



Ambulance Victoria's Performance

2018/19 Quarter 3 (1st January 2019 to 31st March 2019)

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).

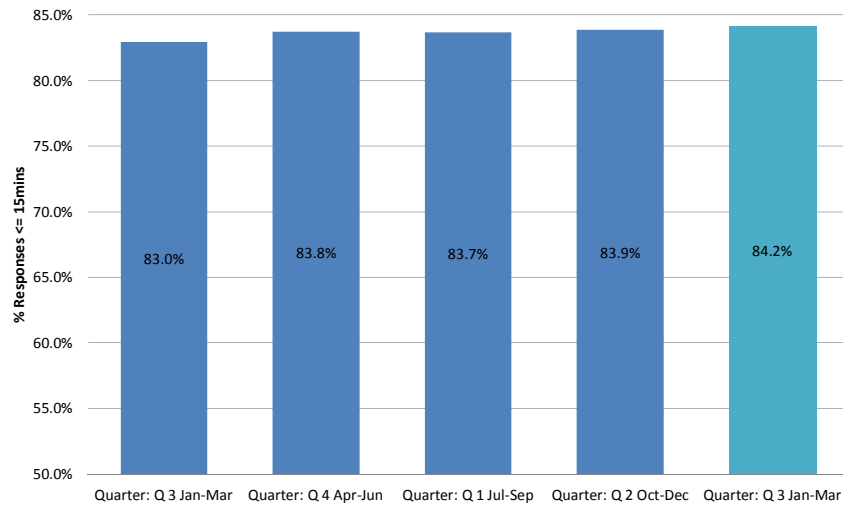
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

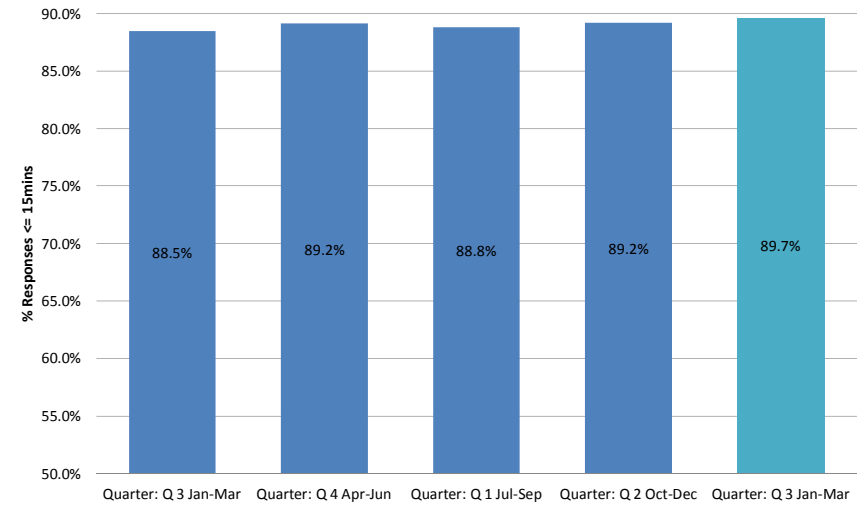
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

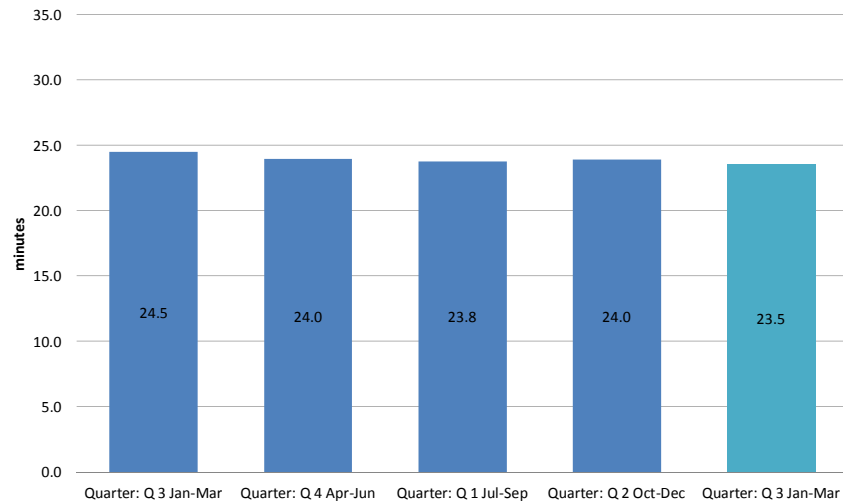
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

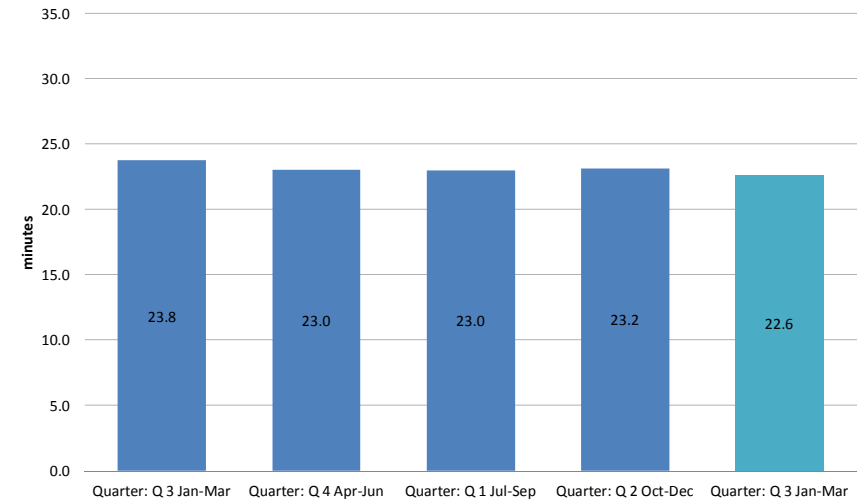
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

TABLE

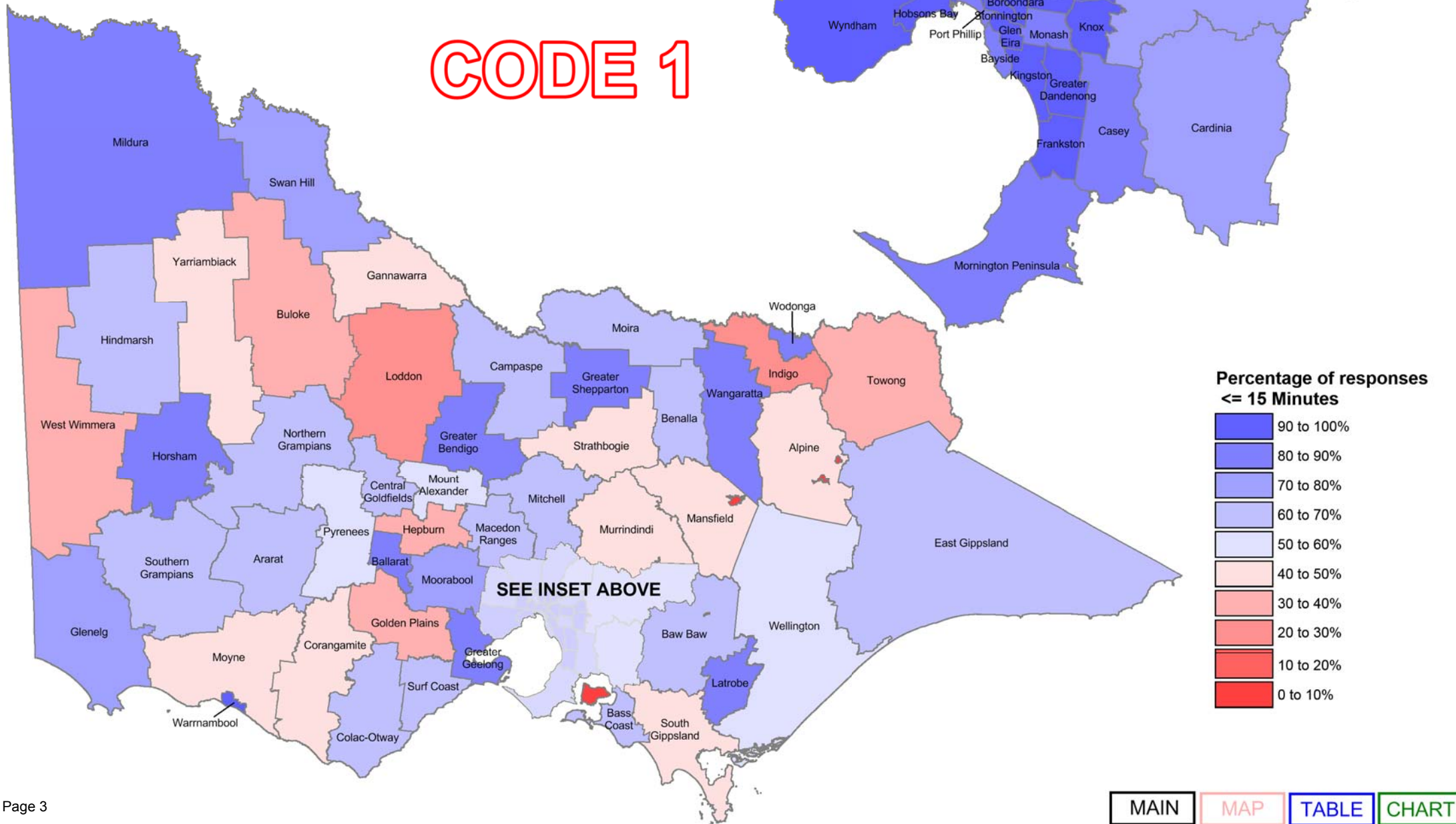


Ambulance Victoria

Percentage of Code 1 responses ≤ 15 Minutes by LGA

2018/19 Quarter 3 (1st January 2019 to 31st March 2019)

CODE 1

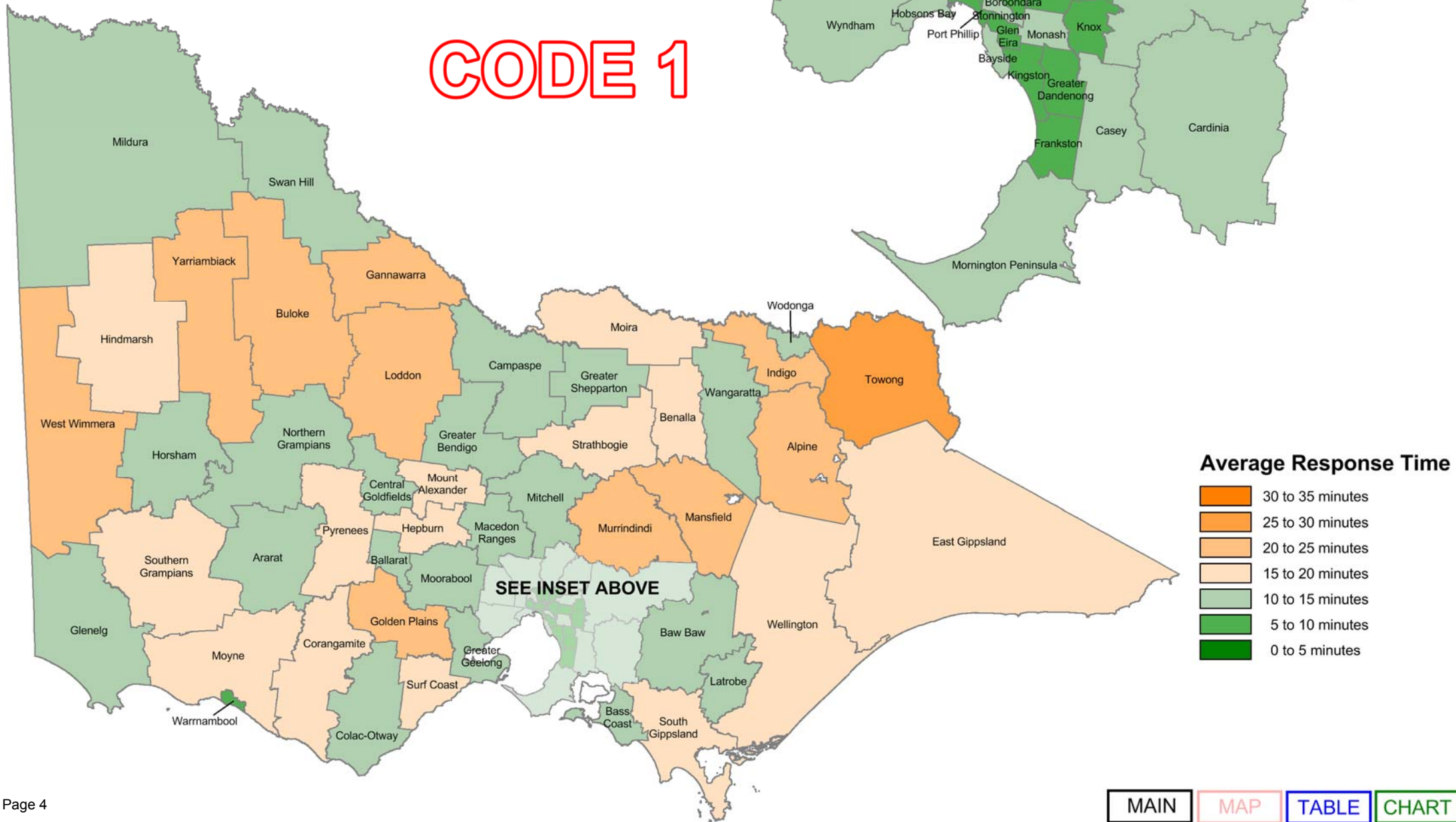


Ambulance Victoria

Average Code 1 Response Time by LGA

2018/19 Quarter 3 (1st January 2019 to 31st March 2019)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 3 2017/18		
	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	49.7%	17:41	145
Ararat	66.2%	15:26	142
Ballarat	87.0%	10:55	1,292
Banyule	89.2%	10:07	1,191
Bass Coast	63.5%	14:08	598
Baw Baw	72.8%	13:20	563
Bayside	88.4%	10:45	809
Benalla	75.3%	12:46	166
Boroondara	90.4%	10:26	1,162
Brimbank	89.7%	10:19	2,172
Buloke	40.9%	23:54	66
Campaspe	67.3%	14:14	495
Cardinia	72.4%	12:39	1,007
Casey	86.3%	10:47	2,968
Central Goldfields	62.5%	15:29	168
Colac-Otway	62.6%	15:52	235
Corangamite	48.5%	18:13	171
Darebin	91.7%	10:02	1,813
East Gippsland	59.2%	16:42	710
Frankston	93.1%	9:19	1,781
Gannawarra	42.4%	21:18	125
Glen Eira	90.0%	10:06	1,307
Glenelg	80.2%	12:19	248
Golden Plains	39.4%	18:05	160
Greater Bendigo	80.4%	11:55	1,380
Greater Dandenong	90.1%	10:11	1,926
Greater Geelong	85.4%	11:02	3,095
Greater Shepparton	84.5%	10:46	886
Hepburn	45.6%	16:43	158
Hindmarsh	54.2%	21:59	59
Hobsons Bay	85.4%	10:45	889
Horsham	85.7%	10:33	272
Hume	87.5%	10:41	2,688
Indigo	32.7%	22:20	110
Kingston (C) (V	89.9%	10:10	1,509
Knox	90.7%	10:18	1,445
Latrobe (C) (V	78.0%	11:47	1,325
Loddon	31.5%	23:17	92
Macedon Ranges	63.7%	14:20	430
Manningham	84.1%	11:50	989
Mansfield	42.7%	19:38	96
Maribyrnong	88.4%	10:11	853
Maroondah	92.9%	9:12	1,229
Melbourne	91.9%	8:47	2,502
Melton	82.0%	11:09	1,541
Mildura	85.7%	10:31	740
Mitchell	64.7%	14:28	498
Moir	59.7%	15:56	372
Monash	86.9%	10:58	1,686
Moonee Valley	87.0%	11:19	1,246
Moorabool	70.9%	12:53	327
Moreland	89.6%	10:28	1,898
Mornington Peninsula	82.2%	11:19	2,134
Mount Alexander	48.1%	17:37	208
Moyne	42.7%	18:18	157
Murrindindi	34.5%	21:23	177
Nillumbik	69.9%	13:18	418
Northern Grampians	62.3%	14:16	122
Port Phillip	89.9%	9:52	1,224
Pyrenees	51.2%	18:06	86
Queenscliffe	49.2%	16:49	63
South Gippsland	50.7%	17:43	335
Southern Grampians	65.5%	15:17	148
Stonnington	89.4%	10:10	914
Strathbogie	32.2%	20:49	171
Surf Coast	65.6%	14:13	352
Swan Hill	72.6%	13:20	237
Towong	28.6%	25:01	77
Wangaratta	77.0%	12:25	361
Warrnambool	90.4%	9:45	417
Wellington	57.1%	17:44	501
West Wimmera	38.7%	23:13	31
Whitehorse	92.2%	9:15	1,395
Whittlesea	81.1%	11:45	1,987
Wodonga	86.3%	10:44	488
Wyndham	85.5%	10:44	1,831
Yarra	94.1%	8:47	1,166
Yarra Ranges	74.9%	12:18	1,547
Yarriambiack	34.4%	24:13	93
Unincorporated	.0%	51:24	11
Interstate LGAs	60.4%	17:14	227
Total AV	83.0%	11:23	66,613

Qtr 4 2017/18		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
42.3%	21:33	149
70.8%	13:30	168
88.8%	10:25	1,387
90.4%	9:58	1,207
68.1%	13:57	504
68.6%	14:21	547
88.2%	10:58	823
69.0%	13:46	171
89.8%	10:24	1,253
88.3%	10:25	2,210
25.4%	28:25	63
68.2%	14:03	488
71.8%	12:44	1,004
86.8%	10:39	3,048
68.8%	13:54	189
70.0%	13:37	217
50.3%	18:10	143
91.6%	9:59	1,785
66.6%	14:32	668
92.2%	9:40	1,783
46.5%	18:56	114
91.7%	9:48	1,279
77.4%	12:32	243
31.0%	18:46	174
83.1%	11:20	1,470
92.0%	9:40	1,938
87.4%	10:48	3,138
83.7%	11:16	985
38.3%	18:09	162
64.4%	18:21	59
87.6%	10:34	952
82.2%	10:49	275
87.7%	10:37	2,810
31.1%	19:59	119
91.2%	9:52	1,624
90.9%	9:56	1,529
80.8%	11:24	1,330
24.8%	21:29	105
65.2%	13:34	448
85.3%	11:36	1,058
44.9%	23:35	69
91.0%	9:43	854
94.4%	9:02	1,255
90.8%	8:55	2,205
85.0%	10:46	1,533
84.0%	10:49	693
66.9%	13:36	510
57.2%	16:35	376
88.8%	10:54	1,610
87.3%	10:55	1,281
71.6%	13:12	328
90.0%	10:07	2,048
82.1%	11:12	1,921
54.9%	16:21	164
35.4%	20:20	127
40.6%	20:18	187
71.9%	13:03	502
58.3%	16:12	127
91.8%	9:32	1,152
49.1%	18:04	106
41.0%	16:07	39
50.7%	17:07	365
66.7%	14:52	117
87.9%	10:44	859
41.2%	18:58	131
62.0%	14:38	300
75.5%	12:42	229
31.4%	26:26	70
78.0%	12:20	337
91.1%	9:37	372
57.9%	16:55	539
29.7%	25:21	37
92.5%	9:15	1,449
81.1%	11:31	2,156
90.5%	10:02	464
86.0%	10:38	1,808
93.1%	9:02	1,108
77.1%	11:59	1,508
40.6%	20:57	96
25.0%	37:15	8
56.1%	17:43	214
83.8%	11:12	66,873

Qtr 1 2018/19		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
47.4%	21:32	116
63.0%	15:46	138
89.2%	10:19	1,398
89.7%	10:07	1,254
68.9%	13:33	514
67.8%	14:34	594
90.1%	10:24	859
57.9%	16:11	183
89.6%	10:24	1,269
89.5%	10:18	2,399
29.0%	25:25	69
73.1%	12:32	450
70.9%	12:39	988
88.2%	10:25	3,188
65.0%	16:02	217
64.8%	15:44	230
46.1%	18:30	154
91.6%	9:54	1,890
66.6%	14:58	713
90.0%	9:51	1,917
51.4%	19:01	105
91.9%	9:41	1,288
74.4%	13:06	207
38.4%	17:48	172
80.4%	11:50	1,525
92.2%	9:42	2,058
86.5%	10:48	3,286
84.6%	10:48	967
43.8%	17:51	194
39.4%	26:58	66
86.5%	10:39	1,001
82.0%	10:33	250
88.1%	10:21	3,038
29.6%	21:02	125
91.5%	9:45	1,678
92.9%	9:44	1,549
80.1%	11:34	1,383
33.3%	21:31	129
65.8%	13:41	444
85.1%	11:33	1,094
43.8%	23:51	73
90.6%	9:36	893
92.9%	9:07	1,228
92.2%	8:50	2,306
82.5%	10:58	1,777
83.7%	10:59	769
65.9%	13:43	531
62.0%	15:06	418
88.7%	10:52	1,677
86.4%	11:02	1,254
68.0%	13:19	381
89.9%	10:20	2,036
84.4%	10:47	2,041
51.0%	17:19	204
38.2%	17:34	123
37.9%	21:52	195
72.2%	13:12	500
64.5%	14:30	141
91.5%	9:13	1,028
49.1%	17:58	116
83.3%	12:13	24
47.4%	17:57	367
63.3%	15:39	166
89.3%	10:25	913
37.0%	20:27	162
62.6%	15:18	286
75.7%	13:19	296
37.3%	20:21	59
74.5%	13:02	361
93.3%	9:14	358
58.7%	16:43	523
42.1%	19:31	38
92.1%	9:26	1,483
81.7%	11:28	2,246
85.8%	10:47	514
85.1%	10:53	2,070
93.0%	8:46	1,005
78.5%	11:52	1,569
35.3%	22:18	102
50.9%	22:34	57
66.0%	15:59	209
83.7%	11:12	69,598

Qtr 2 2018/19		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
53.9%	18:49	154
61.7%	15:09	141
90.6%	10:16	1,514
92.8%	9:45	1,376
65.5%	14:29	577
68.7%	13:41	620
89.7%	10:43	905
66.7%	13:19	189
89.7%	10:28	1,306
90.6%	10:07	2,568
46.3%	21:30	67
64.7%	13:52	502
75.6%	12:03	1,157
87.3%	10:32	3,377
65.5%	14:33	223
69.0%	14:17	248
49.4%	17:25	180
92.3%	9:40	1,989
63.8%	15:09	785
92.6%	9:34	2,004
57.4%	16:54	129
92.2%	9:54	1,294
72.2%	13:34	248
39.5%	17:22	190
81.8%	11:43	1,607
92.1%	9:40	2,136
84.4%	11:06	3,493
84.4%	11:03	1,075
34.2%	18:49	193
60.3%	19:24	78
87.4%	10:43	1,018
84.8%	10:39	282
87.7%	10:33	3,109
27.0%	20:54	122
91.4%	10:03	1,743
92.4%	9:40	1,543
80.2%	11:12	1,520
30.7%	21:14	114
66.0%	13:34	529
86.1%	11:36	1,088
46.7%	22:25	90
88.9%	10:11	998
93.4%	9:03	1,320
90.8%	9:16	2,524
84.1%	10:58	1,730
86.3%	10:45	811
67.7%	13:50	535
60.4%	16:31	455
89.8%	10:36	1,748
88.0%	11:03	1,313
73.5%	12:17	370
90.3%	10:16	2,093
82.7%	10:56	2,171
51.0%	17:19	208
49.6%	17:25	133
41.7%	20:42	180
69.1%	13:44	518
69.5%	14:33	177
90.9%	9:47	1,270
44.6%	18:00	130
38.5%	16:27	39
46.2%	18:07	385
65.1%	14:50	169
91.4%	9:59	970
49.7%	16:44	187
63.4%	14:39	352
74.9%	12:15	259
44.4%	24:45	72
73.4%	13:15	383
92.5%	9:35	372
58.3%	16:22	571
34.9%	23:30	43
92.8%	9:17	1,577
79.0%	11:53	2,369
88.5%	10:14	522
88.3%	10:32	2,103
93.1%	8:50	1,215
77.3%	12:07	1,766
37.5%	21:04	104
16.7%	39:47	6
54.6%	18:26	238
83.9%	11:12	73,869

Qtr 3 2018/19		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
44.3%	22:57	167
65.3%	14:27	150
89.9%	10:15	1,503
91.7%	9:41	1,329
69.1%	14:12	601
68.1%	14:05	621
89.4%	10:32	824
66.1%	15:09	230
92.2%	9:53	1,220
90.1%	10:02	2,390
37.3%	23:40	83
65.0%	14:20	509
73.3%	12:28	1,143
88.6%	10:22	3,290
62.1%	14:31	211
63.3%	14:56	210
44.7%	19:19	199
91.7%	9:37	1,889
65.1%	15:24	760
91.5%	9:52	1,997
44.6%	20:56	101
92.4%	9:45	1,284</



Ambulance Victoria

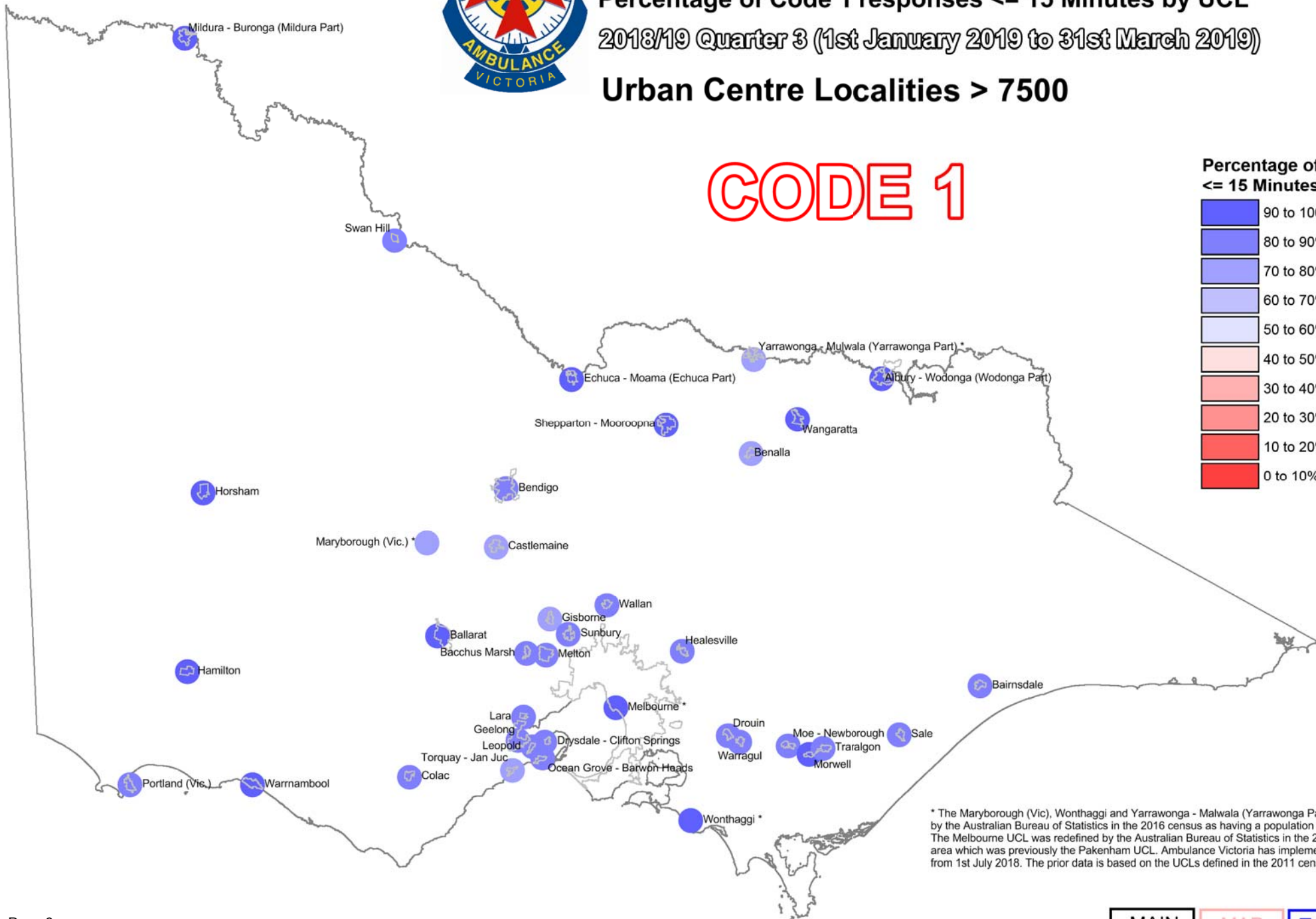
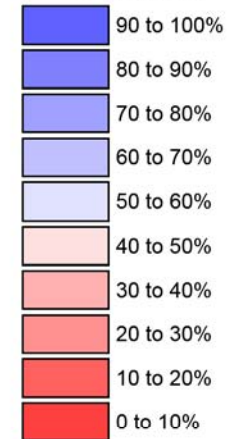
Percentage of Code 1 responses ≤ 15 Minutes by UCL

2018/19 Quarter 3 (1st January 2019 to 31st March 2019)

Urban Centre Localities > 7500

CODE 1

Percentage of responses
 ≤ 15 Minutes



* The Maryborough (Vic), Wonthaggi and Yarrawonga - Mulwala (Yarrawonga Part) UCLs were redefined by the Australian Bureau of Statistics in the 2016 census as having a population greater than 7,500 people. The Melbourne UCL was redefined by the Australian Bureau of Statistics in the 2016 census to include the area which was previously the Pakenham UCL. Ambulance Victoria has implemented 2016 census changes from 1st July 2018. The prior data is based on the UCLs defined in the 2011 census.



Ambulance Victoria

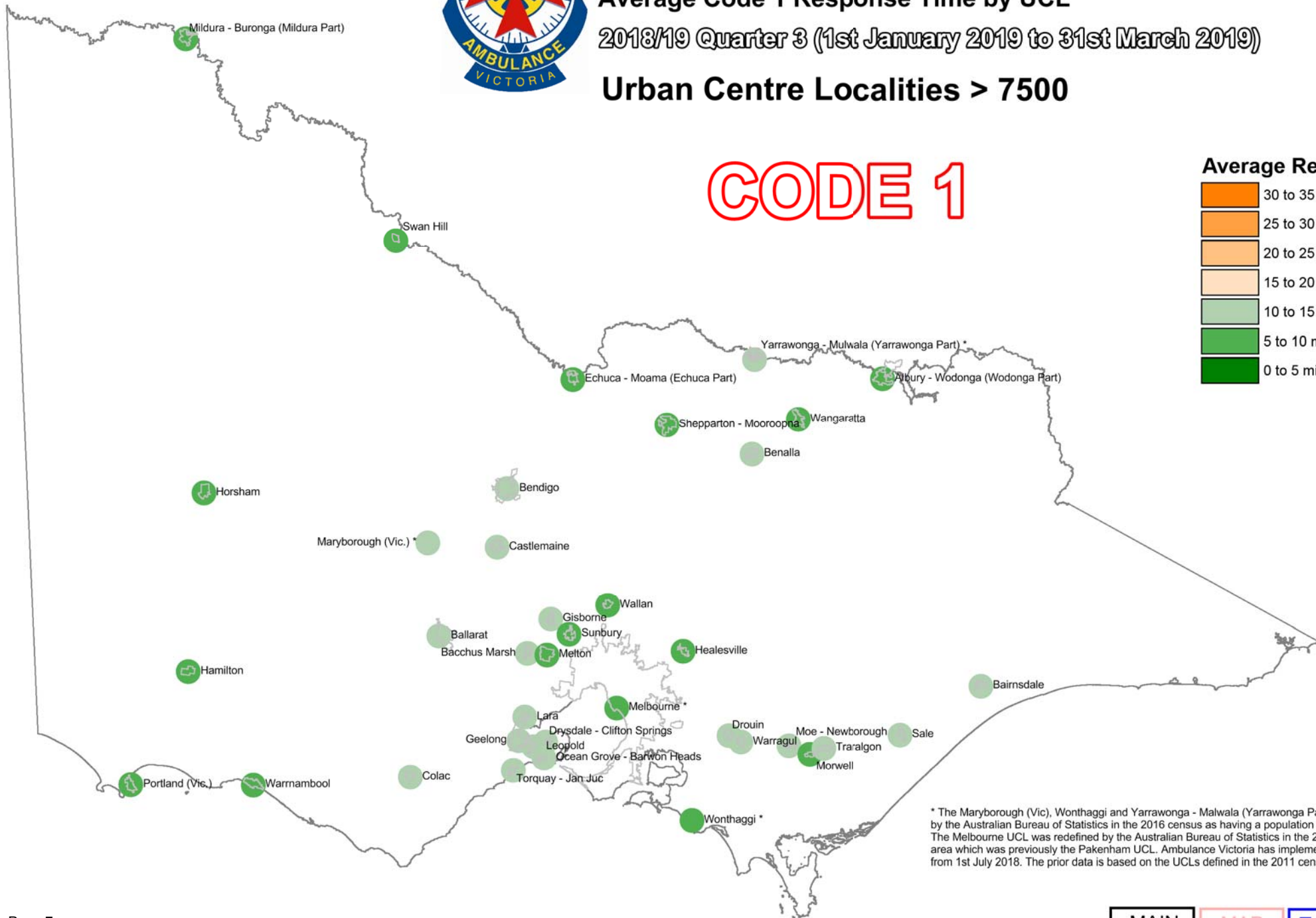
Average Code 1 Response Time by UCL

2018/19 Quarter 3 (1st January 2019 to 31st March 2019)

Urban Centre Localities > 7500

CODE 1

Average Response Time



* The Maryborough (Vic), Wonthaggi and Yarrawonga - Mulwala (Yarrawonga Part) UCLs were redefined by the Australian Bureau of Statistics in the 2016 census as having a population greater than 7,500 people. The Melbourne UCL was redefined by the Australian Bureau of Statistics in the 2016 census to include the area which was previously the Pakenham UCL. Ambulance Victoria has implemented 2016 census changes from 1st July 2018. The prior data is based on the UCLs defined in the 2011 census.



UCL Name

UCL Name	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	90.8%	10:00	436
Bacchus Marsh	88.9%	9:41	180
Bairnsdale	88.0%	10:15	208
Ballarat	89.0%	10:40	1,216
Benalla	85.2%	10:56	128
Bendigo	86.6%	10:54	1,190
Castlemaine	68.5%	14:49	108
Colac	86.5%	10:24	126
Drouin	81.9%	12:12	160
Drysdale - Clifton Springs	82.1%	11:46	95
Echuca - Moama (Echuca Part)	88.6%	10:42	237
Geelong	89.6%	10:26	2,201
Gisborne	76.0%	12:21	104
Hamilton	89.9%	10:30	99
Healesville	73.9%	11:29	134
Horsham	92.5%	9:22	241
Lara	90.2%	10:26	123
Leopold	90.3%	10:10	93
Maryborough (Vic.) *	NA	NA	NA
Melbourne *	88.8%	10:18	43,494
Melton	86.6%	10:11	797
Mildura - Buronga (Mildura Part)	95.1%	8:33	513
Moe - Newborough	81.2%	10:58	361
Morwell	88.7%	10:04	373
Ocean Grove - Barwon Heads	80.8%	11:43	156
Pakenham *	87.7%	10:21	512
Portland (Vic.)	90.8%	9:41	174
Sale	87.5%	10:22	144
Shepparton - Mooroopna	90.9%	9:49	693
Sunbury	84.1%	10:31	433
Swan Hill	87.3%	9:43	126
Torquay - Jan Juc	81.0%	11:35	153
Traralgon	79.9%	11:43	373
Wallan	90.0%	10:16	100
Wangaratta	90.9%	9:39	276
Warragul	84.9%	10:42	219
Warrnambool	92.4%	9:25	397
Wonthaggi *	NA	NA	NA
Yarrawonga - Mulwala (Yarrawonga Part) *	NA	NA	NA
Total UCLs > 7500	88.5%	10:20	56,373

Qtr 4 2017/18

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
94.1%	9:29	422
88.9%	9:26	190
87.8%	10:35	229
90.2%	10:14	1,322
80.6%	11:30	129
88.2%	10:30	1,305
76.1%	14:05	92
85.0%	11:05	153
83.9%	12:03	143
86.5%	11:10	126
87.2%	10:10	226
91.5%	10:11	2,195
79.1%	11:12	91
94.9%	8:57	78
82.1%	10:13	140
89.7%	9:07	243
93.2%	9:48	132
92.3%	9:29	117
NA	NA	NA
89.1%	10:13	43,827
88.7%	9:45	777
92.8%	9:05	471
83.1%	10:51	360
90.7%	9:22	398
85.8%	11:11	148
86.8%	10:37	532
93.0%	8:50	157
90.6%	8:35	160
91.4%	10:00	764
89.8%	9:43	450
93.4%	8:20	122
80.9%	11:00	136
87.8%	10:35	353
90.5%	9:19	116
89.5%	10:13	266
81.7%	11:18	191
92.6%	9:25	351
NA	NA	NA
NA	NA	NA
89.2%	10:12	56,912

Qtr 1 2018/19

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
89.5%	10:17	474
81.9%	10:43	216
84.2%	11:05	266
90.9%	10:04	1,342
71.5%	12:44	133
86.8%	10:49	1,321
67.3%	14:46	113
85.4%	11:42	157
83.9%	12:01	149
88.0%	11:08	158
87.4%	9:37	198
89.1%	10:26	2,414
70.3%	12:40	118
90.2%	10:06	102
83.9%	11:04	137
91.2%	8:56	215
90.1%	10:16	131
88.8%	9:30	89
82.2%	11:40	152
89.2%	10:11	46,489
85.5%	10:03	955
93.3%	8:52	534
83.9%	10:34	392
93.8%	9:20	389
86.8%	10:15	174
NA	NA	NA
86.1%	10:24	122
89.6%	9:07	182
91.8%	9:42	784
88.7%	9:49	425
89.5%	9:39	162
82.3%	12:13	141
82.4%	11:17	374
82.4%	10:15	108
90.8%	10:14	271
81.4%	11:44	199
94.4%	9:03	340
90.8%	9:46	141
74.6%	13:33	122
88.8%	10:13	60,186

Qtr 2 2018/19

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
92.8%	9:35	475
88.8%	9:49	206
85.0%	10:16	266
92.2%	9:59	1,438
79.9%	11:22	139
87.6%	10:47	1,411
68.9%	14:21	122
89.0%	10:17	163
87.0%	10:52	161
80.2%	12:17	187
86.2%	10:23	224
87.9%	10:39	2,483
71.6%	12:19	109
91.3%	8:59	103
79.3%	10:37	145
93.5%	9:20	246
84.0%	10:59	150
90.3%	10:10	124
81.6%	11:35	158
89.6%	10:11	49,052
86.9%	10:05	918
95.2%	8:56	580
85.2%	10:07	446
92.1%	9:04	382
84.4%	10:48	199
NA	NA	NA
84.7%	10:26	131
89.3%	9:15	178
91.4%	9:47	871
86.8%	10:19	469
85.9%	10:25	156
80.1%	12:04	186
81.8%	11:20	433
85.0%	10:29	107
91.1%	9:32	281
81.7%	10:46	186
93.3%	9:28	359
85.3%	11:11	170
70.5%	15:19	139
89.2%	10:14	63,553

Qtr 3 2018/19

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
91.5%	9:54	527
84.8%	10:24	197
82.5%	11:24	263
91.1%	10:04	1,432
75.6%	13:06	168
87.5%	10:39	1,436
76.4%	12:29	110
86.0%	10:02	121
80.6%	12:18	165
83.1%	11:38	148
90.7%	9:33	193
88.2%	10:33	2,459
76.2%	10:51	105
96.0%	8:01	101
87.1%	9:47	132
92.7%	9:10	248
83.5%	11:14	158
87.2%	10:10	125
78.5%	11:45	135
90.2%	9:56	47,556
87.9%	9:42	858
95.0%	8:42	581
83.4%	10:09	434
90.7%	9:56	409
84.8%	10:55	204
NA	NA	NA
89.6%	9:26	135
85.5%	10:05	166
90.6%	9:45	801
87.9%	9:57	413
89.8%	9:24	137
79.9%	11:52	179
83.7%	11:13	375
89.5%	9:36	124
92.1%	9:25	302
82.5%	10:38	183
92.0%	9:30	402
91.2%	8:56	136
77.3%	12:51	132
89.7%	10:01	61,750

* The Maryborough (Vic), Wonthaggi and Yarrawonga - Mulwala (Yarrawonga Part) UCLs were redefined by the Australian Bureau of Statistics in the 2016 census as having a population greater than 7,500 people. The Melbourne UCL was redefined by the Australian Bureau of Statistics in the 2016 census to include the area which was previously the Pakenham UCL. Ambulance Victoria has implemented 2016 census changes from 1st July 2018. The prior data is based on the UCLs defined in the 2011 census.

MAIN

MAP
≤ 15 MinutesMAP
Average

TABLE

CHART

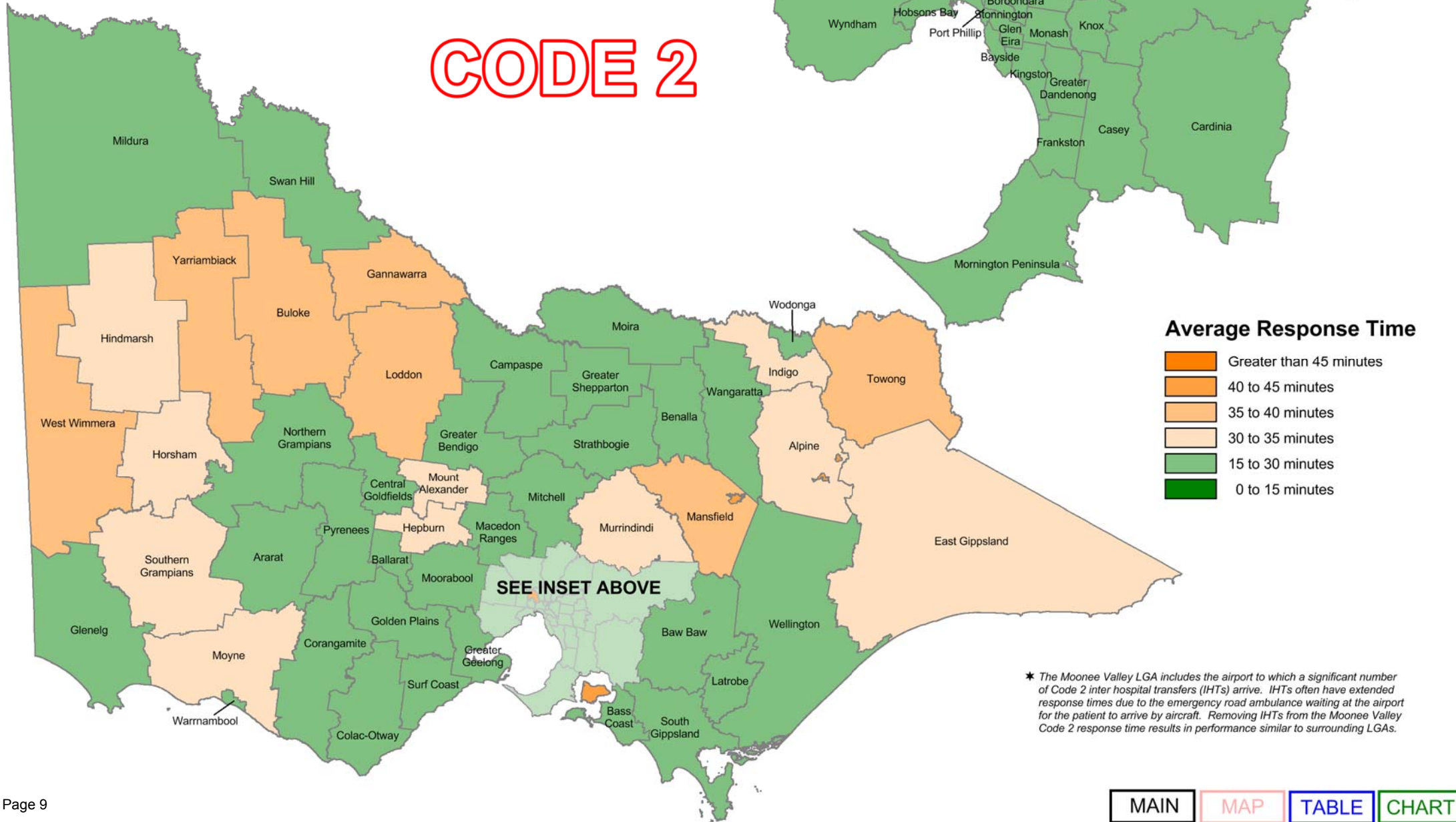


Ambulance Victoria

Average Code 2 Response Time by LGA

2018/19 Quarter 3 (1st January 2019 to 31st March 2019)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 3 2017/18		Qtr 4 2017/18		Qtr 1 2018/19		Qtr 2 2018/19		Qtr 3 2018/19	
	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	31:55	157	31:38	182	33:03	152	33:00	174	31:56	173
Ararat	26:12	145	24:55	107	26:01	132	21:23	111	26:09	141
Ballarat	20:56	1,016	20:32	1,015	19:12	1,024	22:05	1,082	21:54	1,139
Banyule	23:30	956	22:50	1,011	22:14	942	22:21	970	20:56	964
Bass Coast	26:43	452	28:45	412	26:45	440	26:02	516	26:55	476
Baw Baw	27:36	492	24:51	473	24:31	460	22:18	502	24:02	516
Bayside	25:47	652	25:24	703	24:12	639	25:30	623	26:03	655
Benalla	24:29	192	26:34	166	25:19	151	25:39	162	25:32	171
Boroondara	24:19	923	23:53	991	23:09	952	23:25	923	23:35	936
Brimbank	22:24	1,517	21:57	1,484	21:57	1,527	22:06	1,525	21:13	1,460
Buloke	40:16	63	40:09	56	35:36	61	42:26	53	38:45	64
Campaspe	32:22	429	28:11	428	29:36	433	28:29	423	25:25	414
Cardinia	22:35	648	21:09	690	20:49	698	21:07	740	20:06	780
Casey	21:27	2,145	20:44	2,158	20:32	2,173	20:23	2,317	19:55	2,311
Central Goldfields	28:59	184	25:47	200	27:31	199	24:25	205	25:04	216
Colac-Otway	23:27	217	23:09	259	23:48	251	28:52	250	27:36	227
Corangamite	28:13	157	27:45	158	27:34	144	30:22	156	28:41	137
Darebin	23:02	1,324	21:18	1,288	21:37	1,290	21:41	1,393	21:11	1,294
East Gippsland	29:00	641	31:08	596	30:30	635	33:06	635	30:23	630
Frankston	19:33	1,495	19:25	1,437	19:27	1,458	19:14	1,536	18:36	1,514
Gannawarra	40:46	98	36:07	140	35:16	105	33:51	107	36:43	127
Glen Eira	26:19	954	25:08	941	24:12	925	25:05	930	24:35	878
Glenelg	24:36	229	22:02	209	21:45	199	25:59	214	27:45	205
Golden Plains	25:12	103	28:20	112	27:37	80	26:53	107	27:30	90
Greater Bendigo	24:17	1,081	23:32	1,041	22:34	1,032	24:41	1,041	24:05	1,113
Greater Dandenong	22:03	1,420	20:30	1,333	19:39	1,394	19:34	1,526	19:21	1,482
Greater Geelong	21:50	2,258	21:43	2,276	21:02	2,350	22:55	2,508	23:17	2,501
Greater Shepparton	25:04	717	24:22	774	22:08	786	22:43	769	22:18	723
Hepburn	34:05	158	28:29	148	28:20	126	27:37	144	34:01	164
Hindmarsh	28:06	92	34:05	70	31:54	87	31:35	75	30:11	72
Hobsons Bay	23:28	703	21:09	652	22:08	668	23:49	726	22:39	715
Horsham	25:58	244	32:32	276	30:09	295	29:03	237	30:15	266
Hume	21:24	1,739	20:39	1,736	20:33	1,763	20:18	1,872	19:17	1,853
Indigo	30:15	112	32:35	98	31:39	90	30:42	105	34:16	96
Kingston (C) (V	23:19	1,180	22:09	1,233	21:37	1,170	22:47	1,237	22:11	1,293
Knox	19:32	1,125	19:29	1,121	18:26	1,098	19:16	1,188	18:23	1,160
Latrobe (C) (V	23:36	998	23:13	961	23:59	1,043	20:46	1,091	21:44	1,065
Loddon	30:58	54	33:33	75	34:47	82	33:21	81	35:21	75
Macedon Ranges	23:28	430	23:37	412	21:16	402	21:48	427	22:34	412
Manningham	25:28	723	24:58	672	24:46	666	23:52	699	23:58	691
Mansfield	33:58	112	33:23	97	41:53	100	31:15	111	36:55	102
Maribyrnong	22:57	648	22:24	662	23:05	702	22:42	701	21:03	689
Maroondah	20:06	953	20:10	924	20:22	952	20:03	961	18:42	957
Melbourne	23:16	2,253	22:37	2,124	21:58	2,135	22:58	2,362	22:31	2,308
Melton	21:44	1,069	20:35	1,068	21:16	1,052	20:35	1,098	19:51	1,097
Mildura	29:38	632	27:57	630	30:04	662	26:53	605	27:22	606
Mitchell	23:06	483	24:36	519	23:38	509	24:29	529	23:31	548
Moir	29:11	416	27:54	396	26:20	377	26:37	399	26:34	398
Monash	23:21	1,289	22:52	1,270	22:47	1,306	23:04	1,288	22:17	1,333
* Moonee Valley	60:51	1,251	56:48	1,328	61:54	1,285	60:52	1,325	59:47	1,361
Moorabool	21:07	346	21:44	312	20:52	297	23:38	329	22:01	329
Moreland	24:19	1,393	23:03	1,405	23:25	1,369	23:17	1,382	21:53	1,406
Mornington Peninsula	21:30	1,669	20:15	1,582	20:53	1,497	20:49	1,645	20:28	1,738
Mount Alexander	28:51	174	26:39	165	29:36	214	29:36	188	31:00	144
Moyne	30:25	123	34:56	104	29:28	96	30:40	108	30:33	135
Murrindindi	30:10	143	32:39	148	32:52	151	32:22	180	30:57	154
Nillumbik	24:12	353	24:29	343	22:54	342	23:44	361	23:27	366
Northern Grampians	27:23	147	27:27	174	26:36	159	27:48	167	27:38	165
Port Phillip	24:53	1,004	23:36	897	22:52	798	23:29	1,085	23:21	1,058
Pyrenees	23:18	84	26:11	72	27:55	81	28:20	74	28:16	77
Queenscliffe	24:15	48	25:43	29	19:52	25	24:30	37	26:25	36
South Gippsland	30:35	284	29:27	240	29:25	295	30:26	283	29:52	315
Southern Grampians	27:57	134	31:05	148	27:48	141	27:38	172	30:13	145
Stonnington	25:52	703	25:04	770	23:58	665	25:32	775	24:18	753
Strathbogie	25:49	127	30:47	122	28:44	129	26:29	119	26:06	110
Surf Coast	24:20	270	25:43	219	21:57	200	25:05	225	24:04	260
Swan Hill	32:25	226	31:39	204	30:51	255	30:57	246	29:36	243
Towong	32:30	80	34:53	99	30:43	67	34:30	70	36:00	69
Wangaratta	26:44	297	28:37	290	32:00	296	31:02	295	26:39	310
Warrnambool	23:56	351	21:20	299	19:40	336	21:16	317	21:00	376
Wellington	31:16	418	27:41	467	26:29	427	25:55	444	28:01	481
West Wimmera	24:59	35	28:52	47	31:01	40	27:05	45	35:36	21
Whitehorse	21:34	1,058	20:58	1,170	21:57	1,146	21:42	1,152	21:06	1,135
Whittlesea	22:54	1,329	22:58	1,410	22:15	1,402	22:42	1,449	22:26	1,413
Wodonga	21:34	392	23:19	392	24:01	376	23:29	361	20:20	393
Wyndham	21:10	1,292	20:51	1,319	21:46	1,494	21:04	1,505	20:30	1,486
Yarra	23:06	830	22:29	794	21:16	779	22:13	831	22:45	901
Yarra Ranges	20:43	1,112	21:04	1,071	20:52	1,134	20:07	1,175	19:41	1,209
Yarriambiack	36:23	66	30:57	70	32:35	71	31:08	63	35:02	64
Unincorporated	54:00	16	22:58	31	29:11	234	38:58	3	43:18	20
Interstate LGAs	29:01	162	29:10	138	31:45	152	34:39	146	29:37	175
Total AV	24:32	51,995	23:57	51,643	23:47	51,870	23:57	53,991	23:32	54,085



Ambulance Victoria

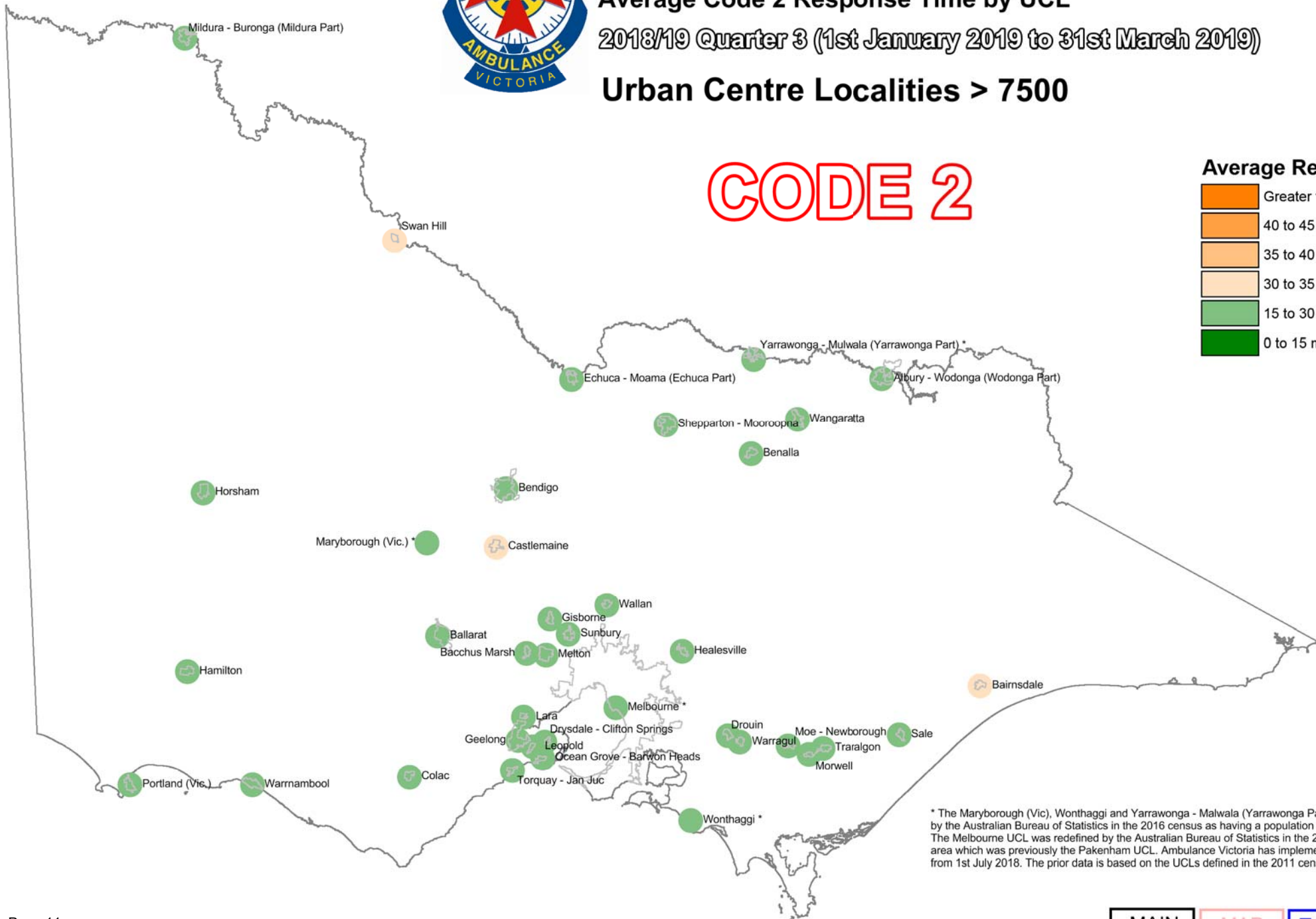
Average Code 2 Response Time by UCL

2018/19 Quarter 3 (1st January 2019 to 31st March 2019)

Urban Centre Localities > 7500

CODE 2

Average Response Time



* The Maryborough (Vic), Wonthaggi and Yarrawonga - Mulwala (Yarrawonga Part) UCLs were redefined by the Australian Bureau of Statistics in the 2016 census as having a population greater than 7,500 people. The Melbourne UCL was redefined by the Australian Bureau of Statistics in the 2016 census to include the area which was previously the Pakenham UCL. Ambulance Victoria has implemented 2016 census changes from 1st July 2018. The prior data is based on the UCLs defined in the 2011 census.



Qtr 3 2017/18

Qtr 4 2017/18

Qtr 1 2018/19

Qtr 2 2018/19

Qtr 3 2018/19

UCL Name

UCL Name	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	20:47	364
Bacchus Marsh	18:59	225
Bairnsdale	33:03	238
Ballarat	20:33	974
Benalla	24:06	170
Bendigo	23:57	953
Castlemaine	27:34	125
Colac	23:19	153
Drouin	23:00	122
Drysdale - Clifton Springs	21:15	104
Echuca - Moama (Echuca Part)	37:36	232
Geelong	20:32	1,558
Gisborne	22:43	96
Hamilton	23:39	96
Healesville	18:35	93
Horsham	23:28	214
Lara	18:58	77
Leopold	19:49	64
Maryborough (Vic.) *	NA	NA
Melbourne *	24:05	33,144
Melton	18:07	586
Mildura - Buronga (Mildura Part)	27:00	461
Moe - Newborough	20:17	235
Morwell	20:55	286
Ocean Grove - Barwon Heads	20:12	109
Pakenham *	19:30	361
Portland (Vic.)	23:17	154
Sale	25:29	158
Shepparton - Mooroopna	24:58	570
Sunbury	20:02	321
Swan Hill	30:23	138
Torquay - Jan Juc	19:49	96
Traralgon	24:50	344
Wallan	18:11	88
Wangaratta	23:55	246
Warragul	27:47	233
Warrnambool	24:25	331
Wonthaggi *	NA	NA
Yarrawonga - Mulwala (Yarrawonga Part) *	NA	NA
Total UCLs > 7500	23:47	43,719

Average Response Time Minutes	Total Number of First Responses
21:52	341
20:45	198
30:16	248
20:20	971
25:29	144
22:26	927
24:20	116
22:54	200
22:24	122
20:18	106
30:55	230
20:12	1,595
21:50	103
27:45	103
17:20	99
27:25	232
19:48	88
20:32	79
NA	NA
23:21	33,010
18:43	621
23:22	440
20:49	249
21:29	288
16:34	120
18:01	369
20:02	141
22:46	179
24:07	613
17:35	290
33:09	124
22:58	91
25:29	301
18:08	82
26:30	234
22:38	212
21:32	287
NA	NA
NA	NA
23:02	43,553

Average Response Time Minutes	Total Number of First Responses
23:46	351
19:56	204
29:28	248
19:00	987
24:45	130
22:16	943
29:09	149
24:05	198
22:19	110
18:39	109
31:52	219
20:14	1,744
21:01	102
23:43	109
16:37	92
26:55	242
18:31	90
18:21	59
26:36	169
23:12	33,554
18:37	583
27:02	482
21:34	267
22:08	277
16:16	119
NA	NA
21:39	125
19:25	181
21:29	631
18:51	281
32:58	173
17:54	103
26:35	363
16:06	84
28:42	236
24:29	217
19:34	328
28:29	169
23:40	121
23:00	44,549

Average Response Time Minutes	Total Number of First Responses
23:31	328
21:05	216
31:53	260
21:52	1,046
24:06	137
23:52	927
29:48	133
28:34	181
17:04	107
19:34	121
33:16	232
21:01	1,866
19:37	93
21:17	113
17:10	98
27:11	214
19:58	80
20:44	70
22:11	174
23:20	35,210
18:18	624
22:25	434
19:01	292
16:30	315
16:13	133
NA	NA
27:05	143
22:19	188
22:37	647
18:46	326
34:56	157
19:38	98
24:03	343
17:11	82
27:32	241
22:37	245
21:15	304
29:11	167
23:43	120
23:09	46,465

Average Response Time Minutes	Total Number of First Responses
19:17	375
19:35	223
30:38	280
21:24	1,084
25:14	158
23:07	994
30:56	105
21:56	147
20:18	129
19:06	115
27:18	210
21:51	1,786
20:40	81
28:52	104
15:12	107
26:15	230
24:04	97
18:11	69
23:46	187
22:44	35,003
17:53	641
24:50	434
18:52	275
17:55	285
19:34	158
NA	NA
29:32	126
22:44	189
21:31	609
17:35	330
31:53	153
21:53	122
24:58	361
16:36	75
23:38	251
24:16	237
21:02	360
27:54	152
25:06	115
22:38	46,357

* The Maryborough (Vic), Wonthaggi and Yarrawonga - Mulwala (Yarrawonga Part) UCLs were redefined by the Australian Bureau of Statistics in the 2016 census as having a population greater than 7,500 people. The Melbourne UCL was redefined by the Australian Bureau of Statistics in the 2016 census to include the area which was previously the Pakenham UCL. Ambulance Victoria has implemented 2016 census changes from 1st July 2018. The prior data is based on the UCLs defined in the 2011 census.

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