



Ambulance Victoria's Performance

2019/20 Quarter 4 (1st April 2020 to 30th June 2020)

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 the first AV resource arrives 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).

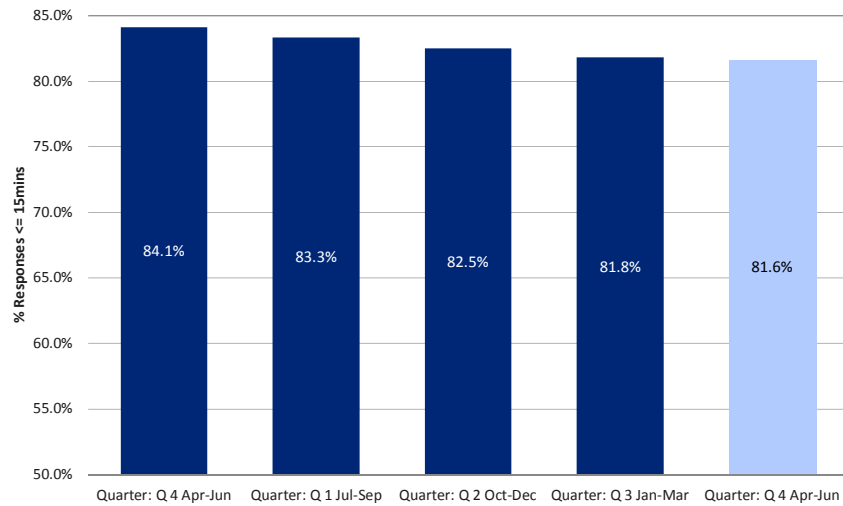
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

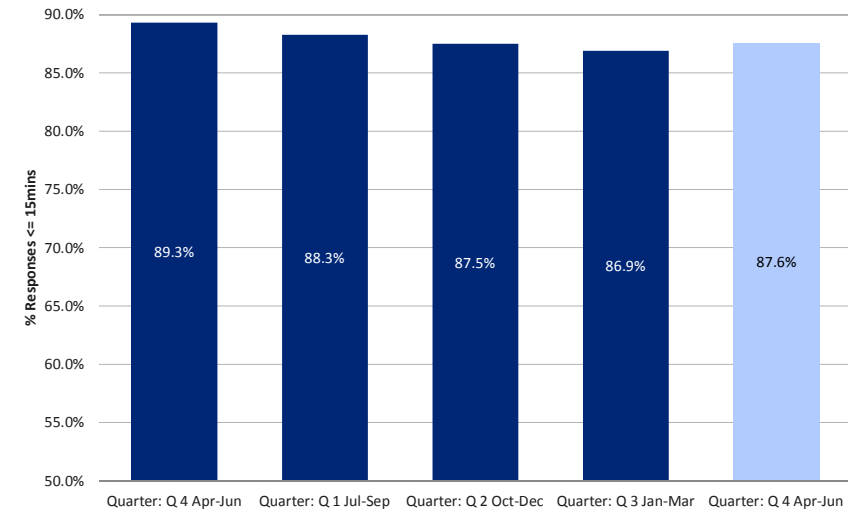
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

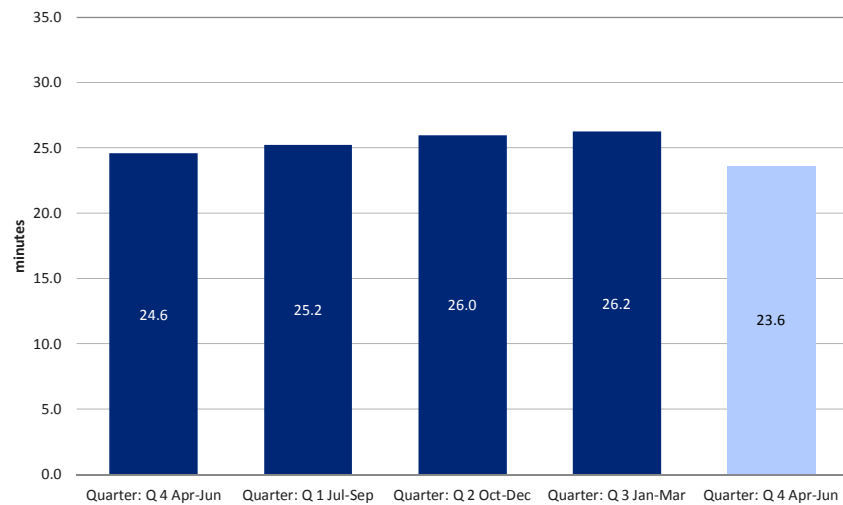
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

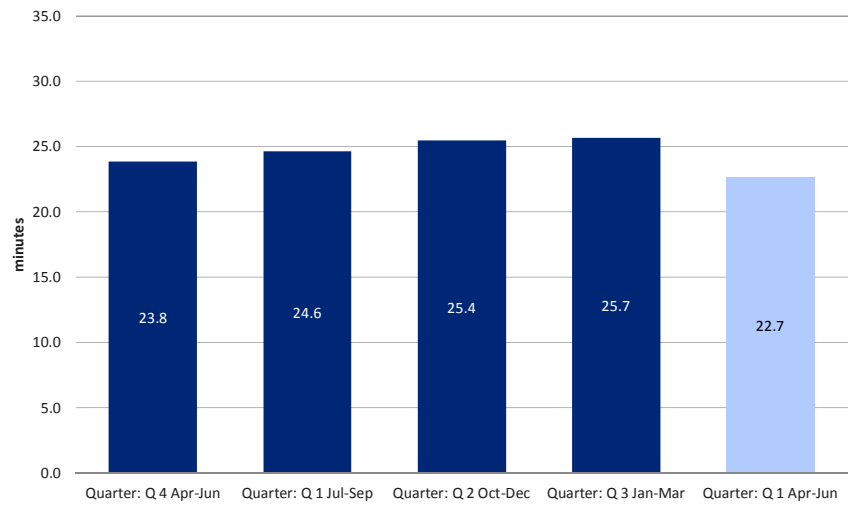
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

TABLE

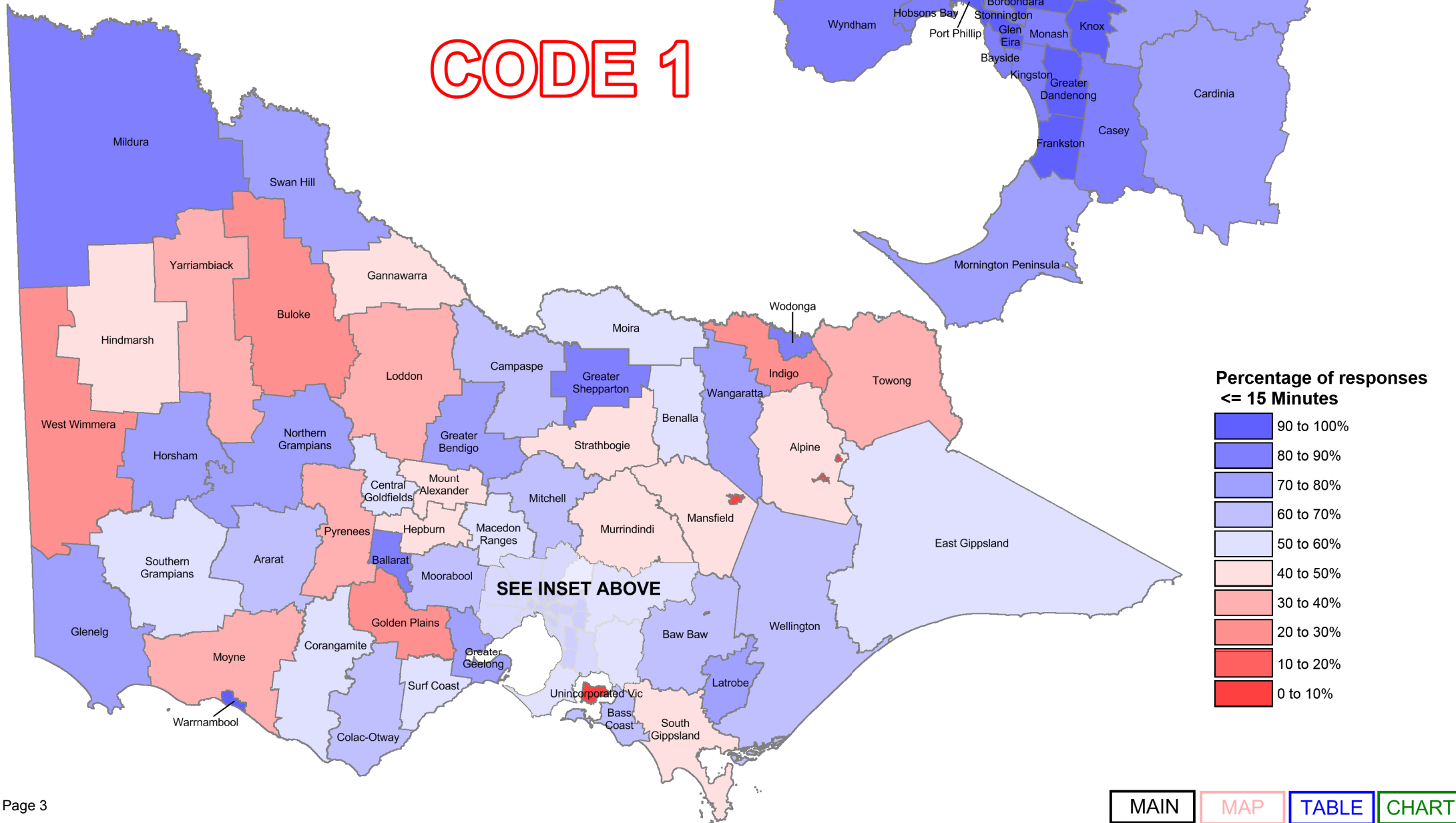


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Percentage of Code 1 responses <= 15 Minutes by LGA

2019/20 Quarter 4 (1st April 2020 to 30th June 2020)

CODE 1



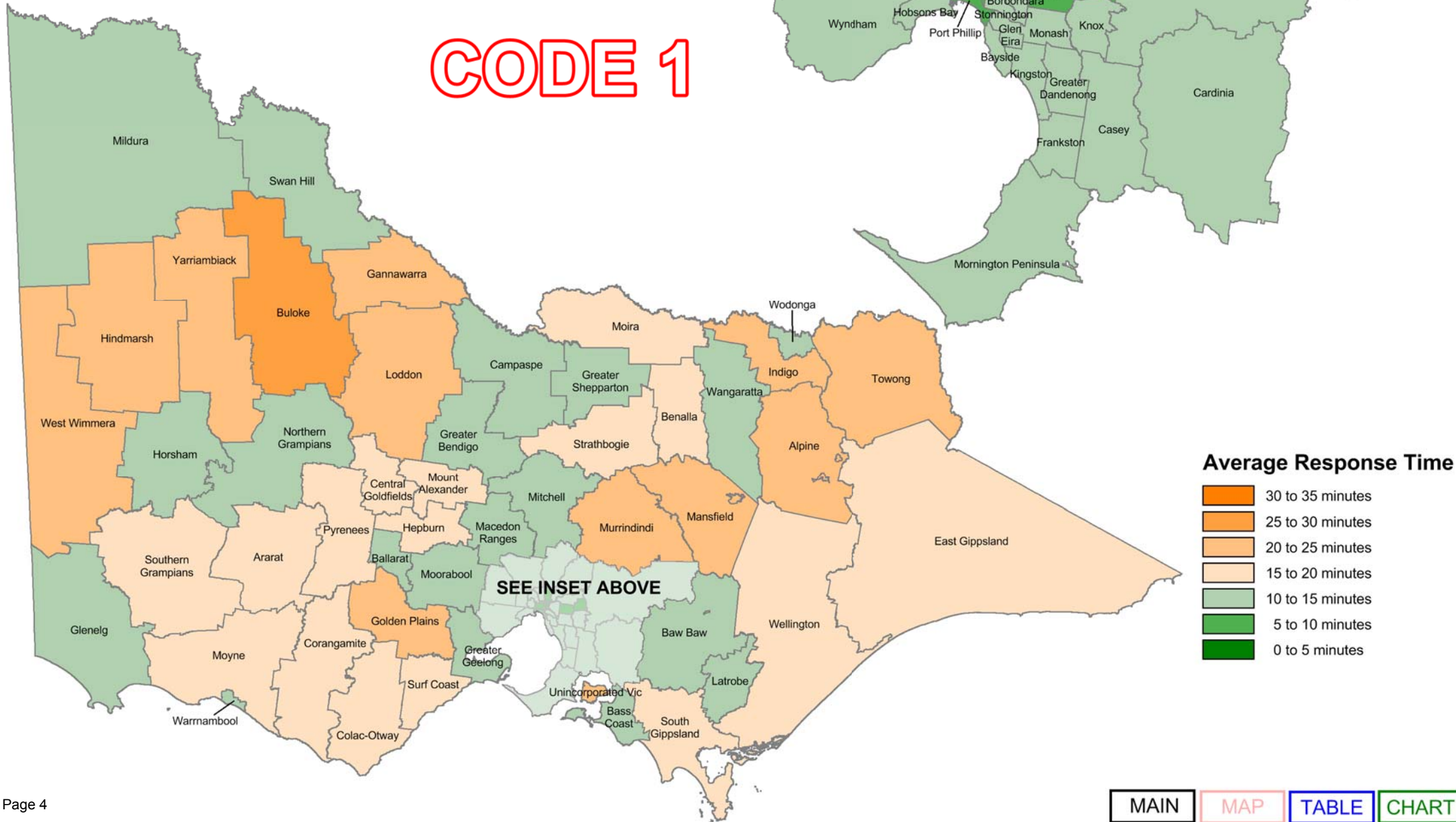


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Average Code 1 Response Time by LGA

2019/20 Quarter 4 (1st April 2020 to 30th June 2020)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 4 2018/19			Qtr 1 2019/20			Qtr 2 2019/20			Qtr 3 2019/20			Qtr 4 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	59.3%	17:43	135	51.2%	18:24	160	50.7%	19:42	152	49.0%	19:30	145	43.5%	20:05	108
Ararat	72.8%	13:10	158	67.2%	13:48	134	61.9%	16:20	168	69.6%	14:17	158	60.3%	16:52	179
Ballarat	89.2%	10:21	1,636	89.8%	10:21	1,750	87.6%	10:50	1,793	87.9%	10:45	1,715	83.0%	11:44	1,540
Banyule	91.0%	10:01	1,463	90.1%	10:08	1,497	87.1%	10:48	1,454	88.7%	10:10	1,416	91.3%	10:15	1,226
Bass Coast	69.4%	13:51	631	66.9%	13:57	577	67.5%	14:14	621	67.9%	14:05	611	66.5%	14:32	552
Baw Baw	73.2%	13:45	679	69.5%	14:20	758	67.6%	14:20	726	68.1%	14:26	730	68.1%	14:23	700
Bayside	90.0%	10:18	849	88.7%	10:57	856	86.7%	11:19	862	85.5%	11:20	842	86.6%	10:59	741
Benalla	63.9%	15:28	219	58.7%	16:22	252	63.7%	14:22	201	52.8%	17:25	235	53.8%	17:19	212
Boroondara	91.8%	10:16	1,288	90.4%	10:29	1,283	88.9%	10:49	1,239	87.7%	10:48	1,158	91.0%	10:18	1,075
Brimbank	88.9%	10:21	2,549	89.8%	10:37	2,682	87.8%	10:45	2,582	87.5%	10:48	2,592	89.7%	10:22	2,225
Buloke	40.0%	22:29	70	37.1%	22:59	89	31.4%	24:09	70	34.6%	23:46	81	24.3%	27:23	74
Campaspe	66.1%	13:50	496	67.4%	13:21	494	63.0%	14:04	525	66.1%	13:34	558	66.5%	13:59	465
Cardinia	74.4%	12:15	1,197	72.0%	12:34	1,242	69.5%	12:59	1,337	71.3%	13:00	1,308	72.8%	12:35	1,107
Casey	87.5%	10:37	3,533	85.7%	10:58	3,582	84.6%	11:07	3,619	83.6%	11:21	3,466	84.3%	11:11	3,208
Central Goldfields	68.9%	13:41	228	65.0%	14:51	217	65.4%	13:54	237	58.8%	16:25	211	59.3%	16:52	221
Colac-Otway	65.8%	15:17	257	70.4%	13:43	206	68.6%	14:09	280	67.6%	14:32	238	64.7%	16:19	218
Corangamite	46.6%	18:06	178	58.8%	15:19	204	54.3%	16:27	173	60.2%	15:31	176	54.6%	17:45	174
Darebin	92.2%	9:37	1,903	90.0%	10:09	2,020	89.9%	9:59	1,965	90.7%	9:49	1,966	92.6%	9:51	1,559
East Gippsland	63.5%	15:23	757	62.5%	15:30	776	63.3%	14:46	776	60.2%	16:22	759	59.4%	16:19	715
Frankston	91.1%	9:42	2,039	91.7%	9:48	2,141	92.0%	9:42	2,050	90.2%	10:07	2,156	91.0%	10:14	1,772
Gannawarra	48.0%	18:58	125	48.0%	19:38	100	42.9%	20:49	133	54.1%	18:49	133	47.1%	21:08	138
Glen Eira	91.6%	9:48	1,326	91.3%	10:02	1,405	89.7%	10:20	1,454	90.4%	10:25	1,399	91.6%	10:02	1,160
Glenelg	80.0%	12:35	260	81.3%	11:19	219	76.4%	13:00	229	77.6%	13:16	250	72.5%	13:49	233
Golden Plains	30.9%	19:13	178	36.9%	19:06	203	31.4%	19:32	194	32.2%	19:10	205	28.7%	20:13	188
Greater Bendigo	80.8%	11:57	1,615	79.8%	11:51	1,724	80.0%	11:56	1,860	78.8%	12:34	1,771	74.5%	13:17	1,553
Greater Dandenong	92.0%	9:46	2,132	91.5%	9:45	2,224	90.4%	9:53	2,258	90.9%	10:00	2,209	90.4%	10:02	1,828
Greater Geelong	84.4%	11:07	3,729	85.2%	11:05	3,741	84.8%	11:10	3,675	82.0%	11:45	3,786	79.6%	12:00	3,298
Greater Shepparton	86.7%	10:19	998	84.8%	10:49	1,080	86.2%	10:46	1,084	83.6%	11:13	1,119	81.8%	11:28	997
Hepburn	33.5%	19:24	212	34.7%	19:47	193	42.4%	17:55	198	38.2%	19:37	204	42.5%	18:07	212
Hindmarsh	60.3%	17:28	68	67.1%	17:53	70	60.6%	18:07	71	63.7%	18:17	80	44.6%	21:50	74
Hobsons Bay	88.2%	10:41	1,065	86.8%	10:37	1,155	85.6%	11:00	1,133	85.0%	11:27	1,053	85.6%	10:50	988
Horsham	86.0%	10:42	285	83.6%	10:58	299	85.9%	10:22	277	84.2%	10:15	316	77.7%	12:06	283
Hume	87.2%	10:37	3,194	85.6%	10:56	3,503	84.7%	11:00	3,242	83.0%	11:27	3,320	85.9%	11:05	2,808
Indigo	34.3%	19:48	140	38.5%	20:04	122	28.4%	22:06	155	28.7%	21:12	160	27.3%	21:58	110
Kingston	91.4%	9:53	1,723	90.3%	9:58	1,785	89.3%	10:11	1,752	87.6%	10:23	1,730	89.8%	10:17	1,587
Knox	92.1%	9:42	1,750	92.1%	9:55	1,788	92.2%	9:53	1,711	89.9%	10:07	1,691	90.8%	10:16	1,509
Latrobe	82.9%	10:53	1,581	80.0%	11:10	1,671	79.7%	11:32	1,522	78.3%	11:50	1,534	79.8%	11:41	1,478
Loddon	32.5%	21:49	117	34.6%	20:46	107	37.2%	20:45	129	38.2%	20:52	144	34.9%	21:46	129
Macedon Ranges	68.3%	13:04	527	63.6%	13:51	536	70.5%	12:58	533	64.9%	13:50	513	58.7%	14:41	465
Manningham	85.8%	11:31	1,063	85.2%	11:42	1,173	83.2%	12:06	1,187	84.2%	11:51	1,115	83.7%	11:49	979
Mansfield	43.8%	24:32	89	45.9%	21:46	85	31.2%	27:24	93	39.8%	27:39	108	42.2%	23:35	90
Maribyrnong	90.1%	9:55	907	90.9%	10:01	941	89.8%	10:05	980	88.6%	10:20	1,012	90.9%	10:09	839
Maroondah	93.0%	9:13	1,275	93.8%	9:10	1,366	92.2%	9:27	1,452	91.2%	9:26	1,299	92.1%	9:31	1,190
Melbourne	92.2%	8:51	2,474	91.5%	9:02	2,542	91.0%	9:11	2,827	91.4%	9:07	2,591	93.2%	8:48	1,567
Melton	82.9%	11:10	1,907	79.9%	11:38	2,069	80.5%	11:47	2,043	77.4%	12:08	2,012	81.6%	11:32	1,692
Mildura	84.2%	11:10	796	85.0%	11:12	819	85.5%	11:06	881	84.0%	10:54	839	82.0%	11:57	779
Mitchell	65.2%	14:04	609	64.7%	13:30	652	69.3%	13:39	642	65.7%	14:39	592	62.3%	14:51	536
Moira	58.2%	15:30	409	55.8%	17:02	452	57.0%	16:18	460	59.5%	16:02	440	55.0%	17:38	436
Monash	88.8%	10:49	1,878	87.5%	10:51	1,913	87.2%	11:01	1,805	88.3%	10:51	1,758	89.3%	11:06	1,487
Moonee Valley	87.7%	11:02	1,452	87.7%	11:04	1,453	86.6%	11:13	1,503	85.7%	11:32	1,376	87.5%	11:16	1,198
Moorabool	68.9%	13:29	386	61.9%	14:42	399	67.8%	13:11	400	68.5%	13:09	403	66.0%	13:42	424
Moreland	90.2%	10:16	2,137	88.0%	10:42	2,228	87.7%	10:54	2,124	89.3%	10:34	2,164	92.1%	10:13	1,963
Mornington Peninsula	83.1%	10:59	2,225	83.4%	10:56	2,211	81.2%	11:15	2,303	79.6%	11:30	2,428	80.0%	11:33	2,090
Mount Alexander	56.5%	15:56	237	58.4%	15:16	185	66.0%	15:03	212	49.0%	18:20	208	48.8%	18:37	203
Moyne	35.4%	18:56	147	41.1%	17:27	151	36.6%	19:05	164	42.5%	18:14	160	39.6%	18:14	149
Murrindindi	30.6%	23:09	173	37.4%	20:17	195	37.5%	19:43	200	46.7%	19:19	212	40.0%	20:31	175
Nillumbik	70.8%	12:56	551	71.0%	13:17	541	71.8%	13:14	589	66.1%	13:54	487	67.7%	13:41	431
Northern Grampians	69.0%	15:06	142	69.7%	15:40	145	63.5%	16:01	159	64.8%	13:49	196	72.8%	13:48	158
Port Phillip	91.9%	9:33	1,195	90.6%	9:42	1,166	90.4%	9:52	1,373	90.3%	9:41	1,363	93.1%	9:24	979
Pyrenees	44.4%	18:16	99	51.8%	16:54	112	39.5%	20:06	114	45.7%	19:30	105	39.1%	19:29	128
Queenscliffe	60.0%	14:54	55	60.4%	15:32	48	66.7%	14:02	54	68.3%	14:52	60	54.1%	15:05	37
South Gippsland	52.8%	16:57	369	49.9%	17:47	377	49.6%	18:01	415	49.8%	17:49	402	45.1%	18:33	357
Southern Grampians	57.5%	17:41	200	62.1%	16:44	195	66.8%	14:57	202	62.8%	17:30	156	58.5%	17:55	159
Stonnington	90.6%	10:03	991	87.7%	10:53	944	88.0%	10:32	1,064	90.5%	10:10	995	89.8%	10:24	820
Strathbogie	50.3%	16:54	165	36.7%	18:51	169	42.2%	19:40	199	50.0%	17:23	176	43.1%	19:39	160
Surf Coast	59.3%	15:38	305	68.6%	13:46	299	63.6%	14:23	423	64.1%	15:15	379	59.9%	15:32	269
Swan Hill	76.7%	12:36	292	74.4%	13:32	250	75.2%	13:19	290	75.5%	12:34	318	71.2%	14:24	288
Towong	48.1%	21:21	79	45.2%	23:46	73	31.3%	24:55	67	36.6%	22:23	82	33.3%	24:17	81
Wangaratta	77.4%	12:42	393	74.8%	12:41	421	81.3%	11:53	417	79.0%	12:18	439	70.7%	14:53	389
Warrnambool	94.0%	9:17	398	93.1%	9:32	434	92.1%	10:09	403	93.1%	9:16	432	93.0%	10:05	357
Wellington	63.1%	15:59	632	63.2%	14:46	516	63.2%	15:21	619	61.7%	15:45	626	61.9%	15:13	548
West Wimmera	39.1%	20:42	46	48.6%	18:10	35	36.6%	21:27	41	34.2%	25:12	38	29.4%	22:35	34
Whitehorse	92.7%	9:22	1,650	91.1%	9:50	1,744	90.9%	9:53	1,697	91.7%	9:40	1,545	91.7%	9:42	1,349
Whittlesea	83.6%	11:20	2,526	83.9%	11:07	2,587	84.2%	11:07	2,541	84.1%	11:13	2,478	84.8%	11:08	2,263
Wodonga	87.2%	10:47	618	86.4%	10:41	609	87.1%	10:40	630	85.9%	11:16	583	85.3%	11:18	517
Wyndham	88.5%	10:20	2,305	84.0%	11:07	2,456	83.3%	11:23	2,350	82.1%	11:18	2,295	83.0%	11:22	1,899
Yarra	92.3%	9:05	1,214	93.6%	8:53	1,139	91.0%	9:21	1,306	91.7%	9:14	1,272	92.3%	9:04	874
Yarra Ranges	78.0%	12:01	1,694	77.1%	12:04	1,765	75.7%	12:09	1,799	75.3%	12:31	1,771	76.3%	12:24	1,586
Yarriambiack	44.6%	20:57	83	44.8%	22:06	96	38.7%	21:14	93	30.8%	23:24	91	32.6%	23:41	95



Ambulance Victoria

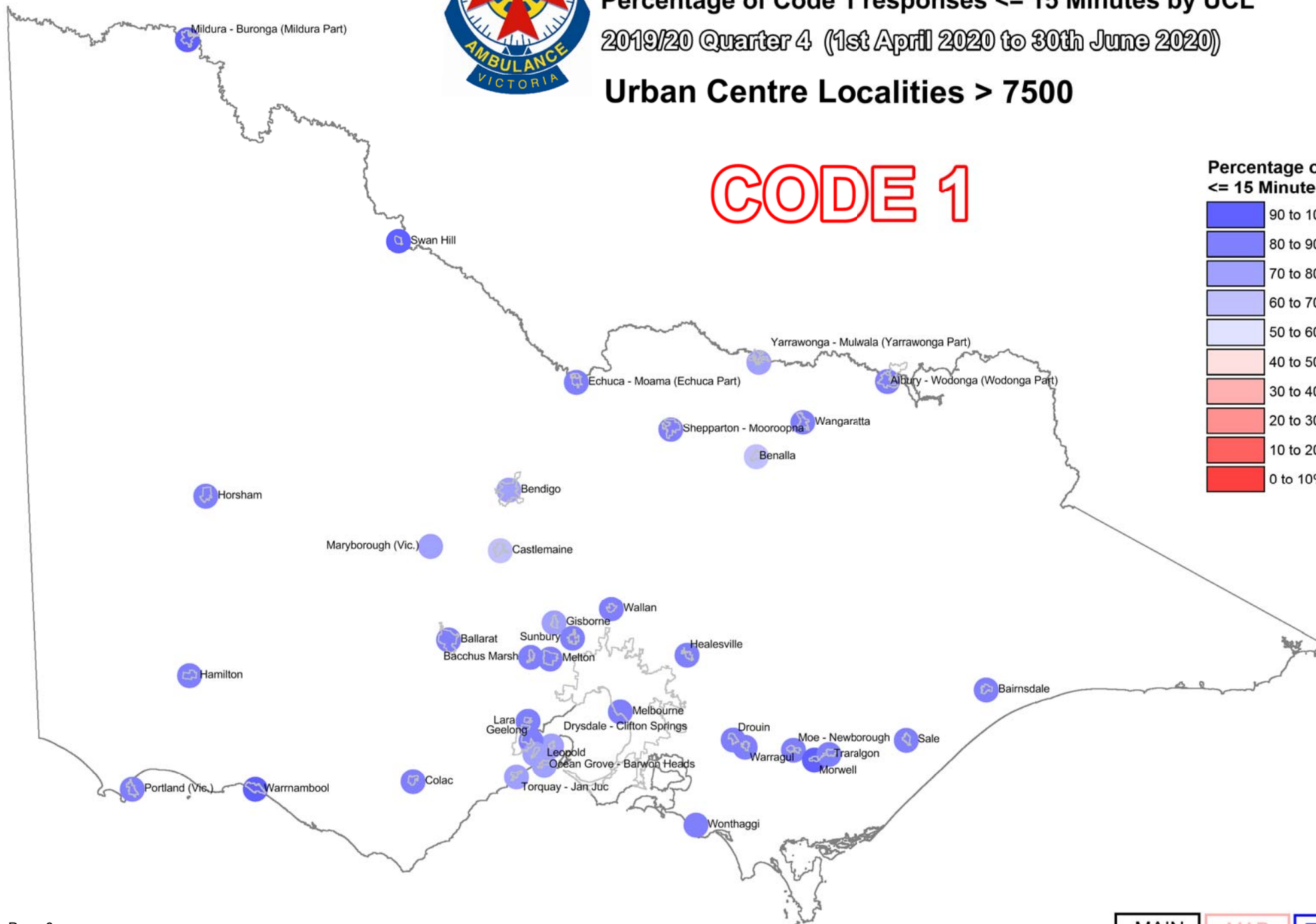
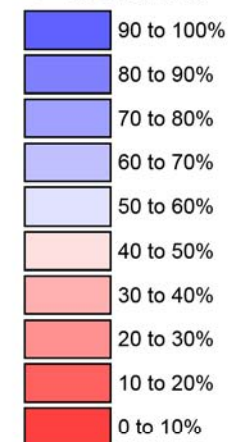
Percentage of Code 1 responses \leq 15 Minutes by UCL

2019/20 Quarter 4 (1st April 2020 to 30th June 2020)

Urban Centre Localities $>$ 7500

CODE 1

Percentage of responses
 \leq 15 Minutes





Ambulance Victoria

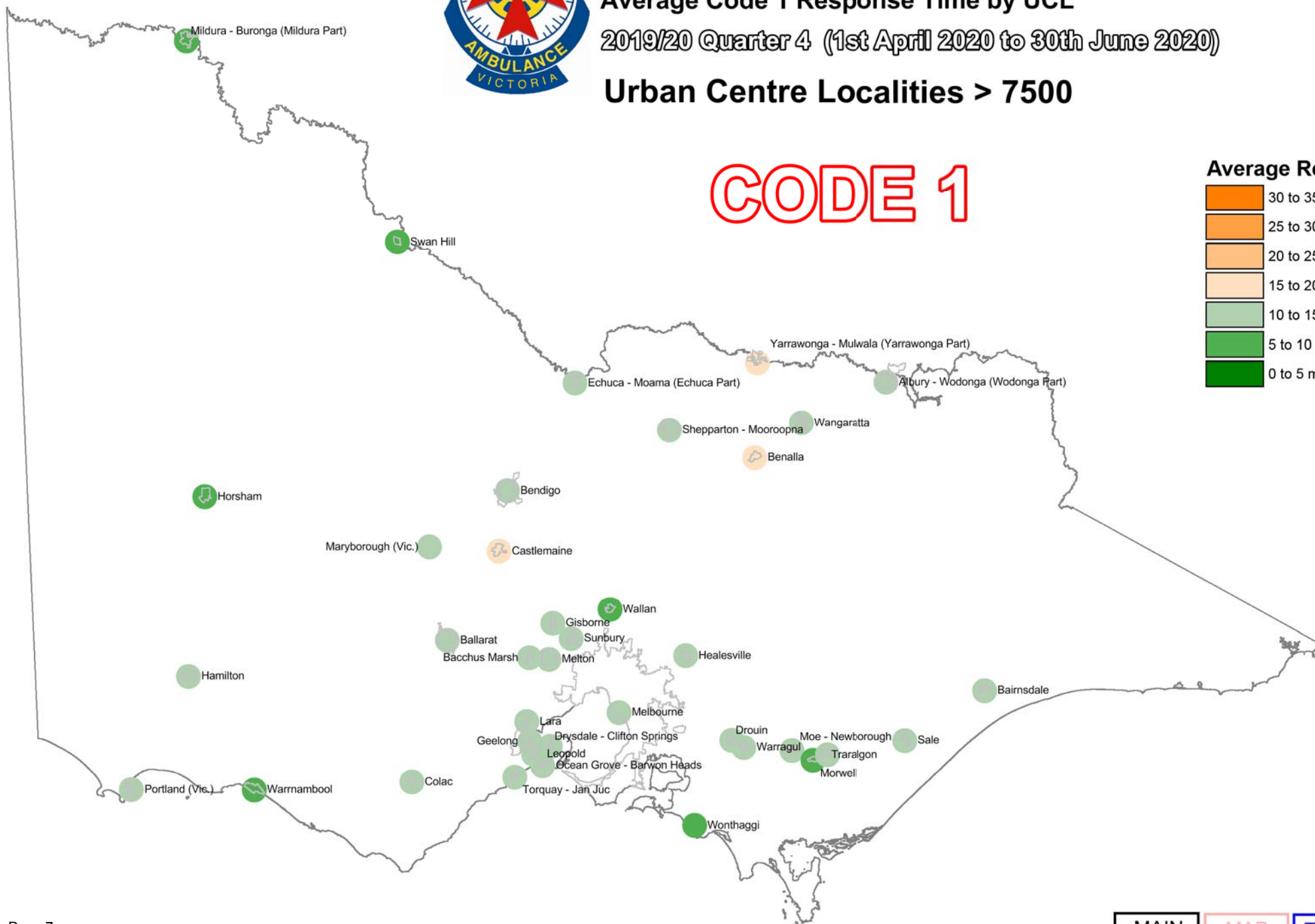
Average Code 1 Response Time by UCL

2019/20 Quarter 4 (1st April 2020 to 30th June 2020)

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)	90.1%	10:22	574
Bacchus Marsh	78.2%	11:46	216
Bairnsdale	84.9%	10:46	225
Ballarat	90.5%	10:07	1,572
Benalla	78.1%	12:45	155
Bendigo	87.9%	10:42	1,402
Castlemaine	79.7%	12:18	138
Colac	84.3%	11:18	166
Drouin	87.9%	11:33	182
Drysdale - Clifton Springs	88.0%	11:22	175
Echuca - Moama (Echuca Part)	87.3%	10:25	213
Geelong	88.2%	10:35	2,632
Gisborne	78.8%	10:35	118
Hamilton	92.0%	10:04	113
Healesville	92.1%	9:08	140
Horsham	93.1%	9:15	245
Lara	81.6%	11:43	196
Leopold	86.4%	10:27	176
Maryborough (Vic.)	85.8%	10:19	162
Melbourne	89.6%	10:10	50,073
Melton	85.3%	10:11	1,000
Mildura - Buronga (Mildura Part)	94.9%	8:50	549
Moe - Newborough	82.8%	10:11	488
Morwell	93.7%	9:04	428
Ocean Grove - Barwon Heads	83.8%	10:38	204
Portland (Vic.)	90.2%	10:13	153
Sale	91.8%	9:23	194
Shepparton - Mooropna	92.4%	9:21	775
Sunbury	87.7%	10:13	416
Swan Hill	94.8%	8:30	154
Torquay - Jan Juc	74.4%	12:34	180
Traralgon	88.8%	10:36	430
Wallan	86.4%	10:16	118
Wangaratta	88.8%	10:34	312
Warragul	85.7%	10:44	251
Warrnambool	94.9%	9:01	374
Wonthaggi	92.7%	9:06	178
Yarrawonga - Mulwala (Yarrawonga Part)	75.9%	13:29	108
Total UCLs > 7500	89.3%	10:12	65,185

Qtr 4 2018/19

Qtr 1 2019/20

Qtr 2 2019/20

Qtr 3 2019/20

Qtr 4 2019/20

% 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	51,797
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	67,556

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
90.5%	10:11	576
84.3%	10:25	223
81.8%	11:17	269
88.8%	10:39	1,727
74.3%	12:39	152
84.9%	11:05	1,663
80.9%	12:23	131
86.7%	10:17	173
76.2%	13:50	172
83.0%	11:59	159
87.0%	9:45	208
88.4%	10:36	2,605
74.5%	11:44	149
90.1%	9:52	131
82.0%	10:39	167
93.0%	8:54	244
81.7%	11:28	164
88.4%	10:06	138
80.0%	11:16	170
87.8%	10:31	51,902
81.8%	11:07	1,028
93.8%	8:52	625
78.6%	11:11	448
92.1%	9:23	419
85.9%	11:02	227
85.3%	10:42	136
92.0%	8:40	224
92.2%	9:46	869
84.6%	10:27	455
88.3%	9:51	171
72.2%	12:35	234
84.1%	10:47	414
81.3%	10:59	128
93.9%	9:22	330
80.4%	12:01	245
93.5%	9:34	385
87.2%	9:44	164
73.2%	14:31	142
87.5%	10:33	67,767

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
88.7%	10:48	530
77.9%	11:08	222
79.7%	11:36	227
89.6%	10:31	1,632
64.0%	15:36	172
84.8%	11:32	1,542
62.5%	16:44	120
89.6%	9:16	144
81.2%	12:36	197
77.2%	12:40	202
88.8%	9:27	205
86.8%	11:03	2,646
75.9%	10:53	108
84.2%	11:43	101
76.5%	11:45	153
94.1%	8:32	272
82.3%	11:44	175
82.0%	11:43	139
74.8%	13:27	143
87.5%	10:35	50,614
78.7%	11:34	1,034
93.2%	9:09	620
78.2%	11:09	440
90.8%	9:56	422
76.7%	12:24	215
85.9%	11:05	142
87.8%	9:57	205
91.1%	9:55	885
79.8%	11:28	475
88.8%	9:20	197
69.7%	13:32	195
81.8%	11:53	423
80.4%	11:52	138
90.5%	10:19	347
79.5%	11:40	263
94.3%	9:01	405
86.1%	10:03	165
73.1%	14:11	160
86.9%	10:41	66,275

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
89.1%	10:46	469
84.6%	10:34	241
80.7%	11:58	238
84.7%	11:29	1,461
64.6%	15:36	164
79.5%	12:22	1,359
66.1%	16:51	124
85.0%	12:15	140
82.0%	12:26	178
78.4%	12:53	171
89.3%	10:01	177
84.2%	11:22	2,313
72.6%	11:34	106
84.5%	12:11	97
85.0%	10:36	127
88.8%	9:59	242
83.7%	11:33	172
77.7%	12:31	112
73.4%	14:12	158
88.7%	10:29	42,798
84.5%	10:45	895
94.3%	9:25	530
83.5%	10:44	400
90.0%	9:48	411
77.8%	12:03	207
82.6%	11:46	138
84.1%	10:23	189
89.2%	10:22	794
86.1%	10:53	433
90.7%	9:48	151
70.0%	13:44	140
83.6%	11:22	434
89.3%	9:54	103
85.6%	11:40	306
82.8%	11:37	239
93.4%	9:57	335
89.4%	9:45	142
74.4%	15:38	129
87.6%	10:42	56,823

MAIN

MAP
≤ 15 MinutesMAP
Average

TABLE

CHART

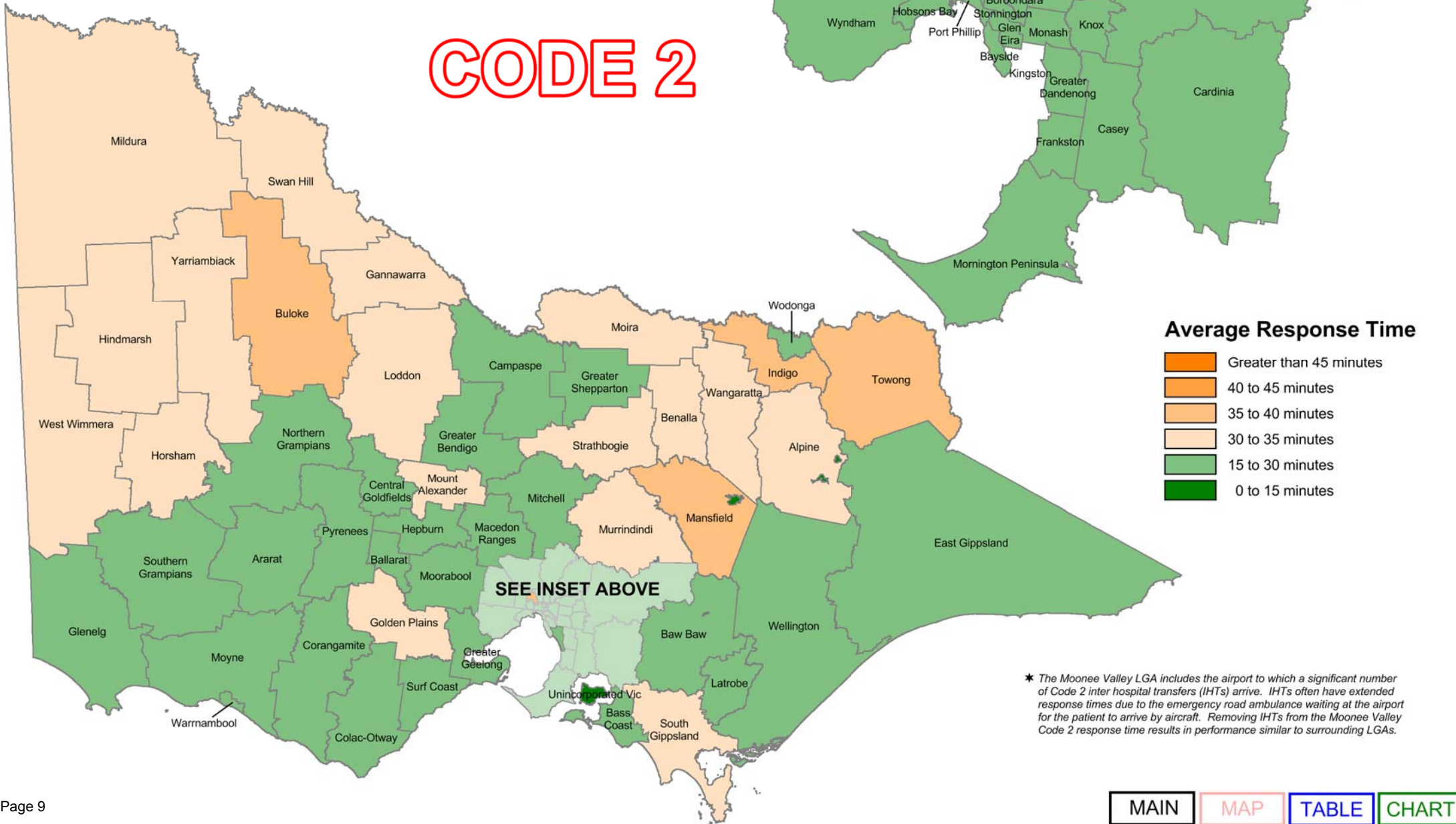


Ambulance Victoria

Average Code 2 Response Time by LGA

2019/20 Quarter 4 (1st April 2020 to 30th June 2020)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 4 2018/19		Qtr 1 2019/20		Qtr 2 2019/20		Qtr 3 2019/20		Qtr 4 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	32:43	156	33:27	147	31:32	170	31:54	158	30:21	148
Ararat	25:08	138	22:49	164	24:43	180	25:51	150	26:38	117
Ballarat	22:50	1,063	22:46	1,114	23:53	1,183	23:09	1,120	22:35	1,036
Banyule	23:20	1,098	23:39	1,121	24:40	1,114	25:02	1,012	21:23	968
Bass Coast	27:51	554	26:56	512	27:09	581	31:28	550	29:02	458
Baw Baw	25:43	550	25:56	527	27:15	599	27:31	542	24:41	410
Bayside	25:19	666	27:51	659	28:49	706	28:30	659	25:35	610
Benalla	25:53	194	27:10	186	28:27	220	30:57	234	30:20	171
Boroondara	24:16	942	25:47	973	26:48	892	26:20	891	21:35	851
Brimbank	23:14	1,544	24:23	1,618	25:32	1,644	24:55	1,652	20:53	1,529
Buloke	37:12	63	45:29	73	36:50	78	34:13	84	39:48	72
Campaspe	28:40	505	26:30	473	28:46	520	30:42	464	26:15	387
Cardinia	20:13	854	21:37	879	22:47	889	23:08	819	20:45	771
Casey	21:07	2,416	22:11	2,474	23:57	2,522	24:13	2,395	21:17	2,165
Central Goldfields	26:40	221	28:35	261	25:37	215	32:12	219	29:01	213
Colac-Otway	26:46	226	27:06	238	25:05	259	30:50	248	25:41	233
Corangamite	27:03	187	23:06	165	29:46	194	27:11	162	25:52	126
Darebin	22:21	1,347	24:57	1,383	24:40	1,361	25:09	1,268	20:38	1,300
East Gippsland	32:52	623	28:32	680	29:14	675	33:04	684	29:50	536
Frankston	18:52	1,538	19:27	1,523	20:09	1,557	21:46	1,621	18:47	1,405
Gannawarra	38:43	117	34:51	129	36:02	115	37:22	106	33:14	113
Glen Eira	26:33	925	27:15	991	29:03	973	28:52	882	24:02	850
Glenelg	26:54	235	22:29	258	28:29	242	22:55	222	21:55	197
Golden Plains	29:31	113	28:54	120	31:00	132	29:43	110	30:57	103
Greater Bendigo	23:51	1,125	24:04	1,199	25:21	1,165	25:25	1,149	28:17	1,075
Greater Dandenong	19:43	1,518	21:48	1,492	22:23	1,546	22:03	1,554	19:31	1,384
Greater Geelong	23:35	2,531	23:08	2,483	24:44	2,569	26:20	2,682	24:14	2,332
Greater Shepparton	21:55	804	22:30	856	24:14	848	22:52	795	21:33	745
Hepburn	29:48	169	29:22	167	29:28	183	32:24	175	28:04	158
Hindmarsh	34:43	87	33:49	71	29:17	63	28:13	77	31:27	75
Hobsons Bay	24:59	710	25:14	709	25:57	787	27:00	762	21:53	616
Horsham	33:17	301	31:57	310	32:23	271	30:17	293	30:33	275
Hume	21:11	2,016	22:16	2,098	21:55	2,112	23:28	2,089	19:36	1,819
Indigo	31:31	106	32:09	111	28:20	100	32:32	100	35:54	84
Kingston	22:18	1,269	23:06	1,313	24:41	1,213	24:53	1,207	21:57	1,108
Knox	18:57	1,185	20:32	1,250	20:15	1,233	20:13	1,206	18:09	1,099
Latrobe	21:51	1,045	23:27	1,107	22:43	1,127	24:02	1,083	20:54	926
Loddon	33:24	75	31:47	78	30:28	62	31:09	82	30:34	70
Macedon Ranges	22:42	457	24:18	513	24:38	490	23:39	440	23:24	380
Manningham	24:44	760	24:49	780	26:42	777	26:28	752	23:32	649
Mansfield	35:14	108	38:38	104	32:44	120	34:33	118	35:41	104
Maribyrnong	23:40	706	25:13	682	26:55	731	25:21	757	21:24	594
Maroondah	19:28	1,015	20:32	1,052	21:09	1,075	20:32	1,029	18:33	901
Melbourne	23:00	2,384	24:47	2,381	25:10	2,397	25:40	2,255	20:15	1,621
Melton	22:50	1,154	23:50	1,283	23:59	1,206	25:18	1,266	21:44	1,157
Mildura	31:24	675	32:08	651	29:33	687	28:55	598	32:20	565
Mitchell	22:40	558	24:25	562	24:33	596	23:57	557	23:57	438
Moira	26:42	416	28:46	467	27:56	423	30:02	409	30:33	366
Monash	24:12	1,369	24:12	1,389	26:16	1,310	25:24	1,254	22:38	1,144
* Moonee Valley	61:29	1,435	58:36	1,454	60:58	1,464	59:03	1,352	56:49	1,270
Moorabool	22:40	331	24:24	367	25:57	417	24:56	364	23:35	353
Moreland	25:01	1,471	25:52	1,401	26:26	1,489	26:46	1,478	21:41	1,340
Mornington Peninsula	20:55	1,615	20:34	1,753	21:30	1,894	22:36	1,740	19:59	1,590
Mount Alexander	26:24	153	25:22	169	28:04	205	32:22	212	33:30	166
Moyne	32:48	120	29:30	94	33:13	112	26:34	133	29:45	101
Murrindindi	31:01	154	30:02	137	35:17	169	31:00	175	31:46	139
Nillumbik	23:33	399	26:23	387	28:27	417	26:32	388	23:59	321
Northern Grampians	28:35	180	23:16	151	27:53	194	26:19	199	25:42	148
Port Phillip	24:28	862	26:35	865	27:41	1,037	26:24	1,026	21:17	788
Pyrenees	23:12	53	25:55	57	27:47	76	31:07	69	29:22	63
Queenscliffe	24:02	33	23:30	33	23:36	45	23:40	41	25:50	32
South Gippsland	29:34	296	30:33	301	32:05	353	30:34	361	32:11	260
Southern Grampians	25:07	151	30:31	167	32:49	162	28:20	144	24:51	136
Stonnington	25:12	766	27:58	754	26:38	753	27:18	730	23:51	658
Strathbogie	25:45	124	29:42	128	28:51	135	27:17	139	32:43	125
Surf Coast	24:40	272	23:27	242	23:19	259	24:33	297	24:29	235
Swan Hill	32:04	246	29:10	273	30:10	307	31:38	267	31:25	245
Towong	32:28	87	30:16	83	30:58	90	33:03	92	35:06	62
Wangaratta	27:04	318	31:03	362	30:14	373	30:08	330	30:09	322
Warrnambool	22:28	327	21:49	338	24:07	392	21:45	340	21:10	329
Wellington	30:47	537	27:20	463	26:27	514	27:42	477	26:07	387
West Wimmera	32:43	41	36:37	33	28:14	41	36:39	29	33:17	45
Whitehorse	22:08	1,212	23:51	1,246	24:10	1,331	23:47	1,183	21:40	1,133
Whittlesea	23:28	1,569	22:43	1,568	23:10	1,567	23:53	1,568	21:04	1,486
Wodonga	24:24	432	24:10	455	20:30	429	24:24	431	25:24	392
Wyndham	21:38	1,509	23:23	1,548	25:17	1,519	25:12	1,510	22:06	1,303
Yarra	23:26	950	25:44	979	25:29	975	25:49	928	19:30	777
Yarra Ranges	19:34	1,199	20:40	1,232	21:02	1,235	21:58	1,304	19:34	1,147
Yarriambiack	35:23	73	37:26	79	39:25	71	36:07	79	31:03	58
Unincorporated	33:37	26	32:54	169	42:49	7	74:30	7	10:02	2
Interstate LGAs	25:42	145	33:40	136	29:37	160	30:46	147	33:35	106
Total AV	24:33	55,904	25:13	57,200	25:57	58,304	26:14	56,481	23:37	49,973



Ambulance Victoria

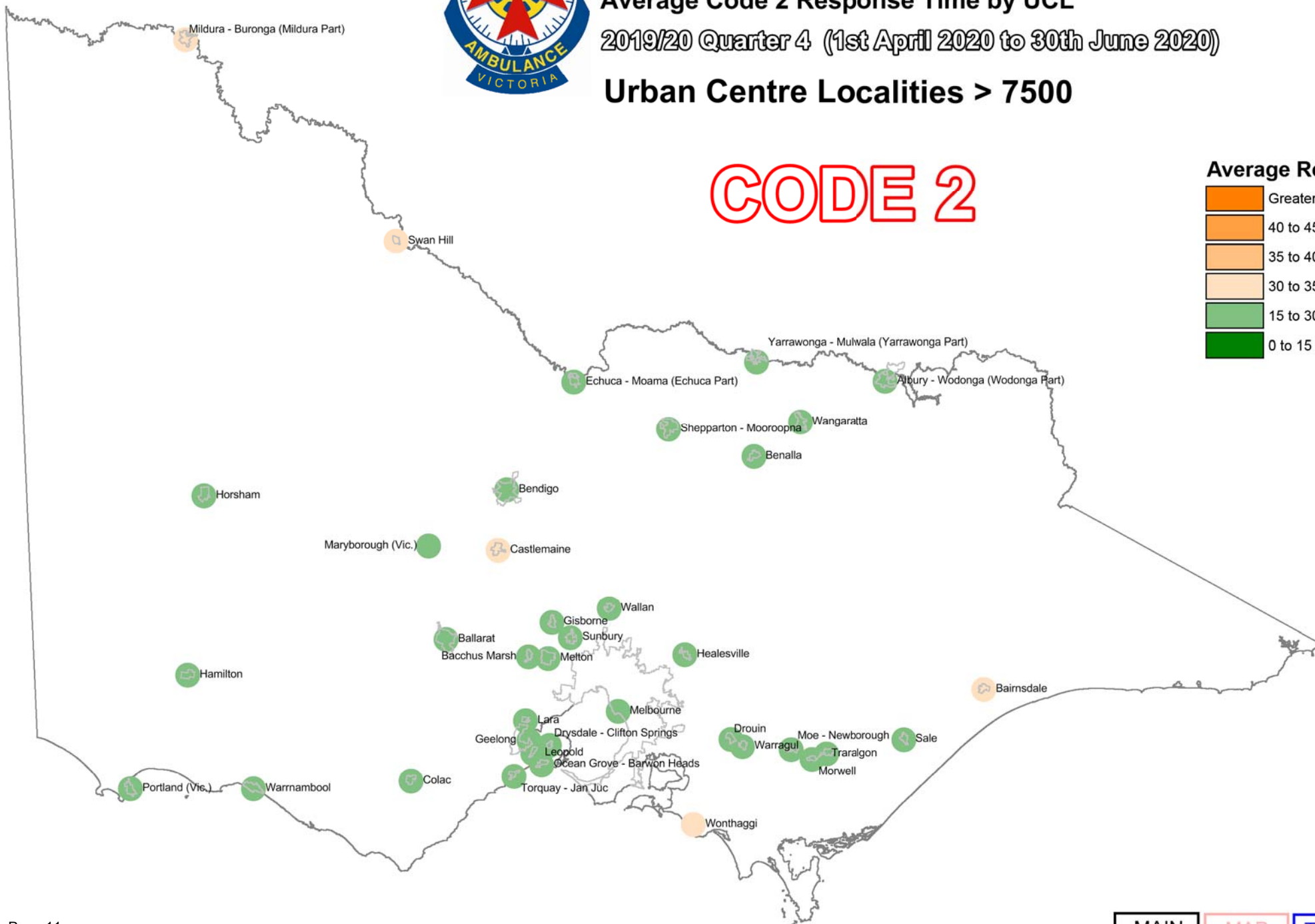
Average Code 2 Response Time by UCL

2019/20 Quarter 4 (1st April 2020 to 30th June 2020)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 4 2018/19

Qtr 1 2019/20

Qtr 2 2019/20

Qtr 3 2019/20

Qtr 4 2019/20

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	24:00	403
Bacchus Marsh	20:50	214
Bairnsdale	36:49	256
Ballarat	22:44	1,020
Benalla	24:34	168
Bendigo	22:45	1,009
Castlemaine	25:27	114
Colac	25:54	160
Drouin	23:46	113
Drysdale - Clifton Springs	22:15	123
Echuca - Moama (Echuca Part)	32:17	273
Geelong	22:13	1,818
Gisborne	20:31	109
Hamilton	18:49	105
Healesville	16:44	120
Horsham	29:39	258
Lara	25:37	120
Leopold	21:50	82
Maryborough (Vic.)	25:15	187
Melbourne	23:54	36,156
Melton	20:59	627
Mildura - Buronga (Mildura Part)	28:23	470
Moe - Newborough	17:55	263
Morwell	18:17	291
Ocean Grove - Barwon Heads	19:40	136
Portland (Vic.)	25:15	158
Sale	22:55	204
Shepparton - Mooroopna	22:13	654
Sunbury	19:32	353
Swan Hill	35:08	150
Torquay - Jan Juc	20:38	145
Traralgon	26:22	340
Wallan	17:44	94
Wangaratta	23:14	257
Warragul	26:38	262
Warrnambool	22:21	313
Wonthaggi	32:53	205
Yarrawonga - Mulwala (Yarrawonga Part)	25:27	126
Total UCLs > 7500	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
22:11	1,837
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
29:34	213
27:24	143
24:36	49,038

Average Response Time Minutes	Total Number of First Responses
19:51	396
25:35	274
30:10	280
23:45	1,150
27:59	19
24:15	1,040
28:31	147
23:46	182
23:22	130
22:17	118
29:29	266
23:27	1,859
22:04	97
27:52	105
19:41	109
29:01	240
23:04	104
20:28	65
23:51	163
25:46	37,340
21:49	663
27:46	500
19:52	302
18:23	295
22:28	137
27:34	155
21:54	213
24:22	697
19:27	347
33:07	192
22:16	137
25:44	385
17:53	97
27:23	286
29:59	281
24:09	377
32:21	229
27:03	130
25:26	49,678

Average Response Time Minutes	Total Number of First Responses
23:44	392
22:58	233
36:32	286
22:56	1,090
28:48	199
24:39	994
31:42	160
30:41	169
26:12	124
24:16	131
33:45	231
25:06	1,937
20:14	107
21:06	93
20:31	116
27:02	258
27:57	120
23:56	84
29:19	166
25:46	36,116
23:40	702
25:33	437
22:18	282
20:11	336
23:17	133
24:50	141
23:09	179
22:40	662
23:00	344
34:58	159
23:41	145
27:33	345
19:16	94
27:01	264
27:39	237
21:57	319
37:36	203
29:57	113
25:39	48,101

Average Response Time Minutes	Total Number of First Responses
24:49	358
21:55	218
30:32	225
22:29	993
29:37	147
27:44	930
34:01	115
25:24	166
19:41	102
23:31	111
26:28	187
22:24	1,678
20:32	71
20:00	92
16:51	115
26:11	246
24:49	95
19:34	84
27:07	161
22:17	32,240
20:36	647
30:11	400
18:50	241
17:44	221
23:05	117
22:18	128
23:36	152
21:01	616
19:15	317
32:26	162
24:20	120
22:41	315
20:34	70
27:51	261
27:30	171
21:03	315
31:30	142
29:14	106
22:42	42,835

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