



Ambulance Victoria's Performance

2019/20 Quarter 1 (1st July 2019 to 30th September 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).

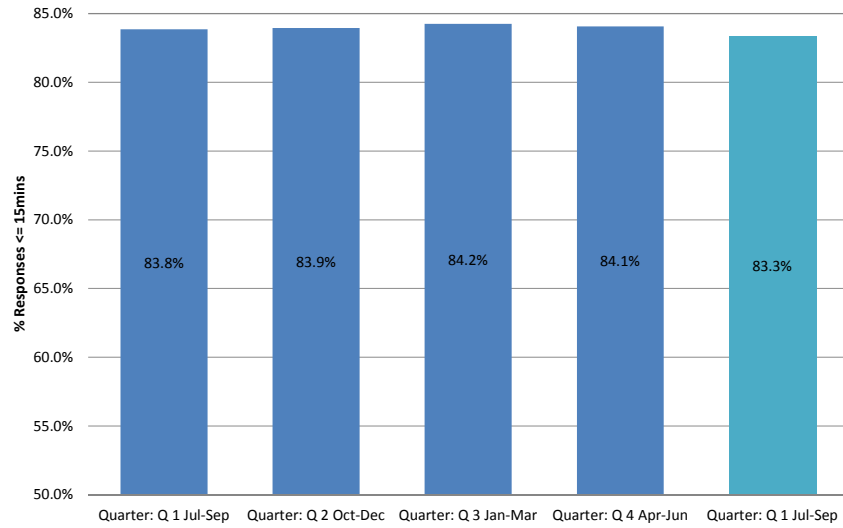
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

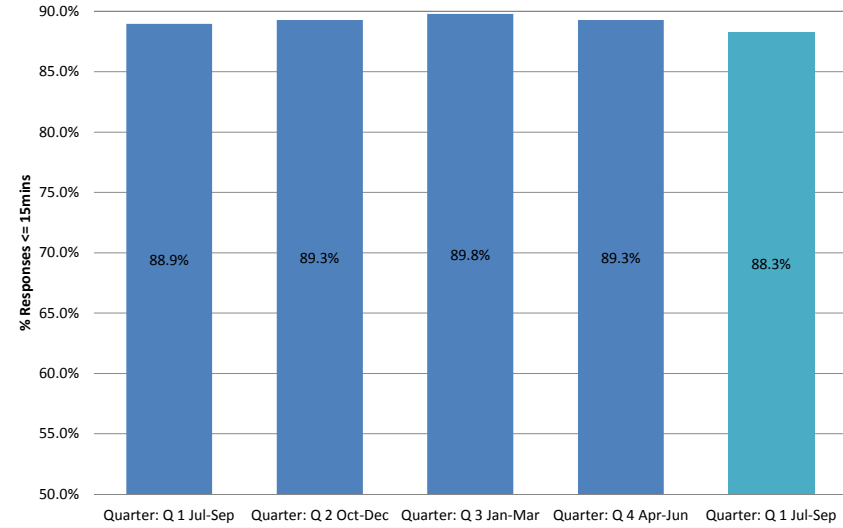
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

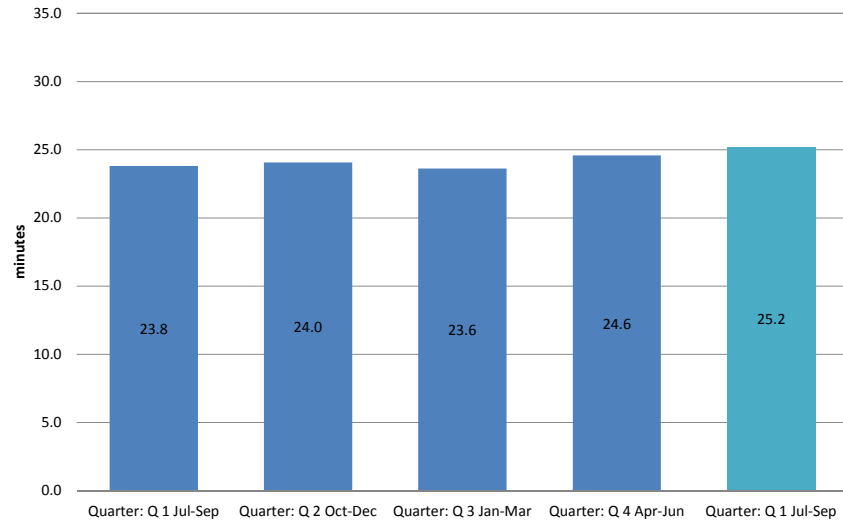
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

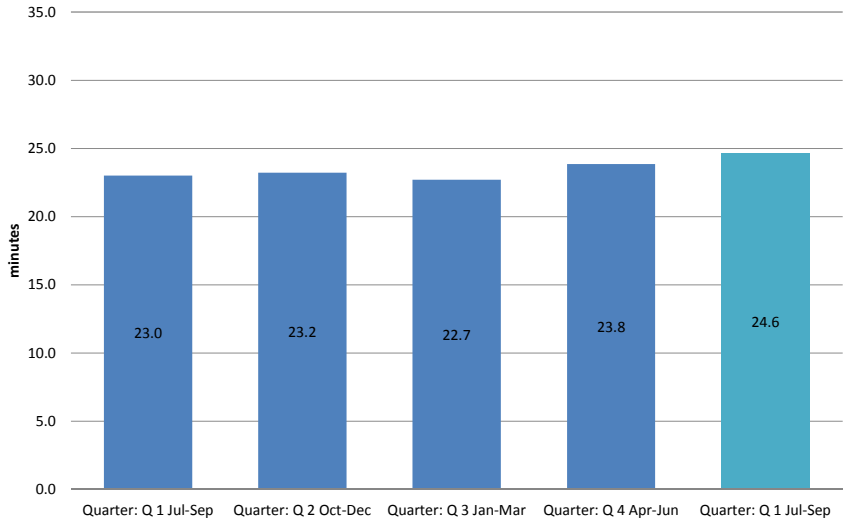
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

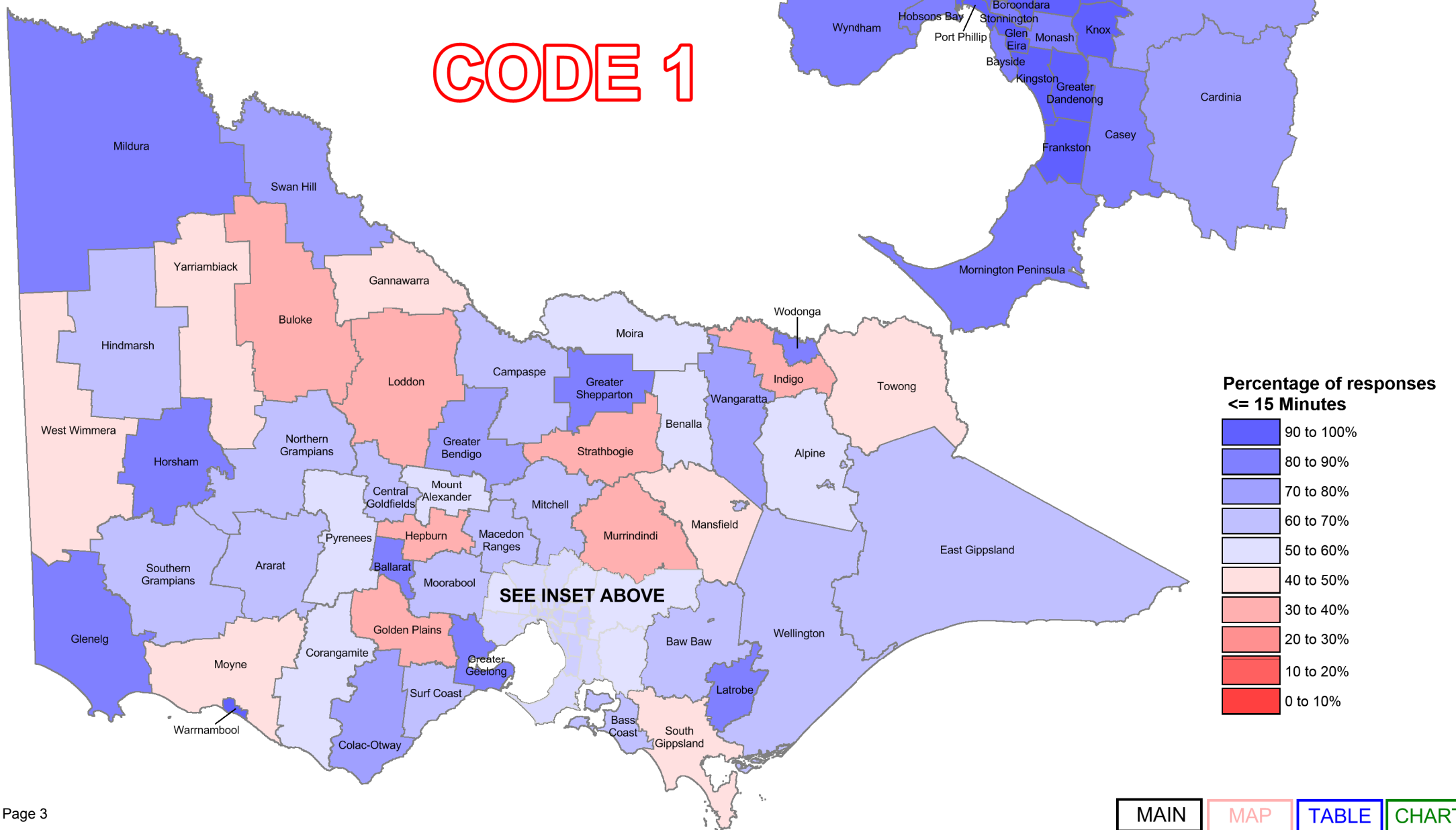
TABLE

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2019/20 Quarter 1 (1st July 2019 to 30th September 2019)

CODE 1



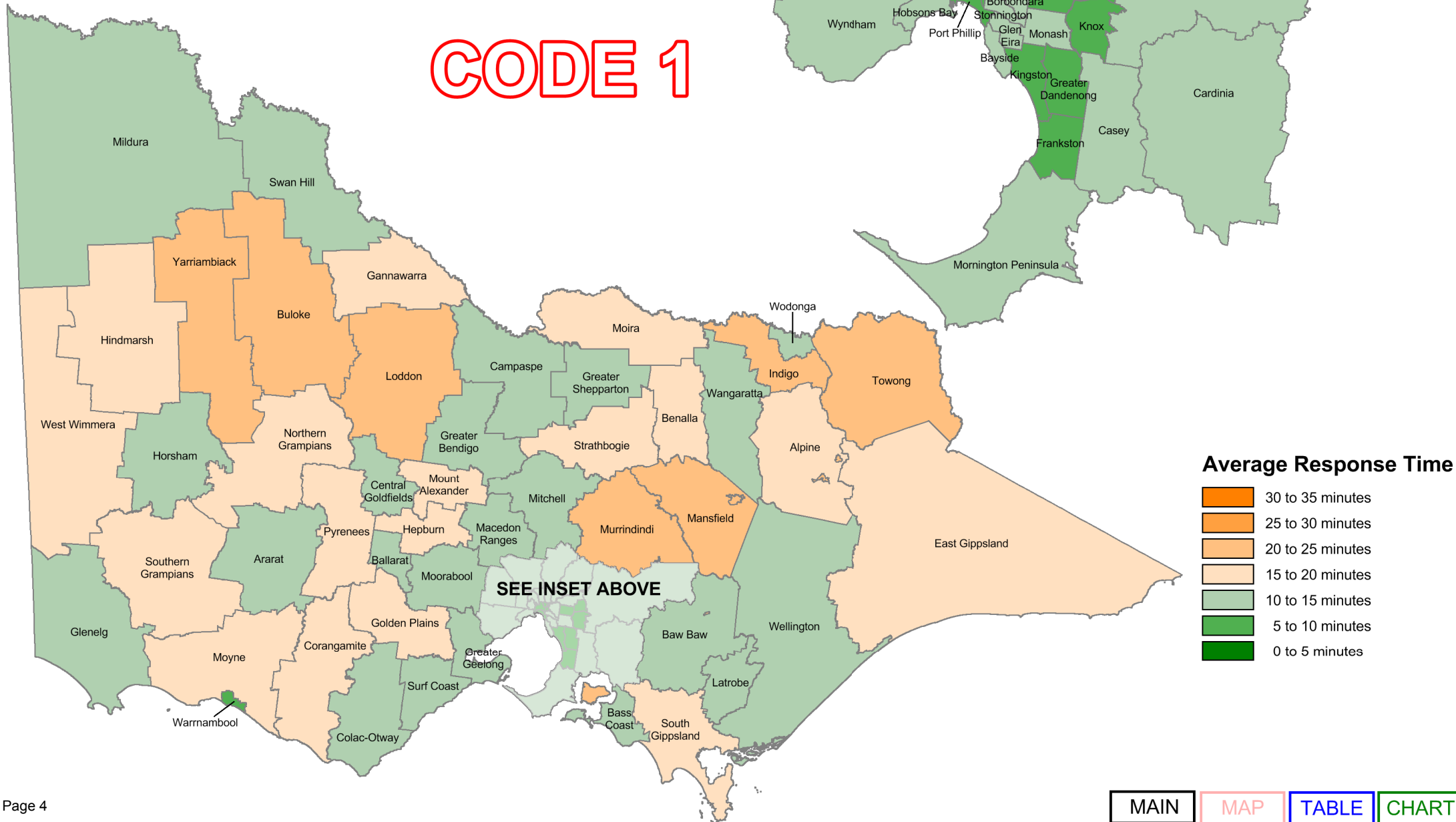


Ambulance Victoria

Average Code 1 Response Time by LGA

2019/20 Quarter 1 (1st July 2019 to 30th September 2019)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 1 2018/19			Qtr 2 2018/19			Qtr 3 2018/19			Qtr 4 2018/19			Qtr 1 2019/20		
	% 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	47.8%	21:26	115	54.2%	18:44	155	44.0%	23:19	168	59.3%	17:43	135	51.2%	18:24	160
Ararat	62.8%	15:49	137	62.1%	15:07	140	65.6%	14:24	151	72.8%	13:10	158	67.2%	13:48	134
Ballarat	89.4%	10:17	1,397	90.7%	10:14	1,522	90.1%	10:13	1,508	89.2%	10:21	1,636	89.8%	10:21	1,750
Banyule	89.5%	10:08	1,258	92.9%	9:44	1,383	91.8%	9:40	1,332	91.0%	10:01	1,463	90.1%	10:08	1,497
Bass Coast	69.0%	13:39	520	65.5%	14:29	580	69.2%	14:14	603	69.4%	13:51	631	66.9%	13:57	577
Baw Baw	68.0%	14:27	593	68.9%	13:41	623	68.2%	14:04	620	73.2%	13:45	679	69.5%	14:20	758
Bayside	90.2%	10:22	863	90.0%	10:41	904	89.2%	10:34	834	90.0%	10:18	849	88.7%	10:57	856
Benalla	57.7%	16:12	182	66.7%	13:20	189	66.7%	15:00	231	63.9%	15:28	219	58.7%	16:22	252
Boroondara	89.6%	10:21	1,264	89.7%	10:28	1,312	92.5%	9:50	1,229	91.8%	10:16	1,288	90.4%	10:29	1,283
Brimbank	89.5%	10:16	2,411	90.6%	10:05	2,582	90.2%	10:02	2,396	88.9%	10:21	2,549	89.8%	10:37	2,682
Buloke	29.0%	25:25	69	46.4%	22:35	69	37.3%	23:40	83	40.0%	22:29	70	37.1%	22:59	89
Campaspe	72.7%	12:39	450	64.5%	14:04	502	65.8%	14:04	511	66.1%	13:50	496	67.4%	13:21	494
Cardinia	70.9%	12:36	991	75.4%	12:05	1,162	73.3%	12:27	1,144	74.4%	12:15	1,197	72.0%	12:34	1,242
Casey	88.4%	10:22	3,193	87.3%	10:32	3,390	88.5%	10:23	3,294	87.5%	10:37	3,533	85.7%	10:58	3,582
Central Goldfields	65.6%	15:53	212	66.2%	14:24	225	62.0%	14:55	213	68.9%	13:41	228	65.0%	14:51	217
Colac-Otway	65.1%	15:43	229	69.4%	14:10	252	63.7%	14:52	212	65.8%	15:17	257	70.4%	13:43	206
Corangamite	46.5%	18:27	155	49.4%	17:25	180	44.9%	19:16	198	46.6%	18:06	178	58.8%	15:19	204
Darebin	91.8%	9:52	1,896	92.4%	9:37	1,994	91.7%	9:37	1,902	92.2%	9:37	1,903	90.0%	10:09	2,020
East Gippsland	66.5%	15:00	714	64.0%	15:07	788	65.1%	15:17	757	63.5%	15:23	757	62.5%	15:30	776
Frankston	90.1%	9:50	1,920	92.6%	9:32	2,006	91.5%	9:51	2,012	91.1%	9:42	2,039	91.7%	9:48	2,141
Gannawarra	51.0%	19:08	104	57.4%	16:54	129	44.6%	20:56	101	48.0%	18:58	125	48.0%	19:38	100
Glen Eira	92.0%	9:40	1,292	92.2%	9:54	1,313	92.4%	9:44	1,295	91.6%	9:48	1,326	91.3%	10:02	1,405
Glenelg	74.6%	13:07	205	72.5%	13:32	247	75.0%	12:50	228	80.0%	12:35	260	81.3%	11:19	219
Golden Plains	38.4%	17:48	172	38.8%	17:26	188	30.4%	20:24	214	30.9%	19:13	178	36.9%	19:06	203
Greater Bendigo	80.6%	11:45	1,520	81.8%	11:43	1,614	80.5%	11:38	1,637	80.8%	11:57	1,615	79.8%	11:51	1,724
Greater Dandenong	92.3%	9:42	2,062	92.2%	9:40	2,149	91.4%	9:28	2,063	92.0%	9:46	2,132	91.5%	9:45	2,224
Greater Geelong	86.5%	10:48	3,298	84.4%	11:06	3,509	84.0%	11:08	3,527	84.4%	11:07	3,729	85.2%	11:05	3,741
Greater Shepparton	84.6%	10:48	969	84.3%	11:03	1,078	86.6%	10:31	1,021	86.7%	10:19	998	84.8%	10:49	1,080
Hepburn	43.8%	17:49	194	34.5%	18:46	194	38.9%	17:34	190	33.5%	19:24	212	34.7%	19:47	193
Hindmarsh	39.4%	26:58	66	60.3%	19:24	78	66.7%	16:23	63	60.3%	17:28	68	67.1%	17:53	70
Hobsons Bay	86.5%	10:40	1,001	87.2%	10:44	1,026	90.7%	10:06	961	88.2%	10:41	1,065	86.8%	10:37	1,155
Horsham	82.3%	10:30	249	84.8%	10:39	283	87.1%	10:13	278	86.0%	10:42	285	83.6%	10:58	299
Hume	88.3%	10:18	3,036	87.8%	10:31	3,127	89.6%	10:13	2,896	87.2%	10:37	3,194	85.6%	10:56	3,503
Indigo	30.3%	21:00	122	27.0%	20:54	122	24.5%	22:11	155	34.3%	19:48	140	38.5%	20:04	122
Kingston	91.6%	9:44	1,682	91.5%	10:01	1,756	91.6%	9:50	1,752	91.4%	9:53	1,723	90.3%	9:58	1,785
Knox	93.1%	9:42	1,546	92.5%	9:39	1,549	93.1%	9:25	1,527	92.1%	9:42	1,750	92.1%	9:55	1,788
Latrobe	80.0%	11:35	1,389	80.1%	11:11	1,530	80.3%	11:21	1,464	82.9%	10:53	1,581	80.0%	11:10	1,671
Loddon	34.1%	21:25	129	30.4%	21:20	115	28.1%	21:52	121	32.5%	21:49	117	34.6%	20:46	107
Macedon Ranges	65.8%	13:40	444	66.0%	13:32	530	68.6%	13:21	488	68.3%	13:04	527	63.6%	13:51	536
Manningham	85.0%	11:33	1,103	86.2%	11:33	1,095	84.6%	11:18	1,015	85.8%	11:31	1,063	85.2%	11:42	1,173
Mansfield	43.7%	24:34	71	47.8%	21:21	90	49.4%	22:17	83	43.8%	24:32	89	45.9%	21:46	85
Maribyrnong	91.0%	9:32	897	88.8%	10:15	1,007	92.6%	9:31	915	90.1%	9:55	907	90.9%	10:01	941
Maroondah	93.0%	9:04	1,234	93.5%	9:02	1,328	95.1%	8:44	1,318	93.0%	9:13	1,275	93.8%	9:10	1,366
Melbourne	92.3%	8:50	2,346	91.1%	9:10	2,578	92.2%	8:31	2,612	92.2%	8:51	2,474	91.5%	9:02	2,542
Melton	82.6%	10:57	1,784	84.1%	10:58	1,745	85.2%	10:30	1,711	82.9%	11:10	1,907	79.9%	11:38	2,069
Mildura	83.9%	10:58	764	86.5%	10:44	813	86.8%	10:23	805	84.2%	11:10	796	85.0%	11:12	819
Mitchell	65.9%	13:51	534	68.0%	13:51	537	68.4%	13:21	554	65.2%	14:04	609	64.7%	13:30	652
Moirra	62.1%	15:06	420	60.3%	16:30	456	61.4%	15:24	438	58.2%	15:30	409	55.8%	17:02	452
Monash	88.8%	10:50	1,689	89.9%	10:34	1,765	89.0%	10:34	1,726	88.8%	10:49	1,878	87.5%	10:51	1,913
Moonee Valley	86.7%	11:00	1,255	88.2%	10:56	1,318	89.7%	10:43	1,286	87.7%	11:02	1,452	87.7%	11:04	1,453
Moorabool	68.0%	13:23	384	73.5%	12:17	370	77.0%	12:17	352	68.9%	13:29	386	61.9%	14:42	399
Moreland	90.0%	10:18	2,042	90.5%	10:13	2,101	92.2%	9:51	1,981	90.2%	10:16	2,137	88.0%	10:42	2,227
Mornington Peninsula	84.4%	10:46	2,042	82.7%	10:58	2,176	81.9%	11:10	2,245	83.1%	10:59	2,225	83.5%	10:56	2,210
Mount Alexander	51.0%	17:19	204	51.2%	17:15	209	50.2%	16:27	201	56.5%	15:56	237	58.4%	15:16	185
Moyne	39.2%	17:23	120	49.3%	17:34	134	45.8%	17:20	168	35.4%	18:56	147	41.1%	17:27	151
Murrindindi	37.6%	21:55	194	41.9%	20:30	179	44.4%	20:36	214	30.6%	23:09	173	37.4%	20:17	195
Nillumbik	72.6%	13:06	496	69.2%	13:38	517	71.0%	13:17	500	70.8%	12:56	551	71.0%	13:17	541
Northern Grampians	63.6%	14:37	143	69.5%	14:33	177	68.9%	14:00	164	69.0%	15:06	142	69.7%	15:40	145
Port Phillip	91.5%	9:14	1,040	91.0%	9:42	1,293	89.3%	9:37	1,327	91.9%	9:33	1,195	90.6%	9:42	1,166
Pyrenees	48.7%	18:06	117	44.7%	17:58	132	52.1%	17:00	96	44.4%	18:16	99	51.8%	16:54	112
Queenscliffe	83.3%	12:13	24	38.5%	16:27	39	54.5%	15:55	44	60.0%	14:54	55	60.4%	15:32	48
South Gippsland	48.0%	17:51	369	46.5%	18:14	387	45.4%	19:03	372	52.8%	16:57	369	49.9%	17:47	377
Southern Grampians	63.3%	15:41	166	65.3%	14:48	170	65.9%	15:18	173	57.5%	17:41	200	62.1%	16:44	195
Stonnington	89.5%	10:17	924	91.3%	10:00	989	90.1%	10:16	983	90.6%	10:03	991	87.7%	10:53	944
Strathbogie	37.7%	20:03	159	49.7%	16:44	187	46.4%	16:53	179	50.3%	16:54	165	36.7%	18:51	169
Surf Coast	63.0%	15:02	281	63.4%	14:35	355	60.1%	15:46	371	59.3%	15:38	305	68.6%	13:46	299
Swan Hill	75.7%	13:18	292	75.2%	12:15	258	71.3%	13:18	244	76.7%	12:36	292	74.4%	13:32	250
Towong	37.3%	20:21	59	44.4%	24:45	72	38.2%	25:40	76	48.1%	21:21	79	45.2%	23:46	73
Wangaratta	74.8%	12:57	357	73.4%	13:16	383	80.0%	11:40	385	77.4%	12:42	393	74.8%	12:41	421
Warrnambool	93.3%	9:15	358	92.5%	9:33	373	90.9%	9:43	430	94.0%	9:17	398	93.1%	9:32	434
Wellington	58.9%	16:45	521	58.7%	16:15	574	60.3%	15:46	564	63.1%	15:59	632	63.2%	14:46	516
West Wimmera	42.1%	19:31	38	34.9%	23:30	43	36.6%	22:19	41	39.1%	20:42	46	48.6%	18:10	35
Whitehorse	92.1%	9:23	1,492	92.9%	9:17	1,585	93.6%	9:00	1,552	92.7%	9:22	1,650	91.1%	9:50	1,744
Whittlesea	81.9%	11:26	2,249	79.1%	11:51	2,383	82.0%	11:17	2,293	83.6%	11:20	2,526	83.9%	11:07	2,587
Wodonga	86.1%	10:40	511	88.7%	10:13	520	88.6%	10:22	563	87.2%	10:47	618	86.4%	10:41	609
Wyndham	85.3%	10:49	2,070	88.3%	10:32	2,112	90.3%	10:02	2,052	88.5%	10:20	2,305	84.0%	11:07	2,456
Yarra	93.2%	8:45	1,023	93.2%	8:47	1,242	94.3%	8:32	1,203	92.3%	9:05	1,214	93.6%	8:53	1,139
Yarra Ranges	78.7%	11:48	1,563	77.3%	12:03	1,773	77.9%	11:44	1,700	78.0%	12:01	1,694	77.1%	12:04	1,765
Yarriambiack	35.6%	22:11	101	37.3%	21:02	102	42.7%	20:56	96	44.6%	20:57	83	44.8%	22:06	96
Unincorporated	50.0%	22:55	58	16.7%	3										



Ambulance Victoria

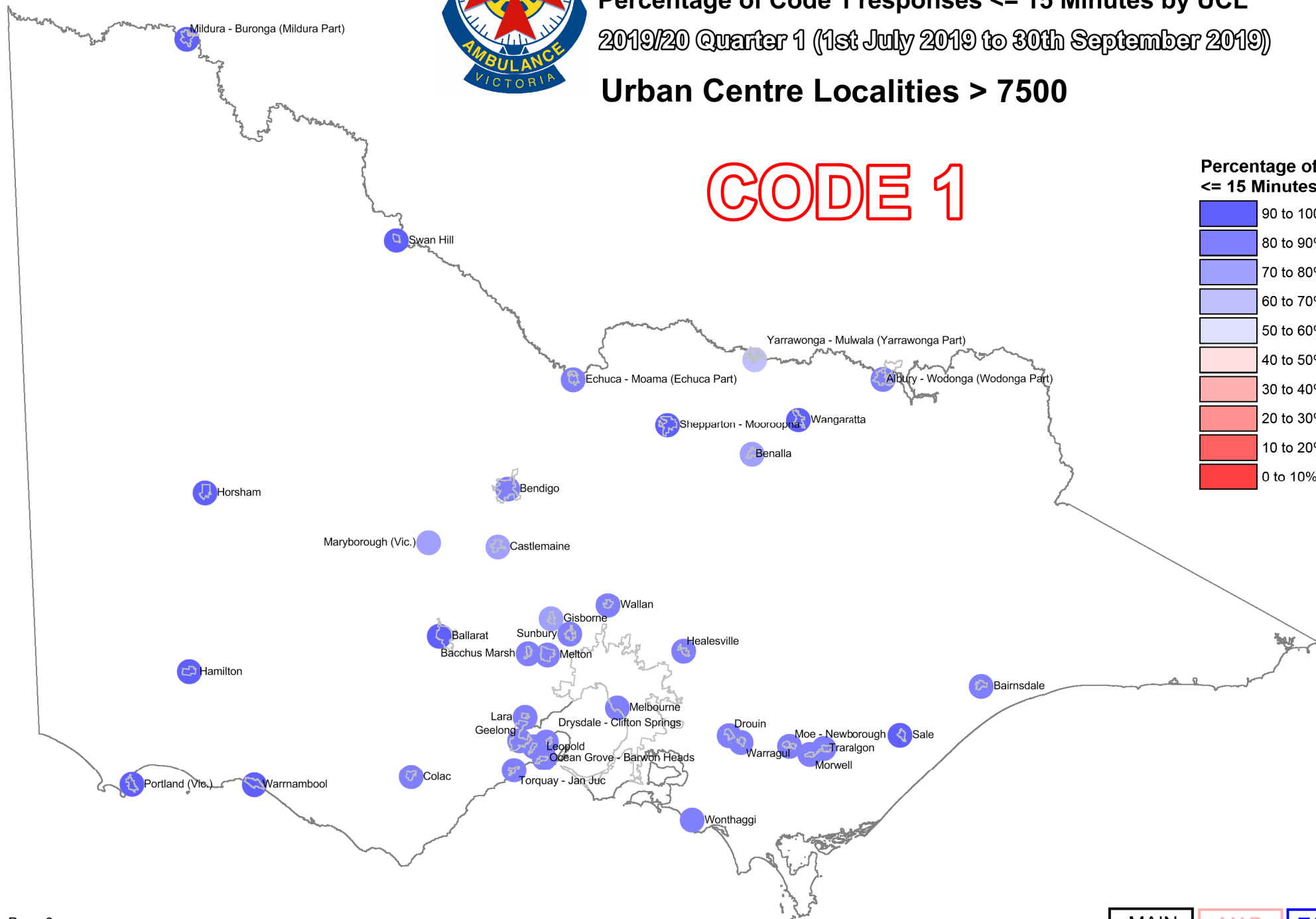
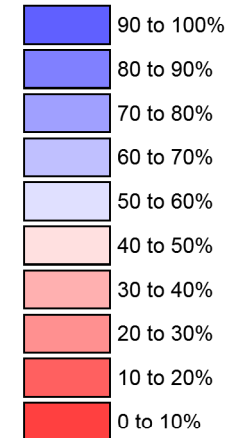
Percentage of Code 1 responses ≤ 15 Minutes by UCL

2019/20 Quarter 1 (1st July 2019 to 30th September 2019)

Urban Centre Localities > 7500

CODE 1

Percentage of responses
 ≤ 15 Minutes





Ambulance Victoria

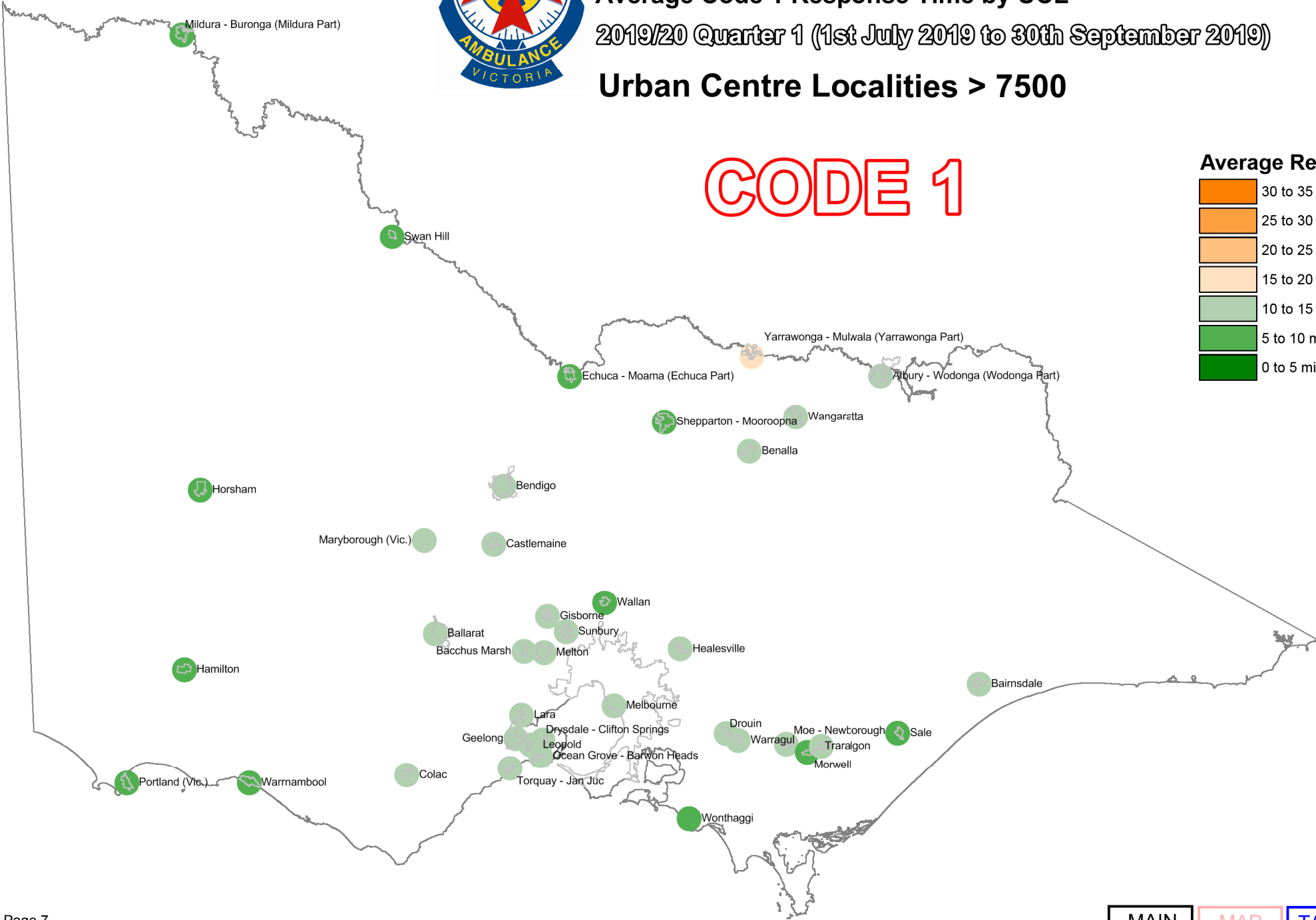
Average Code 1 Response Time by UCL

2019/20 Quarter 1 (1st July 2019 to 30th September 2019)

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)	89.8%	10:10	471
Bacchus Marsh	81.7%	10:52	219
Bairnsdale	84.0%	11:06	268
Ballarat	91.1%	10:02	1,341
Benalla	71.3%	12:45	129
Bendigo	86.8%	10:49	1,320
Castlemaine	67.3%	14:46	113
Colac	85.9%	11:40	156
Drouin	84.0%	11:59	150
Drysdale - Clifton Springs	87.3%	11:09	158
Echuca - Moama (Echuca Part)	87.4%	9:36	198
Geelong	89.1%	10:26	2,421
Gisborne	70.1%	12:37	117
Hamilton	89.3%	10:25	103
Healesville	83.8%	11:08	136
Horsham	92.0%	8:49	213
Lara	90.0%	10:15	130
Leopold	89.0%	9:25	91
Maryborough (Vic.)	83.1%	11:22	148
Melbourne	89.3%	10:09	46,662
Melton	85.6%	10:02	959
Mildura - Buronga (Mildura Part)	93.2%	8:51	532
Moe - Newborough	83.6%	10:34	390
Morwell	93.9%	9:17	391
Ocean Grove - Barwon Heads	86.9%	10:16	176
Portland (Vic.)	86.7%	10:24	120
Sale	89.5%	9:08	181
Shepparton - Mooroopna	91.8%	9:42	785
Sunbury	88.8%	9:48	427
Swan Hill	89.3%	9:40	159
Torquay - Jan Juc	82.1%	12:15	140
Traralgon	82.2%	11:19	381
Wallan	82.6%	10:14	109
Wangaratta	91.0%	10:07	268
Warragul	81.3%	11:48	198
Warrnambool	94.4%	9:03	340
Wonthaggi	90.4%	10:09	146
Yarrawonga - Mulwala (Yarrawonga Part)	75.4%	13:22	122
Total UCLs > 7500	88.9%	10:12	60,368

Qtr 1 2018/19

Qtr 2 2018/19

Qtr 3 2018/19

Qtr 4 2018/19

Qtr 1 2019/20

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
92.8%	9:36	474
88.8%	9:49	206
85.1%	10:14	269
92.3%	9:58	1,446
79.9%	11:23	139
87.6%	10:47	1,417
69.1%	14:16	123
89.2%	10:12	167
87.0%	10:52	161
80.6%	12:15	186
85.7%	10:51	224
87.9%	10:40	2,496
71.6%	12:19	109
91.3%	9:00	104
79.5%	10:35	146
94.3%	9:01	244
84.1%	10:57	151
90.3%	10:10	124
82.5%	11:24	160
89.7%	10:09	49,398
86.9%	10:06	922
95.2%	8:55	584
85.1%	10:05	451
91.9%	9:05	385
84.6%	10:46	201
85.4%	10:22	130
89.9%	9:03	178
91.4%	9:47	873
87.1%	10:16	473
85.8%	10:26	155
80.2%	12:02	187
81.6%	11:18	435
86.1%	10:22	108
91.1%	9:35	281
81.9%	10:47	188
93.3%	9:26	360
85.4%	11:12	171
71.0%	15:12	138
89.3%	10:12	63,964

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
91.6%	9:51	524
84.7%	10:26	196
82.5%	11:23	263
91.3%	10:03	1,436
75.9%	13:01	170
87.4%	10:39	1,435
75.5%	12:46	110
86.2%	9:59	123
80.6%	12:18	165
83.3%	11:38	150
91.3%	9:09	195
88.4%	10:32	2,461
76.2%	10:59	105
97.0%	7:55	100
87.1%	9:47	132
92.7%	9:11	247
83.6%	11:13	159
87.2%	10:10	125
78.1%	12:24	137
90.3%	9:55	47,880
87.9%	9:41	858
94.9%	8:41	584
83.5%	10:08	437
90.7%	9:57	408
84.3%	11:00	204
89.6%	9:26	135
85.8%	10:02	169
90.8%	9:43	803
88.0%	9:55	409
89.8%	9:24	137
79.6%	11:56	181
83.9%	11:10	378
89.4%	9:37	123
92.1%	9:23	305
82.7%	10:39	185
92.1%	9:29	406
91.3%	8:56	138
77.3%	12:51	132
89.8%	10:00	62,105

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
90.1%	10:22	574
78.2%	11:46	216
84.9%	10:46	225
90.5%	10:07	1,572
78.1%	12:45	155
87.9%	10:42	1,402
79.7%	12:18	138
84.3%	11:18	166
87.9%	11:33	182
88.0%	11:22	175
87.3%	10:25	213
88.2%	10:35	2,632
78.8%	10:35	118
92.0%	10:04	113
92.1%	9:08	140
93.1%	9:15	245
81.6%	11:43	196
86.4%	10:27	176
85.8%	10:19	162
89.6%	10:10	50,073
85.3%	10:11	1,000
94.9%	8:50	549
82.8%	10:11	488
93.7%	9:04	428
83.8%	10:38	204
90.2%	10:13	153
91.8%	9:23	194
92.4%	9:21	775
87.7%	10:13	416
94.8%	8:30	154
74.4%	12:34	180
88.8%	10:36	430
86.4%	10:16	118
88.8%	10:34	312
85.7%	10:44	251
94.9%	9:01	374
92.7%	9:06	178
75.9%	13:29	108
89.3%	10:12	65,185

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
89.6%	10:14	565
81.4%	10:42	220
80.3%	11:07	234
91.1%	10:09	1,685
72.4%	13:30	181
86.6%	10:45	1,504
73.5%	12:50	113
84.8%	10:55	151
82.7%	12:20	173
83.0%	11:22	182
89.6%	9:19	192
88.6%	10:38	2,684
74.6%	11:10	134
93.9%	8:54	114
82.8%	10:08	157
90.6%	9:37	266
88.9%	10:23	199
86.6%	10:28	119
79.4%	12:07	160
88.6%	10:24	51,795
82.2%	10:55	1,079
93.4%	9:11	589
81.4%	10:36	478
89.5%	9:35	485
88.8%	10:44	197
91.6%	9:24	143
92.3%	8:49	168
92.4%	9:38	827
86.9%	10:01	503
91.5%	8:56	117
83.8%	11:00	167
83.9%	10:39	478
86.7%	9:56	143
90.2%	10:03	317
81.4%	11:50	291
93.5%	9:23	416
89.7%	9:31	175
69.9%	16:12	153
88.3%	10:25	67,554

MAIN

MAP
≤ 15 MinutesMAP
Average

TABLE

CHART

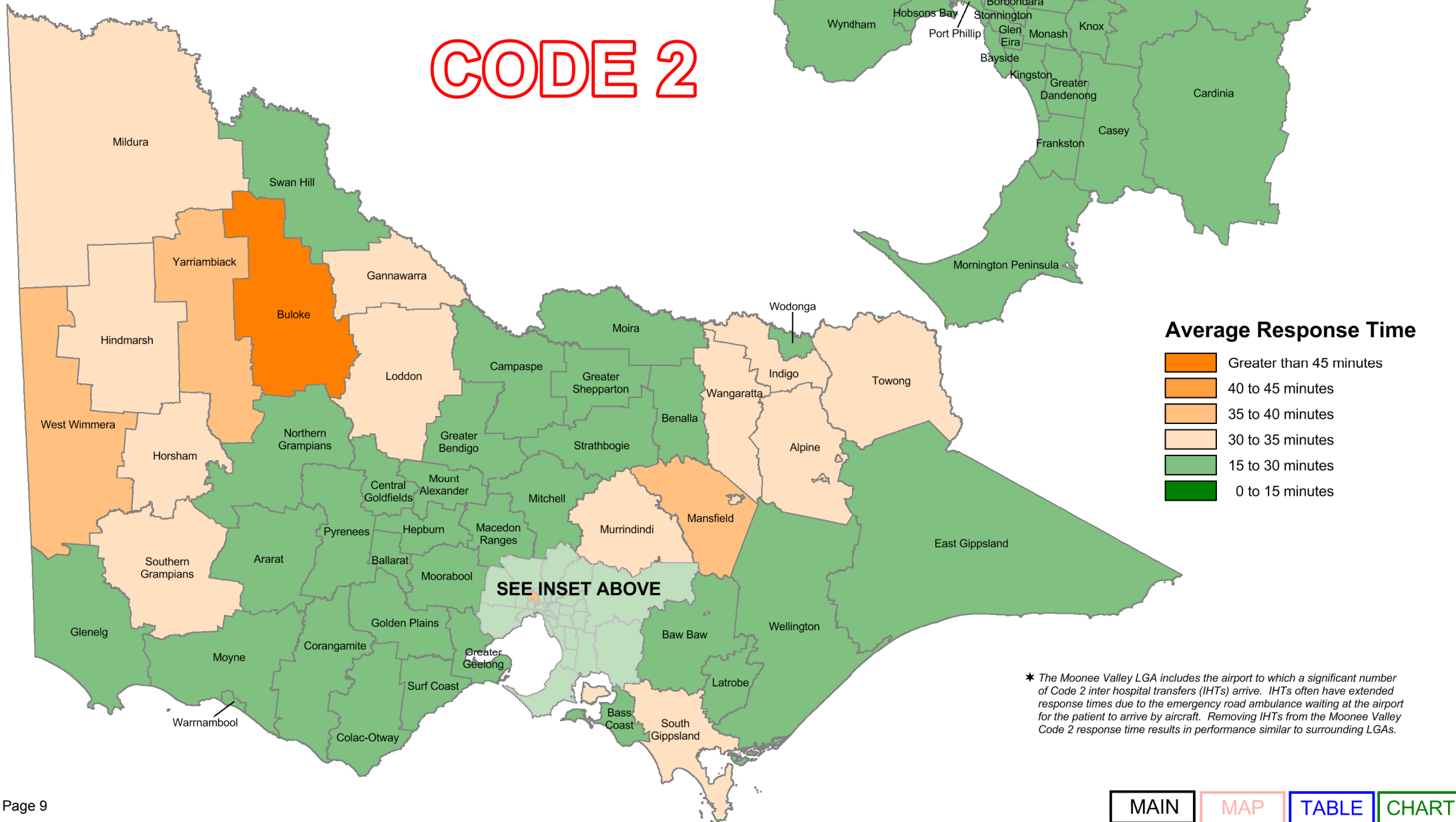


Ambulance Victoria

Average Code 2 Response Time by LGA

2019/20 Quarter 1 (1st July 2019 to 30th September 2019)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 1 2018/19		Qtr 2 2018/19		Qtr 3 2018/19		Qtr 4 2018/19		Qtr 1 2019/20	
	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	33:11	152	33:03	175	31:54	174	32:43	156	33:27	147
Ararat	25:50	137	21:48	115	26:22	139	25:08	138	22:49	164
Ballarat	19:25	1,012	22:21	1,085	21:57	1,141	22:50	1,063	22:46	1,114
Banyule	22:10	934	22:29	972	20:59	968	23:20	1,098	23:39	1,121
Bass Coast	26:46	432	26:16	518	26:55	479	27:51	554	26:57	511
Baw Baw	24:40	463	22:27	508	24:03	524	25:43	550	25:56	527
Bayside	24:07	632	25:28	631	26:04	655	25:19	666	27:51	659
Benalla	25:14	152	25:35	165	25:40	170	25:53	194	27:10	186
Boroondara	23:08	941	23:28	920	23:42	933	24:16	942	25:47	973
Brimbank	21:57	1,516	22:07	1,529	21:14	1,459	23:14	1,544	24:23	1,618
Buloke	36:01	62	42:58	52	40:08	67	37:12	63	45:29	73
Campaspe	29:21	432	28:31	431	26:21	414	28:40	505	26:30	473
Cardinia	20:43	683	21:07	741	20:05	787	20:13	854	21:37	879
Casey	20:33	2,155	20:28	2,325	19:55	2,324	21:07	2,416	22:11	2,474
Central Goldfields	29:46	207	24:47	206	26:40	222	26:40	221	28:35	261
Colac-Otway	23:48	249	29:58	251	28:57	234	26:46	226	27:06	238
Corangamite	26:15	143	30:16	157	28:23	139	27:03	187	23:06	165
Darebin	21:38	1,281	21:40	1,394	21:15	1,289	22:21	1,347	24:57	1,383
East Gippsland	30:14	624	33:07	635	30:32	636	32:52	623	28:32	680
Frankston	19:31	1,450	19:13	1,535	18:36	1,507	18:52	1,538	19:27	1,523
Gannawarra	35:04	106	33:41	108	36:36	128	38:43	117	34:51	129
Glen Eira	24:21	921	25:11	933	24:41	885	26:33	925	27:15	991
Glenelg	21:47	200	25:54	217	27:50	204	26:54	235	22:29	258
Golden Plains	27:38	79	26:35	109	27:23	89	29:31	113	28:54	120
Greater Bendigo	22:30	1,026	24:44	1,036	24:03	1,118	23:51	1,125	24:04	1,199
Greater Dandenong	19:40	1,385	19:35	1,529	19:31	1,479	19:43	1,518	21:48	1,492
Greater Geelong	20:54	2,323	23:01	2,506	23:22	2,504	23:35	2,531	23:07	2,482
Greater Shepparton	22:13	776	22:43	765	22:27	722	21:55	804	22:30	856
Hepburn	28:10	126	27:59	144	34:04	162	29:48	169	29:22	167
Hindmarsh	32:41	87	32:16	76	30:11	72	34:43	87	33:49	71
Hobsons Bay	22:11	660	23:52	725	22:30	722	24:59	710	25:14	709
Horsham	29:24	289	29:54	239	30:38	261	33:17	301	31:57	310
Hume	20:32	1,749	20:21	1,890	19:19	1,863	21:11	2,016	22:16	2,098
Indigo	31:42	88	30:42	105	33:58	98	31:31	106	32:09	111
Kingston	21:35	1,167	22:50	1,234	22:05	1,301	22:18	1,269	23:06	1,313
Knox	18:28	1,094	19:20	1,189	18:25	1,161	18:57	1,185	20:32	1,250
Latrobe	24:03	1,026	20:59	1,095	21:49	1,062	21:51	1,045	23:27	1,107
Loddon	35:38	86	33:21	81	35:04	76	33:24	75	31:47	78
Macedon Ranges	21:09	401	21:57	431	22:35	416	22:42	457	24:18	513
Manningham	24:59	659	23:51	700	24:06	689	24:44	760	24:49	780
Mansfield	41:31	99	32:08	112	37:31	107	35:14	108	38:38	104
Maribyrnong	23:15	689	22:46	702	21:06	694	23:40	706	25:13	682
Maroondah	20:21	941	20:06	961	18:46	953	19:28	1,015	20:32	1,052
Melbourne	22:05	2,095	23:09	2,367	22:32	2,326	23:00	2,384	24:47	2,381
Melton	21:13	1,041	20:33	1,095	19:51	1,104	22:50	1,154	23:50	1,283
Mildura	30:00	657	27:00	602	27:36	607	31:24	675	32:08	651
Mitchell	23:26	506	24:33	535	23:42	552	22:40	558	24:25	562
Moir	26:26	374	26:47	409	26:35	398	26:42	416	28:46	467
Monash	22:56	1,286	23:06	1,291	22:22	1,333	24:12	1,369	24:12	1,389
* Moonee Valley	62:02	1,273	61:01	1,332	59:49	1,362	61:29	1,435	58:36	1,454
Moorabool	21:04	299	24:25	343	22:40	338	22:40	331	24:24	367
Moreland	23:27	1,347	23:17	1,391	22:02	1,405	25:01	1,471	25:52	1,401
Mornington Peninsula	20:52	1,483	20:51	1,659	20:25	1,747	20:55	1,615	20:34	1,753
Mount Alexander	29:39	211	29:34	189	30:40	146	26:24	153	25:22	169
Moyne	29:18	97	30:36	107	30:34	134	32:48	120	29:30	94
Murrindindi	32:24	150	32:14	182	31:16	155	31:01	154	30:02	137
Nillumbik	23:01	343	23:55	363	23:03	367	23:33	399	26:23	387
Northern Grampians	26:50	163	27:22	171	27:23	170	28:35	180	23:16	151
Port Phillip	22:55	793	23:44	1,078	23:23	1,057	24:28	862	26:35	865
Pyrenees	27:23	80	28:09	73	29:09	78	23:12	53	25:55	57
Queenscliffe	19:52	25	24:30	37	26:25	36	24:02	33	23:30	33
South Gippsland	29:42	295	30:58	285	30:53	321	29:34	296	30:33	301
Southern Grampians	27:45	141	27:05	170	29:50	148	25:07	151	30:31	167
Stonnington	24:07	653	25:39	774	24:25	749	25:12	766	27:58	754
Strathbogie	28:17	127	26:29	119	26:07	110	25:45	124	29:42	128
Surf Coast	22:10	202	25:19	222	23:41	259	24:40	272	23:27	242
Swan Hill	30:42	258	31:17	252	29:28	245	32:04	246	29:10	273
Towong	30:54	67	34:02	72	35:49	72	32:28	87	30:16	83
Wangaratta	30:50	293	30:48	294	25:38	302	27:04	318	31:03	362
Warrnambool	18:53	330	21:42	316	20:47	373	22:28	327	21:49	338
Wellington	26:16	421	25:57	449	28:18	475	30:47	537	27:20	463
West Wimmera	32:13	41	27:05	45	32:17	24	32:43	41	36:37	33
Whitehorse	22:07	1,128	21:40	1,156	21:10	1,136	22:08	1,212	23:51	1,246
Whittlesea	22:11	1,394	22:48	1,456	22:28	1,416	23:28	1,569	22:43	1,568
Wodonga	23:44	368	23:29	365	20:18	396	24:24	432	24:10	455
Wyndham	21:49	1,494	21:07	1,516	20:32	1,493	21:38	1,509	23:23	1,548
Yarra	21:14	763	22:27	836	22:59	896	23:26	950	25:44	979
Yarra Ranges	20:50	1,131	20:07	1,175	19:38	1,214	19:34	1,199	20:40	1,232
Yarriambiack	32:35	71	30:46	64	34:38	65	35:23	73	37:26	79
Unincorporated	28:17	228	38:58	3	43:18	20	33:37	26	32:54	169
Interstate LGAs	31:37	148	34:38	145	29:43	174	25:42	145	33:40	136
Total AV	23:48	51,410	24:02	54,170	23:36	54,230	24:33	55,904	25:13	57,198



Ambulance Victoria

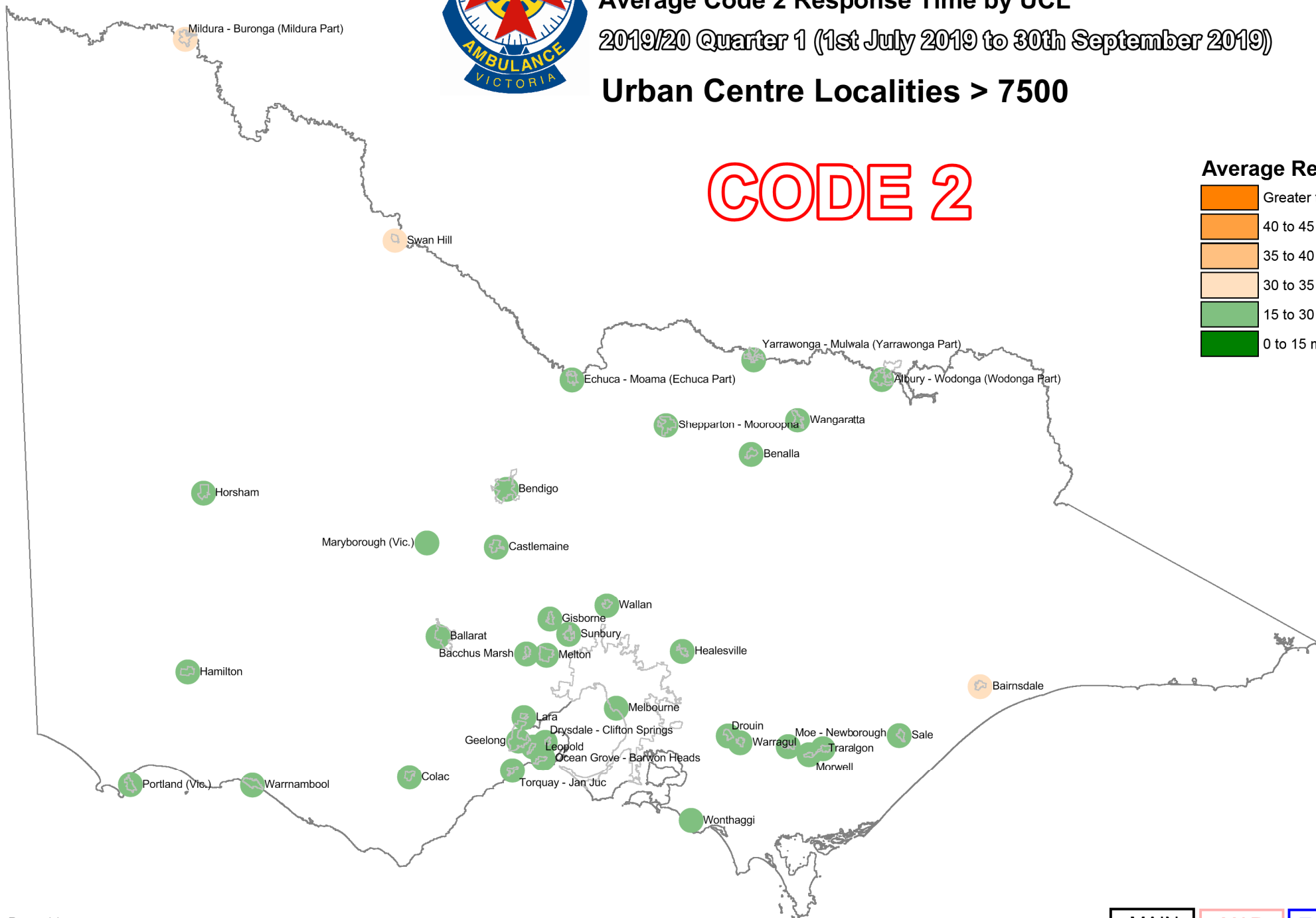
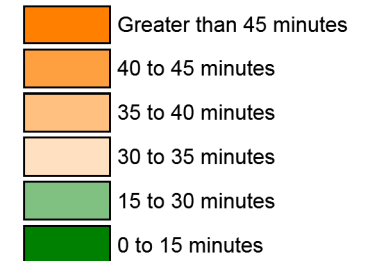
Average Code 2 Response Time by UCL

2019/20 Quarter 1 (1st July 2019 to 30th September 2019)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 1 2018/19

Qtr 2 2018/19

Qtr 3 2018/19

Qtr 4 2018/19

Qtr 1 2019/20

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	23:44	346
Bacchus Marsh	20:14	206
Bairnsdale	29:35	243
Ballarat	19:15	976
Benalla	24:39	131
Bendigo	22:15	938
Castlemaine	29:09	149
Colac	24:07	197
Drouin	22:23	109
Drysdale - Clifton Springs	18:37	109
Echuca - Moama (Echuca Part)	31:30	218
Geelong	20:04	1,725
Gisborne	20:50	104
Hamilton	23:38	109
Healesville	16:33	92
Horsham	17:13	179
Lara	18:21	89
Leopold	17:55	56
Maryborough (Vic.)	29:16	177
Melbourne	23:14	33,230
Melton	18:33	577
Mildura - Buronga (Mildura Part)	26:55	476
Moe - Newborough	21:34	266
Morwell	21:59	271
Ocean Grove - Barwon Heads	16:20	117
Portland (Vic.)	21:42	126
Sale	19:24	182
Shepparton - Mooroopna	21:38	625
Sunbury	18:52	280
Swan Hill	32:42	175
Torquay - Jan Juc	17:57	102
Traralgon	26:53	354
Wallan	16:17	82
Wangaratta	27:11	233
Warragul	24:50	223
Warrnambool	18:46	322
Wonthaggi	28:41	164
Yarrawonga - Mulwala (Yarrawonga Part)	24:10	120
Total UCLs > 7500	22:59	44,078

Average Response Time Minutes	Total Number of First Responses
23:32	331
22:16	227
32:34	260
22:08	1,049
24:04	140
23:55	922
29:46	134
30:05	182
17:04	107
19:34	121
32:49	237
21:09	1,867
19:33	94
20:20	111
17:10	98
20:15	160
20:08	79
20:44	70
22:38	175
23:24	35,306
18:15	624
22:34	430
19:18	290
16:28	316
16:15	132
26:57	146
22:12	191
22:37	643
18:40	326
35:13	160
19:46	97
24:27	348
17:20	82
27:29	241
22:48	249
21:42	303
29:42	171
23:53	125
23:13	46,544

Average Response Time Minutes	Total Number of First Responses
19:16	378
19:47	227
31:02	283
21:26	1,089
25:22	157
23:07	999
30:28	107
24:21	151
20:18	129
19:10	114
28:56	209
21:55	1,791
20:40	81
28:33	106
15:06	107
21:42	188
24:04	97
18:11	69
25:40	193
22:46	35,068
17:54	645
25:11	435
18:57	272
17:54	285
19:26	157
29:29	126
23:13	191
21:43	607
17:34	334
31:48	154
21:53	121
25:08	361
16:36	75
22:37	246
24:36	242
20:49	357
28:06	151
24:50	114
22:40	46,416

Average Response Time Minutes	Total Number of First Responses
24:00	403
20:50	214
36:49	256
22:44	1,020
24:34	168
22:45	1,009
25:27	114
25:54	160
23:46	113
22:15	123
32:17	273
22:13	1,818
20:31	109
18:49	105
16:44	120
29:39	258
25:37	120
21:50	82
25:15	187
23:54	36,156
20:59	627
28:23	470
17:55	263
18:17	291
19:40	136
25:15	158
22:55	204
22:13	654
19:32	353
35:08	150
20:38	145
26:22	340
17:44	94
23:14	257
26:38	262
22:21	313
32:53	205
25:27	126
23:50	47,856

Average Response Time Minutes	Total Number of First Responses
23:47	431
22:48	241
30:03	281
22:52	1,076
26:51	163
23:23	1,073
24:19	126
27:36	178
21:36	112
21:40	118
26:07	216
22:10	1,836
24:25	98
23:21	111
16:56	125
28:14	262
22:04	104
18:59	81
26:28	202
24:54	36,847
22:05	734
30:27	452
20:53	286
19:26	304
19:31	113
20:35	161
21:50	188
22:16	718
20:29	367
31:03	186
20:44	131
26:38	380
16:09	85
28:02	294
27:12	278
21:44	323
29:37	212
27:24	143
24:36	49,036

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	<p>Code 1 incidents require urgent paramedic and hospital care, based on information available at time of call.</p>
Code 2 incident	<p>Code 2 incidents are acute and time sensitive, but do not require a lights and sirens response.</p>
% <= 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. 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	<p>This is the total number of first arrivals within the reported time period.</p>
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	<p>Incidents responded to by AV resources outside the Victorian LGA Boundaries</p>