



Ambulance Victoria's Performance

2020/21 Quarter 1 (1st July 2020 to 30th September 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).

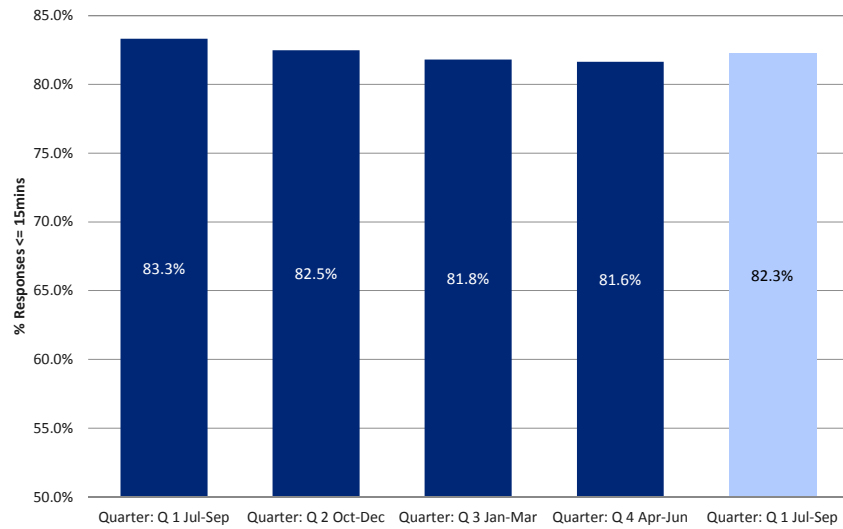
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

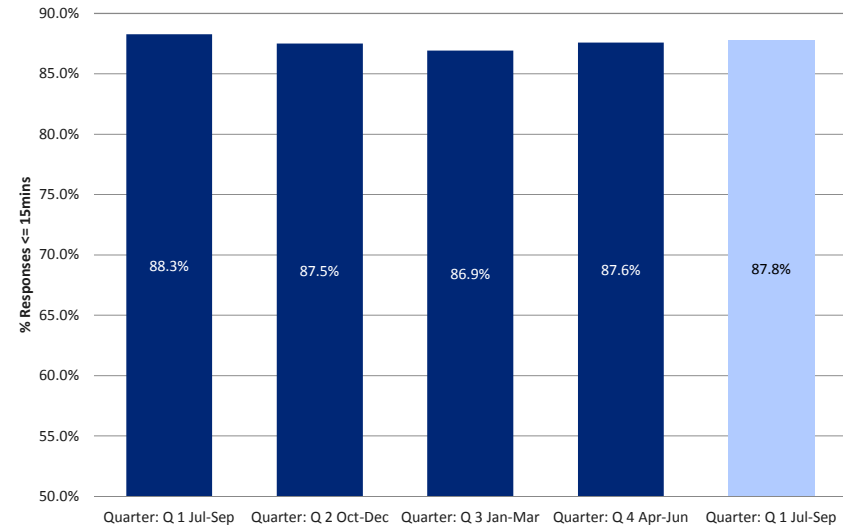
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

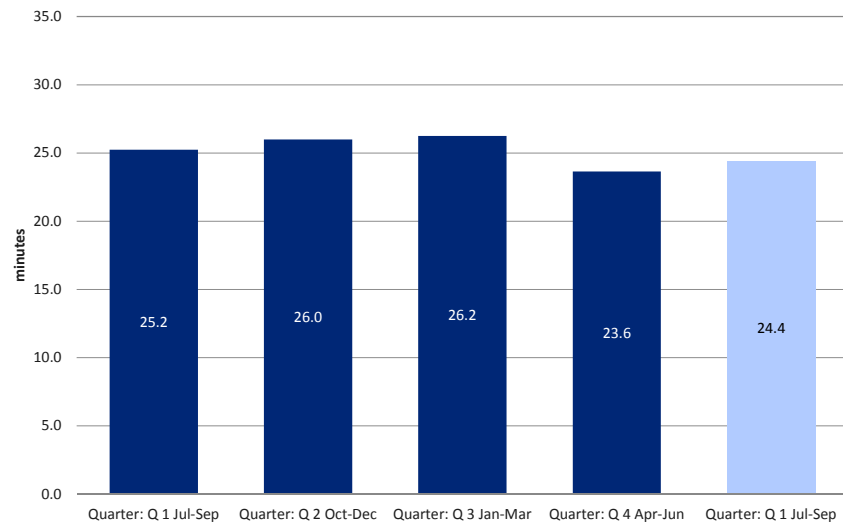
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

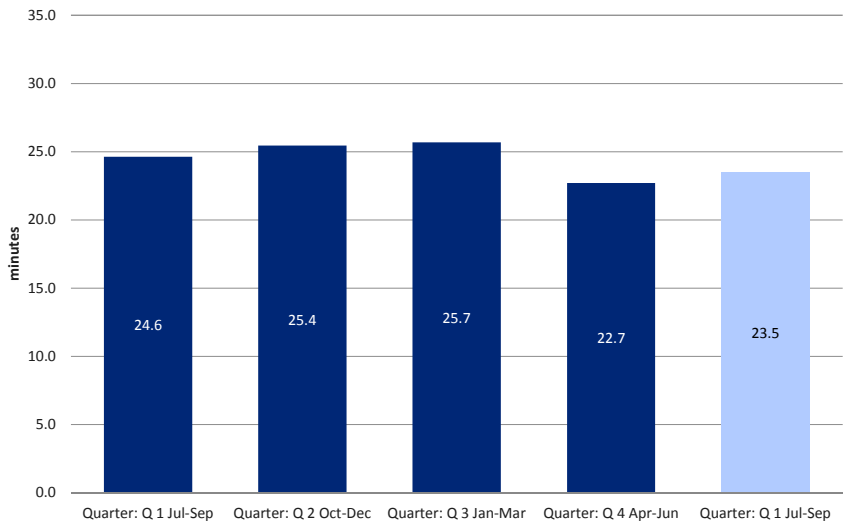
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

TABLE

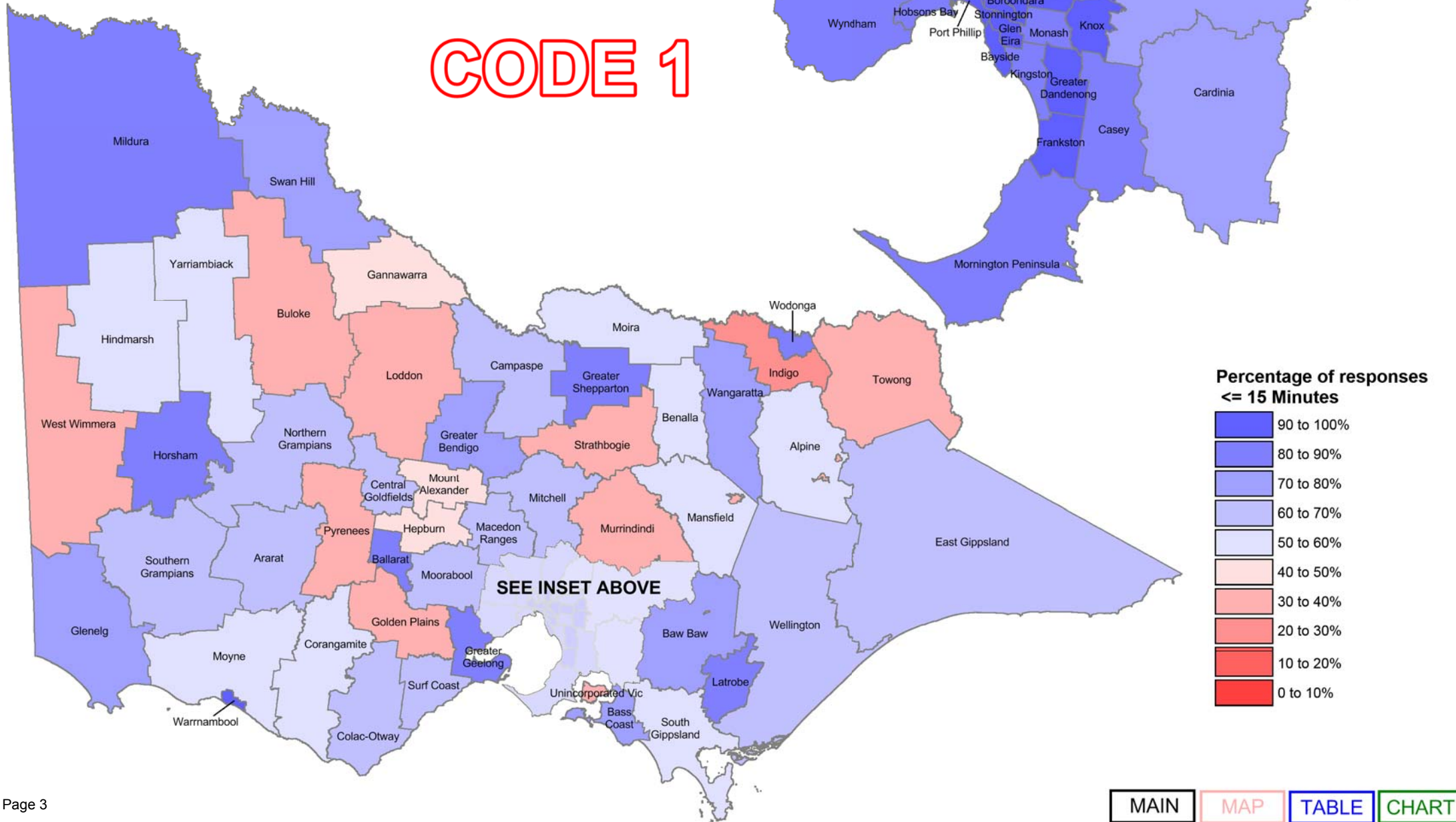


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Percentage of Code 1 responses <= 15 Minutes by LGA

2020/21 Quarter 1 (1st July 2020 to 30th September 2020)

CODE 1



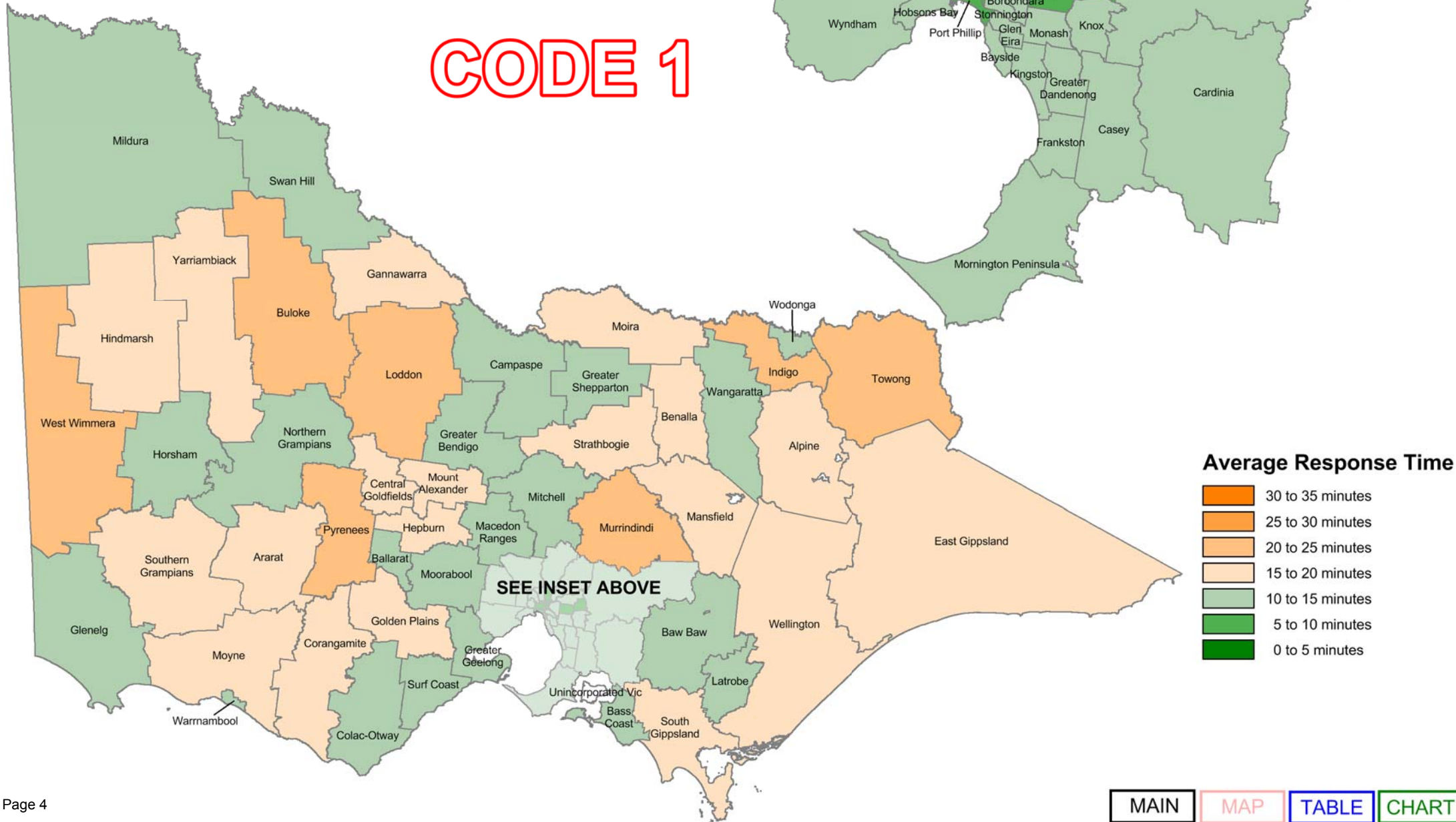


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Average Code 1 Response Time by LGA

2020/21 Quarter 1 (1st July 2020 to 30th September 2020)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 1 2019/20			Qtr 2 2019/20			Qtr 3 2019/20			Qtr 4 2019/20			Qtr 1 2020/21		
	% 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	51.2%	18:24	160	50.7%	19:42	152	49.0%	19:30	145	43.5%	20:05	108	52.2%	18:49	136
Ararat	67.2%	13:48	134	61.9%	16:20	168	69.6%	14:17	158	60.3%	16:52	179	63.3%	15:35	169
Ballarat	89.8%	10:21	1,750	87.6%	10:50	1,793	87.9%	10:45	1,715	83.0%	11:44	1,540	85.2%	11:19	1,544
Banyule	90.1%	10:08	1,497	87.1%	10:48	1,454	88.7%	10:10	1,416	91.3%	10:15	1,226	89.4%	10:21	1,292
Bass Coast	66.9%	13:57	577	67.5%	14:14	621	67.9%	14:05	611	66.5%	14:32	552	72.7%	13:12	568
Baw Baw	69.5%	14:20	758	67.6%	14:20	726	68.1%	14:26	730	68.1%	14:23	700	73.4%	13:31	719
Bayside	88.7%	10:57	856	86.7%	11:19	862	85.5%	11:20	842	86.6%	10:59	741	90.3%	10:43	741
Benalla	58.7%	16:22	252	63.7%	14:22	201	52.8%	17:25	235	53.8%	17:19	212	56.3%	17:30	199
Boroondara	90.4%	10:29	1,283	88.9%	10:49	1,239	87.7%	10:48	1,158	91.0%	10:18	1,075	91.1%	10:21	1,099
Brimbank	89.8%	10:37	2,682	87.8%	10:45	2,582	87.5%	10:48	2,592	89.7%	10:22	2,225	89.4%	10:32	2,391
Buloke	37.1%	22:59	89	31.4%	24:09	70	34.6%	23:46	81	24.3%	27:23	74	33.3%	23:28	81
Campaspe	67.4%	13:21	494	63.0%	14:04	525	66.1%	13:34	558	66.5%	13:59	465	64.8%	13:45	494
Cardinia	72.0%	12:34	1,242	69.5%	12:59	1,337	71.3%	13:00	1,308	72.8%	12:35	1,107	74.5%	12:20	1,140
Casey	85.7%	10:58	3,582	84.6%	11:07	3,619	83.6%	11:21	3,466	84.3%	11:11	3,208	85.4%	11:00	3,296
Central Goldfields	65.0%	14:51	217	65.4%	13:54	237	58.8%	16:25	211	59.3%	16:52	221	63.0%	16:37	211
Colac-Otway	70.4%	13:43	206	68.6%	14:09	280	67.6%	14:32	238	64.7%	16:19	218	65.5%	14:37	229
Corangamite	58.8%	15:19	204	54.3%	16:27	173	60.2%	15:31	176	54.6%	17:45	174	57.5%	15:31	219
Darebin	90.0%	10:09	2,020	89.9%	9:59	1,965	90.7%	9:49	1,966	92.6%	9:51	1,559	92.3%	9:52	1,745
East Gippsland	62.5%	15:30	776	63.3%	14:46	776	60.2%	16:22	759	59.4%	16:19	715	62.6%	16:03	744
Frankston	91.7%	9:48	2,141	92.0%	9:42	2,050	90.2%	10:07	2,156	91.0%	10:14	1,772	91.0%	10:09	1,857
Gannawarra	48.0%	19:38	100	42.9%	20:49	133	54.1%	18:49	133	47.1%	21:08	138	49.6%	19:27	135
Glen Eira	91.3%	10:02	1,405	89.7%	10:20	1,454	90.4%	10:25	1,399	91.6%	10:02	1,160	90.8%	10:06	1,188
Glenelg	81.3%	11:19	219	76.4%	13:00	229	77.6%	13:16	250	72.5%	13:49	233	74.7%	13:51	233
Golden Plains	36.9%	19:06	203	31.4%	19:32	194	32.2%	19:10	205	28.7%	20:13	188	33.0%	19:02	212
Greater Bendigo	79.8%	11:51	1,724	80.0%	11:56	1,860	78.8%	12:34	1,771	74.5%	13:17	1,553	76.8%	12:44	1,744
Greater Dandenong	91.5%	9:45	2,224	90.4%	9:53	2,258	90.9%	10:00	2,209	90.4%	10:02	1,828	90.5%	10:01	1,773
Greater Geelong	85.2%	11:05	3,741	84.8%	11:10	3,675	82.0%	11:45	3,786	79.6%	12:00	3,298	81.7%	11:43	3,470
Greater Shepparton	84.8%	10:49	1,080	86.2%	10:46	1,084	83.6%	11:13	1,119	81.8%	11:28	997	84.9%	10:40	982
Hepburn	34.7%	19:47	193	42.4%	17:55	198	38.2%	19:37	204	42.5%	18:07	212	40.4%	18:06	203
Hindmarsh	67.1%	17:53	70	60.6%	18:07	71	63.7%	18:17	80	44.6%	21:50	74	55.4%	19:22	83
Hobsons Bay	86.8%	10:37	1,155	85.6%	11:00	1,133	85.0%	11:27	1,053	85.6%	10:50	988	86.9%	11:08	1,000
Horsham	83.6%	10:58	299	85.9%	10:22	277	84.2%	10:15	316	77.7%	12:06	283	83.2%	11:19	304
Hume	85.6%	10:56	3,503	84.7%	11:00	3,242	83.0%	11:27	3,320	85.9%	11:05	2,808	83.3%	11:22	2,952
Indigo	38.5%	20:04	122	28.4%	22:06	155	28.7%	21:12	160	27.3%	21:58	110	28.2%	21:28	142
Kingston	90.3%	9:58	1,785	89.3%	10:11	1,752	87.6%	10:23	1,730	89.8%	10:17	1,587	90.0%	10:09	1,523
Knox	92.1%	9:55	1,788	92.2%	9:53	1,711	89.9%	10:07	1,691	90.8%	10:16	1,509	90.9%	10:08	1,510
Latrobe	80.0%	11:10	1,671	79.7%	11:32	1,522	78.3%	11:50	1,534	79.8%	11:41	1,478	81.4%	11:16	1,439
Loddon	34.6%	20:46	107	37.2%	20:45	129	38.2%	20:52	144	34.9%	21:46	129	39.6%	21:09	96
Macedon Ranges	63.6%	13:51	536	70.5%	12:58	533	64.9%	13:50	513	58.7%	14:41	465	68.0%	13:59	453
Manningham	85.2%	11:42	1,173	83.2%	12:06	1,187	84.2%	11:51	1,115	83.7%	11:49	979	87.4%	11:21	967
Mansfield	45.9%	21:46	85	31.2%	27:24	93	39.8%	27:39	108	42.2%	23:35	90	50.6%	17:38	87
Maribyrnong	90.9%	10:01	941	89.8%	10:05	980	88.6%	10:20	1,012	90.9%	10:09	839	90.1%	10:02	726
Maroondah	93.8%	9:10	1,366	92.2%	9:27	1,452	91.2%	9:26	1,299	92.1%	9:31	1,190	92.8%	9:34	1,123
Melbourne	91.5%	9:02	2,542	91.0%	9:11	2,827	91.4%	9:07	2,591	93.2%	8:48	1,567	93.3%	8:46	1,446
Melton	79.9%	11:38	2,069	80.5%	11:47	2,043	77.4%	12:08	2,012	81.6%	11:32	1,692	81.3%	11:35	1,800
Mildura	85.0%	11:12	819	85.5%	11:06	881	84.0%	10:54	839	82.0%	11:57	779	80.4%	11:54	777
Mitchell	64.7%	13:30	652	69.3%	13:39	642	65.7%	14:39	592	62.3%	14:51	536	66.0%	13:44	609
Moir	55.8%	17:02	452	57.0%	16:18	460	59.5%	16:02	440	55.0%	17:38	436	57.2%	16:34	493
Monash	87.5%	10:51	1,913	87.2%	11:01	1,805	88.3%	10:51	1,758	89.3%	11:06	1,487	89.8%	10:43	1,533
Moonee Valley	87.7%	11:04	1,453	86.6%	11:13	1,503	85.7%	11:32	1,376	87.5%	11:16	1,198	87.6%	11:15	1,275
Moorabool	61.9%	14:42	399	67.8%	13:11	400	68.5%	13:09	403	66.0%	13:42	424	68.9%	13:31	383
Moreland	88.0%	10:42	2,228	87.7%	10:54	2,124	89.3%	10:34	2,164	92.1%	10:13	1,963	89.0%	10:32	2,014
Mornington Peninsula	83.4%	10:56	2,211	81.2%	11:15	2,303	79.6%	11:30	2,428	80.0%	11:33	2,090	82.8%	11:05	1,981
Mount Alexander	58.4%	15:16	185	66.0%	15:03	212	49.0%	18:20	208	48.8%	18:37	203	44.4%	19:25	225
Moyne	41.1%	17:27	151	36.6%	19:05	164	42.5%	18:14	160	39.6%	18:14	149	53.4%	15:49	133
Murrindindi	37.4%	20:17	195	37.5%	19:43	200	46.7%	19:19	212	40.0%	20:31	175	37.6%	20:34	178
Nillumbik	71.0%	13:17	541	71.8%	13:14	589	66.1%	13:54	487	67.7%	13:41	431	71.4%	13:31	461
Northern Grampians	69.7%	15:40	145	63.5%	16:01	159	64.8%	13:49	196	72.8%	13:48	158	66.5%	14:04	185
Port Phillip	90.6%	9:42	1,166	90.4%	9:52	1,373	90.3%	9:41	1,363	93.1%	9:24	979	92.4%	9:24	1,033
Pyrenees	51.8%	16:54	112	39.5%	20:06	114	45.7%	19:30	105	39.1%	19:29	128	35.6%	20:01	101
Queenscliffe	60.4%	15:32	48	66.7%	14:02	54	68.3%	14:52	60	54.1%	15:05	37	69.8%	14:51	53
South Gippsland	49.9%	17:47	377	49.6%	18:01	415	49.8%	17:49	402	45.1%	18:33	357	52.5%	17:18	379
Southern Grampians	62.1%	16:44	195	66.8%	14:57	202	62.8%	17:30	156	58.5%	17:55	159	62.6%	15:28	174
Stonnington	87.7%	10:53	944	88.0%	10:32	1,064	90.5%	10:10	995	89.8%	10:24	820	91.1%	10:17	743
Strathbogie	36.7%	18:51	169	42.2%	19:40	199	50.0%	17:23	176	43.1%	19:39	160	39.9%	19:25	173
Surf Coast	68.6%	13:46	299	63.6%	14:23	423	64.1%	15:15	379	59.9%	15:32	269	62.5%	14:31	299
Swan Hill	74.4%	13:32	250	75.2%	13:19	290	75.5%	12:34	318	71.2%	14:24	288	71.8%	13:36	277
Towong	45.2%	23:46	73	31.3%	24:55	67	36.6%	22:23	82	33.3%	24:17	81	33.3%	24:05	63
Wangaratta	74.8%	12:41	421	81.3%	11:53	417	79.0%	12:18	439	70.7%	14:53	389	73.2%	13:42	385
Warrnambool	93.1%	9:32	434	92.1%	10:09	403	93.1%	9:16	432	93.0%	10:05	357	90.4%	10:09	394
Wellington	63.2%	14:46	516	63.2%	15:21	619	61.7%	15:45	626	61.9%	15:13	548	60.7%	16:10	598
West Wimmera	48.6%	18:10	35	36.6%	21:27	41	34.2%	25:12	38	29.4%	22:35	34	35.1%	21:07	37
Whitehorse	91.1%	9:50	1,744	90.9%	9:53	1,697	91.7%	9:40	1,545	91.7%	9:42	1,349	93.0%	9:27	1,392
Whittlesea	83.9%	11:07	2,587	84.2%	11:07	2,541	84.1%	11:13	2,478	84.8%	11:08	2,263	83.1%	11:22	2,326
Wodonga	86.4%	10:41	609	87.1%	10:40	630	85.9%	11:16	583	85.3%	11:18	517	83.6%	11:49	573
Wyndham	84.0%	11:07	2,456	83.3%	11:23	2,350	82.1%	11:18	2,295	83.0%	11:22	1,899	82.4%	11:33	2,206
Yarra	93.6%	8:53	1,139	91.0%	9:21	1,306	91.7%	9:14	1,272	92.3%	9:04	874	92.9%	9:03	807
Yarra Ranges	77.1%	12:04	1,765	75.7%	12:09	1,799	75.3%	12:31	1,771	76.3%	12:24	1,586	76.6%	12:03	1,590
Yarriambiack	44.8%	22:06	96	38.7%	21:14	93	30.8%	23:24	91	32.6%	23:41	95	50.0%	19:08	112



Ambulance Victoria

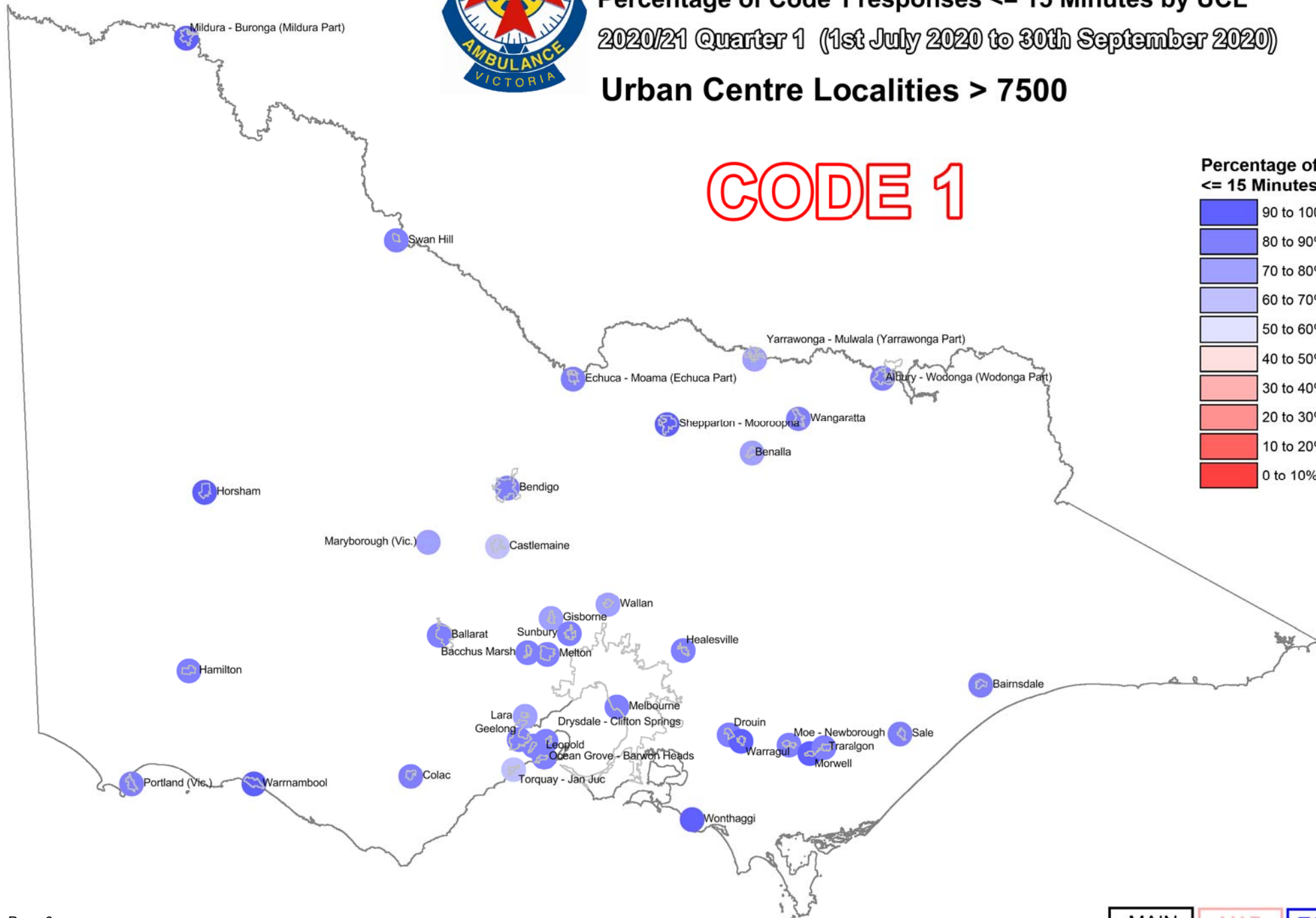
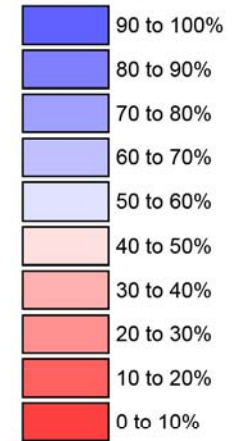
Percentage of Code 1 responses ≤ 15 Minutes by UCL

2020/21 Quarter 1 (1st July 2020 to 30th September 2020)

Urban Centre Localities > 7500

CODE 1

Percentage of responses
 ≤ 15 Minutes





Ambulance Victoria

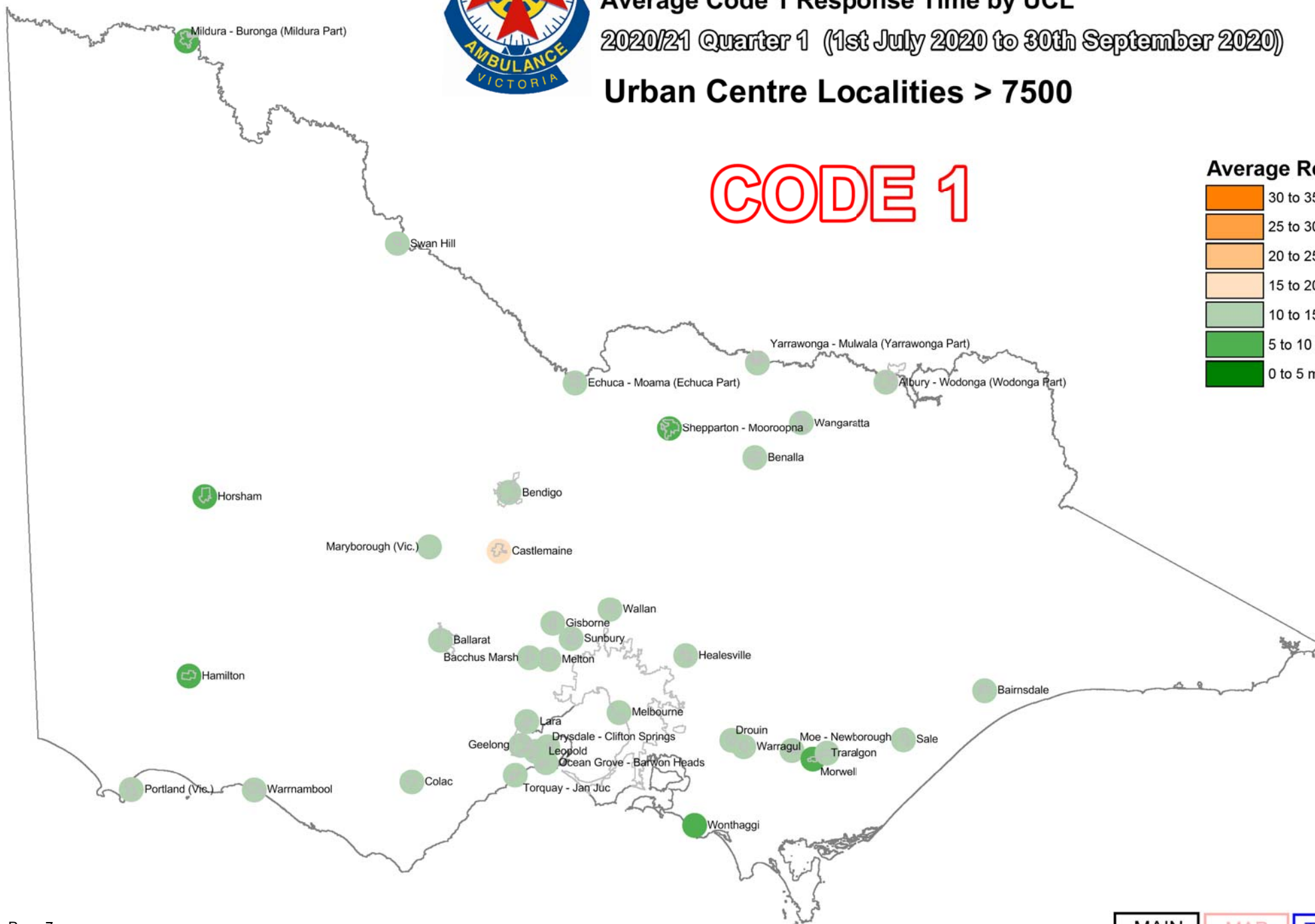
Average Code 1 Response Time by UCL

2020/21 Quarter 1 (1st July 2020 to 30th September 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)	89.6%	10:14	565
Bacchus Marsh	81.4%	10:42	220
Bairnsdale	80.3%	11:07	234
Ballarat	91.1%	10:09	1,685
Benalla	72.4%	13:30	181
Bendigo	86.6%	10:45	1,504
Castlemaine	73.5%	12:50	113
Colac	84.8%	10:55	151
Drouin	82.7%	12:20	173
Drysdale - Clifton Springs	83.0%	11:22	182
Echuca - Moama (Echuca Part)	89.6%	9:19	192
Geelong	88.6%	10:38	2,684
Gisborne	74.6%	11:10	134
Hamilton	93.9%	8:54	114
Healesville	82.8%	10:08	157
Horsham	90.6%	9:37	266
Lara	88.9%	10:23	199
Leopold	86.6%	10:28	119
Maryborough (Vic.)	79.4%	12:07	160
Melbourne	88.6%	10:24	51,797
Melton	82.2%	10:55	1,079
Mildura - Buronga (Mildura Part)	93.4%	9:11	589
Moe - Newborough	81.4%	10:36	478
Morwell	89.5%	9:35	485
Ocean Grove - Barwon Heads	88.8%	10:44	197
Portland (Vic.)	91.6%	9:24	143
Sale	92.3%	8:49	168
Shepparton - Mooropna	92.4%	9:38	827
Sunbury	86.9%	10:01	503
Swan Hill	91.5%	8:56	117
Torquay - Jan Juc	83.8%	11:00	167
Traralgon	83.9%	10:39	478
Wallan	86.7%	9:56	143
Wangaratta	90.2%	10:03	317
Warragul	81.4%	11:50	291
Warrnambool	93.5%	9:23	416
Wonthaggi	89.7%	9:31	175
Yarrawonga - Mulwala (Yarrawonga Part)	69.9%	16:12	153
Total UCLs > 7500	88.3%	10:25	67,556

Qtr 1 2019/20

Qtr 2 2019/20

Qtr 3 2019/20

Qtr 4 2019/20

Qtr 1 2020/21

% 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

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
87.5%	11:12	518
80.4%	11:19	225
80.0%	12:03	245
86.8%	11:10	1,481
71.0%	13:59	145
82.3%	11:51	1,541
63.6%	17:19	121
81.1%	11:45	159
85.4%	12:00	198
85.2%	11:21	196
88.0%	10:11	175
85.5%	11:12	2,409
77.1%	11:18	96
89.7%	9:27	107
83.3%	10:54	132
91.4%	9:50	267
79.4%	11:23	155
88.6%	10:39	132
75.8%	14:27	153
88.6%	10:28	43,689
85.7%	10:34	856
95.1%	8:58	511
84.1%	10:39	395
91.9%	9:31	334
81.9%	11:37	221
89.0%	10:45	136
85.1%	10:28	188
91.0%	9:46	777
83.0%	11:05	442
83.2%	10:19	155
69.9%	13:31	166
84.7%	10:40	483
79.8%	11:26	109
86.0%	11:06	307
90.6%	10:16	233
91.5%	10:00	376
93.1%	9:05	159
70.9%	14:47	151
87.8%	10:37	58,143

MAIN

MAP
≤ 15 MinutesMAP
Average

TABLE

CHART

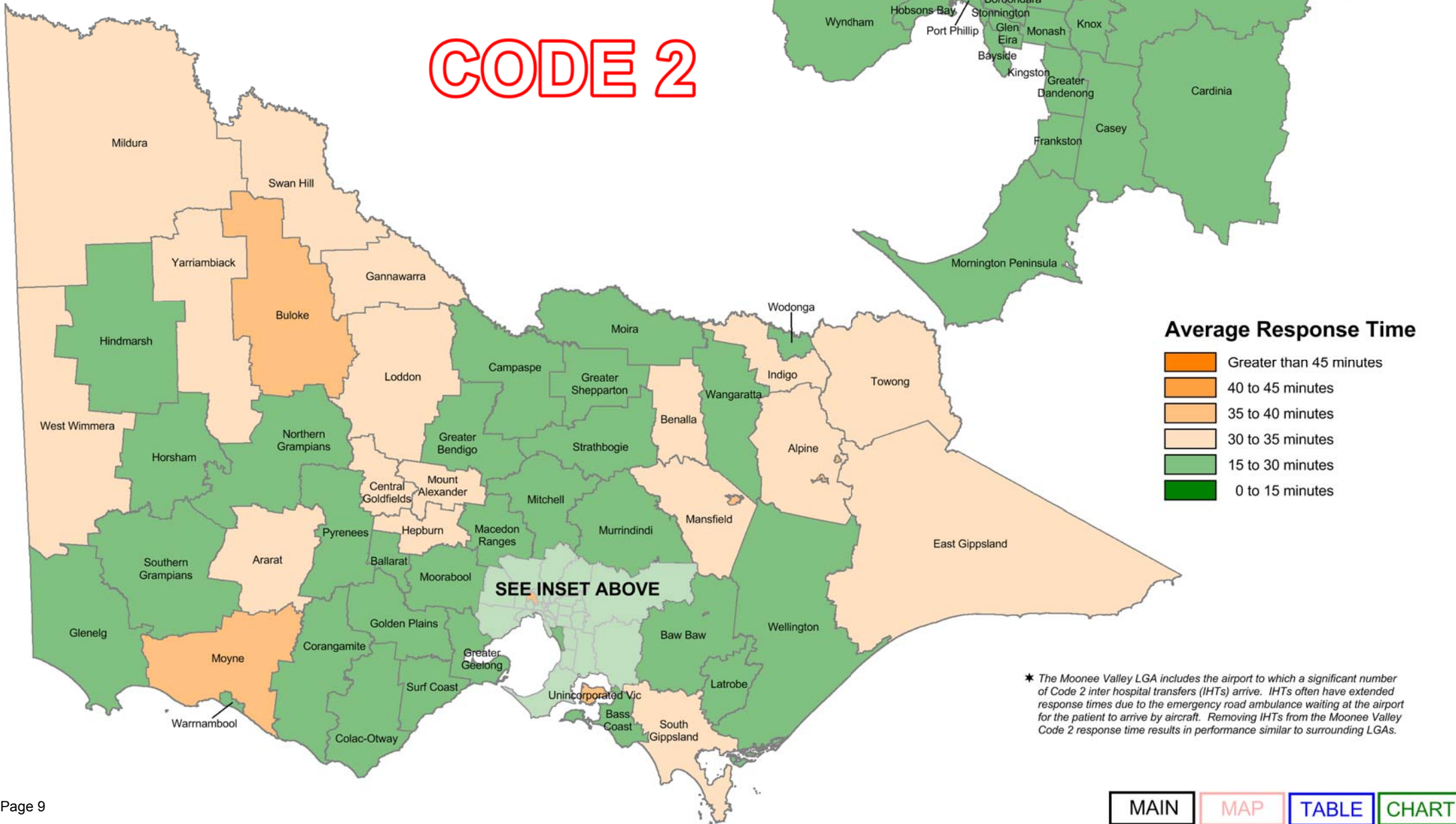


Ambulance Victoria

Average Code 2 Response Time by LGA

2020/21 Quarter 1 (1st July 2020 to 30th September 2020)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 1 2019/20		Qtr 2 2019/20		Qtr 3 2019/20		Qtr 4 2019/20		Qtr 1 2020/21	
	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	33:27	147	31:32	170	31:54	158	30:21	148	32:19	148
Ararat	22:49	164	24:43	180	25:51	150	26:38	117	31:28	142
Ballarat	22:46	1,114	23:53	1,183	23:09	1,120	22:35	1,036	24:08	1,144
Banyule	23:39	1,121	24:40	1,114	25:02	1,012	21:23	968	22:49	1,012
Bass Coast	26:56	512	27:09	581	31:28	550	29:02	458	29:57	472
Baw Baw	25:56	527	27:15	599	27:31	542	24:41	410	24:50	507
Bayside	27:51	659	28:49	706	28:30	659	25:35	610	26:26	627
Benalla	27:10	186	28:27	220	30:57	234	30:20	171	32:10	189
Boroondara	25:47	973	26:48	892	26:20	891	21:35	851	22:36	890
Brimbank	24:23	1,618	25:32	1,644	24:55	1,652	20:53	1,529	22:06	1,562
Buloke	45:29	73	36:50	78	34:13	84	39:48	72	39:09	63
Campaspe	26:30	473	28:46	520	30:42	464	26:15	387	25:43	460
Cardinia	21:37	879	22:47	889	23:08	819	20:45	771	20:46	809
Casey	22:11	2,474	23:57	2,522	24:13	2,395	21:17	2,165	21:39	2,411
Central Goldfields	28:35	261	25:37	215	32:12	219	29:01	213	31:10	227
Colac-Otway	27:06	238	25:05	259	30:50	248	25:41	233	25:57	232
Corangamite	23:06	165	29:46	194	27:11	162	25:52	126	25:56	140
Darebin	24:57	1,383	24:40	1,361	25:09	1,268	20:38	1,300	22:02	1,290
East Gippsland	28:32	680	29:14	675	33:04	684	29:50	536	32:14	667
Frankston	19:27	1,523	20:09	1,557	21:46	1,621	18:47	1,405	18:45	1,474
Gannawarra	34:51	129	36:02	115	37:22	106	33:14	113	33:29	119
Glen Eira	27:15	991	29:03	973	28:52	882	24:02	850	23:55	935
Glenelg	22:29	258	28:29	242	22:55	222	21:55	197	24:35	192
Golden Plains	28:54	120	31:00	132	29:43	110	30:57	103	29:14	131
Greater Bendigo	24:04	1,199	25:21	1,165	25:25	1,149	28:17	1,075	28:15	1,094
Greater Dandenong	21:48	1,492	22:23	1,546	22:03	1,554	19:31	1,384	20:44	1,417
Greater Geelong	23:08	2,483	24:44	2,569	26:20	2,682	24:14	2,332	25:13	2,405
Greater Shepparton	22:30	856	24:14	848	22:52	795	21:33	745	22:16	751
Hepburn	29:22	167	29:28	183	32:24	175	28:04	158	31:06	155
Hindmarsh	33:49	71	29:17	63	28:13	77	31:27	75	27:30	89
Hobsons Bay	25:14	709	25:57	787	27:00	762	21:53	616	23:30	660
Horsham	31:57	310	32:23	271	30:17	293	30:33	275	29:13	280
Hume	22:16	2,098	21:55	2,112	23:28	2,089	19:36	1,819	22:21	1,908
Indigo	32:09	111	28:20	100	32:32	100	35:54	84	31:36	108
Kingston	23:06	1,313	24:41	1,213	24:53	1,207	21:57	1,108	22:31	1,137
Knox	20:32	1,250	20:15	1,233	20:13	1,206	18:09	1,099	18:49	1,142
Latrobe	23:27	1,107	22:43	1,127	24:02	1,083	20:54	926	22:16	987
Loddon	31:47	78	30:28	62	31:09	82	30:34	70	34:36	69
Macedon Ranges	24:18	513	24:38	490	23:39	440	23:24	380	25:05	416
Manningham	24:49	780	26:42	777	26:28	752	23:32	649	24:01	616
Mansfield	38:38	104	32:44	120	34:33	118	35:41	104	30:39	100
Maribyrnong	25:13	682	26:55	731	25:21	757	21:24	594	22:24	686
Maroondah	20:32	1,052	21:09	1,075	20:32	1,029	18:33	901	18:24	934
Melbourne	24:47	2,381	25:10	2,397	25:40	2,255	20:15	1,621	21:25	1,583
Melton	23:50	1,283	23:59	1,206	25:18	1,266	21:44	1,157	23:48	1,263
Mildura	32:08	651	29:33	687	28:55	598	32:20	565	31:08	652
Mitchell	24:25	562	24:33	596	23:57	557	23:57	438	26:10	552
Moir	28:46	467	27:56	423	30:02	409	30:33	366	27:44	394
Monash	24:12	1,389	26:16	1,310	25:24	1,254	22:38	1,144	22:10	1,273
* Moonee Valley	58:36	1,454	60:58	1,464	59:03	1,352	56:49	1,270	54:56	1,302
Moorabool	24:24	367	25:57	417	24:56	364	23:35	353	24:38	364
Moreland	25:52	1,401	26:26	1,489	26:46	1,478	21:41	1,340	23:46	1,412
Mornington Peninsula	20:34	1,753	21:30	1,894	22:36	1,740	19:59	1,590	20:41	1,548
Mount Alexander	25:22	169	28:04	205	32:22	212	33:30	166	30:27	178
Moyne	29:30	94	33:13	112	26:34	133	29:45	101	35:25	105
Murrindindi	30:02	137	35:17	169	31:00	175	31:46	139	26:57	148
Nillumbik	26:23	387	28:27	417	26:32	388	23:59	321	24:12	315
Northern Grampians	23:16	151	27:53	194	26:19	199	25:42	148	27:27	181
Port Phillip	26:35	865	27:41	1,037	26:24	1,026	21:17	788	21:26	937
Pyrenees	25:55	57	27:47	76	31:07	69	29:22	63	28:42	92
Queenscliffe	23:30	33	23:36	45	23:40	41	25:50	32	20:07	32
South Gippsland	30:33	301	32:05	353	30:34	361	32:11	260	30:22	301
Southern Grampians	30:31	167	32:49	162	28:20	144	24:51	136	29:13	146
Stonnington	27:58	754	26:38	753	27:18	730	23:51	658	22:58	623
Strathbogie	29:42	128	28:51	135	27:17	139	32:43	125	28:58	137
Surf Coast	23:27	242	23:19	259	24:33	297	24:29	235	25:49	232
Swan Hill	29:10	273	30:10	307	31:38	267	31:25	245	33:42	254
Towong	30:16	83	30:58	90	33:03	92	35:06	62	33:57	66
Wangaratta	31:03	362	30:14	373	30:08	330	30:09	322	27:40	344
Warrnambool	21:49	338	24:07	392	21:45	340	21:10	329	21:31	369
Wellington	27:20	463	26:27	514	27:42	477	26:07	387	25:57	436
West Wimmera	36:37	33	28:14	41	36:39	29	33:17	45	32:10	32
Whitehorse	23:51	1,246	24:10	1,331	23:47	1,183	21:40	1,133	20:30	1,140
Whittlesea	22:43	1,568	23:10	1,567	23:53	1,568	21:04	1,486	22:59	1,539
Wodonga	24:10	455	20:30	429	24:24	431	25:24	392	25:19	464
Wyndham	23:23	1,548	25:17	1,519	25:12	1,510	22:06	1,303	23:56	1,513
Yarra	25:44	979	25:29	975	25:49	928	19:30	777	21:19	781
Yarra Ranges	20:40	1,232	21:02	1,235	21:58	1,304	19:34	1,147	20:19	1,189
Yarriambiack	37:26	79	39:25	71	36:07	79	31:03	58	33:12	90
Unincorporated	32:54	169	42:49	7	74:30	7	10:02	2	38:00	14
Interstate LGAs	33:40	136	29:37	160	30:46	147	33:35	106	32:03	140
Total AV	25:13	57,200	25:57	58,304	26:14	56,481	23:37	49,973	24:22	52,938



Ambulance Victoria

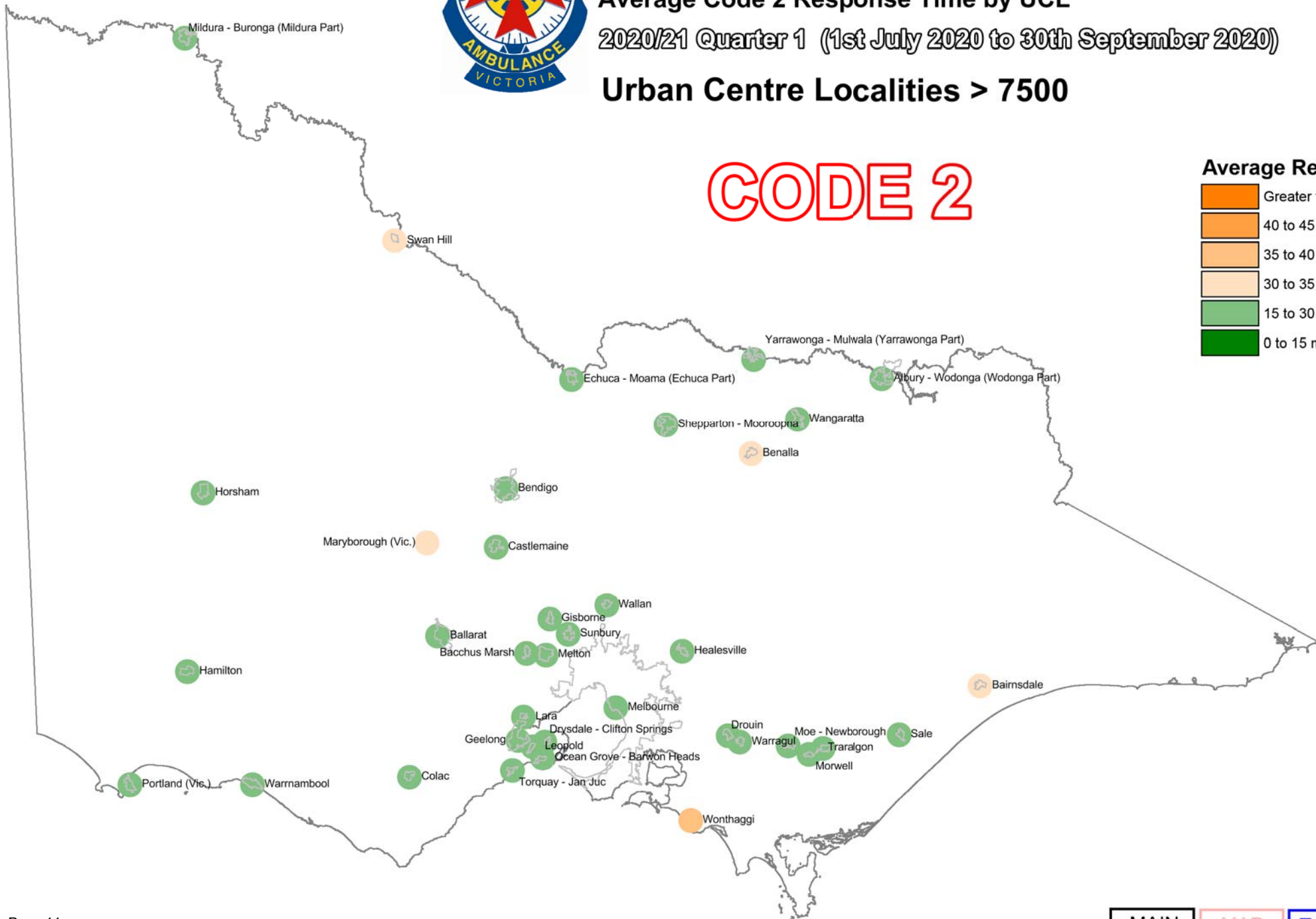
Average Code 2 Response Time by UCL

2020/21 Quarter 1 (1st July 2020 to 30th September 2020)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 1 2019/20

Qtr 2 2019/20

Qtr 3 2019/20

Qtr 4 2019/20

Qtr 1 2020/21

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	23:47	431
Bacchus Marsh	22:48	241
Bairnsdale	30:03	281
Ballarat	22:52	1,076
Benalla	26:51	163
Bendigo	23:23	1,073
Castlemaine	24:19	126
Colac	27:36	178
Drouin	21:36	112
Drysdale - Clifton Springs	21:40	118
Echuca - Moama (Echuca Part)	26:07	216
Geelong	22:11	1,837
Gisborne	24:25	98
Hamilton	23:21	111
Healesville	16:56	125
Horsham	28:14	262
Lara	22:04	104
Leopold	18:59	81
Maryborough (Vic.)	26:28	202
Melbourne	24:54	36,847
Melton	22:05	734
Mildura - Buronga (Mildura Part)	30:27	452
Moe - Newborough	20:53	286
Morwell	19:26	304
Ocean Grove - Barwon Heads	19:31	113
Portland (Vic.)	20:35	161
Sale	21:50	188
Shepparton - Mooropna	22:16	718
Sunbury	20:29	367
Swan Hill	31:03	186
Torquay - Jan Juc	20:44	131
Traralgon	26:38	380
Wallan	16:09	85
Wangaratta	28:02	294
Warragul	27:12	278
Warrnambool	21:44	323
Wonthaggi	29:34	213
Yarrawonga - Mulwala (Yarrawonga Part)	27:24	143
Total UCLs > 7500	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	190
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

Average Response Time Minutes	Total Number of First Responses
25:04	436
23:28	277
34:26	277
24:00	1,077
31:46	161
27:47	973
29:54	126
25:53	166
24:26	136
22:37	126
25:07	218
23:36	1,683
25:04	86
25:13	102
18:36	102
24:55	246
23:52	109
23:49	89
30:05	181
23:04	33,612
22:22	694
27:53	453
21:12	265
19:41	250
21:12	149
23:30	125
20:18	197
21:48	613
21:21	327
34:47	167
25:08	129
23:55	338
20:10	74
26:21	290
23:43	204
21:26	357
35:14	175
29:19	115
23:30	45,105

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>