



# Ambulance Victoria's Performance

2020/21 Quarter 3 (1st January 2021 to 31st March 2021)

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).

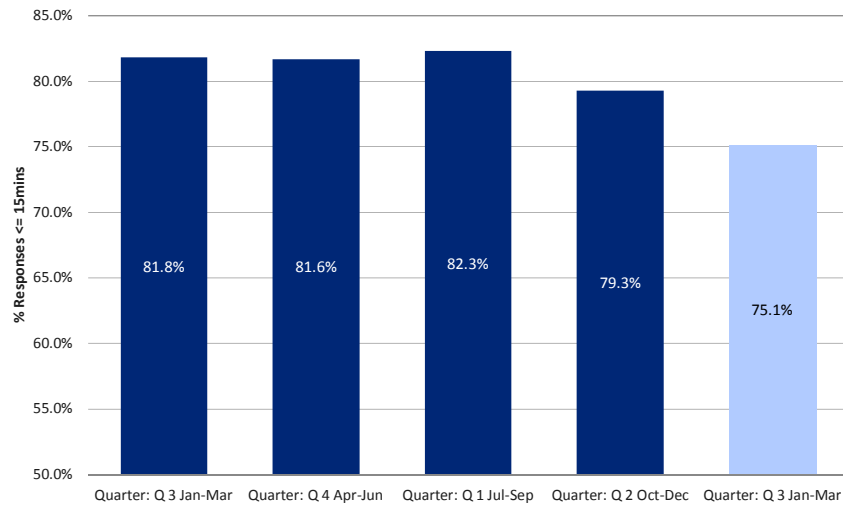
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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
<b>CODE 1</b>	% <= 15 Minutes <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>	% <= 15 Minutes <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>
	Average <a href="#">MAP</a> <a href="#">TABLE</a>	Average <a href="#">MAP</a> <a href="#">TABLE</a>
<b>CODE 2</b>	Average <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>	Average <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>

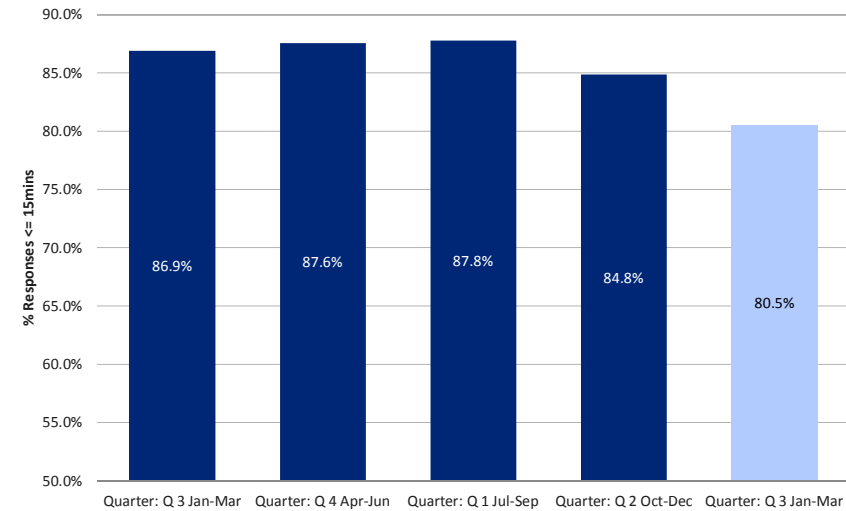
**AV State-wide Code 1 First Response Performance -  
Percentage <= 15 Minutes**



MAP

TABLE

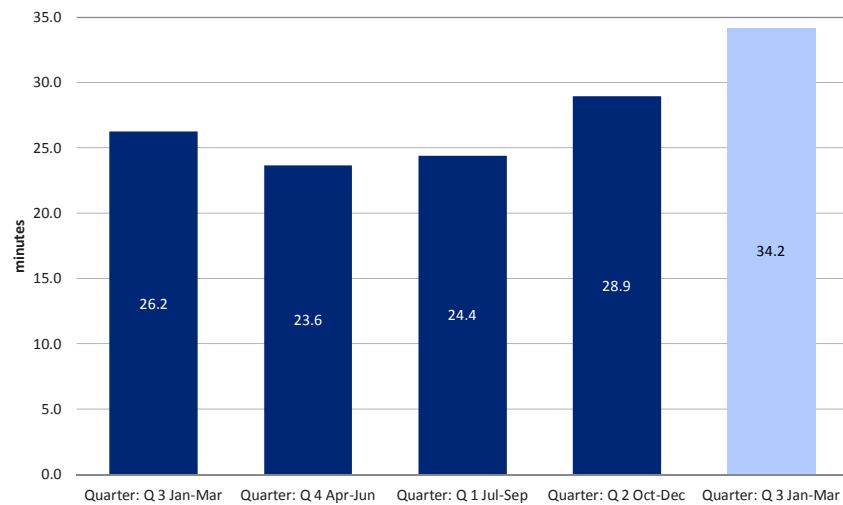
**AV State-wide Code 1 First Response Performance for  
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

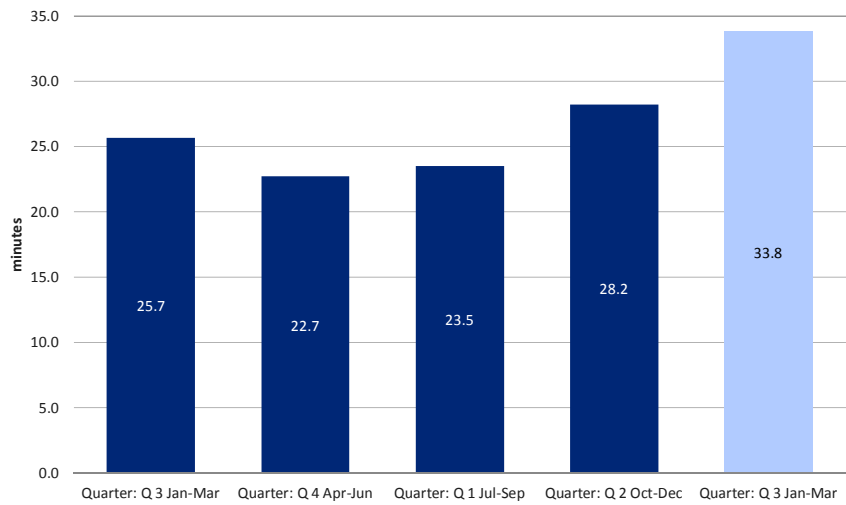
**AV State-wide Code 2 First Response Performance -  
Average**



MAP

TABLE

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



MAP

TABLE

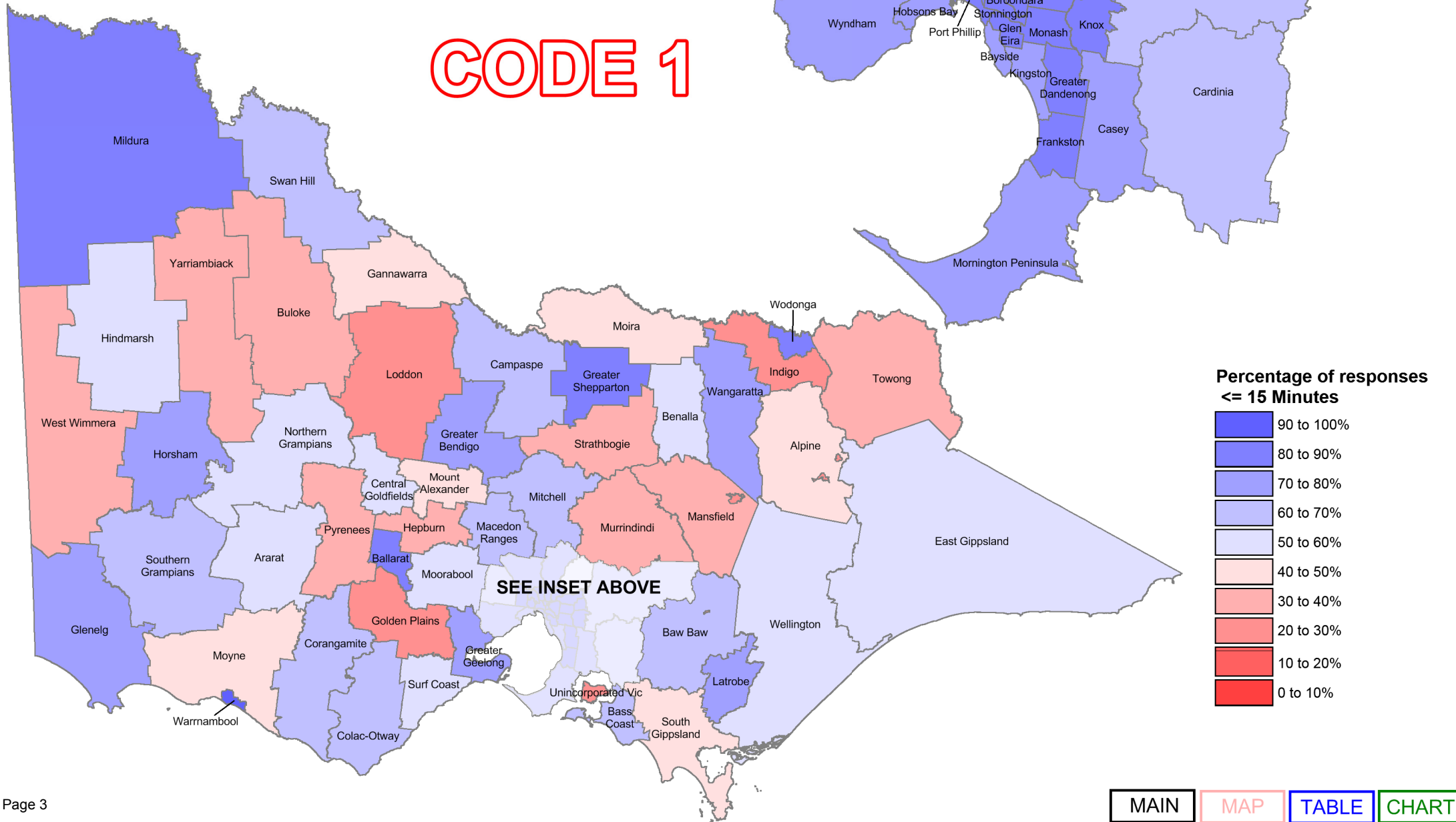


# Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2020/21 Quarter 3 (1st January 2021 to 31st March 2021)

## CODE 1



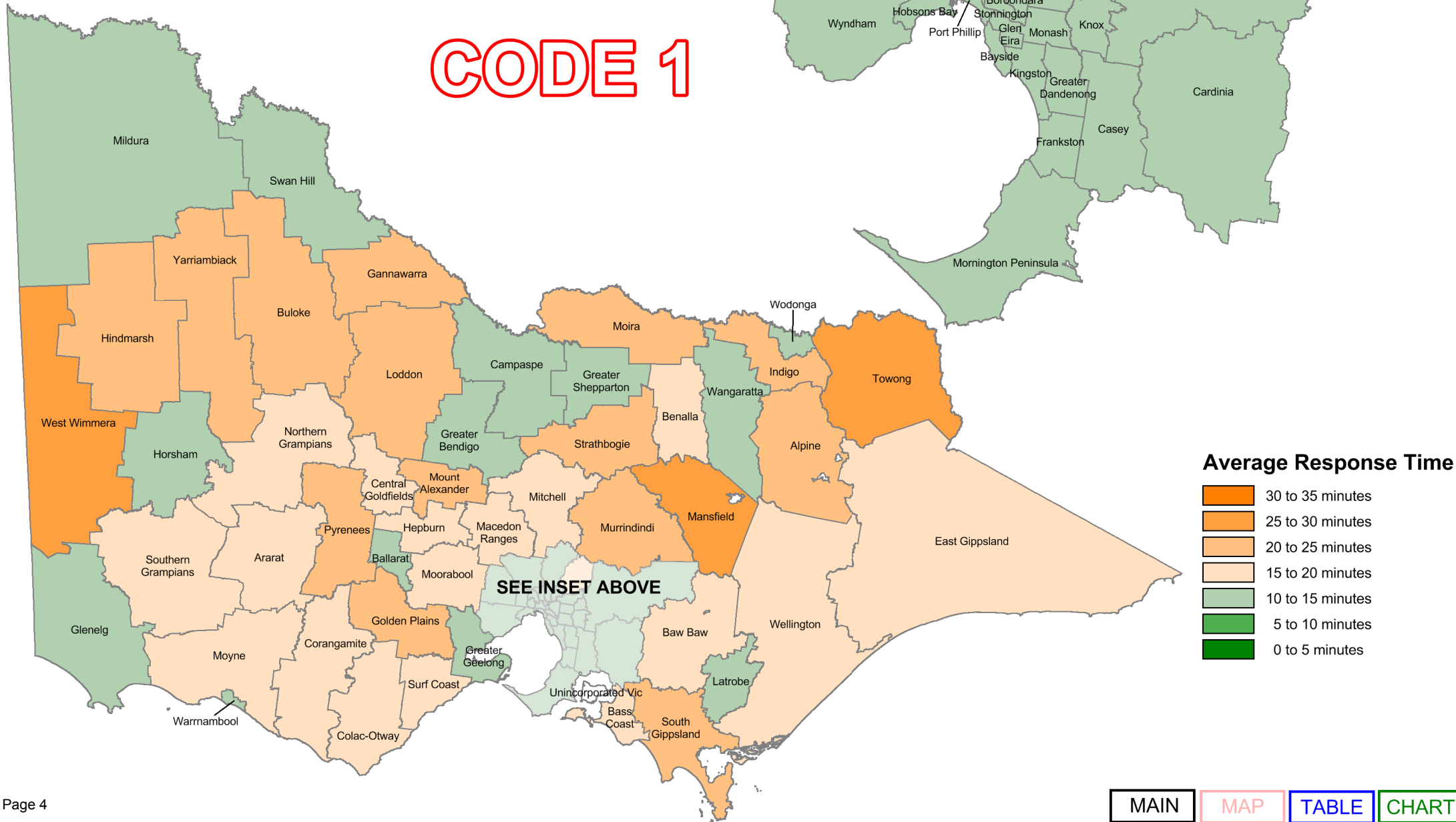


# Ambulance Victoria

## Average Code 1 Response Time by LGA

2020/21 Quarter 3 (1st January 2021 to 31st March 2021)

# CODE 1







Code 1 First Response Performance by LGA

LGA Name	Qtr 3 2019/20			Qtr 4 2019/20			Qtr 1 2020/21			Qtr 2 2020/21			Qtr 3 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	49.0%	19:30	145	43.5%	20:05	108	52.2%	18:49	136	46.1%	20:47	191	40.0%	23:49	210
Ararat	69.6%	14:17	158	60.3%	16:52	179	63.3%	15:35	169	62.8%	14:53	172	58.9%	17:14	158
Ballarat	87.9%	10:45	1,715	83.0%	11:44	1,540	85.2%	11:19	1,544	85.8%	11:18	1,770	84.3%	11:51	1,725
Banyule	88.7%	10:10	1,416	91.3%	10:15	1,226	89.4%	10:21	1,292	88.8%	10:51	1,480	84.0%	11:33	1,543
Bass Coast	67.9%	14:05	611	66.5%	14:32	552	72.7%	13:12	568	66.1%	14:54	654	60.7%	16:10	708
Baw Baw	68.1%	14:26	730	68.1%	14:23	700	73.4%	13:31	719	67.8%	14:48	779	66.1%	15:04	859
Bayside	85.5%	11:20	842	86.6%	10:59	741	90.3%	10:43	741	84.4%	11:49	788	79.1%	13:11	856
Benalla	52.8%	17:25	235	53.8%	17:19	212	56.3%	17:30	199	58.3%	16:42	216	58.9%	17:59	224
Boroondara	87.7%	10:48	1,158	91.0%	10:18	1,075	91.1%	10:21	1,099	88.6%	10:36	1,355	84.7%	12:09	1,338
Brimbank	87.5%	10:48	2,592	89.7%	10:22	2,225	89.4%	10:32	2,391	86.3%	11:09	2,523	80.0%	12:33	2,702
Buloke	34.6%	23:46	81	24.3%	27:23	74	33.3%	23:28	81	34.0%	24:39	94	34.1%	24:53	85
Campaspe	66.1%	13:34	558	66.5%	13:59	465	64.8%	13:45	494	63.3%	14:27	607	64.5%	14:19	595
Cardinia	71.3%	13:00	1,308	72.8%	12:35	1,107	74.5%	12:20	1,140	70.4%	13:16	1,333	64.6%	14:54	1,405
Casey	83.6%	11:21	3,466	84.3%	11:11	3,208	85.4%	11:00	3,296	80.8%	11:52	3,600	76.3%	12:50	3,898
Central Goldfields	58.8%	16:25	211	59.3%	16:52	221	63.0%	16:37	211	60.2%	15:47	231	56.0%	17:50	252
Colac-Otway	67.6%	14:32	238	64.7%	16:19	218	65.5%	14:37	229	64.7%	15:41	269	64.0%	16:24	275
Corangamite	60.2%	15:31	176	54.6%	17:45	174	57.5%	15:31	219	51.4%	17:34	218	60.7%	15:27	196
Darebin	90.7%	9:49	1,966	92.6%	9:51	1,559	92.3%	9:52	1,745	90.9%	10:15	1,875	84.9%	11:44	1,982
East Gippsland	60.2%	16:22	759	59.4%	16:19	715	62.6%	16:03	744	61.8%	16:17	820	58.4%	17:20	819
Frankston	90.2%	10:07	2,156	91.0%	10:14	1,772	91.0%	10:09	1,857	87.8%	10:33	2,188	84.5%	11:27	2,184
Gannawarra	54.1%	18:49	133	47.1%	21:08	138	49.6%	19:27	135	52.3%	18:49	151	41.0%	21:28	134
Glen Eira	90.4%	10:25	1,399	91.6%	10:02	1,160	90.8%	10:06	1,188	89.1%	10:42	1,294	83.2%	11:54	1,321
Glenelg	77.6%	13:16	250	72.5%	13:49	233	74.7%	13:51	233	80.1%	12:22	241	71.2%	14:25	260
Golden Plains	32.2%	19:10	205	28.7%	20:13	188	33.0%	19:02	212	27.7%	20:54	235	26.4%	21:30	216
Greater Bendigo	78.8%	12:34	1,771	74.5%	13:17	1,553	76.8%	12:44	1,744	74.0%	13:29	1,923	74.5%	13:19	1,908
Greater Dandenong	90.9%	10:00	2,209	90.4%	10:02	1,828	90.5%	10:01	1,773	88.4%	10:36	2,023	84.2%	11:29	2,067
Greater Geelong	82.0%	11:45	3,786	79.6%	12:00	3,298	81.7%	11:43	3,470	79.6%	12:14	3,943	78.4%	12:28	3,835
Greater Shepparton	83.6%	11:13	1,119	81.8%	11:28	997	84.9%	10:40	982	81.7%	11:33	1,196	80.4%	12:16	1,197
Hepburn	38.2%	19:37	204	42.5%	18:07	212	40.4%	18:06	203	42.6%	19:39	242	38.2%	19:13	228
Hindmarsh	63.7%	18:17	80	44.6%	21:50	74	55.4%	19:22	83	59.8%	19:02	107	56.6%	20:10	83
Hobsons Bay	85.0%	11:27	1,053	85.6%	10:50	988	86.9%	11:08	1,000	81.5%	11:54	1,061	76.5%	12:54	1,083
Horsham	84.2%	10:15	316	77.7%	12:06	283	83.2%	11:19	304	84.2%	10:52	304	79.1%	11:39	297
Hume	83.0%	11:27	3,320	85.9%	11:05	2,808	83.3%	11:22	2,952	78.8%	12:03	3,412	72.1%	13:43	3,585
Indigo	28.7%	21:12	160	27.3%	21:58	110	28.2%	21:28	142	21.5%	23:12	158	27.6%	22:39	199
Kingston	87.6%	10:23	1,730	89.8%	10:17	1,587	90.0%	10:09	1,523	86.4%	11:04	1,767	79.4%	12:30	1,754
Knox	89.9%	10:07	1,691	90.8%	10:16	1,509	90.9%	10:08	1,510	90.0%	10:29	1,654	85.3%	11:26	1,779
Latrobe	78.3%	11:50	1,534	79.8%	11:41	1,478	81.4%	11:16	1,439	79.5%	11:32	1,643	77.2%	12:11	1,594
Loddon	38.2%	20:52	144	34.9%	21:46	129	39.6%	21:09	96	29.7%	23:41	128	27.3%	23:32	128
Macedon Ranges	64.9%	13:50	513	58.7%	14:41	465	68.0%	13:59	453	60.5%	14:55	607	61.3%	15:14	560
Manningham	84.2%	11:51	1,115	83.7%	11:49	979	87.4%	11:21	967	83.5%	12:07	1,147	80.1%	13:07	1,160
Mansfield	39.8%	27:39	108	42.2%	23:35	90	50.6%	17:38	87	44.6%	25:24	121	32.4%	28:17	105
Maribyrnong	88.6%	10:20	1,012	90.9%	10:09	839	90.1%	10:02	726	87.4%	10:34	894	81.7%	12:04	968
Maroondah	91.2%	9:26	1,299	92.1%	9:31	1,190	92.8%	9:34	1,123	90.5%	9:50	1,373	87.0%	10:51	1,374
Melbourne	91.4%	9:07	2,591	93.2%	8:48	1,567	93.3%	8:46	1,446	92.0%	9:06	2,005	85.3%	11:06	2,371
Melton	77.4%	12:08	2,012	81.6%	11:32	1,692	81.3%	11:35	1,800	75.9%	12:49	2,216	67.4%	14:22	2,252
Mildura	84.0%	10:54	839	82.0%	11:57	779	80.4%	11:54	777	80.9%	12:10	891	80.1%	12:14	871
Mitchell	65.7%	14:39	592	62.3%	14:51	536	66.0%	13:44	609	63.6%	14:36	635	60.2%	15:16	716
Moirra	59.5%	16:02	440	55.0%	17:38	436	57.2%	16:34	493	53.7%	17:42	561	46.1%	20:12	623
Monash	88.3%	10:51	1,758	89.3%	11:06	1,487	89.8%	10:43	1,533	85.9%	11:15	1,771	80.6%	12:17	1,834
Moonee Valley	85.7%	11:32	1,376	87.5%	11:16	1,198	87.6%	11:15	1,275	85.6%	11:26	1,425	82.8%	12:08	1,430
Moorabool	68.5%	13:09	403	66.0%	13:42	424	68.9%	13:31	383	59.8%	15:12	433	58.5%	15:28	448
Moreland	89.3%	10:34	2,164	92.1%	10:13	1,963	89.0%	10:32	2,015	88.0%	11:05	1,993	82.6%	12:30	2,295
Mornington Peninsula	79.6%	11:30	2,428	80.0%	11:33	2,090	82.8%	11:05	1,981	76.1%	12:15	2,510	71.7%	13:19	2,669
Mount Alexander	49.0%	18:20	208	48.8%	18:37	203	44.4%	19:25	225	43.9%	19:12	230	43.9%	20:19	253
Moyne	42.5%	18:14	160	39.6%	18:14	149	53.4%	15:49	133	50.6%	16:33	160	40.5%	18:50	173
Murrindindi	46.7%	19:19	212	40.0%	20:31	175	37.6%	20:34	178	48.7%	20:05	197	33.5%	22:28	251
Nillumbik	66.1%	13:54	487	67.7%	13:41	431	71.4%	13:31	461	63.4%	14:17	574	57.4%	16:16	589
Northern Grampians	64.8%	13:49	196	72.8%	13:48	158	66.5%	14:04	185	59.4%	16:23	219	58.3%	15:53	204
Port Phillip	90.3%	9:41	1,363	93.1%	9:24	979	92.4%	9:24	1,033	91.2%	9:49	1,187	85.9%	11:26	1,267
Pyrenees	45.7%	19:30	105	39.1%	19:29	128	35.6%	20:01	101	42.0%	19:29	112	38.7%	20:15	150
Queenscliffe	68.3%	14:52	60	54.1%	15:05	37	69.8%	14:51	53	59.6%	17:10	57	57.7%	15:30	71
South Gippsland	49.8%	17:49	402	45.1%	18:33	357	52.5%	17:18	379	49.9%	18:06	419	40.0%	21:00	482
Southern Grampians	62.8%	17:30	156	58.5%	17:55	159	62.6%	15:28	174	61.5%	16:27	182	62.4%	16:00	173
Stonnington	90.5%	10:10	995	89.8%	10:24	820	91.1%	10:17	743	88.4%	10:33	929	84.2%	12:16	1,117
Strathbogie	50.0%	17:23	176	43.1%	19:39	160	39.9%	19:25	173	44.5%	18:55	218	34.0%	20:31	203
Surf Coast	64.1%	15:15	379	59.9%	15:32	269	62.5%	14:31	299	61.1%	15:16	429	57.9%	15:22	418
Swan Hill	75.5%	12:34	318	71.2%	14:24	288	71.8%	13:36	277	70.0%	14:26	327	67.3%	14:46	281
Towong	36.6%	22:23	82	33.3%	24:17	81	33.3%	24:05	63	26.3%	30:20	80	32.6%	26:13	92
Wangaratta	79.0%	12:18	439	70.7%	14:53	389	73.2%	13:42	385	73.6%	13:46	470	72.2%	14:48	489
Warrnambool	93.1%	9:16	432	93.0%	10:05	357	90.4%	10:09	394	90.5%	10:21	442	90.4%	10:17	450
Wellington	61.7%	15:45	626	61.9%	15:13	548	60.7%	16:10	598	56.6%	16:03	702	57.1%	17:31	674
West Wimmera	34.2%	25:12	38	29.4%	22:35	34	35.1%	21:07	37	34.9%	22:04	43	32.1%	25:23	28
Whitehorse	91.7%	9:40	1,545	91.7%	9:42	1,349	93.0%	9:27	1,392	90.3%	10:10	1,581	85.5%	11:12	1,651
Whittlesea	84.1%	11:13	2,478	84.8%	11:08	2,263	83.1%	11:22	2,326	78.8%	12:06	2,596	74.2%	13:29	2,693
Wodonga	85.9%	11:16	583	85.3%	11:18	517	83.6%	11:49	573	83.5%	11:33	626	84.1%	11:45	634
Wyndham	82.1%	11:18	2,295	83.0%	11:22	1,899	82.4%	11:33	2,206	78.0%	12:19	2,396	72.9%	13:21	2,510
Yarra	91.7%	9:14	1,272	92.3%	9:04	874	92.9%	9:03	807	91.7%	9:32	940	89.4%	10:58	1,153
Yarra Ranges	75.3%	12:31	1,771	76.3%	12:24	1,586	76.6%	12:03	1,590	72.0%	13:03	1,911	66.5%	14:36	1,860
Yarriambiack	30.8%	23:24	91	32.6%	23:41	95	50.0%	19:08	112	37.4%	22:41	115	31.5%	21:50	111
Unincorporated															



# Ambulance Victoria

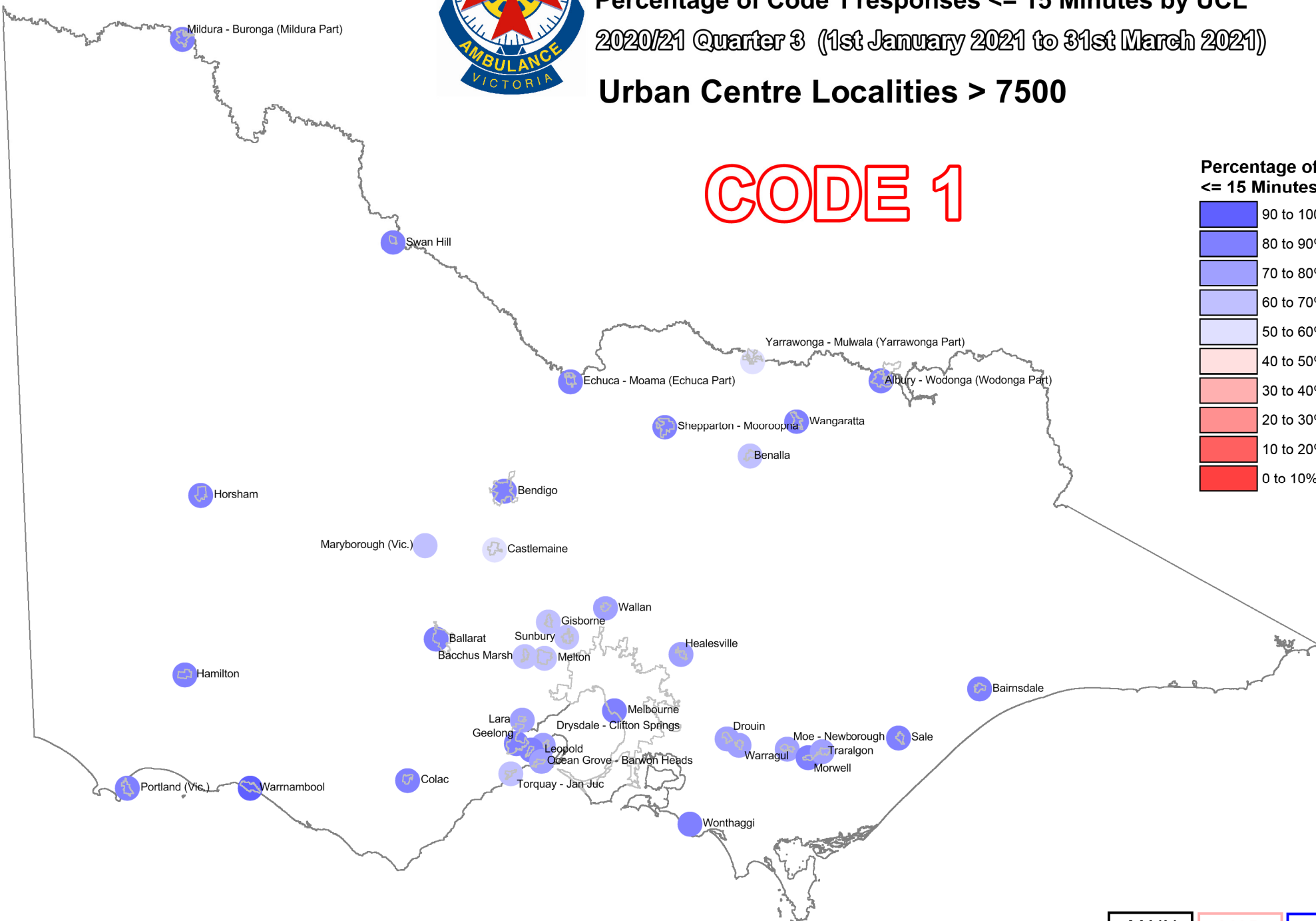
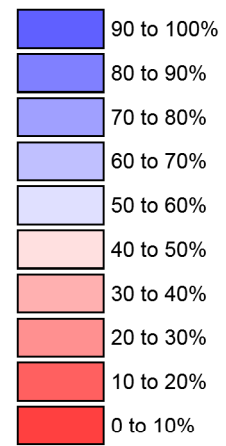
Percentage of Code 1 responses <= 15 Minutes by UCL

2020/21 Quarter 3 (1st January 2021 to 31st March 2021)

Urban Centre Localities > 7500

# CODE 1

Percentage of responses  
<= 15 Minutes





# Ambulance Victoria

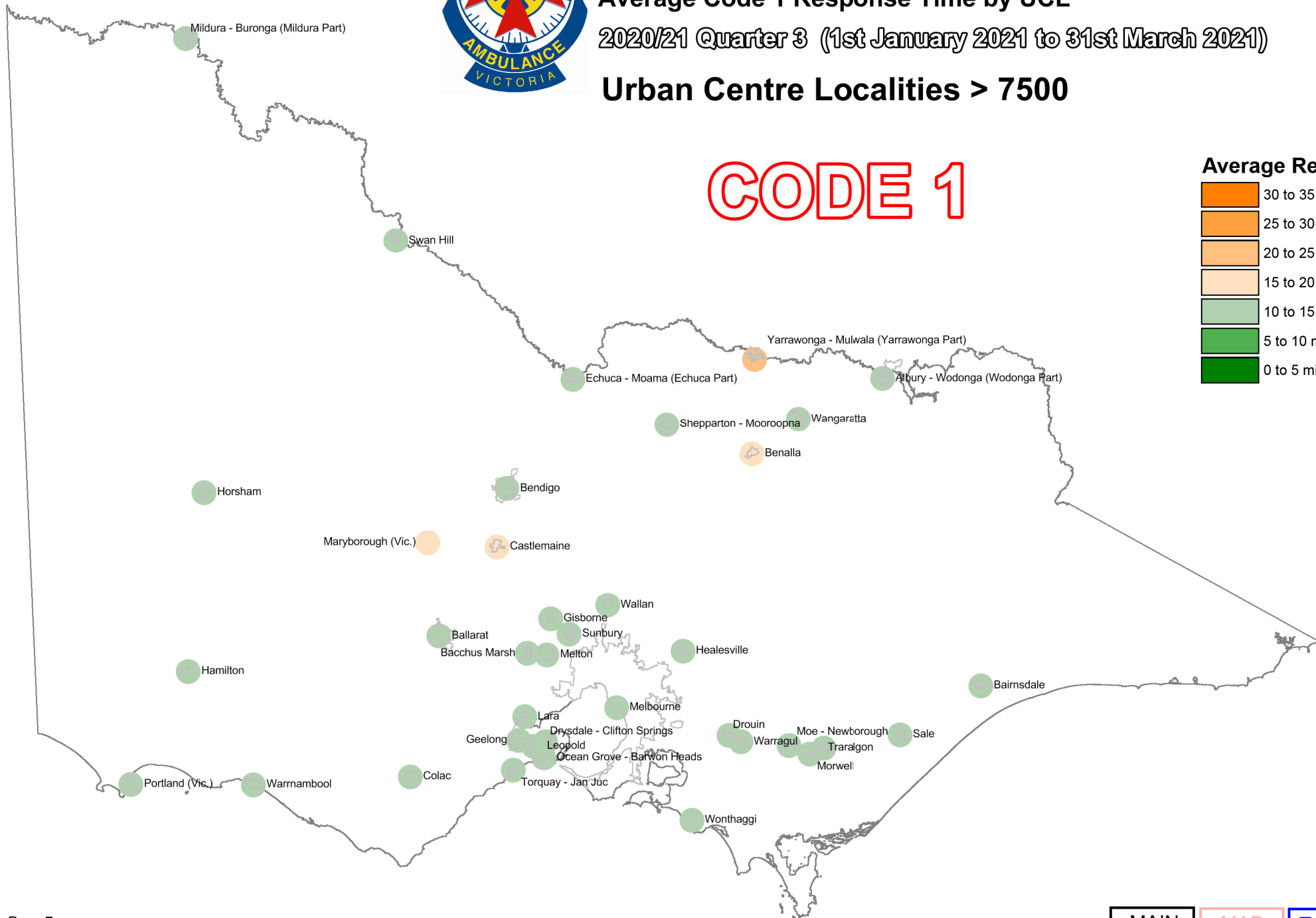
Average Code 1 Response Time by UCL

2020/21 Quarter 3 (1st January 2021 to 31st March 2021)

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)	88.7%	10:48	530
Bacchus Marsh	77.9%	11:08	222
Bairnsdale	79.7%	11:36	227
Ballarat	89.6%	10:31	1,632
Benalla	64.0%	15:36	172
Bendigo	84.8%	11:32	1,542
Castlemaine	62.5%	16:44	120
Colac	89.6%	9:16	144
Drouin	81.2%	12:36	197
Drysdale - Clifton Springs	77.2%	12:40	202
Echuca - Moama (Echuca Part)	88.8%	9:27	205
Geelong	86.8%	11:03	2,646
Gisborne	75.9%	10:53	108
Hamilton	84.2%	11:43	101
Healesville	76.5%	11:45	153
Horsham	94.1%	8:32	272
Lara	82.3%	11:44	175
Leopold	82.0%	11:43	139
Maryborough (Vic.)	74.8%	13:27	143
Melbourne	87.5%	10:35	50,614
Melton	78.7%	11:34	1,034
Mildura - Buronga (Mildura Part)	93.2%	9:09	620
Moe - Newborough	78.2%	11:09	440
Morwell	90.8%	9:56	422
Ocean Grove - Barwon Heads	76.7%	12:24	215
Portland (Vic.)	85.9%	11:05	142
Sale	87.8%	9:57	205
Shepparton - Mooroopna	91.1%	9:55	885
Sunbury	79.8%	11:28	475
Swan Hill	88.8%	9:20	197
Torquay - Jan Juc	69.7%	13:32	195
Traralgon	81.8%	11:53	423
Wallan	80.4%	11:52	138
Wangaratta	90.5%	10:19	347
Warragul	79.5%	11:40	263
Warrnambool	94.3%	9:01	405
Wonthaggi	86.1%	10:03	165
Yarrawonga - Mulwala (Yarrawonga Part)	73.1%	14:11	160
Total UCLs > 7500	86.9%	10:41	66,275

## Qtr 3 2019/20

% 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

## Qtr 4 2019/20

% 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	43,690
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	58,144

## Qtr 1 2020/21

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
87.8%	10:44	574
78.1%	11:56	228
84.4%	11:15	295
87.4%	11:02	1,673
72.3%	14:47	148
79.9%	12:24	1,684
64.1%	15:54	131
83.0%	12:05	171
81.1%	12:40	212
79.0%	12:17	224
84.0%	10:26	231
83.9%	11:31	2,724
71.1%	13:02	135
89.1%	9:30	110
82.2%	11:10	157
89.7%	9:54	273
77.5%	12:03	182
85.5%	10:24	166
73.9%	13:30	165
85.4%	11:05	49,763
77.0%	12:31	1,117
92.4%	9:48	605
77.1%	11:15	468
91.5%	10:06	446
78.7%	13:34	230
89.2%	10:06	148
87.0%	10:02	238
88.5%	10:36	966
74.7%	12:08	479
83.6%	10:29	159
67.4%	13:41	227
84.5%	10:46	476
71.7%	12:49	138
85.9%	11:46	368
86.5%	10:24	244
91.5%	10:11	424
80.7%	11:46	150
69.4%	15:35	186
84.8%	11:12	66,315

## Qtr 2 2020/21

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
87.6%	11:13	582
69.0%	14:13	232
81.8%	12:34	253
85.9%	11:40	1,640
65.7%	16:24	175
80.6%	12:17	1,647
56.0%	18:28	134
80.5%	13:03	174
79.4%	13:26	267
74.6%	12:57	201
85.4%	10:28	226
83.4%	11:44	2,598
66.7%	13:26	126
83.6%	12:07	110
75.2%	12:34	137
88.5%	10:06	261
70.3%	13:43	185
83.3%	10:51	150
65.2%	15:54	178
80.6%	12:18	52,572
67.5%	14:01	1,116
89.4%	10:33	625
78.6%	11:21	448
88.9%	10:26	422
76.5%	12:46	260
82.9%	11:34	152
81.4%	11:09	226
86.8%	11:20	941
64.8%	14:02	497
82.8%	11:20	157
67.9%	13:17	221
79.3%	12:11	469
73.2%	13:04	157
84.7%	12:15	398
77.1%	11:52	266
91.4%	10:05	429
80.7%	12:59	181
53.9%	20:03	167
80.5%	12:18	68,980

## Qtr 3 2020/21

MAIN

MAP  
≤ 15 MinutesMAP  
Average

TABLE

CHART

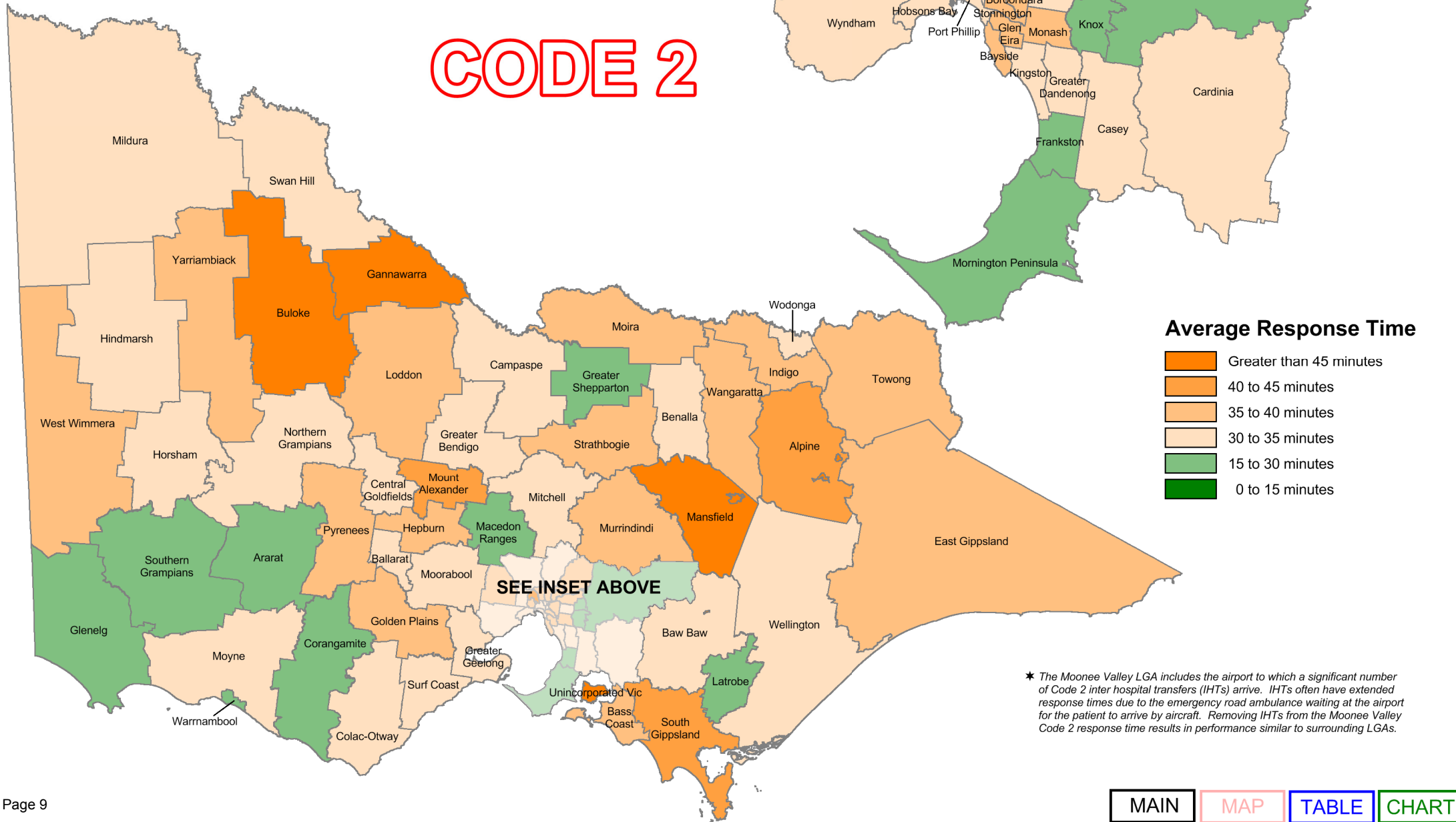


# Ambulance Victoria

## Average Code 2 Response Time by LGA

2020/21 Quarter 3 (1st January 2021 to 31st March 2021)

# CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 3 2019/20		Qtr 4 2019/20		Qtr 1 2020/21		Qtr 2 2020/21		Qtr 3 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	31:54	158	30:21	148	32:19	148	32:37	198	40:02	192
Ararat	25:51	150	26:38	117	31:28	142	29:14	169	27:17	154
Ballarat	23:09	1,120	22:35	1,036	24:08	1,144	29:13	1,165	31:56	1,228
Banyule	25:02	1,012	21:23	968	22:49	1,012	27:24	1,111	35:08	962
Bass Coast	31:28	550	29:02	458	29:57	472	32:15	582	37:15	586
Baw Baw	27:31	542	24:41	410	24:50	507	27:59	600	33:11	535
Bayside	28:30	659	25:35	610	26:26	627	32:37	655	39:06	644
Benalla	30:57	234	30:20	171	32:10	189	35:51	239	34:43	193
Boroondara	26:20	891	21:35	851	22:36	890	27:53	979	35:41	890
Brimbank	24:55	1,652	20:53	1,529	22:06	1,562	27:47	1,621	34:28	1,514
Buloke	34:13	84	39:48	72	39:09	63	42:36	73	47:16	64
Campaspe	30:42	464	26:15	387	25:43	460	31:12	517	30:55	490
Cardinia	23:08	819	20:45	771	20:46	809	25:28	888	30:37	901
Casey	24:13	2,395	21:17	2,165	21:39	2,411	26:34	2,563	32:31	2,480
Central Goldfields	32:12	219	29:01	213	31:10	227	33:11	230	34:00	251
Colac-Otway	30:50	248	25:41	233	25:57	232	32:36	284	34:32	304
Corangamite	27:11	162	25:52	126	25:56	140	28:50	179	29:14	159
Darebin	25:09	1,268	20:38	1,300	22:02	1,290	27:17	1,406	35:09	1,320
East Gippsland	33:04	684	29:50	536	32:14	667	33:16	754	38:09	723
Frankston	21:46	1,621	18:47	1,405	18:45	1,474	24:12	1,646	29:30	1,571
Gannawarra	37:22	106	33:14	113	33:29	119	36:23	117	45:12	166
Glen Eira	28:52	882	24:02	850	23:55	935	30:47	940	38:18	904
Glenelg	22:55	222	21:55	197	24:35	192	24:25	226	26:40	256
Golden Plains	29:43	110	30:57	103	29:14	131	39:17	136	38:16	97
Greater Bendigo	25:25	1,149	28:17	1,075	28:15	1,094	32:45	1,262	33:41	1,285
Greater Dandenong	22:03	1,554	19:31	1,384	20:44	1,417	25:03	1,514	30:56	1,484
Greater Geelong	26:20	2,682	24:14	2,332	25:13	2,405	29:27	2,714	32:30	2,704
Greater Shepparton	22:52	795	21:33	745	22:16	751	27:30	894	29:31	861
Hepburn	32:24	175	28:04	158	31:06	155	31:26	208	38:12	179
Hindmarsh	28:13	77	31:27	75	27:30	89	35:23	79	34:13	75
Hobsons Bay	27:00	762	21:53	616	23:30	660	28:14	775	34:46	720
Horsham	30:17	293	30:33	275	29:13	280	30:24	310	31:54	341
Hume	23:28	2,089	19:36	1,819	22:21	1,908	26:44	2,103	34:14	1,959
Indigo	32:32	100	35:54	84	31:36	108	35:30	100	39:02	117
Kingston	24:53	1,207	21:57	1,108	22:31	1,137	28:04	1,182	34:10	1,169
Knox	20:13	1,206	18:09	1,099	18:49	1,142	22:26	1,225	29:01	1,214
Latrobe	24:02	1,083	20:54	926	22:16	987	24:06	1,139	26:46	1,128
Loddon	31:09	82	30:34	70	34:36	69	40:15	70	39:02	91
Macedon Ranges	23:39	440	23:24	380	25:05	416	28:17	505	28:45	452
Manningham	26:28	752	23:32	649	24:01	616	28:19	815	36:49	797
Mansfield	34:33	118	35:41	104	30:39	100	42:05	110	49:22	139
Maribyrnong	25:21	757	21:24	594	22:24	686	26:19	709	35:10	691
Maroondah	20:32	1,029	18:33	901	18:24	934	23:26	1,078	27:38	1,027
Melbourne	25:40	2,255	20:15	1,621	21:25	1,583	24:56	1,952	31:30	2,003
Melton	25:18	1,266	21:44	1,157	23:48	1,263	29:39	1,343	35:10	1,272
Mildura	28:55	598	32:20	565	31:12	653	33:44	680	33:18	660
Mitchell	23:57	557	23:57	438	26:08	553	31:24	619	34:37	589
Moira	30:02	409	30:33	366	27:44	394	35:37	461	36:58	498
Monash	25:24	1,254	22:38	1,144	22:10	1,273	28:06	1,351	35:19	1,313
* Moonee Valley	59:03	1,352	56:49	1,270	55:01	1,303	63:17	1,355	67:19	1,421
Moorabool	24:56	364	23:35	353	24:38	364	28:38	367	34:36	348
Moreland	26:46	1,478	21:41	1,340	23:46	1,412	29:14	1,579	36:37	1,395
Mornington Peninsula	22:36	1,740	19:59	1,590	20:41	1,548	25:13	1,820	29:52	1,831
Mount Alexander	32:22	212	33:30	166	30:27	178	32:54	205	40:55	192
Moyne	26:34	133	29:45	101	35:25	105	33:04	151	34:36	155
Murrindindi	31:00	175	31:46	139	26:57	148	36:30	192	39:38	217
Nillumbik	26:32	388	23:59	321	24:12	315	30:43	373	37:42	374
Northern Grampians	26:19	199	25:42	148	27:27	181	26:11	217	31:21	201
Port Phillip	26:24	1,026	21:17	788	21:26	937	27:12	963	34:25	955
Pyrenees	31:07	69	29:22	63	28:42	92	38:34	85	35:59	78
Queenscliffe	23:40	41	25:50	32	20:07	32	31:42	39	31:33	39
South Gippsland	30:34	361	32:11	260	30:22	301	35:32	365	40:02	331
Southern Grampians	28:20	144	24:51	136	29:13	146	28:54	184	28:13	139
Stonnington	27:18	730	23:51	658	22:58	623	30:04	749	37:54	776
Strathbogie	27:17	139	32:43	125	28:58	137	33:55	160	36:08	177
Surf Coast	24:33	297	24:29	235	25:49	232	28:50	303	30:30	344
Swan Hill	31:38	267	31:25	245	33:42	254	33:29	309	34:13	270
Towong	33:03	92	35:06	62	33:57	66	40:33	94	36:02	88
Wangaratta	30:08	330	30:09	322	27:40	344	32:12	406	35:08	410
Warrnambool	21:45	340	21:10	329	21:31	369	25:15	398	27:19	385
Wellington	27:42	477	26:07	387	25:57	436	29:37	579	30:32	523
West Wimmera	36:39	29	33:17	45	32:10	32	39:44	38	35:10	40
Whitehorse	23:47	1,183	21:40	1,133	20:30	1,140	26:27	1,287	34:22	1,176
Whittlesea	23:53	1,568	21:04	1,486	22:59	1,539	27:00	1,583	34:59	1,610
Wodonga	24:24	431	25:24	392	25:19	464	27:00	530	32:39	426
Wyndham	25:12	1,510	22:06	1,303	23:56	1,513	26:27	1,532	32:32	1,516
Yarra	25:49	928	19:30	777	21:19	781	26:04	850	32:15	798
Yarra Ranges	21:58	1,304	19:34	1,147	20:19	1,189	24:03	1,319	29:30	1,210
Yarriambiack	36:07	79	31:03	58	33:12	90	37:44	93	38:29	105
Unincorporated	74:30	7	10:02	2	38:00	14	94:34	1	51:17	11
Interstate LGAs	30:46	147	33:35	106	32:03	140	38:42	164	37:08	149
Total AV	26:14	56,481	23:37	49,973	24:22	52,941	28:56	58,766	34:12	57,042





# Ambulance Victoria

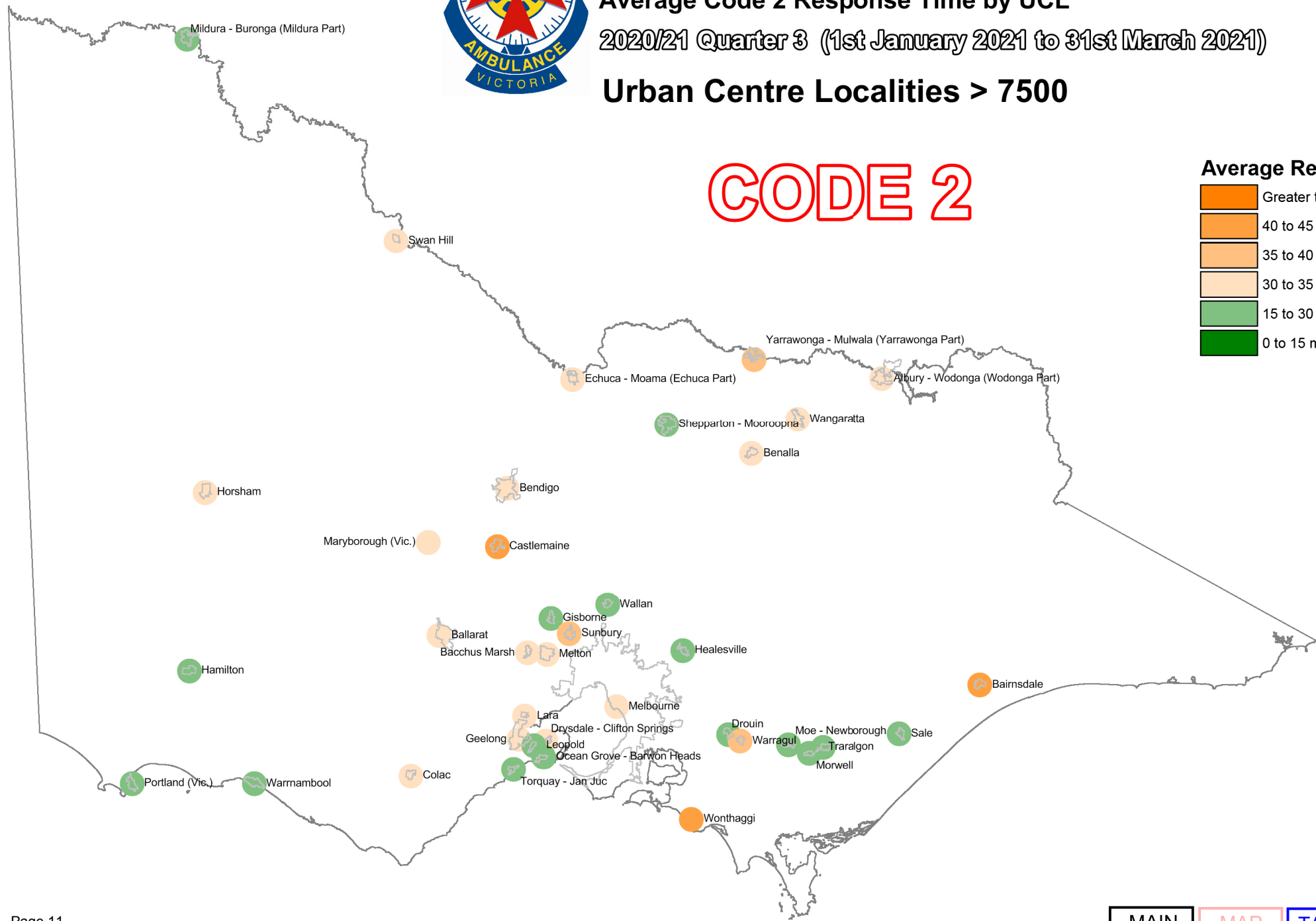
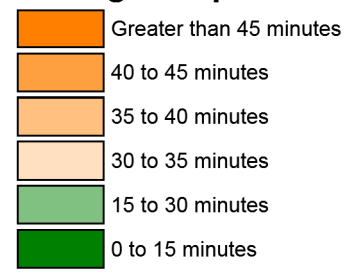
Average Code 2 Response Time by UCL

2020/21 Quarter 3 (1st January 2021 to 31st March 2021)

Urban Centre Localities > 7500

# CODE 2

## Average Response Time





## Qtr 3 2019/20

## UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	23:44	392
Bacchus Marsh	22:58	233
Bairnsdale	36:32	286
Ballarat	22:56	1,090
Benalla	28:48	199
Bendigo	24:39	994
Castlemaine	31:42	160
Colac	30:41	169
Drouin	26:12	124
Drysdale - Clifton Springs	24:16	131
Echuca - Moama (Echuca Part)	33:45	231
Geelong	25:06	1,937
Gisborne	20:14	107
Hamilton	21:06	93
Healesville	20:31	116
Horsham	27:02	258
Lara	27:57	120
Leopold	23:56	84
Maryborough (Vic.)	29:19	166
Melbourne	25:46	36,116
Melton	23:40	702
Mildura - Buronga (Mildura Part)	25:33	437
Moe - Newborough	22:18	282
Morwell	20:11	336
Ocean Grove - Barwon Heads	23:17	133
Portland (Vic.)	24:50	141
Sale	23:09	179
Shepparton - Mooroopna	22:40	662
Sunbury	23:00	344
Swan Hill	34:58	159
Torquay - Jan Juc	23:41	145
Traralgon	27:33	345
Wallan	19:16	94
Wangaratta	27:01	264
Warragul	27:39	237
Warrnambool	21:57	319
Wonthaggi	37:36	203
Yarrawonga - Mulwala (Yarrawonga Part)	29:57	113
Total UCLs > 7500	25:39	48,101

## Qtr 4 2019/20

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

## Qtr 1 2020/21

Average Response Time Minutes	Total Number of First Responses
25:04	436
23:28	277
34:26	277
24:00	1,077
31:46	16
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	33,613
22:22	694
27:59	454
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
23:31	45,107

## Qtr 2 2020/21

Average Response Time Minutes	Total Number of First Responses
26:23	489
28:02	275
36:13	306
29:00	1,103
35:09	206
32:08	1,137
32:39	140
33:18	203
25:16	143
25:54	125
31:37	252
28:27	1,999
24:01	106
23:49	127
19:28	125
27:23	271
31:18	97
27:32	103
31:26	183
28:03	36,722
28:37	746
29:54	482
22:49	305
21:08	294
25:41	143
25:39	150
23:01	239
27:29	742
26:26	334
32:36	205
29:58	147
25:40	379
25:40	89
29:33	337
28:34	271
25:03	385
36:12	203
36:35	124
28:12	49,687

## Qtr 3 2020/21

Average Response Time Minutes	Total Number of First Responses
32:00	384
34:55	247
43:17	288
31:50	1,170
34:05	162
33:17	1,143
41:14	130
34:45	205
29:11	149
31:44	122
32:03	253
30:19	1,942
25:51	96
22:28	98
25:50	90
30:10	300
32:51	130
27:48	90
33:32	216
34:44	35,438
32:31	727
29:53	462
24:24	308
22:20	266
28:55	156
26:58	168
26:47	213
29:20	714
35:19	304
31:39	170
28:52	155
29:28	412
26:53	83
32:02	337
35:23	222
27:24	370
40:13	196
36:17	160
33:50	48,076

MAIN

MAP

TABLE

CHART

# Glossary

<b>Response Time</b>	<p><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.</p> <p>Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.</p>
<b>Code 1 incident</b>	<b>Code 1</b> incidents require urgent paramedic and hospital care, based on information available at time of call.
<b>Code 2 incident</b>	<b>Code 2</b> incidents are acute and time sensitive, but do not require a lights and sirens response.
<b>% &lt;= 15mins</b>	<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>
<b>Average Response Time</b>	<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>
<b>Number of First Responses</b>	This is the total number of first arrivals within the reported time period.
<b>UCL (Urban Centres Localities)</b>	<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>
<b>LGA (Local Government Area)</b>	<p>Local government in Victoria comprises of 79 municipal districts. They are often referred to as <b>local 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.</p>
<b>Interstate LGAs</b>	Incidents responded to by AV resources outside the Victorian LGA Boundaries