



Ambulance Victoria's Performance

2016/17 Quarter 2 (1st October 2016 to 31st December 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).

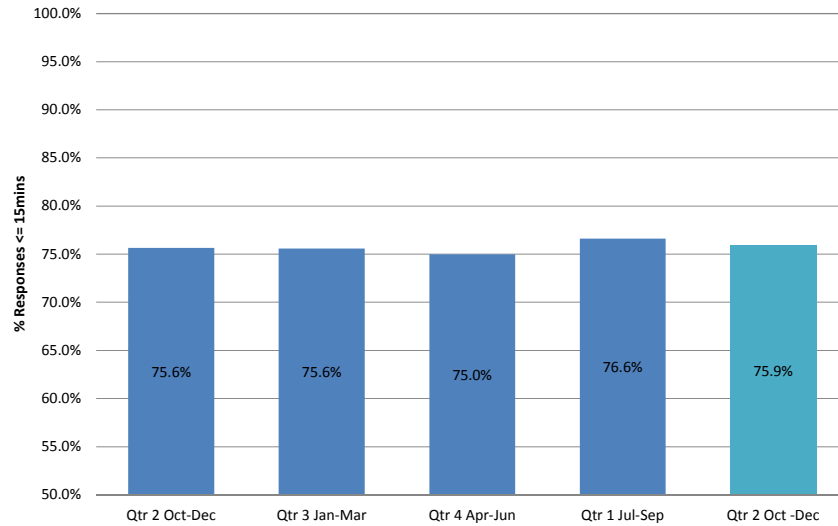
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

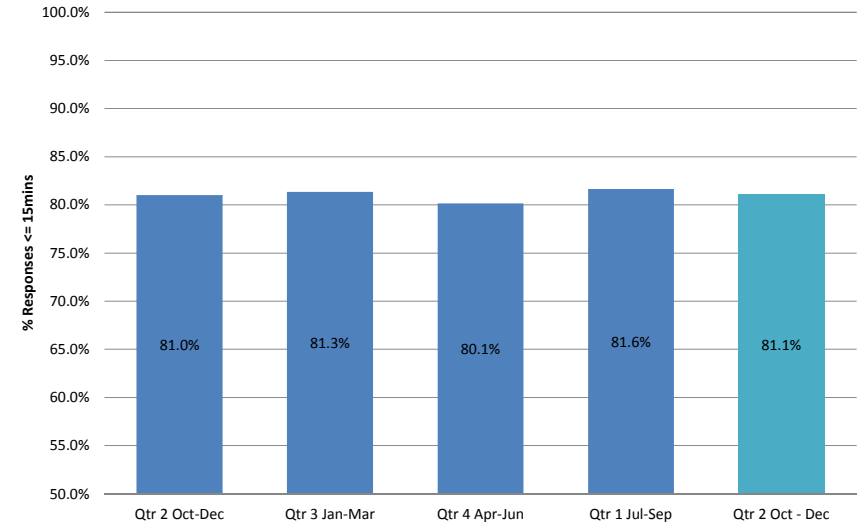
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

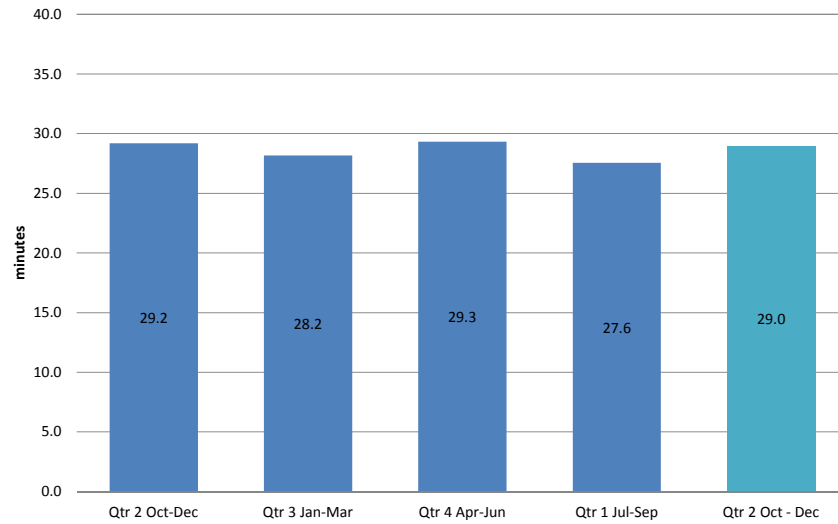
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

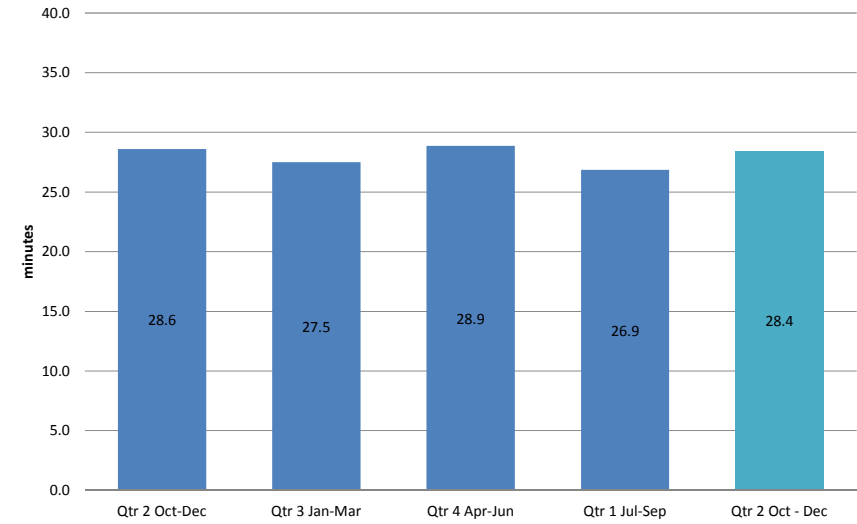
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

TABLE

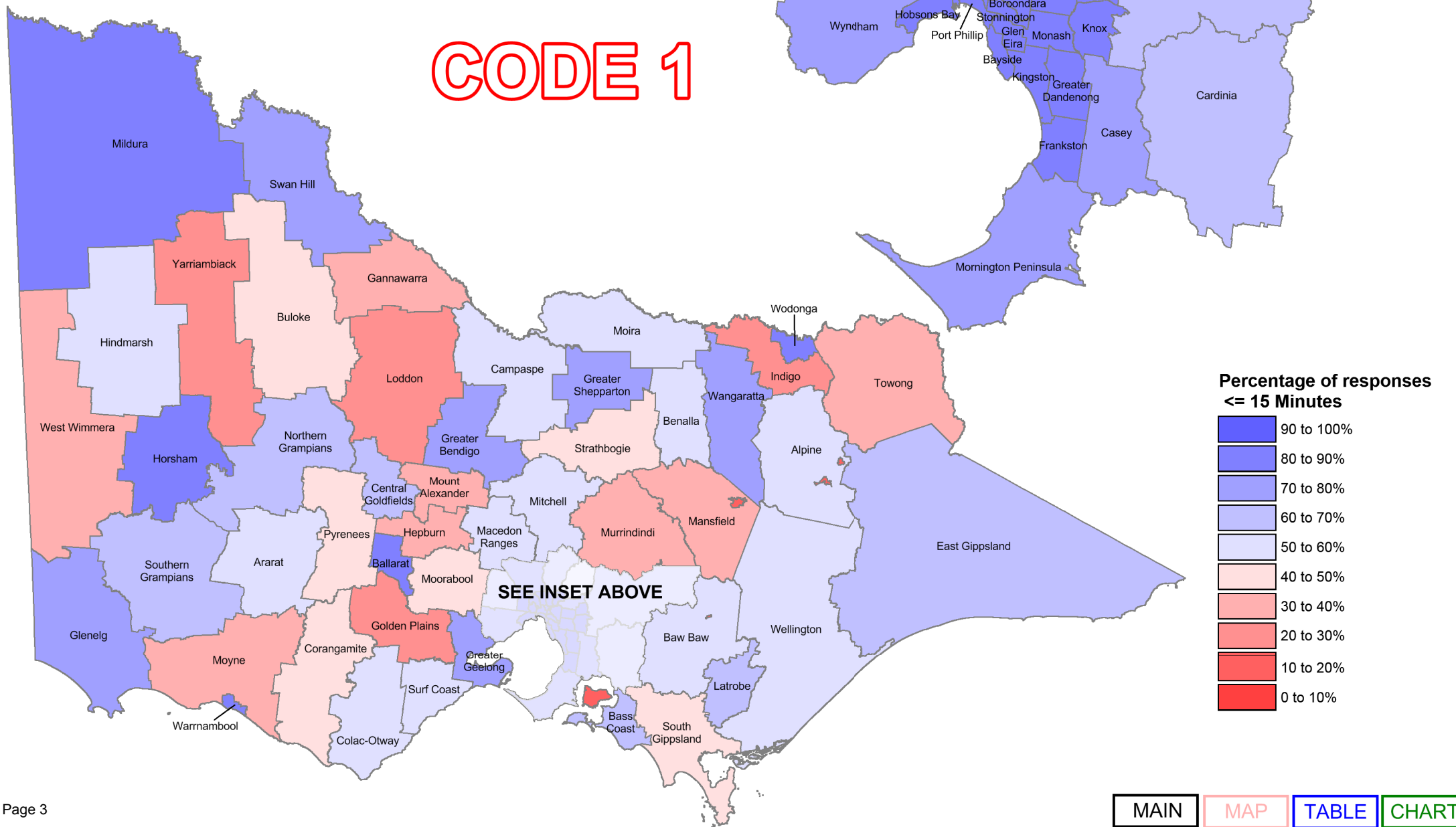


Ambulance Victoria

Percentage of Code 1 responses ≤ 15 Minutes by LGA

2016/17 Quarter 2 (1st October 2016 to 31st December 2016)

CODE 1



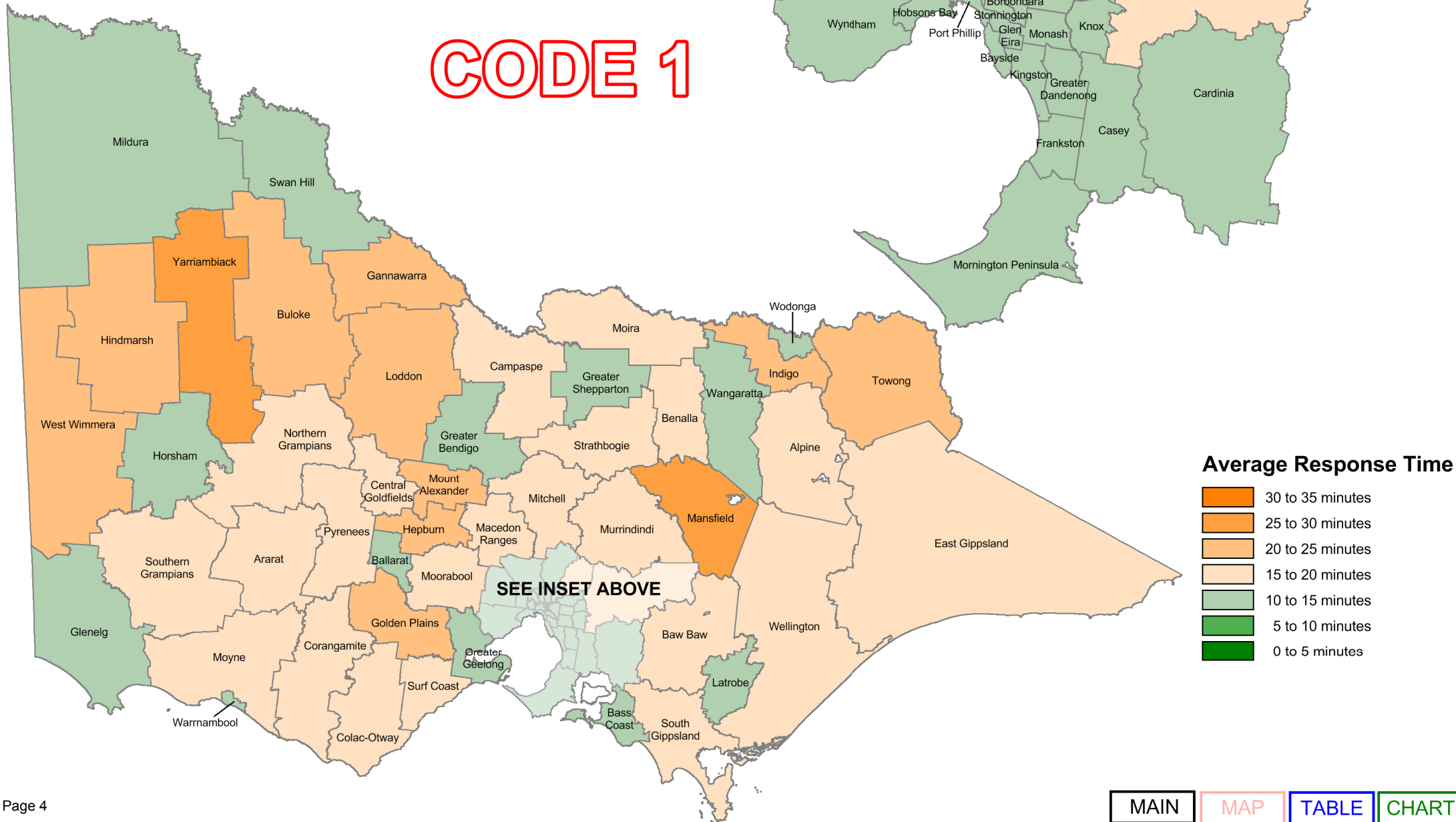


Ambulance Victoria

Average Code 1 Response Time by LGA

2016/17 Quarter 2 (1st October 2016 to 31st December 2016)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 2 2015/16		
	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	44.2%	21:44	138
Ararat	54.2%	18:02	153
Ballarat	85.7%	11:45	1,430
Banyule	86.2%	11:20	1,631
Bass Coast	64.0%	14:40	655
Baw Baw	49.2%	18:39	664
Bayside	82.6%	12:18	1,006
Benalla	56.2%	16:45	217
Boroondara	87.8%	11:18	1,559
Brimbank	78.3%	12:46	2,784
Buloke	30.5%	23:27	59
Campaspe	58.6%	16:36	567
Cardinia	61.6%	15:05	1,135
Casey	80.7%	12:13	3,469
Central Goldfields	58.8%	16:39	238
Colac-Otway	65.0%	15:43	237
Corangamite	36.7%	22:18	196
Darebin	86.3%	11:24	2,364
East Gippsland	56.1%	18:18	887
Frankston	84.8%	11:16	2,409
Gannawarra	47.4%	19:38	135
Glen Eira	85.0%	11:15	1,645
Glenelg	73.1%	13:52	260
Golden Plains	24.2%	21:07	161
Greater Bendigo	73.6%	13:35	1,728
Greater Dandenong	84.2%	11:16	2,469
Greater Geelong	72.6%	13:18	3,583
Greater Shepparton	76.7%	12:25	1,139
Hepburn	29.8%	21:41	168
Hindmarsh	57.0%	18:36	86
Hobsons Bay	83.7%	11:52	1,153
Horsham	84.1%	10:48	345
Hume	67.6%	14:25	3,336
Indigo	35.2%	21:41	145
Kingston	85.4%	11:22	1,985
Knox	85.4%	11:25	1,924
Latrobe	62.2%	15:08	1,752
Loddon	29.1%	24:16	134
Macedon Ranges	60.4%	14:52	548
Manningham	78.9%	12:49	1,238
Mansfield	32.5%	25:19	114
Maribyrnong	87.1%	10:44	1,108
Maroondah	85.5%	10:57	1,531
Melbourne	88.4%	10:16	2,882
Melton	69.8%	13:41	1,708
Mildura	80.5%	11:36	931
Mitchell	61.1%	15:47	573
Moir	59.8%	15:50	522
Monash	84.5%	11:40	2,110
Moonee Valley	83.7%	12:01	1,623
Moorabool	50.3%	16:59	398
Moreland	84.6%	11:42	2,481
Mornington Peninsula	69.7%	13:20	2,499
Mount Alexander	39.8%	20:07	269
Moyne	36.0%	18:27	139
Murrindindi	33.6%	22:52	247
Nillumbik	49.0%	16:38	553
Northern Grampians	65.5%	14:55	171
Port Phillip	86.1%	10:51	1,554
Pyrenees	39.5%	20:15	129
Queenscliffe	27.0%	18:46	63
South Gippsland	43.9%	19:54	412
Southern Grampians	64.1%	16:05	209
Stonnington	84.7%	11:16	1,258
Strathbogie	39.9%	19:18	208
Surf Coast	49.7%	17:09	378
Swan Hill	75.2%	13:36	314
Towong	38.6%	24:33	83
Wangaratta	75.3%	13:28	429
Warrnambool	90.6%	10:14	426
Wellington	55.7%	17:39	594
West Wimmera	34.6%	28:51	52
Whitehorse	89.0%	10:28	1,887
Whittlesea	69.1%	13:45	2,340
Wodonga	82.2%	11:48	569
Wyndham	74.4%	13:06	2,064
Yarra	89.5%	10:17	1,460
Yarra Ranges	57.9%	15:46	1,964
Yarriambiack	24.0%	23:49	96
Unincorporated	20.0%	58:51	5
Interstate LGAs	55.3%	17:55	311
Total AV	75.6%	13:03	82,396

Qtr 3 2015/16		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
42.3%	22:40	168
59.8%	16:58	164
82.2%	12:02	1,425
85.0%	11:28	1,539
62.3%	14:41	743
50.2%	17:47	667
80.0%	12:41	991
58.5%	17:22	212
87.4%	11:20	1,463
81.9%	12:08	2,629
33.3%	24:42	90
57.8%	15:39	569
62.8%	14:33	1,203
80.5%	12:05	3,273
61.4%	15:36	241
55.6%	18:33	207
32.4%	21:56	182
86.4%	11:25	2,179
57.3%	17:25	830
83.8%	11:25	2,371
43.6%	20:39	117
84.8%	11:35	1,589
71.7%	13:48	244
23.5%	20:51	153
74.0%	13:42	1,639
84.3%	11:22	2,543
72.3%	13:28	3,782
77.8%	12:13	1,109
30.8%	20:04	172
56.7%	17:54	97
82.8%	11:52	1,136
87.0%	10:08	315
69.1%	14:09	3,155
20.6%	22:23	170
85.2%	11:23	2,003
84.8%	11:20	1,696
63.1%	14:36	1,654
37.3%	21:29	126
58.6%	15:24	539
79.5%	12:34	1,173
27.9%	25:22	104
86.8%	10:58	1,125
84.9%	11:00	1,535
89.0%	9:51	2,884
73.5%	13:03	1,748
80.9%	11:37	970
60.4%	15:33	599
58.2%	16:01	522
84.3%	11:36	2,065
82.8%	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	147
33.8%	21:30	225
50.4%	16:56	530
58.0%	17:18	188
86.1%	10:57	1,559
42.6%	19:52	122
27.4%	18:40	62
40.6%	19:57	458
71.2%	13:53	163
86.9%	11:19	1,218
29.9%	22:46	201
46.4%	17:55	405
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%	21:52	26
90.3%	10:27	1,769
69.8%	13:43	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%	47:48	15
49.1%	19:21	287
75.6%	13:01	80,898

Qtr 4 2015/16		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
36.2%	23:09	163
56.6%	18:50	159
82.9%	12:01	1,593
82.3%	11:57	1,529
66.3%	14:37	590
48.7%	17:50	659
81.7%	12:37	1,008
59.7%	16:59	196
84.6%	11:43	1,478
79.2%	12:27	2,773
33.8%	28:11	80
64.9%	15:22	538
61.4%	14:43	1,146
79.0%	12:21	3,432
64.5%	15:46	220
54.8%	17:53	210
39.3%	20:54	173
84.1%	11:47	2,169
59.2%	16:29	819
84.4%	11:26	2,329
54.1%	17:32	109
84.2%	11:46	1,642
76.0%	13:05	242
22.3%	21:34	188
73.7%	13:28	1,699
82.8%	11:45	2,472
72.4%	13:18	3,583
78.4%	12:09	1,068
29.5%	21:10	200
47.9%	20:57	96
80.2%	12:06	1,153
79.9%	12:16	284
68.6%	14:03	3,143
26.0%	23:04	146
84.0%	11:30	1,971
82.6%	11:46	1,779
64.9%	14:52	1,682
28.3%	24:23	127
58.4%	15:12	543
77.2%	12:54	1,286
31.5%	25:45	73
83.3%	11:47	1,160
85.7%	11:06	1,454
88.1%	10:13	2,839
69.9%	13:45	1,813
82.6%	11:40	951
57.4%	15:45	592
57.3%	16:09	489
83.6%	11:46	2,074
81.4%	12:31	1,657
54.2%	16:16	373
80.8%	12:19	2,454
73.5%	12:43	2,464
49.1%	18:29	230
48.5%	17:53	169
29.3%	23:33	215
48.4%	16:39	574
67.0%	14:20	182
85.7%	10:56	1,466
48.9%	18:21	133
33.3%	18:31	42
40.2%	19:39	405
64.4%	16:04	180
84.0%	12:03	1,199
29.9%	22:20	184
50.2%	17:35	321
74.7%	12:59	277
39.3%	21:53	84
72.5%	14:02	461
90.9%	9:57	429
54.3%	17:09	562
43.1%	20:03	51
88.5%	10:34	1,799
66.4%	14:14	2,492
84.3%	11:47	578
72.5%	13:15	2,093
89.1%	10:20	1,328
60.5%	15:17	1,967
30.6%	23:15	111
42.9%	37:34	14
50.4%	18:20	258
75.0%	13:07	80,874

Qtr 1 2016/17		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
41.7%	20:29	127
63.4%	15:33	134
83.4%	11:40	1,400
84.8%	11:26	1,454
62.7%	15:18	576
52.9%	18:07	599
85.5%	11:57	881
60.7%	15:58	178
86.7%	11:33	1,414
82.1%	12:09	2,534
40.5%	26:43	79
64.9%	14:53	502
62.9%	14:49	1,017
80.9%	12:07	3,133
59.6%	15:44	240
61.7%	17:27	196
43.4%	19:24	159
85.6%	11:08	1,945
56.2%	17:49	713
86.3%	10:59	1,987
49.3%	19:15	67
86.2%	11:02	1,454
78.2%	12:42	179
23.8%	22:11	164
73.0%	13:39	1,527
84.1%	11:29	2,254
76.6%	12:44	3,298
80.6%	11:28	923
26.9%	22:02	160
54.9%	19:02	102
80.1%	12:11	1,103
81.2%	11:57	287
67.9%	14:00	2,923
27.2%	21:08	136
85.7%	11:15	1,775
83.0%	11:48	1,683
67.5%	14:10	1,415
38.5%	20:34	109
59.0%	14:48	451
81.0%	12:31	1,071
46.3%	21:42	80
84.0%	11:20	1,088
87.8%	10:39	1,407
88.0%	10:09	2,490
69.2%	13:32	1,758
82.6%	11:33	853
56.6%	16:10	509
58.3%	16:28	446
84.3%	11:40	1,855
81.5%	12:21	1,404
53.0%	16:52	368
82.7%	11:49	2,284
74.8%	12:36	2,204
54.1%	18:16	222
42.8%	18:03	152
36.3%	21:43	171
53.0%	16:12	474
63.4%	16:44	145
87.8%	10:33	1,288
35.5%	20:42	107
42.1%	17:50	38
40.8%	20:36	333
61.4%	16:59	145
85.0%	11:16	1,053
28.5%	22:42	151
56.3%	16:02	270
70.4%	14:10	250
45.3%	22:25	53
73.1%	14:28	368
90.2%	10:23	356
55.6%	16:46	518
32.3%	23:08	31
90.2%	10:25	1,637
69.9%	13:42	2,313
83.7%	11:29	590
73.8%	13:29	2,033
88.8%	9:59	1,224
64.7%	14:30	1,713
18.9%	25:53	74
78.9%	14:04	76
48.1%	20:06	206
76.6%	12:50	73,086

Qtr 2 2016/17		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
50.0%	19:29	140
53.2%	18:31	141
84.0%	11:37	1,327
85.0%	11:22	1,245
65.2%	14:55	557
55.8%	17:22	557
82.2%	12:22	866
57.0%	17:03	186
84.4%	11:34	1,171
80.4%	12:22	2,408
40.3%	22:59	77
58.9%	16:10	475
63.2%	14:56	973
79.0%	12:16	3,050
60.5%	16:53	205
50.6%	18:05	174
45.5%	19:57	134
87.5%	11:14	1,873
64.0%	16:29	661
85.2%	11:14	1,902
39.2%	21:00	97
85.9%	11:18	1,379
79.4%	12:57	204
24.9%	20:52	177
75.3%	13:25	1,428
83.2%	11:29	2,125
75.5%	12:48	2,946
78.8%	11:52	868
34.4%	20:41	186
56.4%	20:00	110
80.2%	12:32	933
81.9%	11:20	226
73.4%	13:39	2,905
26.1%	20:33	142
83.7%	11:34	1,624
80.5%	12:16	1,501
68.9%	13:44	1,366
27.6%	24:08	98
53.4%	16:13	453
77.5%	12:57	1,005
34.1%	28:22	82
86.8%	11:14	938
86.1%	11:01	1,215
87.0%	10:30	2,442
69.3%	13:49	1,554
82.6%	11:59	742
55.3%	16:29	474
55.2%	17:09	393
83.0%	11:54	1,756
80.0%	13:03	1,280
49.6%	17:15	349
83.2%	11:54	2,099
74.8%	12:29	2,039
39.2%	20:07	199
36.0%	19:13	125
36.6%	19:50	172
55.3%	16:01	443
66.7%	15:31	138
88.0%	10:31	1,218
44.0%	18:03	84
40.5%	20:00	42
44.9%	19:02	325
64.0%	16:15	172
83.6%	11:42	933
40.7%	19:57	140
55.2%	16:46	315
74.2%	12:30	233
38.0%	23:18	71
73.4%	13:53	354
89.8%	10:12	361
51.9%	17:52	541
39.4%	21:58	33
89.0%	10:39	1,410
69.3%	13:52	2,153
83.8%	11:45	488
73.3%	13:28	1,862
89.6%	9:54	1,099
62.9%	15:05	1,596
28.3%	25:06	99
11.1%	54:15	9
42.3%	20:53	220
75.9%	13:01	68,093



Ambulance Victoria

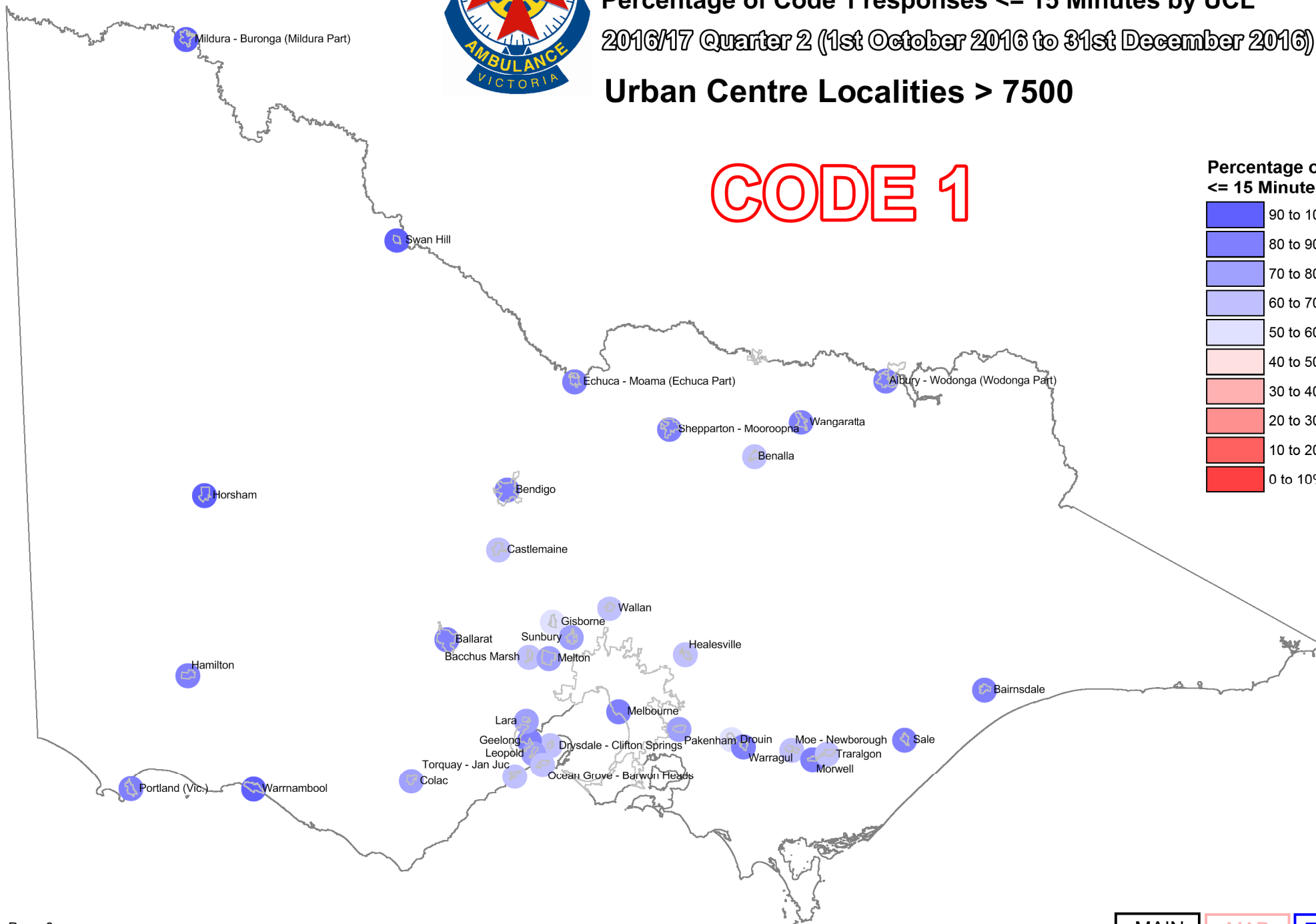
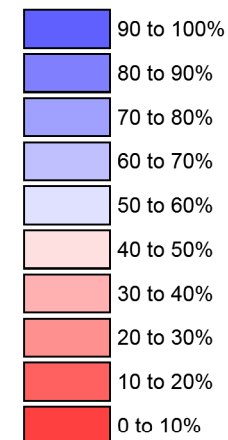
Percentage of Code 1 responses \leq 15 Minutes by UCL

2016/17 Quarter 2 (1st October 2016 to 31st December 2016)

Urban Centre Localities $>$ 7500

CODE 1

Percentage of responses
 \leq 15 Minutes





Ambulance Victoria

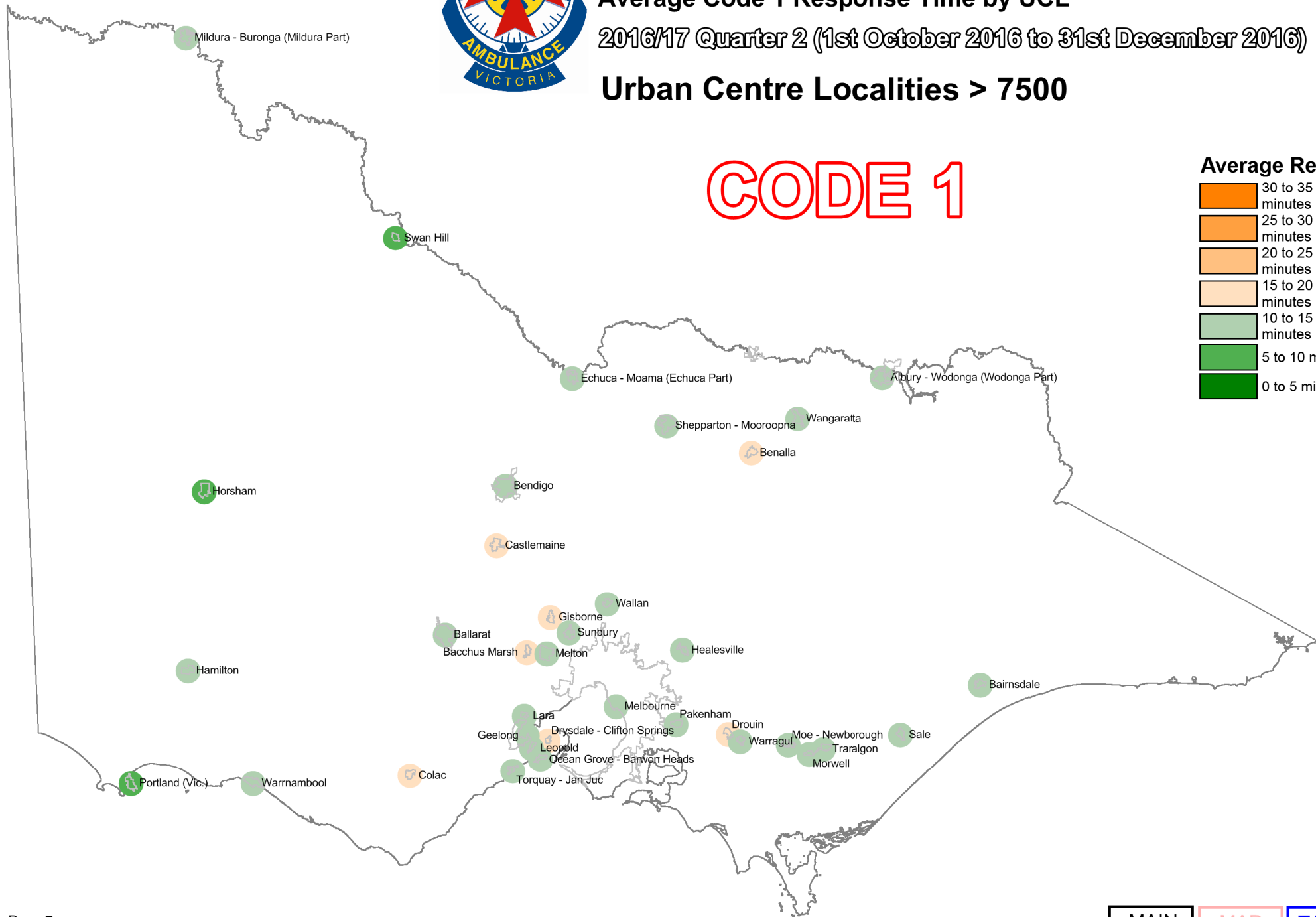
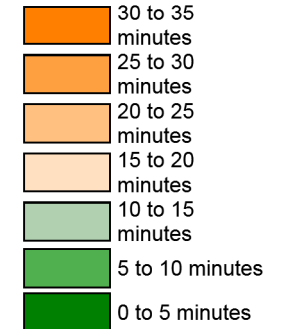
Average Code 1 Response Time by UCL

2016/17 Quarter 2 (1st October 2016 to 31st December 2016)

Urban Centre Localities > 7500

CODE 1

Average Response Time





UCL Name

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	87.2%	10:56	515
Bacchus Marsh	65.0%	14:24	214
Bairnsdale	79.6%	12:27	318
Ballarat	88.0%	11:24	1,347
Benalla	69.9%	14:28	153
Bendigo	79.2%	12:41	1,502
Castlemaine	55.6%	17:17	162
Colac	82.0%	12:13	139
Drouin	46.3%	18:38	190
Drysdale - Clifton Springs	59.4%	15:00	138
Echuca - Moama (Echuca Part)	77.8%	13:37	216
Geelong	78.3%	12:22	2,616
Gisborne	72.4%	12:47	127
Hamilton	92.9%	9:52	127
Healesville	54.4%	17:35	169
Horsham	91.5%	9:40	307
Lara	76.7%	13:32	133
Leopold	78.1%	12:39	128
Melbourne	81.8%	11:53	54,948
Melton	71.2%	13:24	918
Mildura - Buronga (Mildura Part)	90.2%	9:40	664
Moe - Newborough	60.8%	14:49	469
Morwell	78.7%	12:38	488
Ocean Grove - Barwon Heads	62.5%	15:13	200
Pakenham	76.6%	12:29	610
Portland (Vic.)	84.5%	11:11	148
Sale	83.0%	10:25	194
Shepparton - Mooropna	87.7%	10:50	871
Sunbury	68.5%	14:27	524
Swan Hill	91.5%	9:51	189
Torquay - Jan Juc	63.6%	14:47	173
Traralgon	63.7%	14:35	504
Wallan	74.8%	13:00	115
Wangaratta	89.2%	10:12	316
Warragul	77.3%	12:57	211
Warrnambool	91.0%	10:09	410
Total UCLs > 7500	81.0%	12:01	70,453

Qtr 2 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 3 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	1,523
	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	53,742
	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%	12:50	601
	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	69,248

Qtr 4 2015/16

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	87.0%	10:57	538
	66.5%	14:45	203
	73.2%	13:33	265
	85.4%	11:23	1,338
	69.3%	13:56	140
	78.8%	12:37	1,341
	64.4%	16:31	149
	78.3%	14:39	129
	50.3%	18:42	159
	65.9%	13:57	132
	82.3%	11:40	226
	82.5%	11:48	2,413
	65.7%	14:01	99
	85.4%	12:48	89
	61.7%	15:28	154
	88.1%	10:06	253
	74.4%	13:16	129
	82.1%	11:33	112
	82.2%	11:48	48,893
	71.3%	13:03	940
	92.0%	9:44	626
	61.2%	14:13	394
	86.4%	11:29	404
	66.7%	14:49	171
	79.0%	12:30	542
	88.4%	10:27	112
	88.5%	9:38	183
	89.7%	10:12	735
	75.8%	12:44	450
	92.3%	9:30	143
	69.3%	13:20	150
	65.7%	14:55	411
	72.3%	12:18	112
	91.1%	10:47	270
	78.8%	13:30	212
	90.9%	10:02	342
	81.6%	11:53	62,959

Qtr 1 2016/17

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	88.2%	11:12	449
	63.9%	15:03	183
	84.9%	11:55	251
	85.5%	11:21	1,266
	64.3%	15:34	154
	80.8%	12:35	1,259
	61.4%	16:53	114
	70.7%	15:04	99
	54.2%	16:53	142
	61.5%	15:51	122
	81.1%	12:02	185
	83.1%	11:37	2,123
	51.6%	15:19	91
	85.3%	12:49	109
	67.8%	14:29	146
	90.3%	9:48	195
	74.6%	14:13	114
	70.2%	13:17	114
	81.5%	11:58	45,285
	71.3%	13:14	811
	91.6%	10:02	521
	67.8%	13:20	370
	80.9%	11:50	382
	65.3%	14:24	144
	78.1%	12:51	511
	88.6%	9:54	123
	84.0%	10:18	162
	89.4%	10:32	677
	70.8%	14:25	473
	92.9%	8:48	140
	65.6%	14:45	160
	69.1%	13:58	414
	68.0%	13:31	103
	86.7%	11:11	271
	80.9%	13:09	183
	90.8%	10:02	346
	81.1%	12:02	58,192

Qtr 2 2016/17

MAIN

MAP
≤ 15 Minutes

MAP
Average

TABLE

CHART

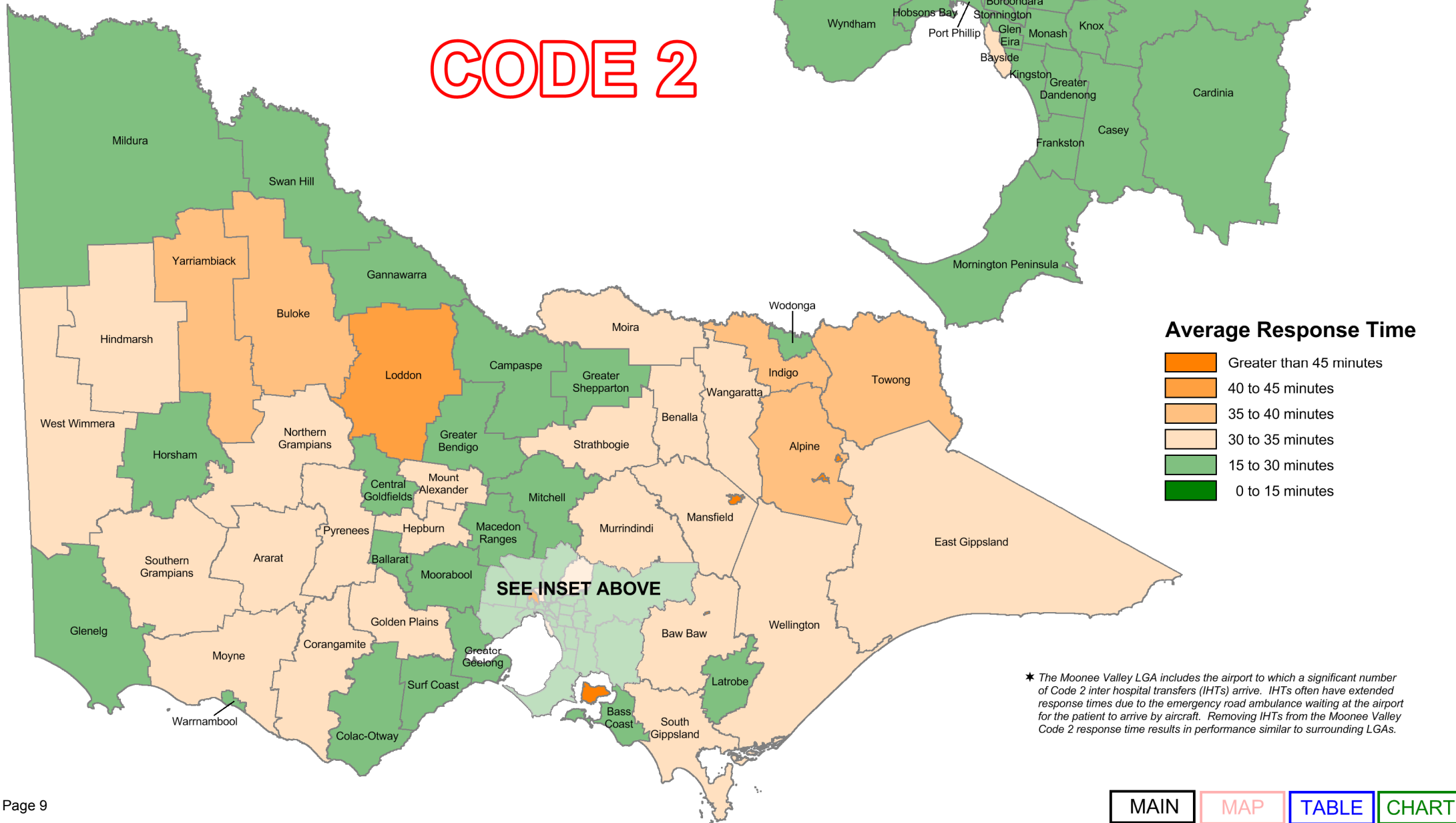


Ambulance Victoria

Average Code 2 Response Time by LGA

2016/17 Quarter 2 (1st October 2016 to 31st December 2016)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 2 2015/16		Qtr 3 2015/16		Qtr 4 2015/16		Qtr 1 2016/17		Qtr 2 2016/17	
	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	32:35	143	34:11	140	32:58	171	36:42	138	37:31	153
Ararat	33:16	132	30:52	146	33:36	118	37:58	121	33:34	130
Ballarat	23:18	810	20:40	788	23:18	863	22:29	903	24:02	977
Banyule	29:42	827	27:44	797	28:06	768	26:24	847	28:57	928
Bass Coast	28:00	430	29:36	462	31:47	360	30:11	422	28:18	477
Baw Baw	36:28	384	31:58	397	32:11	339	31:02	381	31:36	453
Bayside	31:11	656	31:51	672	33:00	626	29:45	634	33:22	679
Benalla	26:51	172	29:38	153	25:59	153	31:24	159	30:22	193
Boroondara	28:15	928	26:00	891	29:25	843	25:11	890	27:51	961
Brimbank	28:23	1,326	27:19	1,330	30:50	1,252	26:45	1,389	28:01	1,431
Buloke	51:30	68	42:15	54	41:04	59	40:28	60	38:29	70
Campaspe	28:44	379	29:11	370	26:53	366	30:59	400	27:48	387
Cardinia	24:25	623	25:02	521	25:22	578	24:13	572	27:03	626
Casey	24:00	1,796	23:22	1,738	24:29	1,679	22:38	1,926	24:21	1,991
Central Goldfields	27:34	123	30:14	199	28:44	157	27:04	201	28:52	218
Colac-Otway	29:02	168	31:59	203	31:33	174	31:13	169	26:37	183
Corangamite	36:26	126	27:47	134	30:45	135	27:47	128	30:21	148
Darebin	30:57	1,179	26:52	1,140	31:17	1,111	27:22	1,133	28:44	1,254
East Gippsland	36:13	548	34:11	580	30:40	470	36:52	508	32:59	614
Frankston	23:45	1,397	22:03	1,425	23:09	1,350	20:40	1,407	23:16	1,510
Gannawarra	30:57	94	36:04	99	35:03	99	33:56	88	28:20	88
Glen Eira	30:17	888	31:24	786	30:26	789	27:58	858	29:30	955
Glenelg	27:51	178	26:28	163	26:03	166	24:53	174	29:22	204
Golden Plains	30:15	71	35:12	75	32:24	81	29:43	83	33:06	102
Greater Bendigo	27:42	855	27:28	812	28:31	879	28:57	895	28:31	1,012
Greater Dandenong	25:09	1,294	24:39	1,453	25:38	1,338	24:29	1,329	26:25	1,466
Greater Geelong	27:37	1,982	28:36	1,865	27:21	1,913	26:23	1,979	27:16	2,240
Greater Shepparton	25:45	644	23:43	679	23:46	651	24:38	717	25:50	671
Hepburn	31:15	117	33:29	138	37:15	149	33:35	140	32:31	181
Hindmarsh	34:01	75	32:44	60	30:48	92	33:28	75	30:50	65
Hobsons Bay	25:57	642	25:45	618	30:24	655	28:06	632	29:33	727
Horsham	23:22	222	23:32	250	25:43	232	26:07	225	27:49	239
Hume	32:49	1,456	28:48	1,431	32:51	1,352	28:59	1,500	29:59	1,673
Indigo	34:07	76	31:46	82	32:19	87	28:22	77	36:17	96
Kingston	25:44	1,052	25:43	1,091	27:06	1,035	24:42	1,026	28:15	1,267
Knox	24:47	1,003	21:53	1,050	23:37	1,027	22:08	1,098	25:37	1,107
Latrobe	33:29	934	31:38	888	32:20	916	29:32	866	29:55	947
Loddon	36:43	55	37:07	63	34:53	58	36:18	60	41:13	70
Macedon Ranges	24:03	418	26:09	387	25:25	374	24:38	408	25:58	460
Manningham	29:48	608	26:17	631	29:13	602	26:47	636	29:41	705
Mansfield	37:00	99	38:47	96	34:50	84	35:52	101	33:14	98
Maribyrnong	25:51	630	25:45	578	26:29	608	26:59	597	28:22	620
Maroondah	24:12	883	24:20	980	25:46	882	24:15	898	25:00	991
Melbourne	27:20	1,666	25:15	1,851	27:20	1,604	25:09	1,628	25:41	1,975
Melton	27:21	842	26:38	855	31:19	817	26:49	829	28:44	988
Mildura	26:53	571	26:48	587	28:58	586	27:16	592	28:45	643
Mitchell	26:06	399	27:29	367	27:36	373	26:48	455	28:55	454
Moir	30:26	333	27:48	338	28:46	344	28:15	364	31:03	424
Monash	27:24	1,212	25:13	1,112	27:53	1,125	26:05	1,187	27:22	1,338
* Moonee Valley	64:22	1,236	67:54	1,205	61:12	1,149	61:18	1,129	61:48	1,305
Moorabool	29:27	263	25:25	225	32:12	263	30:43	285	27:26	309
Moreland	31:50	1,263	30:38	1,269	32:07	1,214	30:02	1,278	32:12	1,290
Mornington Peninsula	24:34	1,471	24:09	1,559	23:34	1,413	23:09	1,438	24:29	1,531
Mount Alexander	29:29	186	28:24	157	33:19	154	32:43	166	34:01	168
Moyne	27:19	86	29:24	104	32:31	108	29:52	85	32:08	113
Murrindindi	37:13	132	33:58	134	27:54	128	30:18	144	33:35	164
Nillumbik	35:48	253	31:22	248	33:38	256	32:31	295	33:05	277
Northern Grampians	31:38	110	27:29	130	27:37	152	33:27	156	31:42	178
Port Phillip	29:10	870	27:55	927	29:01	716	25:37	764	28:41	871
Pyrenees	30:44	60	31:32	53	29:26	56	27:57	72	30:05	63
Queenscliffe	30:41	41	32:42	35	29:10	36	28:04	37	32:37	73
South Gippsland	34:49	245	34:10	257	32:53	282	32:44	233	33:07	293
Southern Grampians	28:00	146	24:52	135	27:35	118	29:56	151	30:15	139
Stonnington	31:52	627	28:30	608	31:20	606	27:51	629	28:59	701
Strathbogie	29:55	102	33:09	107	34:44	120	33:26	125	32:15	143
Surf Coast	28:37	200	30:15	212	27:59	178	26:07	189	28:04	246
Swan Hill	29:51	218	26:55	200	31:00	204	30:23	223	28:58	235
Towong	40:41	63	28:14	64	31:20	67	35:08	66	36:55	74
Wangaratta	30:14	276	30:30	293	30:12	300	29:17	257	31:18	334
Warrnambool	25:01	340	28:11	268	21:47	280	23:13	261	24:56	294
Wellington	31:31	327	31:11	347	31:10	332	29:05	336	33:21	414
West Wimmera	34:35	34	37:11	35	30:31	42	38:08	40	31:58	51
Whitehorse	24:56	1,130	24:06	1,105	25:02	1,060	25:04	1,062	25:23	1,171
Whittlesea	31:36	1,101	29:53	1,076	31:21	1,087	29:08	1,187	29:56	1,297
Wodonga	30:14	339	25:20	344	27:58	352	26:05	353	27:40	365
Wyndham	28:10	1,096	26:49	1,091	28:43	1,045	27:22	1,169	28:06	1,116
Yarra	26:59	642	26:54	600	28:13	580	25:24	618	26:16	722
Yarra Ranges	26:43	986	27:36	926	31:39	904	24:58	991	27:51	1,127
Yarriambiack	35:29	84	39:12	66	34:56	96	41:38	82	35:07	93
Unincorporated	46:44	2	59:39	12	29:43	16	18:08	256	69:18	6
Interstate LGAs	34:32	128	27:31	145	34:13	120	34:34	111	36:13	132
Total AV	29:10	45,571	28:09	45,462	29:18	43,924	27:33	46,093	29:00	50,484



Ambulance Victoria

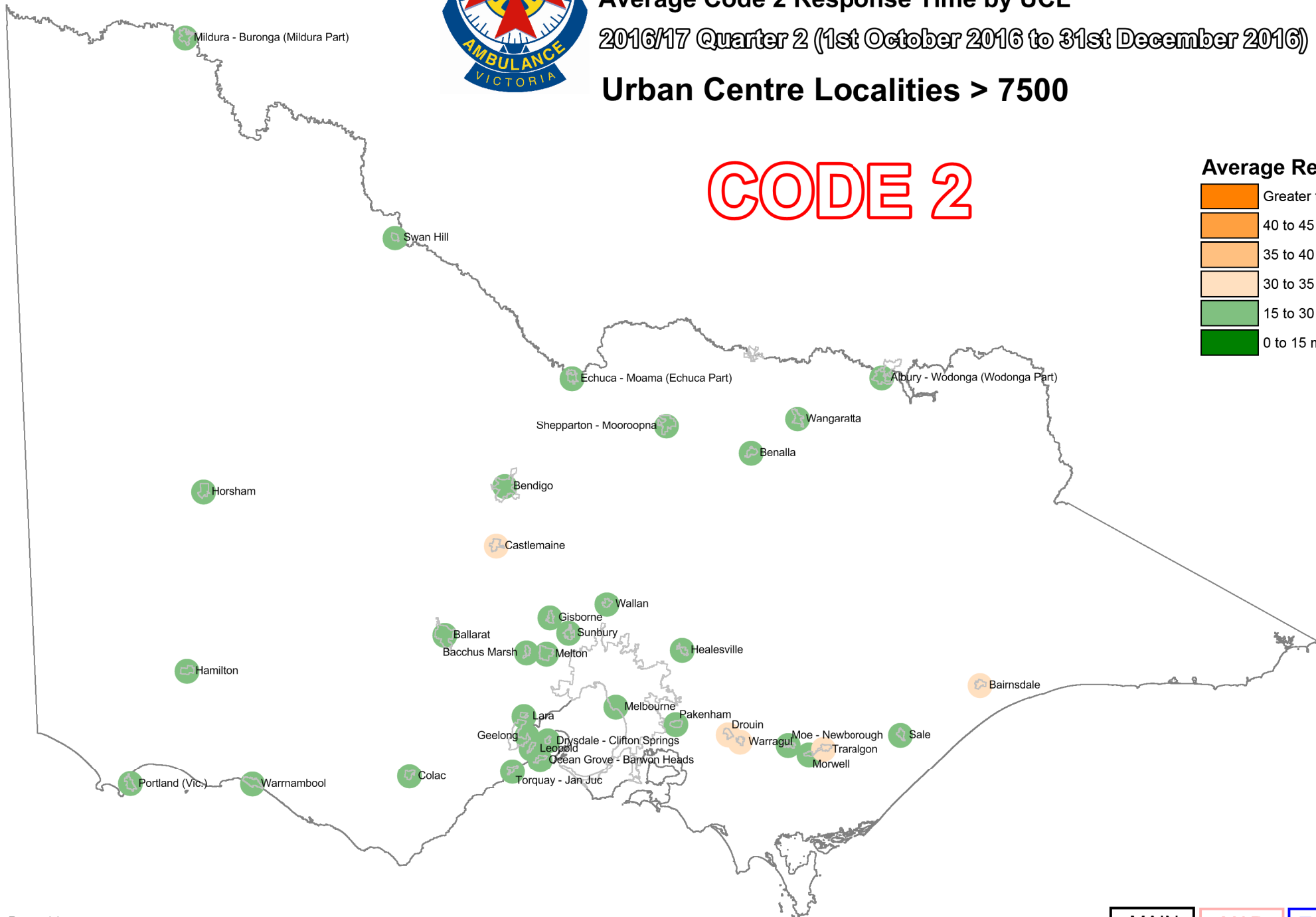
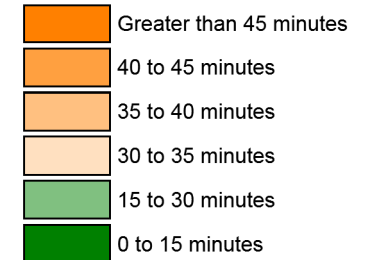
Average Code 2 Response Time by UCL

2016/17 Quarter 2 (1st October 2016 to 31st December 2016)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 2 2015/16

Qtr 3 2015/16

Qtr 4 2015/16

Qtr 1 2016/17

Qtr 2 2016/17

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	29:49	314
Bacchus Marsh	28:29	158
Bairnsdale	36:29	217
Ballarat	22:34	777
Benalla	23:59	154
Bendigo	27:00	756
Castlemaine	28:14	143
Colac	28:05	120
Drouin	34:43	98
Drysdale - Clifton Springs	27:12	86
Echuca - Moama (Echuca Part)	30:15	204
Geelong	27:04	1,434
Gisborne	24:16	85
Hamilton	22:31	104
Healesville	28:56	102
Horsham	22:05	208
Lara	28:25	69
Leopold	19:50	60
Melbourne	29:07	29,470
Melton	26:45	504
Mildura - Buronga (Mildura Part)	23:47	429
Moe - Newborough	31:17	243
Morwell	31:23	249
Ocean Grove - Barwon Heads	23:08	129
Pakenham	22:22	372
Portland (Vic.)	27:37	133
Sale	24:59	149
Shepparton - Mooropna	24:27	545
Sunbury	27:38	302
Swan Hill	29:11	142
Torquay - Jan Juc	24:41	96
Traralgon	36:00	298
Wallan	20:43	70
Wangaratta	28:45	241
Warragul	34:43	169
Warrnambool	25:09	335
Total UCLs > 7500	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

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	782
33:40	115
30:55	134
33:01	95
23:07	66
28:25	186
26:18	1,442
24:05	84
22:25	81
39:34	83
22:27	195
28:57	52
21:11	62
29:24	28,161
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	37,203

Average Response Time Minutes	Total Number of First Responses
25:15	324
30:30	199
37:01	188
21:57	868
31:18	137
28:40	801
29:32	114
32:32	141
25:53	72
25:28	94
33:48	207
24:38	1,391
25:37	80
27:07	106
28:29	98
22:48	199
22:15	80
22:14	62
27:07	29,498
25:54	496
24:00	437
25:12	230
29:03	227
24:13	110
22:12	295
23:17	117
25:26	126
23:41	590
23:25	266
32:18	122
25:27	96
30:47	288
19:34	73
25:44	206
31:52	197
23:14	250
26:51	38,785

Average Response Time Minutes	Total Number of First Responses
26:55	339
26:44	206
31:36	228
23:58	945
29:39	164
27:41	864
31:50	117
27:04	140
31:54	93
26:40	77
28:00	189
25:38	1,568
26:00	101
25:07	93
23:25	93
23:46	203
26:32	85
24:12	83
28:56	32,219
26:37	567
26:51	469
24:09	245
27:14	246
25:18	119
25:22	345
28:53	125
27:06	159
25:13	542
28:16	293
27:48	131
29:55	107
33:49	347
21:33	48
29:50	280
30:31	225
24:46	285
28:26	42,340

MAIN

MAP

TABLE

CHART

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