134	37:13	121	37:13	132	33:58	134	27:54	128
Nillumbik	31:33	293	38:23	258	35:48	253	31:22	248	33:38	256
Northern Grampians	33:44	150	26:03	125	31:38	110	27:29	130	27:37	152
Port Phillip	27:03	740	29:46	794	29:08	868	27:55	923	29:00	715
Pyrenees	30:06	62	34:37	66	30:44	60	31:32	53	29:26	56
Queenscliffe	25:42	22	36:51	31	30:41	41	32:42	35	29:10	36
South Gippsland	33:55	232	31:11	207	34:49	245	34:10	257	32:53	281
Southern Grampians	29:35	131	25:44	134	28:00	146	24:52	135	27:35	118
Stonnington	27:13	603	31:46	569	31:52	627	28:30	608	31:20	606
Strathbogie	33:03	120	34:57	96	29:55	102	33:09	107	34:44	120
Surf Coast	27:37	181	27:56	150	28:37	200	30:18	211	27:59	178
Swan Hill	29:45	198	28:17	203	29:51	218	26:55	200	31:00	204
Towong	43:54	69	26:09	55	40:41	63	28:14	64	31:20	67
Wangaratta	32:29	262	29:20	264	30:14	276	30:30	293	30:12	300
Warrnambool	25:23	291	25:53	291	25:01	340	28:11	268	21:47	280
Wellington	29:58	337	30:36	319	31:31	327	31:11	347	31:10	332
West Wimmera	36:58	29	35:59	41	34:35	34	37:11	35	30:31	42
Whitehorse	26:01	1,065	27:46	1,145	24:56	1,130	24:06	1,105	25:02	1,060
Whittlesea	29:38	1,060	35:31	1,042	31:36	1,101	29:53	1,076	31:21	1,087
Wodonga	28:50	275	28:08	336	30:14	339	25:20	344	27:58	352
Wyndham	26:20	1,063	30:16	1,034	28:10	1,096	26:49	1,091	28:43	1,045
Yarra	28:02	572	31:11	547	26:59	642	26:54	600	28:10	579
Yarra Ranges	27:27	920	28:36	1,000	26:43	986	27:36	926	31:39	904
Yarriambiack	36:20	70	36:50	67	35:29	84	39:12	66	34:56	96
Unincorporated	13:21	33	20:20	278	46:44	2	59:39	12	29:43	16
Interstate LGAs	31:04	113	33:46	129	34:32	128	27:31	145	34:13	120
Total AV	28:13	43,769	30:45	44,421	29:10	45,571	28:09	45,462	29:18	43,923



Ambulance Victoria

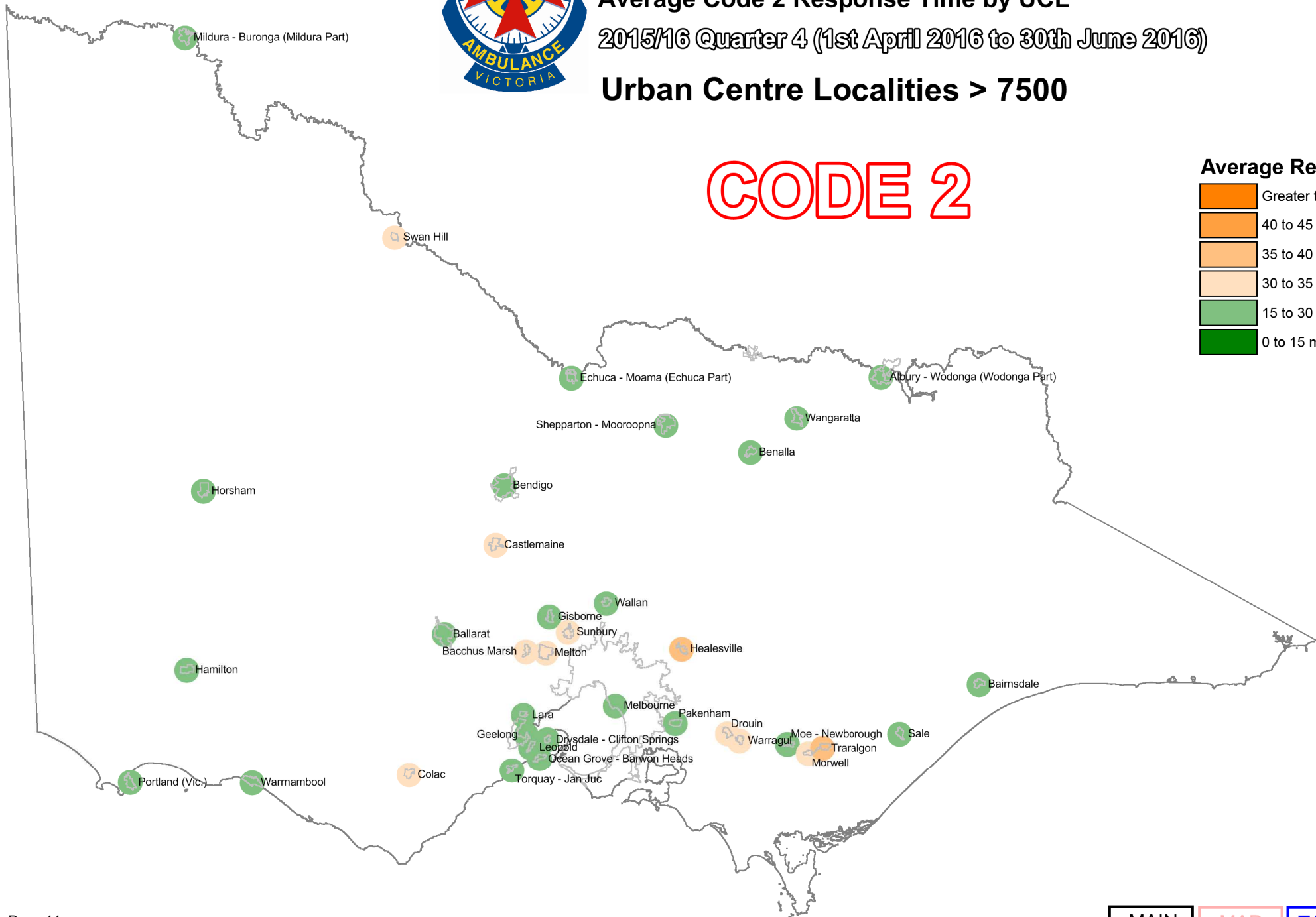
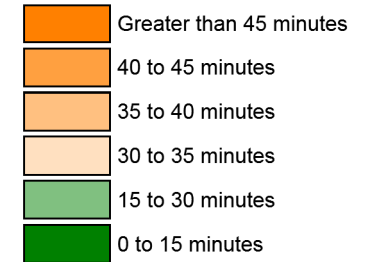
Average Code 2 Response Time by UCL

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

Urban Centre Localities > 7500

CODE 2

Average Response Time





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 - Mooropna	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

Qtr 2 2015/16

Qtr 3 2015/16

Qtr 4 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

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

Average Response Time Minutes	Total Number of First Responses
24:38	322
24:29	154
31:17	215
20:25	760
28:56	141
26:59	745
26:32	120
34:37	137
27:44	93
29:04	74
28:21	191
27:14	1,332
26:12	82
20:39	94
30:15	99
20:58	230
22:30	70
25:45	62
27:55	29,500
25:18	534
25:10	426
30:53	211
28:07	234
24:17	104
21:31	289
27:14	109
23:59	142
23:02	568
24:06	292
27:22	126
28:30	79
33:09	325
21:14	44
25:25	232
32:01	185
28:43	254
27:29	38,575

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

Glossary

Response Time	<p>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.</p> <p>Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.</p>
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	<p>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.</p> <p>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.</p>
Average Response Time	<p>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.</p>
Number of First Responses	This is the total number of first arrivals within the reported time period.
UCL (Urban Centres Localities)	<p>These are geographical areas based on the Australian Bureau of Statistics Urban Centres and Localities (UCLs) boundaries and residential population.</p> <p>Ambulance Victoria reports performance for larger UCLs where population exceeds 7,500 persons.</p>
LGA (Local Government Area)	<p>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.</p>
Interstate LGAs	Incidents responded to by AV resources outside the Victorian LGA Boundaries