

## 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.

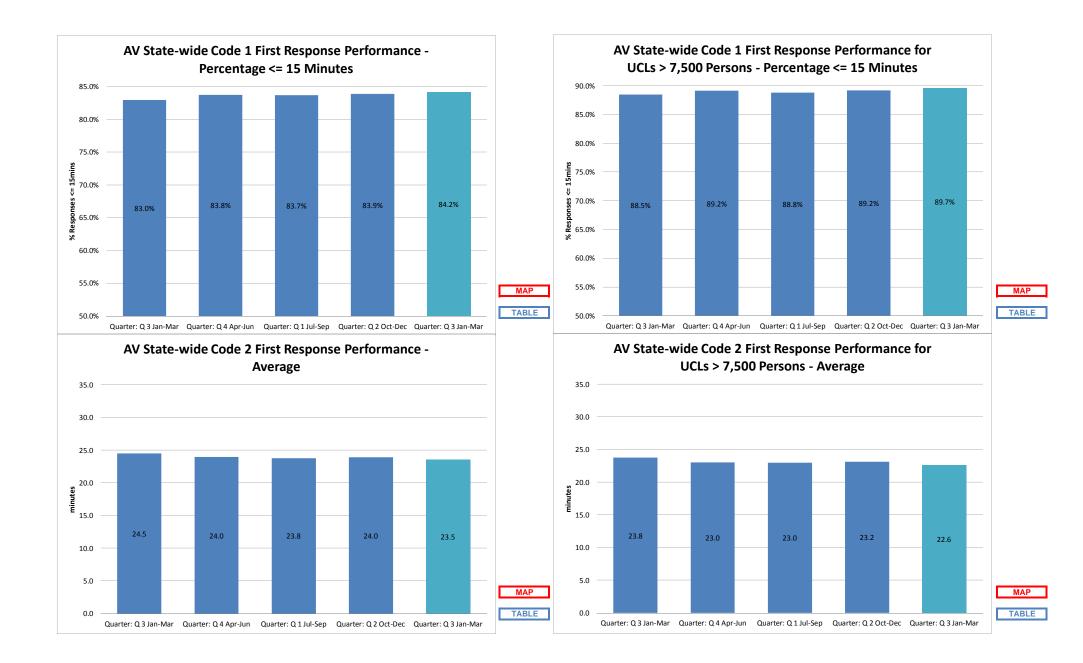
We designate those patients that require urgent paramedic and hospital care as "Code 1," and these patients receive a "lights and sirens" response. The tables below provide information about our Code 1 response time performance by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

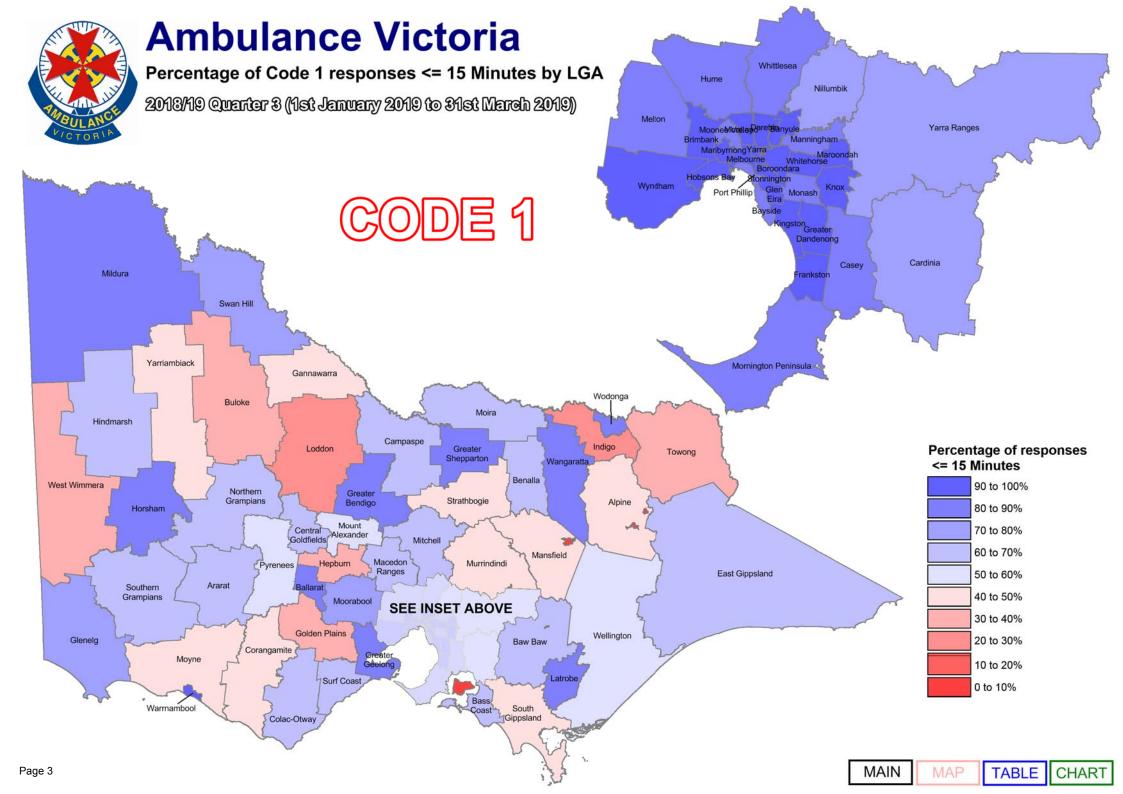
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

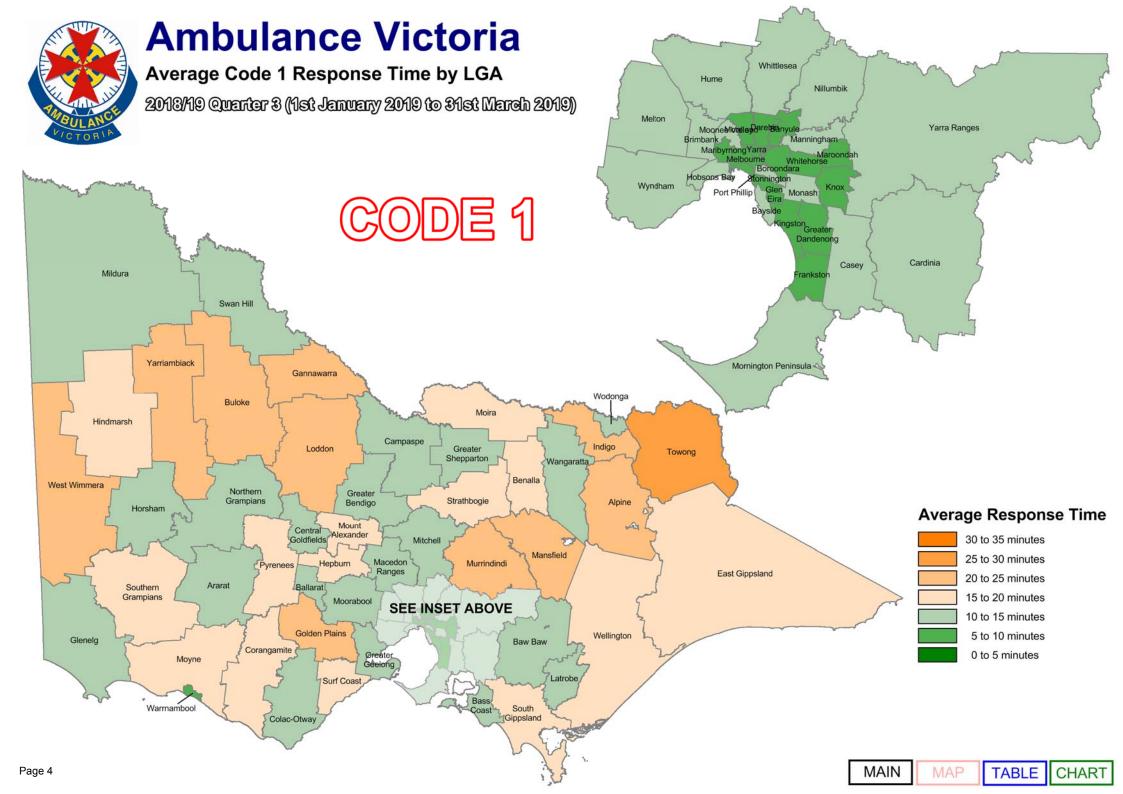
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

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

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.







	Qti	Qtr 3 2017/18			
	_ 0	of others			
•	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of		
LGA Name	% Resp c = 151	Averag Time N	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 Baw Baw	63.5%	14:08	598		
Bayside	72.8%	13:20 10:45	563 809		
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 Casey	72.4%	12:39 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 Greater Bendigo	39.4% 80.4%	18:05 11:55	160		
Greater Dandenong	90.1%	10:11	1,380		
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 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 Moira	64.7% 59.7%	14:28 15:56	498		
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% 62.3%	13:18	418		
Northern Grampians Port Phillip	62.3%	14:16 9:52	122		
Pyrenees	51.2%	18:06	1,224		
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 Warrnambool	77.0% 90.4%	12:25 9:45	361 417		
Wellington	57.1%	9:45	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		

Qtr	4 201 ®	7/18
% Responses < = 15 Minutes	Average Respons Time Minutes	Total Number of First Responses
42.3%	21:33	149
70.8%	13:30	168
88.8% 90.4%	10:25 9:58	1,387
90.4% 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% 68.2%	28:25 14:03	63 488
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
56.6%	14:32	668
92.2%	9:40	1,783
46.5% 91.7%	18:56 9:48	114
91.7% 77.4%	9:48 12:32	1,279 243
31.0%	12:32	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% 82.2%	10:34 10:49	952 275
82.2%	10:49	2/5
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	69 854
91.0% 94.4%	9:43 9:02	854 1,255
94.4%	8:55	2,205
35.0%	10:46	1,533
84.0%	10:49	693
56.9%	13:36	510
57.2%	16:35	376
88.8%	10:54	1,610
87.3% 71.6%	10:55	1,281
71.6% 90.0%	13:12 10:07	328 2,048
90.0% 82.1%	10:07	1,921
54.9%	16:21	1,921
35.4%	20:20	104
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% 87.9%	14:52	117
87.9% 41.2%	10:44 18:58	859
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% 93.1%	10:38 9:02	1,808
93.1% 77.1%	9:02 11:59	1,108 1,508
40.6%	20:57	1,508
40.6% 25.0%	37:15	96
	51.25	0
56.1%	17:43	214

Qtr	1 201	8/19
<ul> <li>Responses</li> <li>15 Minutes</li> </ul>	Vverage Response Time Minutes	Total Number of
47.4%	21:32	116
63.0%	15:46	138
89.2%	10:19	1,398
89.7% 68.9%	10:07 13:33	1,254
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% 70.9%	12:32 12:39	450 988
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% 90.0%	14:58 9:51	713
51.4%	19:01	1,917
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% 43.8%	10:48 17:51	967
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% 92.9%	9:45 9:44	1,678 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 9:07	893
92.9% 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% 68.0%	11:02 13:19	1,254
89.9%	10:20	2,036
84.4%	10:20	2,030
51.0%	17:19	204
38.2%	17:34	123
37.9%	21:52	195
72.2%	13:12	500
64.5% 91.5%	14:30 9:13	141
91.5% 49.1%	17:58	1,028
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% 75.7%	15:18	286
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% 85.1%	10:47 10:53	514 2,070
93.0%	8:46	1,005
78.5%	11:52	1,569
35.3%	22:18	102
50.9%	22:34	57
		200
66.0%	15:59	209

Qtr	2 201	8/19
Responses = 15 Minutes	werage Response "ime Minutes	Total Number of First Responses
≈ ÿ 53.9%	₹≓ 18:49	우분 154
61.7%	15:09	141
90.6%	10:16	1,514
92.8%	9:45	1,376
65.5% 68.7%	14:29 13:41	577 620
89.7%	10:43	905
66.7%	13:19	189
89.7%	10:28	1,306
90.6% 46.3%	10:07 21:30	2,568
64.7%	13:52	502
75.6%	12:03	1,157
87.3%	10:32	3,377
65.5% 69.0%	14:33 14:17	223 248
49.4%	17:25	180
92.3%	9:40	1,989
63.8%	15:09	785
92.6%	9:34	2,004
57.4% 92.2%	16:54 9:54	129 1,294
72.2%	13:34	248
39.5%	17:22	190
81.8%	11:43	1,607
92.1% 84.4%	9:40 11:06	2,136 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% 87.7%	10:39 10:33	282 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% 66.0%	21:14 13:34	114 529
86.1%	11:36	1,088
46.7%	22:25	90
88.9%	10:11	998
93.4% 90.8%	9:03 9:16	1,320
90.8% 84.1%	10:58	2,524
86.3%	10:45	811
67.7%	13:50	535
60.4%	16:31	455
89.8% 88.0%	10:36 11:03	1,748 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% 41.7%	17:25 20:42	133 180
69.1%	13:44	518
69.5%	14:33	177
90.9%	9:47	1,270
44.6% 38.5%	18:00	130
38.5% 46.2%	16:27 18:07	39 385
65.1%	14:50	169
91.4%	9:59	970
49.7%	16:44	187
63.4% 74.9%	14:39	352 259
74.9% 44.4%	12:15 24:45	259
73.4%	13:15	383
92.5%	9:35	372
58.3%	16:22	571
34.9% 92.8%	23:30 9:17	43
92.8% 79.0%	9:17	2,369
88.5%	10:14	522
88.3%	10:32	2,103
93.1%	8:50	1,215
77.3% 37.5%	12:07	1,766 104
16.7%	21:04 39:47	6
54.6%	18:26	238
83.9%	11:12	73,869
_	ΜΛΙΝΙ	

MAP

MAP

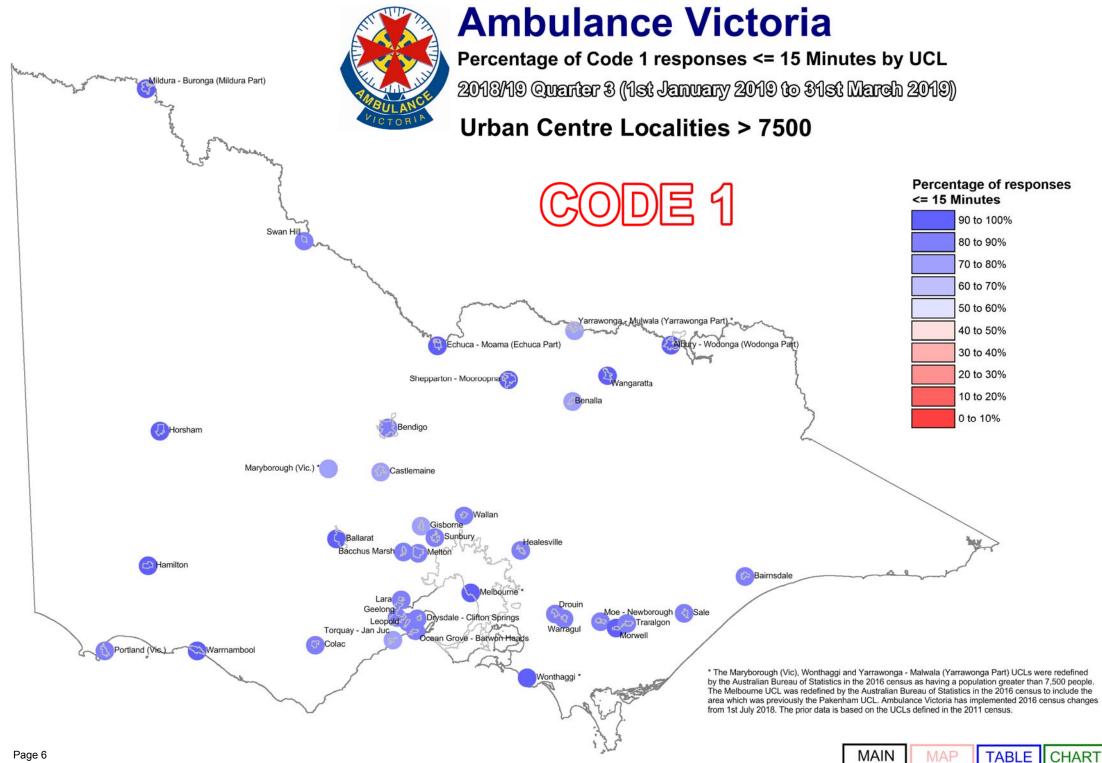
CHART

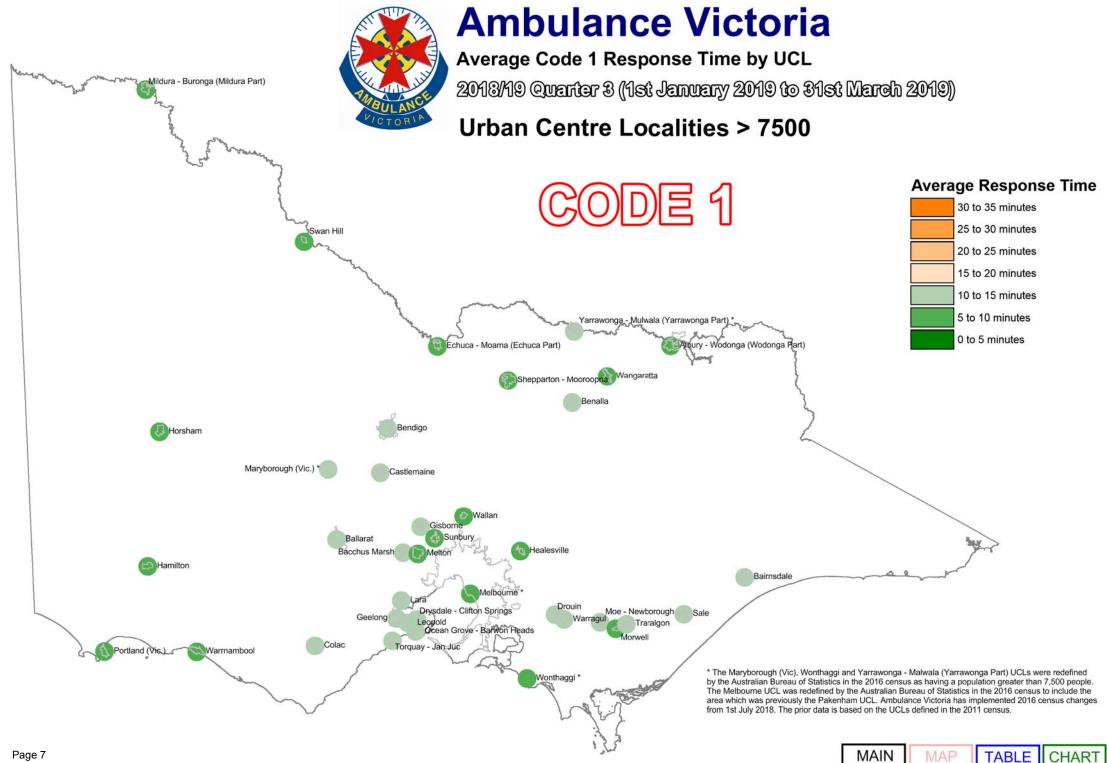
MAIN

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44.3%22:571.13165.3%14:271.15089.9%10:151.32091.7%9.416.1169.1%14:126.2189.4%10:328.23091.7%9.531.22090.1%10:028.23073.3%12:281.11385.0%12:281.12163.3%12:281.21263.3%14:203.23065.1%12:246.1019.3.3%12:287.10163.3%12:247.02164.7%12:247.0219.1%12:247.0219.1%9.271.1239.1%9.271.1249.1%12:247.1219.1%9.273.1229.1%12:347.1219.1%12:347.1219.2%12:347.1219.2%12:347.1219.5%12:417.1219.5%12:427.1219.5%12:417.1219.4%12:427.1219.5%12:417.1219.4%12:417.1219.5%12:417.1219.5%12:417.1219.5%12:417.1219.5%12:417.1219.5%12:417.1219.5%12:417.1219.5%12:417.1219.5%12:417.1219.5%12:417.1219.5%12:41 </th <th>Ainutes</th> <th>e Response inutes</th> <th>umber of sponses</th>	Ainutes	e Response inutes	umber of sponses		
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Bay.4%Int.32Bay.4%B3.4%Int.32Bay.4%66.1%It.5:09J.23092.2%95.3I.22090.1%It.228I.1,13365.0%It.228J.1,13388.6%I0:22J.3,29062.1%It.524I.21063.3%It.228I.1,13965.1%I.1524I.1,19991.7%9.37I.1,89191.7%9.37I.1,89191.7%9.37I.1,29191.7%9.37I.1,29191.7%9.27I.1,29191.5%9.27I.1,29191.5%10.22I.1,29191.5%10.32I.1,29191.5%I.1,291I.1,29191.5%I.1,291I.1,29191.5%I.1,21I.1,2191.5%I.1,21I.1,2191.5%I.1,21I.1,2191.5%I.1,21I.1,2191.5%I.1,21I.1,2192.8%I.1,21I.1,2192.8%I.1,21I.1,2192.3%I.2,21I.1,2192.3%I.2,21I.1,2192.3%I.2,21I.1,2192.3%I.2,21I.1,2192.3%I.2,21I.1,2192.3%I.2,21I.1,2192.3%I.2,21I.1,2192.3%I.2,21I.1,2192.3%I.2,21I.1,2192.3%I.2,21I.1,2192.3%I.2,21I.1,2193.4%I.2					
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93.5%         9:01         1,540           82.2%         11:16         2,280           88.5%         10:24         566           90.2%         10:02         2,040           94.1%         8:33         1,188           77.9%         11:44         1,699           43.3%         20:50         97           .0%         53:59         13           66.3%         16:35         261					
82.2%         11:16         2,280           88.5%         10:24         566           90.2%         10:02         2,040           94.1%         8:33         1,188           77.9%         11:44         1,699           43.3%         20:50         97           .0%         53:59         13           66.3%         16:35         261	2000 CONTRACTOR	And Market 1	Same - Charles		
88.5%         10:24         566           90.2%         10:02         2,040           94.1%         8:33         1,188           77.9%         11:44         1,699           43.3%         20:50         97           .0%         53:59         13           66.3%         16:35         261			0.3750 02551		
94.1%         8:33         1,188           77.9%         11:44         1,699           43.3%         20:50         97           .0%         53:59         13           66.3%         16:35         261			concerned.		
77.9%         11:44         1,699           43.3%         20:50         97           .0%         53:59         13           66.3%         16:35         261	90.2%	10:02	2,040		
43.3%         20:50         97           .0%         53:59         13           66.3%         16:35         261	1	Construction of the	1977. C. 957860		
.0% 53:59 13 66.3% 16:35 261					
66.3% 16:35 261		Contraction of the	Locate a		
84.2% 11.04 72.319	10000000	ter de carte	1.100000		
	84.2%	11:04	72,318		

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

Page 5





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	Qtr	3 2017	/18	Qtr 4 2017/18			Qtr 1 2018/19			Qtr 2 2018/19			Qtr 3 2018/19		
UCL Name	% 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
Albury - Wodonga (Wodonga Part)	90.8%	10:00	436	94.1%	9:29	422	89.5%	10:17	474	92.8%	9:35	475	91.5%	9:54	
Bacchus Marsh	88.9%	9:41	180	88.9%	9:26	190	81.9%	10:43	216	88.8%	9:49	206	84.8%	10:24	
Bairnsdale	88.0%	10:15	208	87.8%	10:35	229	84.2%	11:05	266	85.0%	10:16	266	82.5%	11:24	
Ballarat	89.0%	10:40	1,216	90.2%	10:14	1,322	90.9%	10:04	1,342	92.2%	9:59	1,438	91.1%	10:04	1,
Benalla	85.2%	10:56	128	80.6%	11:30	129	71.5%	12:44	130	79.9%	11:22	139	75.6%	13:06	
Bendigo	86.6%	10:54	1,190	88.2%	10:30	1,305	86.8%	10:49	1,321	87.6%	10:47	1,411	87.5%	10:39	1
Castlemaine	68.5%	14:49	108	76.1%	14:05	92	67.3%	14:46	113	68.9%	14:21	122	76.4%	12:29	
Colac	86.5%	10:24	126	85.0%	11:05	153	85.4%	11:42	157	89.0%	10:17	163	86.0%	10:02	
Drouin	81.9%	12:12	160	83.9%	12:03	143	83.9%	12:01	149	87.0%	10:52	161	80.6%	12:18	
Drysdale - Clifton Springs	82.1%	11:46	95	86.5%	11:10	126	88.0%	11:08	158	80.2%	12:17	187	83.1%	11:38	
Echuca - Moama (Echuca Part)	88.6%	10:42	237	87.2%	10:10	226	87.4%	9:37	198	86.2%	10:23	224	90.7%	9:33	
Geelong	89.6%	10:26	2,201	91.5%	10:11	2,195	89.1%	10:26	2,414	87.9%	10:39	2,483	88.2%	10:33	2
Gisborne	76.0%	12:21	104	79.1%	11:12	91	70.3%	12:40	118	71.6%	12:19	109	76.2%	10:51	
Hamilton	89.9%	10:30	99	94.9%	8:57	78	90.2%	10:06	102	91.3%	8:59	103	96.0%	8:01	
Healesville	73.9%	11:29	134	82.1%	10:13	140	83.9%	11:04	137	79.3%	10:37	145	87.1%	9:47	
Horsham	92.5%	9:22	241	89.7%	9:07	243	91.2%	8:56	215	93.5%	9:20	246	92.7%	9:10	
Lara	90.2%	10:26	123	93.2%	9:48	132	90.1%	10:16	131	84.0%	10:59	150	83.5%	11:14	
Leopold	90.3%	10:10	93	92.3%	9:29	117	88.8%	9:30	89	90.3%	10:10	124	87.2%	10:10	
Maryborough (Vic.) *	NA	NA	NA	NA	NA	NA	82.2%	11:40	152	81.6%	11:35	158	78.5%	11:45	
Melbourne *	88.8%	10:18	43,494	89.1%	10:13	43,827	89.2%	10:11	46,489	89.6%	10:11	49,052	90.2%	9:56	47
Melton	86.6%	10:11	797	88.7%	9:45	777	85.5%	10:03	955	86.9%	10:05	918	87.9%	9:42	
Mildura - Buronga (Mildura Part)	95.1%	8:33	513	92.8%	9:05	471	93.3%	8:52	534	95.2%	8:56	580	95.0%	8:42	
Moe - Newborough	81.2%	10:58	361	83.1%	10:51	360	83.9%	10:34	392	85.2%	10:07	446	83.4%	10:09	
Morwell	88.7%	10:04	373	90.7%	9:22	398	93.8%	9:20	389	92.1%	9:04	382	90.7%	9:56	
Ocean Grove - Barwon Heads	80.8%	11:43	156	85.8%	11:11	148	86.8%	10:15	174	84.4%	10:48	199	84.8%	10:55	
Pakenham *	87.7%	10:21	512	86.8%	10:37	532	NA	NA	NA	NA	NA	NA	NA	NA	
Portland (Vic.)	90.8%	9:41	174	93.0%	8:50	157	86.1%	10:24	122	84.7%	10:26	131	89.6%	9:26	
Sale	87.5%	10:22	144	90.6%	8:35	160	89.6%	9:07	182	89.3%	9:15	178	85.5%	10:05	
Shepparton - Mooroopna	90.9%	9:49	693	91.4%	10:00	764	91.8%	9:42	784	91.4%	9:47	871	90.6%	9:45	
Sunbury	84.1%	10:31	433	89.8%	9:43	450	88.7%	9:49	425	86.8%	10:19	469	87.9%	9:57	
Swan Hill	87.3%	9:43	126	93.4%	8:20	122	89.5%	9:39	162	85.9%	10:25	156	89.8%	9:24	
Torquay - Jan Juc	81.0%	11:35	153	80.9%	11:00	136	82.3%	12:13	141	80.1%	12:04	186	79.9%	11:52	
Traralgon	79.9%	11:43	373	87.8%	10:35	353	82.4%	11:17	374	81.8%	11:20	433	83.7%	11:13	
Wallan	90.0%	10:16	100	90.5%	9:19	116	82.4%	10:15	108	85.0%	10:29	107	89.5%	9:36	
Wangaratta	90.9%	9:39	276	89.5%	10:13	266	90.8%	10:14	271	91.1%	9:32	281	92.1%	9:25	
Warragul	84.9%	10:42	219	81.7%	11:18	191	81.4%	11:44	199	81.7%	10:46	186	82.5%	10:38	
Warrnambool	92.4%	9:25	397	92.6%	9:25	351	94.4%	9:03	340	93.3%	9:28	359	92.0%	9:30	
Wonthaggi *	NA	NA	NA	NA	NA	NA	90.8%	9:46	141	85.3%	11:11	170	91.2%	8:56	
Yarrawonga - Mulwala (Yarrawonga Part) *	NA	NA	NA	NA	NA	NA	74.6%	13:33	122	70.5%	15:19	139	77.3%	12:51	
Total UCLs > 7500	88.5%	10:20	56,373	89.2%	10:12	56,912	88.8%	10:13	60,186	89.2%	10:14	63,553	89.7%	10:01	61

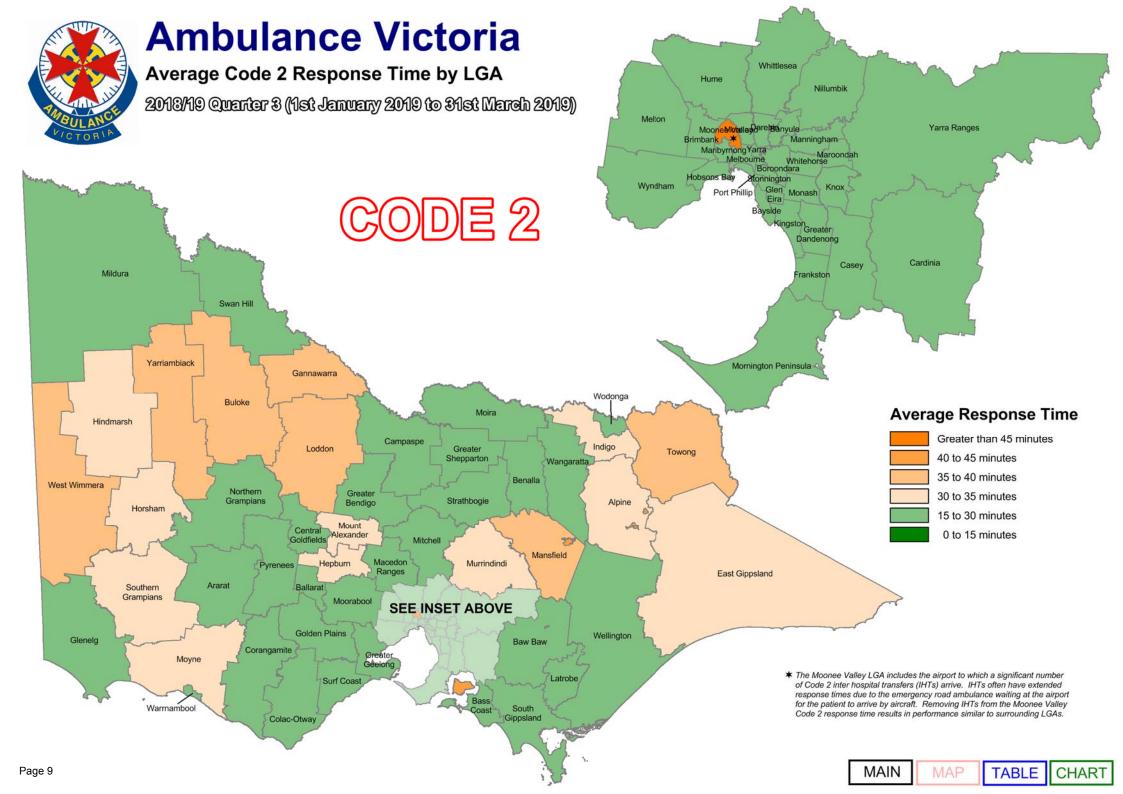
Wonthaggi and Yarrawonga - Malwala (Yarrawonga Part) UCLs were redefined by the Australian Bureau of Statistics in the 2016 census as having a population greater than 7,500 people. The Melbourne UCL was redefined by the Australian Bureau of Statistics in the 2016 census to include the area which was 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.

\* The Maryborough (Vic),

MAIN
MAP <= 15 Minutes
MAP Average
TABLE
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Page

Code 1 First Response Performance by UCL



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Code 2 First Response Performance by LGA

South Gippsland

	Qtr 3 2017/1		
	Average Response Time Minutes Total Number of First Responses		
LGA Name	werage F ime Min	Total Number of First Responses	
Alpine	31:55	157	
Ararat	26:12	145	
Ballarat	20:56	1,016	
Banyule	23:30	956	
Bass Coast	26:43	452	
Baw Baw	27:36	492	
Bayside	25:47	652	
Benalla	24:29	192	
Boroondara	24:19	923	
Brimbank	22:24	1,517	
Buloke	40:16	63	
Campaspe	32:22	429	
Cardinia	22:35	648	
Casey	21:27	2,145	
Central Goldfields	28:59	184	
Colac-Otway	23:27	217	
Corangamite	28:13	157	
Darebin	23:02	1,324	
East Gippsland	29:00	641	
Frankston	19:33	1,495	
Gannawarra	40:46	98	
Glen Eira	26:19	954	
Glenelg Golden Plains	24:36	229	
Greater Bendigo	23:12	1.081	
Greater Dandenong	22:03	1,031	
Greater Geelong	21:50	2,258	
Greater Shepparton	25:04	717	
Hepburn	34:05	158	
Hindmarsh	28:06	92	
Hobsons Bay	23:28	703	
Horsham	25:58	244	
Hume	21:24	1,739	
Indigo	30:15	112	
Kingston (C) (V	23:19	1,180	
Knox	19:32	1,125	
Latrobe (C) (V	23:36	998	
Loddon	30:58	54	
Macedon Ranges	23:28	430	
Manningham	25:28	723	
Mansfield	33:58	112	
Maribyrnong	22:57	648	
Maroondah	20:06	953	
Melbourne	23:16	2,253	
Melton	21:44	1,069	
Mildura	29:38	632	
Mitchell	23:06	483	
Moira	29:11	416	
Monash	23:21	1,289	
Moonee Valley Moorabool	60:51	1,251	
Moorabool	21:07	1,393	
Moreland Mornington Peninsula	24:19	1,669	
Mount Alexander	28:51	174	
Mount Alexander Moyne	30:25	174	
Murrindindi	30:10	143	
Nillumbik	24:12	353	
Northern Grampians	27:23	147	
Port Phillip	24:53	1,004	
Pyrenees	23:18	84	
Queenscliffe	24:15	48	
South Ginnsland	24.15	284	

Qtr	4 2017	7/18
bonse	r of Ses	
Average Response Time Minutes	Total Number of First Responses	
∢⊢ 31:38	182	1
24:55	107	
20:32	1,015	
22:50	1,011	
28:45	412	
24:51	473	
25:24	703	
26:34 23:53	166 991	
21:57	1,484	
40:09	56	
28:11	428	
21:09	690	
20:44	2,158	
25:47	200	
23:09 27:45	259	
21:18	1,288	
31:08	596	
19:25	1,437	
36:07	140	
25:08	941	
22:02	209	
28:20 23:32	112	
20:30	1,333	
21:43	2,276	
24:22	774	
28:29	148	
34:05	70	
21:09	652	
32:32 20:39	1,736	
32:35	98	
22:09	1,233	
19:29	1,121	
23:13	961	
33:33	75	
23:37	412	
24:58 33:23	672 97	
22:24	662	
20:10	924	
22:37	2,124	
20:35	1,068	
27:57	630	
24:36	519	
27:54 22:52	396 1,270	
56:48	1,328	
21:44	312	
23:03	1,405	
20:15	1,582	
26:39	165	
34:56	104	
32:39 24:29	148 343	
27:27	174	
23:36	897	
26:11	72	
25:43	29	
29:27	240	
31:05	148	

Qtr 1	1 2018/19
verage Response ime Minutes	ber of onses
age R Minu	Total Number o First Responsei
Avera Time	Tota
33:03	152
26:01	132
19:12	1,024
22:14	942
26:45	440
24:31	460
24:12	639
25:19	151
23:09	952
21:57	1,527
35:36	61
29:36	433
20:49 20:32	698 2,173
20:32	in the second second
23:48	199 251
27:34	144
21:37	1,290
30:30	635
19:27	1,458
35:16	105
24:12	925
21:45	199
27:37	80
22:34	1,032
19:39	1,394
21:02	2,350
22:08	786
28:20	126
31:54	87
22:08	668
30:09	295
20:33	1,763
31:39	90
21:37	1,170
18:26	1,098
23:59	1,043
34:47	82
21:16	402
24:46	666
41:53	100
23:05	702
20:22	952
21:58	2,135
21:16	1,052
30:04	662
23:38	509
26:20	377
22:47	1,306
61:54 20:52	1,285
20:52	297
23:25 20:53	1,369
20:53	214
29:36	96
32:52	151
22:52	342
26:36	159
22:52	798
27:55	81
19:52	25
29:25	295
27:48	141
- Andrewski - State Stat	

Qtr	2 2018/19
Response nutes	sponses
Average Res Time Minutes	Total Number of First Responsee
33:00	174
21:23	111
22:05 22:21	1,082
26:02	516
22:18	502
25:30 25:39	623 162
23:25	923
22:06	1,525
42:26 28:29	53 423
21:07	740
20:23 24:25	2,317
28:52	250
30:22	156
21:41 33:06	1,393 635
19:14	1,536
33:51	107
25:05	930 214
25:59 26:53	107
24:41	1,041
19:34	1,526
22:55 22:43	2,508
27:37	144
31:35	75
23:49 29:03	726
20:18	1,872
30:42	105
22:47 19:16	1,237
20:46	1,091
33:21	81
21:48 23:52	427 699
31:15	111
22:42	701
20:03 22:58	961 2,362
20:35	1,098
26:53	605
24:29 26:37	529 399
23:04	1,288
60:52	1,325
23:38 23:17	329
20:49	1,645
29:36	188
30:40 32:22	108
23:44	361
27:48	167
23:29 28:20	1,085
28:20	37
30:26	283
27:38	172
25:32 26:29	775
25:05	225
30:57	246
34:30 31:02	295
21:16	317
25:55	444
27:05 21:42	45
22:42	1,449
23:29	361
21:04 22:13	1,505 831
20:07	1,175
31:08	63
38:58	3
34:39	(410)

## Qtr 3 2018/19

		3 2018/		
	me Minutes Minutes Mal Number of st Responses			
	age Re Minuté	Total Number of First Responses		
1	₹Ē			
	31:56 26:09	173 141		
	21:54	1,139		
	20:56	964		
	26:55 24:02	476 516		
	26:03	655		
	25:32 23:35	171 936		
	21:13	1,460		
	38:45	64		
	25:25 20:06	414 780		
	19:55	2,311		
	25:04	216		
	27:36 28:41	227		
	21:11	1,294		
	30:23	630		
	18:36 36:43	1,514 127		
	24:35	878		
	27:45	205		
	27:30 24:05	90		
	19:21	1,482		
	23:17	2,501		
	22:18 34:01	723 164		
	30:11	72		
	22:39 30:15	715 266		
	19:17	1,853		
	34:16	96		
	22:11 18:23	1,293 1,160		
	21:44	1,065		
	35:21	75		
	22:34 23:58	412 691		
	36:55	102		
	21:03	689		
	18:42 22:31	957 2,308		
	19:51	1,097		
	27:22 23:31	606 548		
	26:34	398		
	22:17	1,333		
	59:47 22:01	1,361 329		
	21:53	1,406		
	20:28	1,738		
	31:00 30:33	144 135		
	30:57	154		
	23:27 27:38	366 165		
	23:21	1,058		
	28:16	77		
	26:25 29:52	36 315		
	30:13	145		
	24:18	753		
	26:06 24:04	110 260		
	29:36	243		
	36:00 26:39	69 310		
	21:00	376		
	28:01	481		
	35:36 21:06	21 1,135		
	22:26	1,413		
	20:20	393		
	20:30 22:45	1,486 901		
	19:41	1,209		
	35:02	64		
	43:18 29:37	20 175		
	23:32	54,085		
1				

Southern Grampians	27:57	134	31:05
Stonnington	25:52	703	25:04
Strathbogie	25:49	127	30:47
Surf Coast	24:20	270	25:43
Swan Hill	32:25	226	31:39
Towong	32:30	80	34:53
Wangaratta	26:11	297	28:37
Warrnambool	23:56	351	21:20
Wellington	31:16	418	27:41
West Wimmera	24:59	35	28:52
Whitehorse	21:34	1,058	20:58
Whittlesea	22:54	1,329	22:58
Wodonga	21:34	392	23:19
Wyndham	21:10	1,292	20:51
Yarra	23:06	830	22:29
Yarra Ranges	20:43	1,112	21:04
Yarriambiack	36:23	66	30:57
Unincorporated	54:00	16	22:58
Interstate LGAs	29:01	162	29:10
Total AV	24:32	51,995	23:57

30:35

27:48
23:58
28:44
21:57
30:51
30:43
32:00
19:40
26:29
31:01
21:57
22:15
24:01
21:46
21:16
20:52
32:35
29:11
31:45
23:47

1,146 1,402

1,134

51,870

1,494

1,170

1,410

1,319

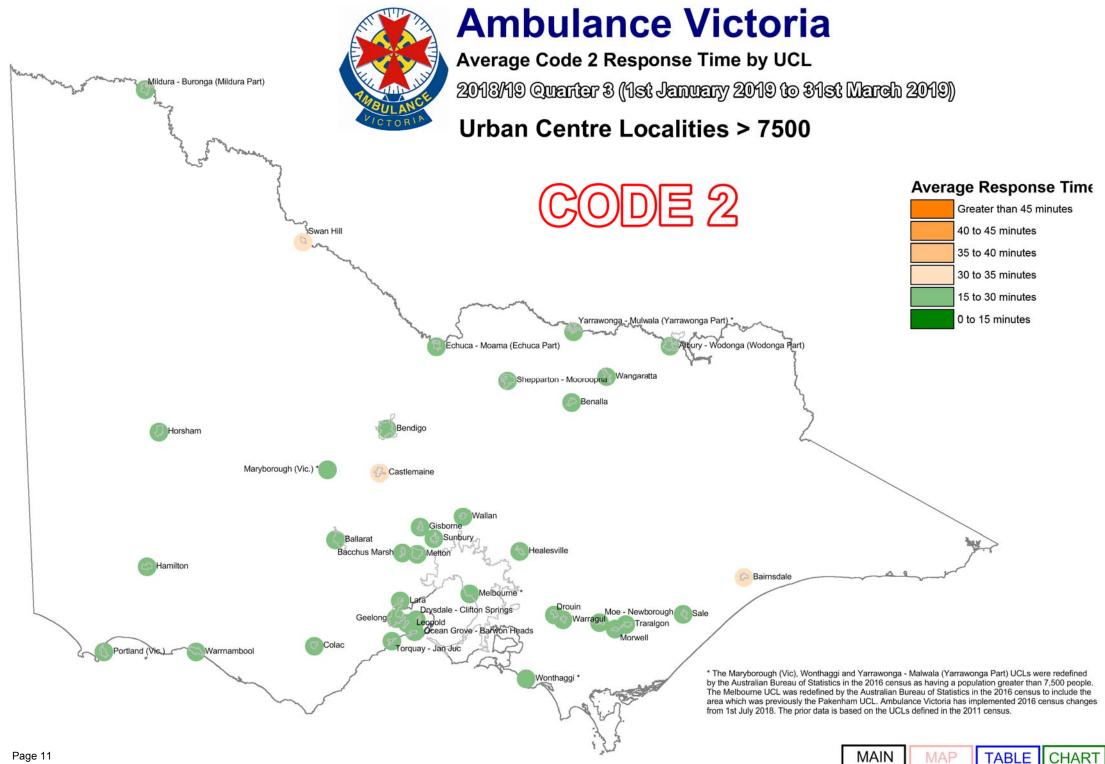
1,071 

51,643

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

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







Qtr	3 201	7/18
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

Qtr	4 201	7/18
	Average Response Time Minutes	TotalNumber 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

Qtr	1 201	1998 - 1997 - 18
	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

Qtr 2 2018/19		
Average Response Time Minutes	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 3	5,210	
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	6,465	

Qtr 3 2018/19		8/19	1
	Average Response Time Minutes	Total Number of First Responses	
	19:17	375	* The Maryborough (Vic), Wonthaggi and
	19:35	223	Yarrawonga - Malwala (Yarrawonga Part) UCLs
	30:38	280	were redefined by the
	21:24	1,084	Australian Bureau of Statistics in the 2016
	25:14	158	census as having a population greater than
	23:07	994	7,500 people. The Melbourne UCL was
	30:56	105	redefined by the Australian Bureau of Statistics in the
	21:56	147	2016 census to include the area which was
	20:18	129	previously the Pakenham UCL. Ambulance Victoria
	19:06	115	has implemented 2016 census changes from 1st
	27:18	210	July 2018. The prior data is based on the UCLs
	21:51	1,786	defined in the 2011
	20:40	81	census.
	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	MAIN
	16:36	75	MAP
	23:38	251	W// M
	24:16	237	TABLE
	21:02	360	CHADT
	27:54	152	CHART
	25:06	115	
	22:38	46,357	
1			

## Glossary

Response Time	<b>Response time</b> 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	<b>Code 1</b> incidents require urgent paramedic and hospital care, based on information available at time of call.
Code 2 incident	<b>Code 2</b> 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 <b>local</b> <b>government areas</b> (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