



Ambulance Victoria's Performance

2020/21 Quarter 4 (1st April 2021 to 30th June 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).

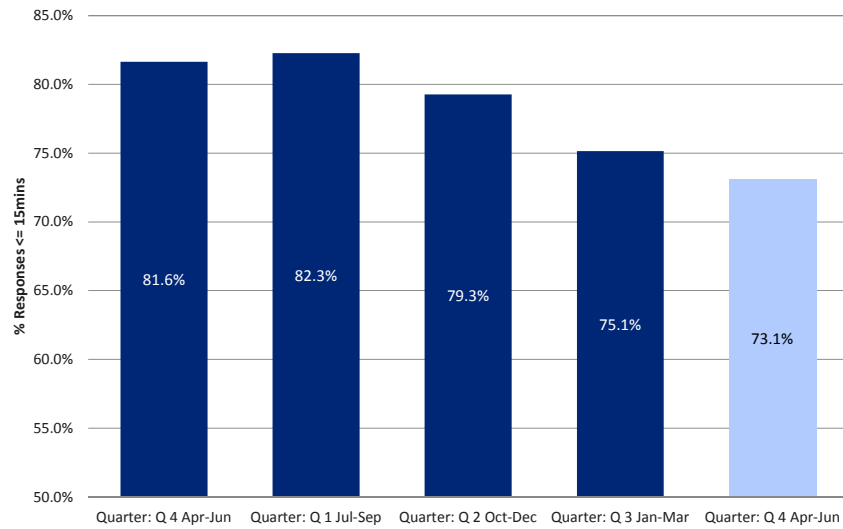
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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
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

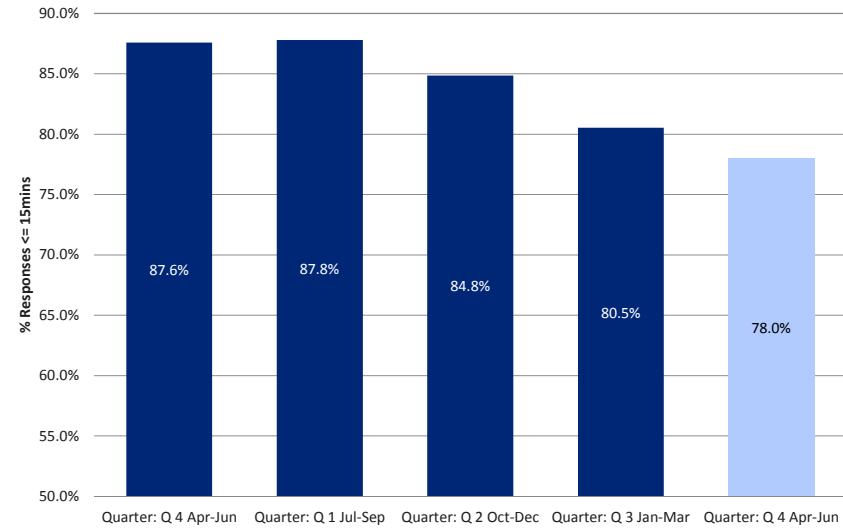
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

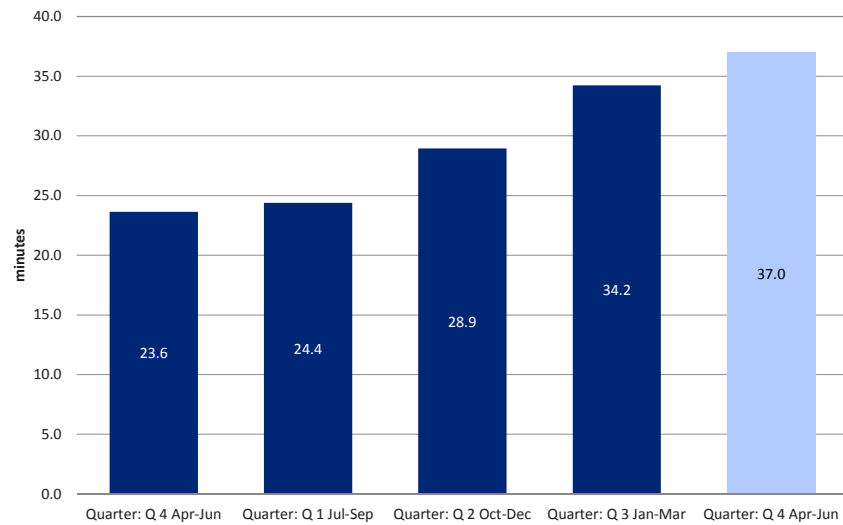
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

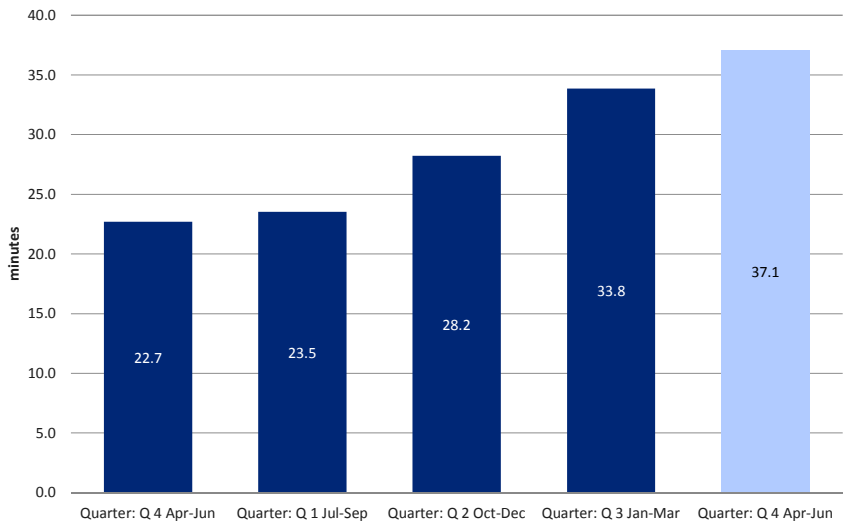
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

TABLE

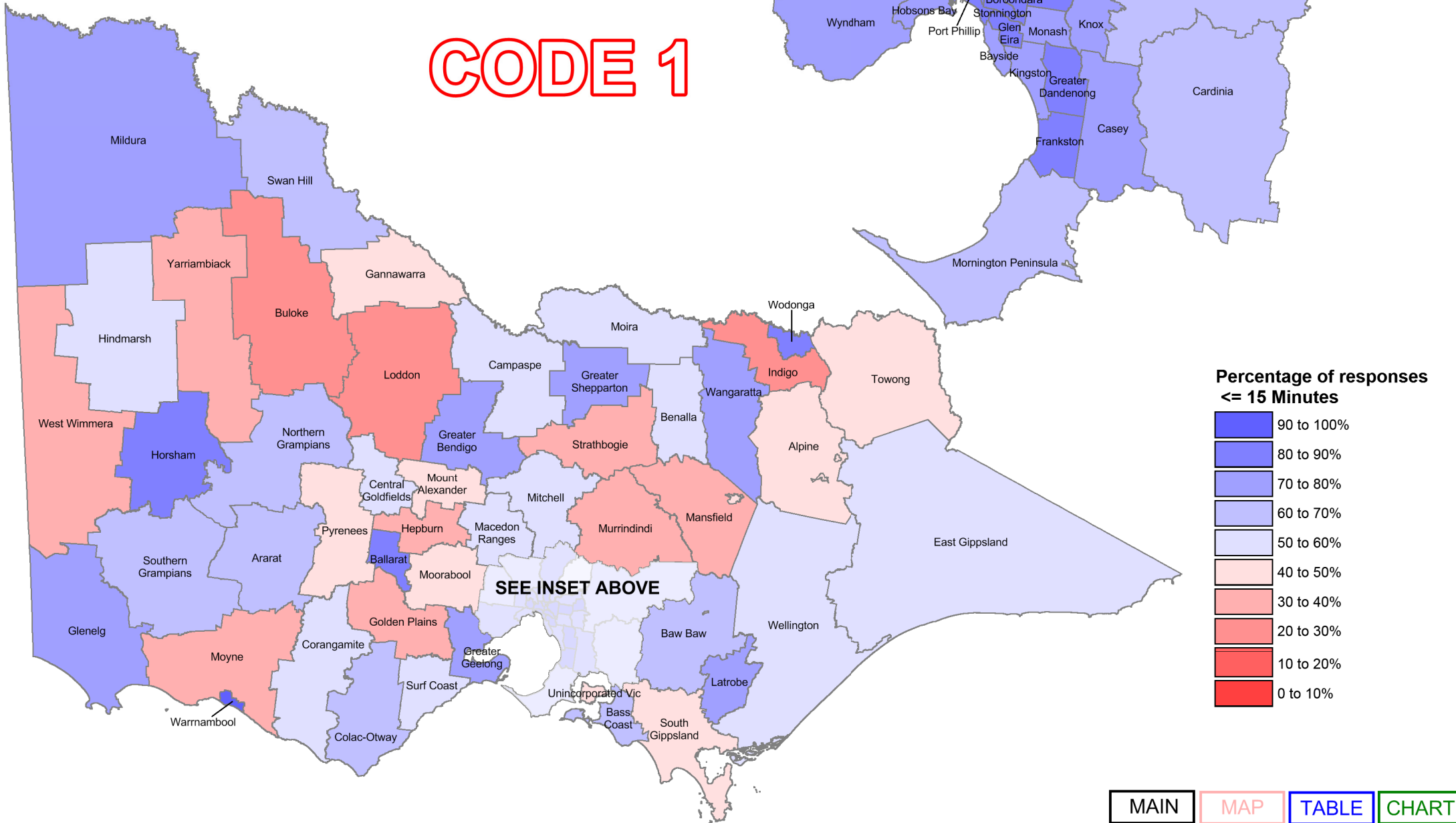


Ambulance Victoria

Percentage of Code 1 responses ≤ 15 Minutes by LGA

2020/21 Quarter 4 (1st April 2021 to 30th June 2021)

CODE 1



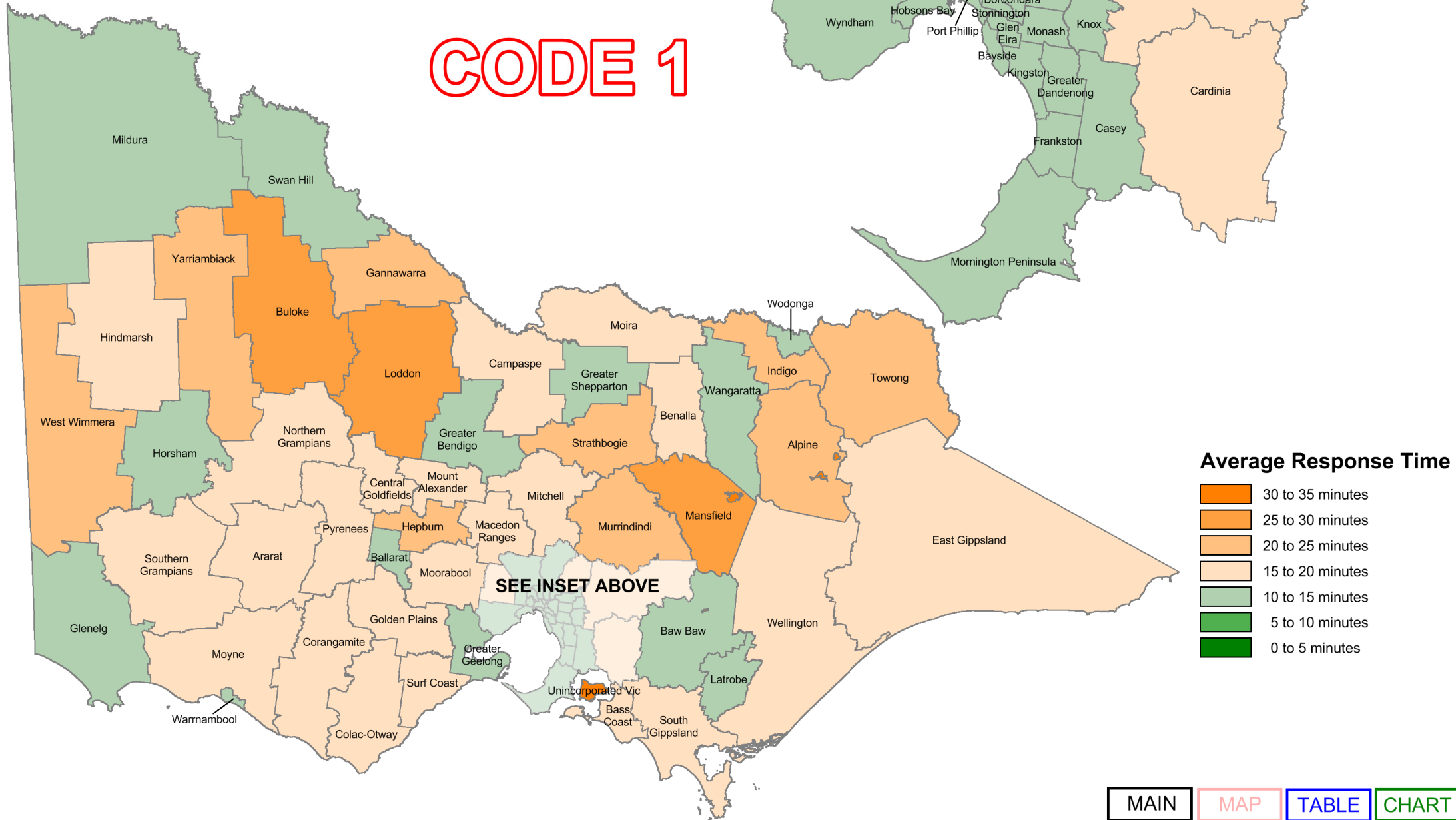


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Average Code 1 Response Time by LGA

2020/21 Quarter 4 (1st April 2021 to 30th June 2021)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 4 2019/20			Qtr 1 2020/21			Qtr 2 2020/21			Qtr 3 2020/21			Qtr 4 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	43.5%	20:05	108	52.2%	18:49	136	46.1%	20:47	191	40.0%	23:49	210	47.3%	22:04	169
Ararat	60.3%	16:52	179	63.3%	15:35	169	62.8%	14:53	172	58.9%	17:14	158	60.4%	16:57	159
Ballarat	83.0%	11:44	1,540	85.2%	11:19	1,544	85.8%	11:18	1,770	84.3%	11:51	1,725	85.0%	11:39	1,948
Banyule	91.3%	10:15	1,226	89.4%	10:21	1,292	88.8%	10:51	1,480	84.0%	11:33	1,543	79.2%	12:21	1,626
Bass Coast	66.5%	14:32	552	72.7%	13:12	568	66.1%	14:54	654	60.7%	16:10	708	63.4%	16:07	725
Baw Baw	68.1%	14:23	700	73.4%	13:31	719	67.8%	14:48	779	66.1%	15:04	859	66.3%	14:41	843
Bayside	86.6%	10:59	741	90.3%	10:43	741	84.4%	11:49	788	79.1%	13:11	856	74.6%	14:17	881
Benalla	53.8%	17:19	212	56.3%	17:30	199	58.3%	16:42	216	58.9%	17:59	224	56.2%	18:22	274
Boroondara	91.0%	10:18	1,075	91.1%	10:21	1,099	88.6%	10:36	1,355	84.7%	12:09	1,338	81.8%	12:55	1,458
Brimbank	89.7%	10:22	2,225	89.4%	10:32	2,391	86.3%	11:09	2,523	80.0%	12:33	2,702	77.4%	13:04	2,690
Buloke	24.3%	27:23	74	33.3%	23:28	81	34.0%	24:39	94	34.1%	24:53	85	29.3%	28:10	99
Campaspe	66.5%	13:59	465	64.8%	13:45	494	63.3%	14:27	607	64.5%	14:19	595	58.5%	16:04	626
Cardinia	72.8%	12:35	1,107	74.5%	12:20	1,140	70.4%	13:16	1,333	64.6%	14:54	1,405	61.3%	15:10	1,389
Casey	84.3%	11:11	3,208	85.4%	11:00	3,296	80.8%	11:52	3,600	76.3%	12:50	3,898	71.4%	13:41	4,178
Central Goldfields	59.3%	16:52	221	63.0%	16:37	211	60.2%	15:47	231	56.0%	17:50	252	55.6%	17:52	239
Colac-Otway	64.7%	16:19	218	65.5%	14:37	229	64.7%	15:41	269	64.0%	16:24	275	64.4%	15:50	253
Corangamite	54.6%	17:45	174	57.5%	15:31	219	51.4%	17:34	218	60.7%	15:27	196	54.3%	17:11	230
Darebin	92.6%	9:51	1,559	92.3%	9:52	1,745	90.9%	10:15	1,875	84.9%	11:44	1,982	82.2%	12:28	2,004
East Gippsland	59.4%	16:19	715	62.6%	16:03	744	61.8%	16:17	820	58.4%	17:20	819	58.5%	16:38	905
Frankston	91.0%	10:14	1,772	91.0%	10:09	1,857	87.8%	10:33	2,188	84.5%	11:27	2,184	80.8%	12:24	2,356
Gannawarra	47.1%	21:08	138	49.6%	19:27	135	52.3%	18:49	151	41.0%	21:28	134	46.6%	20:07	131
Glen Eira	91.6%	10:02	1,160	90.8%	10:06	1,188	89.1%	10:42	1,294	83.2%	11:54	1,321	82.5%	12:07	1,412
Glenelg	72.5%	13:49	233	74.7%	13:51	233	80.1%	12:22	241	71.2%	14:25	260	75.2%	12:55	270
Golden Plains	28.7%	20:13	188	33.0%	19:02	212	27.7%	20:54	235	26.4%	21:30	216	35.4%	19:09	237
Greater Bendigo	74.5%	13:17	1,553	76.8%	12:44	1,744	74.0%	13:29	1,923	74.5%	13:19	1,908	75.3%	13:49	2,068
Greater Dandenong	90.4%	10:02	1,828	90.5%	10:01	1,773	88.4%	10:36	2,023	84.2%	11:29	2,067	80.8%	11:56	2,176
Greater Geelong	79.6%	12:00	3,298	81.7%	11:43	3,470	79.6%	12:14	3,943	78.4%	12:28	3,835	78.5%	12:35	4,090
Greater Shepparton	81.8%	11:28	997	84.9%	10:40	982	81.7%	11:33	1,196	80.4%	12:16	1,197	77.0%	12:51	1,244
Hepburn	42.5%	18:07	212	40.4%	18:06	203	42.6%	19:39	242	38.2%	19:13	228	33.9%	20:48	233
Hindmarsh	44.6%	21:50	74	55.4%	19:22	83	59.8%	19:02	107	56.6%	20:10	83	51.9%	19:33	104
Hobsons Bay	85.6%	10:50	988	86.9%	11:08	1,000	81.5%	11:54	1,061	76.5%	12:54	1,083	76.9%	12:50	1,130
Horsham	77.7%	12:06	283	83.2%	11:19	304	84.2%	10:52	304	79.1%	11:39	297	83.3%	11:20	324
Hume	85.9%	11:05	2,808	83.3%	11:22	2,952	78.8%	12:03	3,412	72.1%	13:43	3,585	68.4%	14:26	3,599
Indigo	27.3%	21:58	110	28.2%	21:28	142	21.5%	23:12	158	27.6%	22:39	199	26.3%	21:51	171
Kingston (C) (V)	89.8%	10:17	1,587	90.0%	10:09	1,523	86.4%	11:04	1,767	79.4%	12:30	1,754	77.5%	12:45	1,843
Knox	90.8%	10:16	1,509	90.9%	10:08	1,510	90.0%	10:29	1,654	85.3%	11:26	1,779	79.5%	12:29	1,877
Latrobe (C) (V)	79.8%	11:41	1,478	81.4%	11:16	1,439	79.5%	11:32	1,643	77.2%	12:11	1,594	77.9%	11:56	1,650
Loddon	34.9%	21:46	129	39.6%	21:09	96	29.7%	23:41	128	27.3%	23:32	128	28.8%	25:07	146
Macedon Ranges	58.7%	14:41	465	68.0%	13:59	453	60.5%	14:55	607	61.3%	15:14	560	58.0%	15:50	600
Manningham	83.7%	11:49	979	87.4%	11:21	967	83.5%	12:07	1,147	80.1%	13:07	1,160	76.6%	13:31	1,261
Mansfield	42.2%	23:35	90	50.6%	17:38	87	44.6%	25:24	121	32.4%	28:17	105	35.4%	27:56	113
Maribyrnong	90.9%	10:09	839	90.1%	10:02	726	87.4%	10:34	894	81.7%	12:04	968	81.6%	12:09	1,011
Maroondah	92.1%	9:31	1,190	92.8%	9:34	1,123	90.5%	9:50	1,373	87.0%	10:51	1,374	86.0%	11:06	1,474
Melbourne	93.2%	8:48	1,567	93.3%	8:46	1,446	92.0%	9:06	2,005	85.3%	11:06	2,371	83.6%	11:32	2,240
Melton	81.6%	11:32	1,692	81.3%	11:35	1,800	75.9%	12:49	2,216	67.4%	14:22	2,252	62.9%	15:00	2,265
Mildura	82.0%	11:57	779	80.4%	11:54	777	80.9%	12:10	891	80.1%	12:14	871	77.7%	12:51	1,000
Mitchell	62.3%	14:51	536	66.0%	13:44	609	63.6%	14:36	635	60.2%	15:16	716	52.8%	16:57	699
Moira	55.0%	17:38	436	57.2%	16:34	493	53.7%	17:42	561	46.1%	20:12	623	51.7%	18:54	575
Monash	89.3%	11:06	1,487	89.8%	10:43	1,533	85.9%	11:15	1,771	80.6%	12:17	1,834	77.4%	13:02	1,939
Moonee Valley	87.5%	11:16	1,198	87.6%	11:15	1,275	85.6%	11:26	1,425	82.8%	12:08	1,430	76.6%	13:45	1,486
Moorabool	66.0%	13:42	424	68.9%	13:31	383	59.8%	15:12	433	58.5%	15:28	448	49.8%	16:45	456
Moreland	92.1%	10:13	1,963	89.0%	10:32	2,015	88.0%	11:05	1,993	82.6%	12:30	2,295	79.6%	13:05	2,374
Mornington Peninsula	80.0%	11:33	2,090	82.8%	11:05	1,981	76.1%	12:15	2,510	71.7%	13:19	2,669	67.6%	14:13	2,670
Mount Alexander	48.8%	18:37	203	44.4%	19:25	225	43.9%	19:12	230	43.9%	20:19	253	46.6%	19:41	262
Moyne	39.6%	18:14	149	53.4%	15:49	133	50.6%	16:33	160	40.5%	18:50	173	39.8%	18:13	191
Murrindindi	40.0%	20:31	175	37.6%	20:34	178	48.7%	20:05	197	33.5%	22:28	251	31.7%	22:50	240
Nillumbik	67.7%	13:41	431	71.4%	13:31	461	63.4%	14:17	574	57.4%	16:16	589	51.0%	17:32	624
Northern Grampians	72.8%	13:48	158	66.5%	14:04	185	59.4%	16:23	219	58.3%	15:53	204	61.9%	16:59	181
Port Phillip	93.1%	9:24	979	92.4%	9:24	1,033	91.2%	9:49	1,187	85.9%	11:26	1,267	83.7%	11:52	1,255
Pyrenees	39.1%	19:29	128	35.6%	20:01	101	42.0%	19:29	112	38.7%	20:15	150	49.6%	19:09	131
Queenscliffe	54.1%	15:05	37	69.8%	14:51	53	59.6%	17:10	57	57.7%	15:30	71	56.1%	16:25	66
South Gippsland	45.1%	18:33	357	52.5%	17:18	379	49.9%	18:06	419	40.0%	21:00	482	44.5%	18:55	431
Southern Grampians	58.5%	17:55	159	62.6%	15:28	174	61.5%	16:27	182	62.4%	16:00	173	62.1%	16:32	211
Stonnington	89.8%	10:24	820	91.1%	10:17	743	88.4%	10:33	929	84.2%	12:16	1,117	81.6%	12:27	992
Strathbogie	43.1%	19:39	160	39.9%	19:25	173	44.5%	18:55	218	34.0%	20:31	203	34.8%	21:19	204
Surf Coast	59.9%	15:32	269	62.5%	14:31	299	61.1%	15:16	429	57.9%	15:22	418	56.9%	16:04	392
Swan Hill	71.2%	14:24	288	71.8%	13:36	277	70.0%	14:26	327	67.3%	14:46	281	68.1%	14:58	310
Towong	33.3%	24:17	81	33.3%	24:05	63	26.3%	30:20	80	32.6%	26:13	92	45.2%	22:44	73
Wangaratta	70.7%	14:53	389	73.2%	13:42	385	73.6%	13:46	470	72.2%	14:48	489	70.7%	14:55	454
Warrnambool	93.0%	10:05	357	90.4%	10:09	394	90.5%	10:21	442	90.4%	10:17	450	90.5%	10:03	465
Wellington	61.9%	15:13	548	60.7%	16:10	598	56.6%	16:03	702	57.1%	17:31	674	59.4%	15:59	695
West Wimmera	29.4%	22:35	34	35.1%	21:07	37	34.9%	22:04	43	32.1%	25:23	28	37.3%	21:26	67
Whitehorse	91.7%	9:42	1,349	93.0%	9:27	1,392	90.3%	10:10	1,581	85.5%	11:12	1,651	83.1%	11:53	1,714
Whittlesea	84.8%	11:08	2,263	83.1%	11:22	2,326	78.8%	12:06	2,596	74.2%	13:29	2,693	71.7%	13:57	2,845
Wodonga	85.3%	11:18	517	83.6%	11:49	573	83.5%	11:33	626	84.1%	11:45	634	82.7%	12:01	620
Wyndham	83.0%	11:22	1,899	82.4%	11:33	2,206	78.0%	12:19	2,396	72.9%	13:21	2,510	74.6%	13:18	2,613
Yarra	92.3%	9:04	874	92.9%	9:03	807	91.7%	9:32	940	89.4%	10:57	1,154	84.4%	11:42	1,131
Yarra Ranges	76.3%	12:24	1,586	76.6%	12:03	1,590	72.0%	13:03	1,911	66.5%	14:36	1,860	62.8%	15:13	1,893
Yarriambiack	32.6%	23:41	95	50.0%	19:08	112	37.4%	22:41	115	31.5%	21:50				



Ambulance Victoria

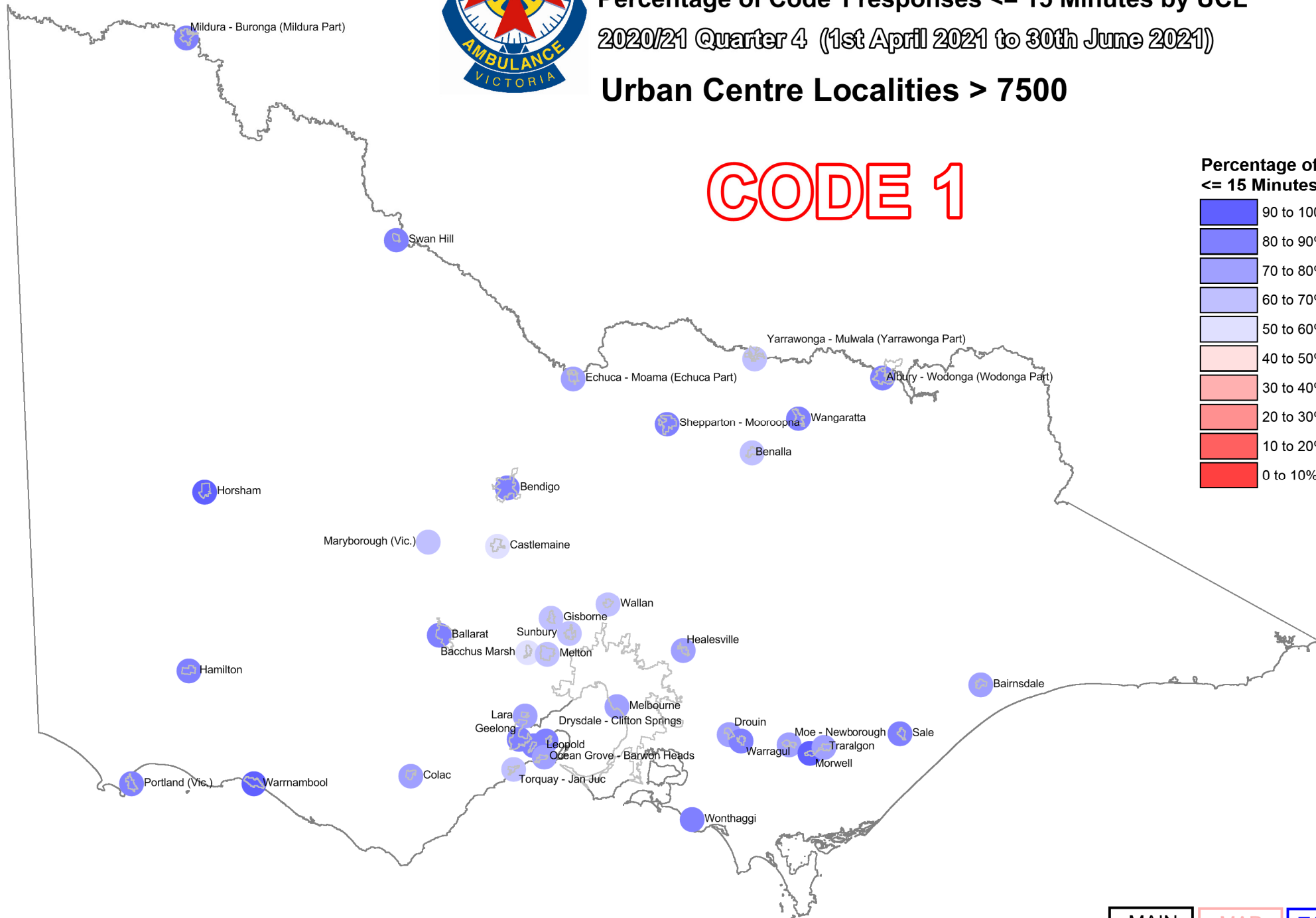
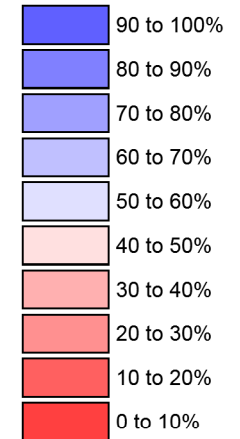
Percentage of Code 1 responses \leq 15 Minutes by UCL

2020/21 Quarter 4 (1st April 2021 to 30th June 2021)

Urban Centre Localities $>$ 7500

CODE 1

Percentage of responses
 \leq 15 Minutes





Ambulance Victoria

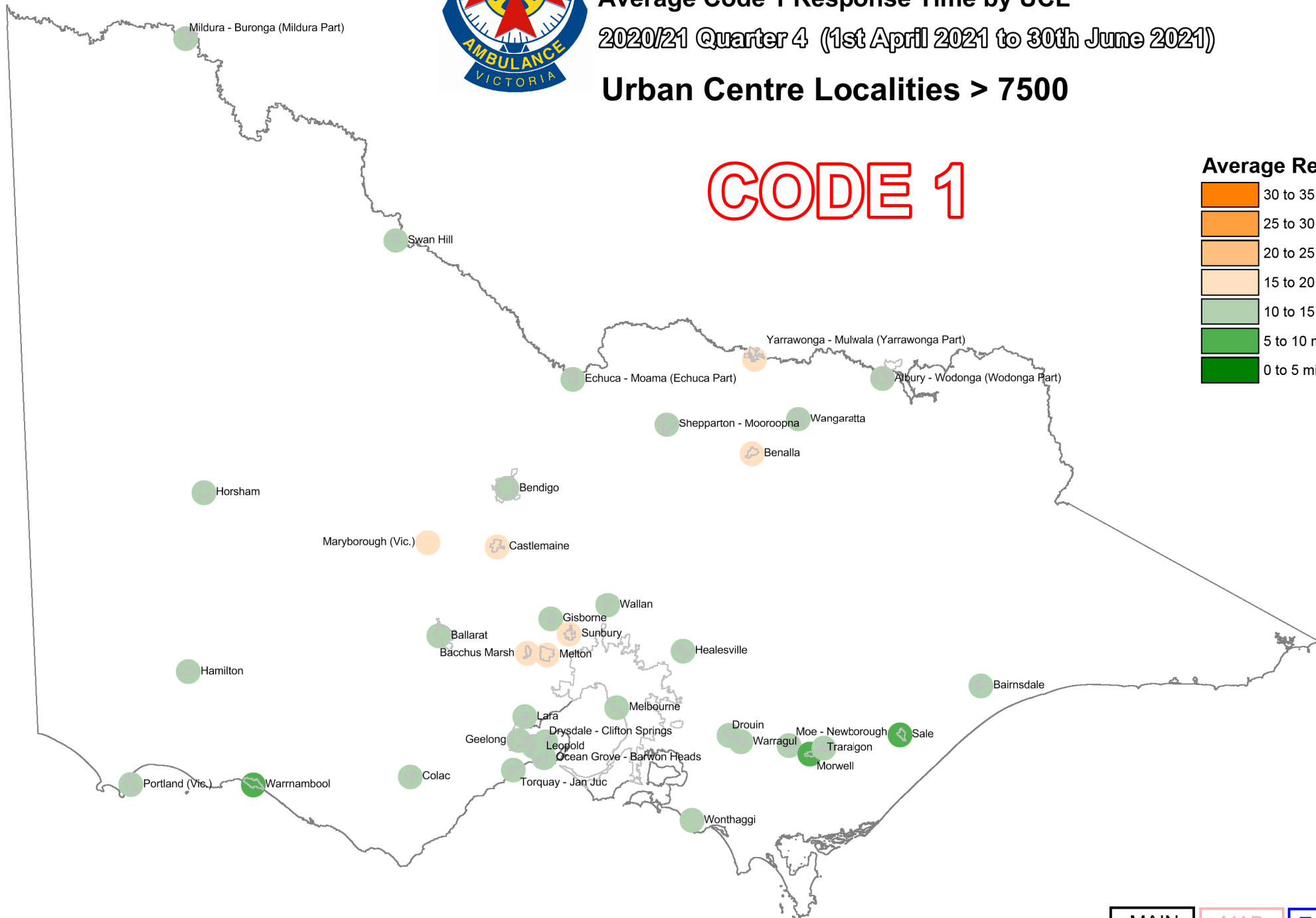
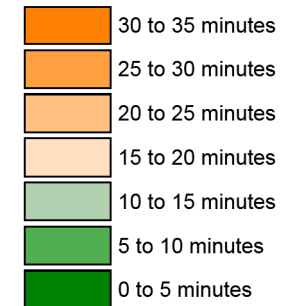
Average Code 1 Response Time by UCL

2020/21 Quarter 4 (1st April 2021 to 30th June 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)	89.1%	10:46	469
Bacchus Marsh	84.6%	10:34	241
Bairnsdale	80.7%	11:58	238
Ballarat	84.7%	11:29	1,461
Benalla	64.6%	15:36	164
Bendigo	79.5%	12:22	1,359
Castlemaine	66.1%	16:51	124
Colac	85.0%	12:15	140
Drouin	82.0%	12:26	178
Drysdale - Clifton Springs	78.4%	12:53	171
Echuca - Moama (Echuca Part)	89.3%	10:01	177
Geelong	84.2%	11:22	2,313
Gisborne	72.6%	11:34	106
Hamilton	84.5%	12:11	97
Healesville	85.0%	10:36	127
Horsham	88.8%	9:59	242
Lara	83.7%	11:33	172
Leopold	77.7%	12:31	112
Maryborough (Vic.)	73.4%	14:12	158
Melbourne	88.7%	10:29	42,798
Melton	84.5%	10:45	895
Mildura - Buronga (Mildura Part)	94.3%	9:25	530
Moe - Newborough	83.5%	10:44	400
Morwell	90.0%	9:48	411
Ocean Grove - Barwon Heads	77.8%	12:03	207
Portland (Vic.)	82.6%	11:46	138
Sale	84.1%	10:23	189
Shepparton - Mooroopna	89.2%	10:22	794
Sunbury	86.1%	10:53	433
Swan Hill	90.7%	9:48	151
Torquay - Jan Juc	70.0%	13:44	140
Traralgon	83.6%	11:22	434
Wallan	89.3%	9:54	103
Wangaratta	85.6%	11:40	306
Warragul	82.8%	11:37	239
Warrnambool	93.4%	9:57	335
Wonthaggi	89.4%	9:45	142
Yarrawonga - Mulwala (Yarrawonga Part)	74.4%	15:38	129
Total UCLs > 7500	87.6%	10:42	56,823

Qtr 4 2019/20

Qtr 1 2020/21

Qtr 2 2020/21

Qtr 3 2020/21

Qtr 4 2020/21

% 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

% 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

% 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	52,573
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	68,981

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
86.9%	11:36	563
58.8%	15:29	257
76.9%	13:28	316
85.9%	11:25	1,841
67.1%	15:53	213
80.5%	12:48	1,816
57.1%	18:01	163
77.2%	13:05	162
72.6%	13:34	248
80.9%	12:20	230
78.6%	12:51	252
82.6%	11:52	2,818
63.6%	13:33	143
87.0%	11:33	131
74.1%	13:42	158
90.4%	10:00	291
73.8%	13:49	206
84.1%	12:20	157
67.9%	16:00	168
77.5%	12:54	54,173
61.3%	15:04	1,106
89.9%	10:16	674
73.4%	12:14	458
92.9%	9:33	451
74.2%	13:15	267
86.8%	10:27	151
89.1%	9:43	239
84.7%	11:41	970
61.8%	15:48	555
85.5%	10:47	166
69.9%	14:02	209
79.4%	11:33	490
63.0%	14:15	135
86.8%	11:30	348
82.6%	11:29	258
92.1%	9:28	433
82.5%	12:19	200
62.2%	18:24	164
78.0%	12:47	71,580

MAIN

MAP
≤ 15 MinutesMAP
Average

TABLE

CHART

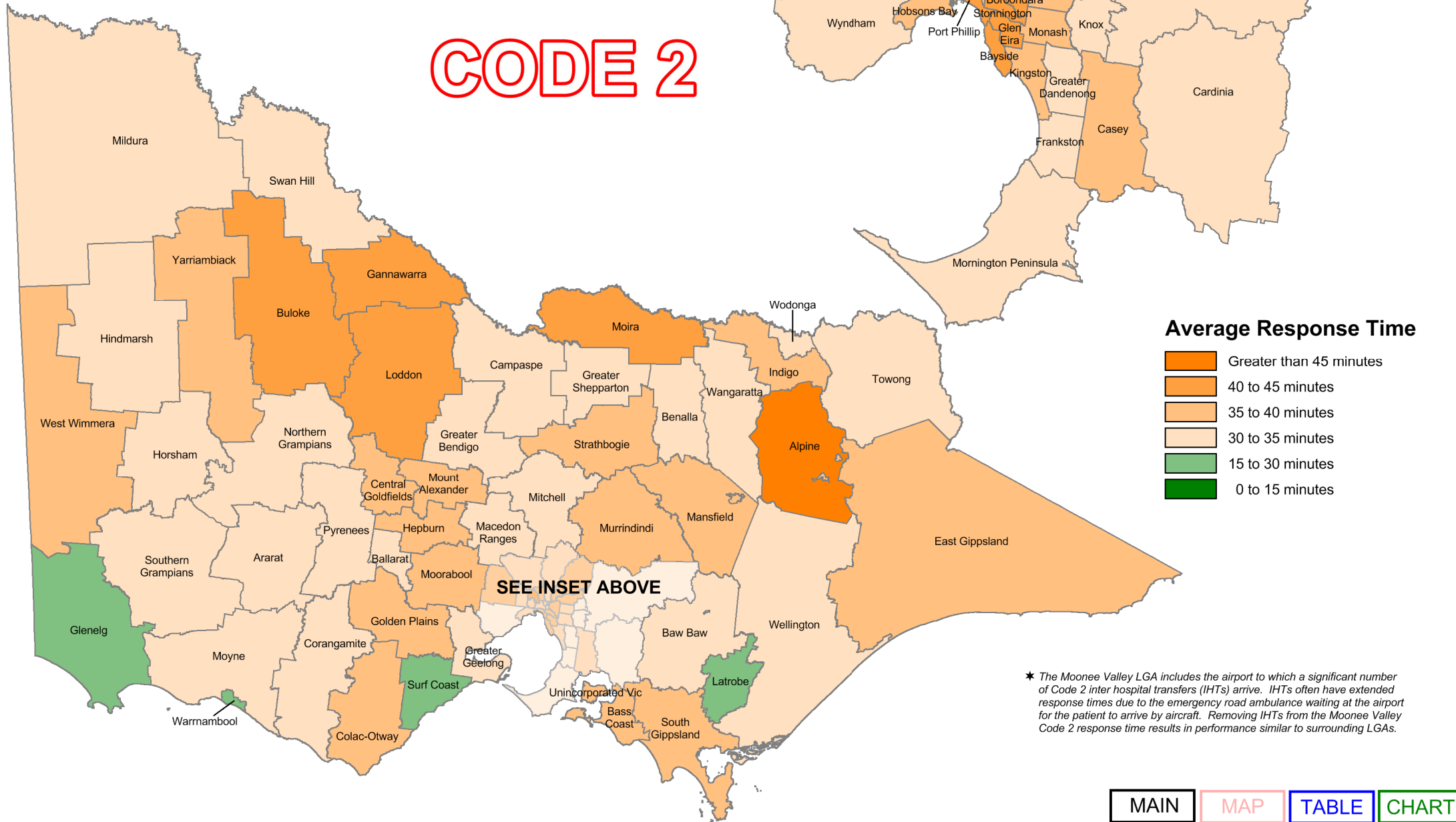


Ambulance Victoria

Average Code 2 Response Time by LGA

2020/21 Quarter 4 (1st April 2021 to 30th June 2021)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 4 2019/20		Qtr 1 2020/21		Qtr 2 2020/21		Qtr 3 2020/21		Qtr 4 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	30:21	148	32:19	148	32:37	198	40:02	192	45:14	176
Ararat	26:38	117	31:28	142	29:14	169	27:17	154	34:09	183
Ballarat	22:35	1,036	24:08	1,144	29:13	1,165	31:56	1,228	31:17	1,267
Banyule	21:23	968	22:49	1,012	27:24	1,111	35:08	962	41:46	1,018
Bass Coast	29:02	458	29:57	472	32:15	582	37:15	586	39:45	587
Baw Baw	24:41	410	24:50	507	27:59	600	33:11	535	32:45	625
Bayside	25:35	610	26:26	627	32:37	655	39:06	644	44:48	611
Benalla	30:20	171	32:10	189	35:51	239	34:43	193	34:25	196
Boroondara	21:35	851	22:36	890	27:53	979	35:41	890	42:08	883
Brimbank	20:53	1,529	22:06	1,562	27:47	1,621	34:28	1,514	37:29	1,491
Buloke	39:48	72	39:09	63	42:36	73	47:16	64	41:50	78
Campaspe	26:15	387	25:43	460	31:12	517	30:55	490	30:35	511
Cardinia	20:45	771	20:46	809	25:28	888	30:37	901	31:30	838
Casey	21:17	2,165	21:39	2,411	26:34	2,563	32:31	2,480	36:41	2,290
Central Goldfields	29:01	213	31:10	227	33:11	230	34:00	251	36:14	225
Colac-Otway	25:41	233	25:57	232	32:36	284	34:32	304	36:02	270
Corangamite	25:52	126	25:56	140	28:50	179	29:14	159	30:57	181
Darebin	20:38	1,300	22:02	1,290	27:17	1,406	35:09	1,320	39:18	1,171
East Gippsland	29:50	536	32:14	667	33:16	754	38:09	723	37:21	699
Frankston	18:47	1,405	18:45	1,474	24:12	1,646	29:30	1,571	32:49	1,532
Gannawarra	33:14	113	33:29	119	36:23	117	45:12	166	44:50	131
Glen Eira	24:02	850	23:55	935	30:47	940	38:18	904	42:01	866
Glenelg	21:55	197	24:35	192	24:25	226	26:40	256	27:16	218
Golden Plains	30:57	103	29:14	131	39:17	136	38:16	97	36:02	136
Greater Bendigo	28:17	1,075	28:15	1,094	32:45	1,262	33:41	1,285	34:02	1,223
Greater Dandenong	19:31	1,384	20:44	1,417	25:03	1,514	30:56	1,484	34:26	1,374
Greater Geelong	24:14	2,332	25:13	2,405	29:27	2,714	32:30	2,704	32:40	2,661
Greater Shepparton	21:33	745	22:16	751	27:30	894	29:31	861	32:02	890
Hepburn	28:04	158	31:06	155	31:26	208	38:12	179	35:12	171
Hindmarsh	31:27	75	27:30	89	35:23	79	34:13	75	30:53	80
Hobsons Bay	21:53	616	23:30	660	28:14	775	34:46	720	37:35	681
Horsham	30:33	275	29:13	280	30:24	310	31:54	341	32:25	353
Hume	19:36	1,819	22:21	1,908	26:44	2,103	34:14	1,959	37:48	1,881
Indigo	35:54	84	31:36	108	35:30	100	39:02	117	38:41	107
Kingston (C) (V	21:57	1,108	22:31	1,137	28:04	1,182	34:10	1,169	37:18	1,131
Knox	18:09	1,099	18:49	1,142	22:26	1,225	29:01	1,214	34:06	1,190
Latrobe (C) (V	20:54	926	22:16	987	24:06	1,139	26:46	1,128	26:16	1,084
Loddon	30:34	70	34:36	69	40:15	70	39:02	91	42:53	99
Macedon Ranges	23:24	380	25:05	416	28:17	505	28:45	452	30:18	512
Manningham	23:32	649	24:01	616	28:19	815	36:49	797	43:12	747
Mansfield	35:41	104	30:39	100	42:05	110	49:22	139	39:37	96
Maribyrnong	21:24	594	22:24	686	26:19	709	35:10	691	36:40	653
Maroondah	18:33	901	18:24	934	23:26	1,078	27:38	1,027	31:41	950
Melbourne	20:15	1,621	21:25	1,583	24:56	1,952	31:30	2,003	37:25	1,754
Melton	21:44	1,157	23:48	1,263	29:39	1,343	35:10	1,272	40:13	1,219
Mildura	32:20	565	31:12	653	33:44	680	33:18	660	34:53	650
Mitchell	23:57	438	26:08	553	31:24	619	34:37	589	32:56	566
Moirra	30:33	366	27:44	394	35:37	461	36:58	498	40:51	432
Monash	22:38	1,144	22:10	1,273	28:06	1,351	35:19	1,313	39:32	1,306
* Moonee Valley	56:49	1,270	55:01	1,303	63:17	1,355	67:19	1,421	76:38	1,385
Moorabool	23:35	353	24:38	364	28:38	367	34:36	348	38:55	352
Moreland	21:41	1,340	23:46	1,412	29:14	1,579	36:37	1,395	40:11	1,361
Mornington Peninsula	19:59	1,590	20:41	1,548	25:13	1,820	29:52	1,831	31:34	1,707
Mount Alexander	33:30	166	30:27	178	32:54	205	40:55	192	38:11	229
Moyne	29:45	101	35:25	105	33:04	151	34:36	155	34:53	142
Murrindindi	31:46	139	26:57	148	36:30	192	39:38	217	38:45	185
Nillumbik	23:59	321	24:12	315	30:43	373	37:42	374	43:34	389
Northern Grampians	25:42	148	27:27	181	26:11	217	31:21	201	34:04	213
Port Phillip	21:17	788	21:26	937	27:12	963	34:25	955	40:05	836
Pyrenees	29:22	63	28:42	92	38:34	85	35:59	78	31:08	72
Queenscliffe	25:50	32	20:07	32	31:42	39	31:33	39	26:18	36
South Gippsland	32:11	260	30:22	301	35:32	365	40:02	331	36:34	307
Southern Grampians	24:51	136	29:13	146	28:54	184	28:13	139	31:58	168
Stonnington	23:51	658	22:58	623	30:04	749	37:54	776	42:31	702
Strathbogie	32:43	125	28:58	137	33:55	160	36:08	177	38:54	145
Surf Coast	24:29	235	25:49	232	28:50	303	30:30	344	26:46	245
Swan Hill	31:25	245	33:42	254	33:29	309	34:13	270	32:42	283
Towong	35:06	62	33:57	66	40:33	94	36:02	88	32:58	74
Wangaratta	30:09	322	27:40	344	32:12	406	35:08	410	34:14	360
Warrnambool	21:10	329	21:31	369	25:15	398	27:19	385	28:23	383
Wellington	26:07	387	25:57	436	29:37	579	30:32	523	31:26	532
West Wimmera	33:17	45	32:10	32	39:44	38	35:10	40	38:24	41
Whitehorse	21:40	1,133	20:30	1,140	26:27	1,287	34:22	1,176	38:26	1,184
Whittlesea	21:04	1,486	22:59	1,539	27:00	1,583	34:59	1,610	36:48	1,504
Wodonga	25:24	392	25:19	464	27:00	530	32:39	426	32:30	415
Wyndham	22:06	1,303	23:56	1,513	26:27	1,532	32:32	1,516	34:20	1,549
Yarra	19:30	777	21:19	781	26:04	850	32:15	798	36:46	735
Yarra Ranges	19:34	1,147	20:19	1,189	24:03	1,319	29:30	1,210	32:11	1,235
Yarriambiack	31:03	58	33:12	90	37:44	93	38:29	105	36:44	85
Unincorporated	10:02	2	38:00	14	94:34	1	51:17	11	35:21	13
Interstate LGAs	33:35	106	32:03	140	38:42	164	37:08	149	37:22	156
Total AV	23:37	49,973	24:22	52,941	28:56	58,766	34:12	57,042	36:57	55,016

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

* The Moonee Valley LGA includes the airport to which a significant number of Code 2 inter hospital transfers (IHTs) arrive. IHTs often have extended response times due to the emergency road ambulance waiting at the airport for the patient to arrive by aircraft. Removing IHTs from the Moonee Valley Code 2 response time results in performance similar to surrounding LGAs.



Ambulance Victoria

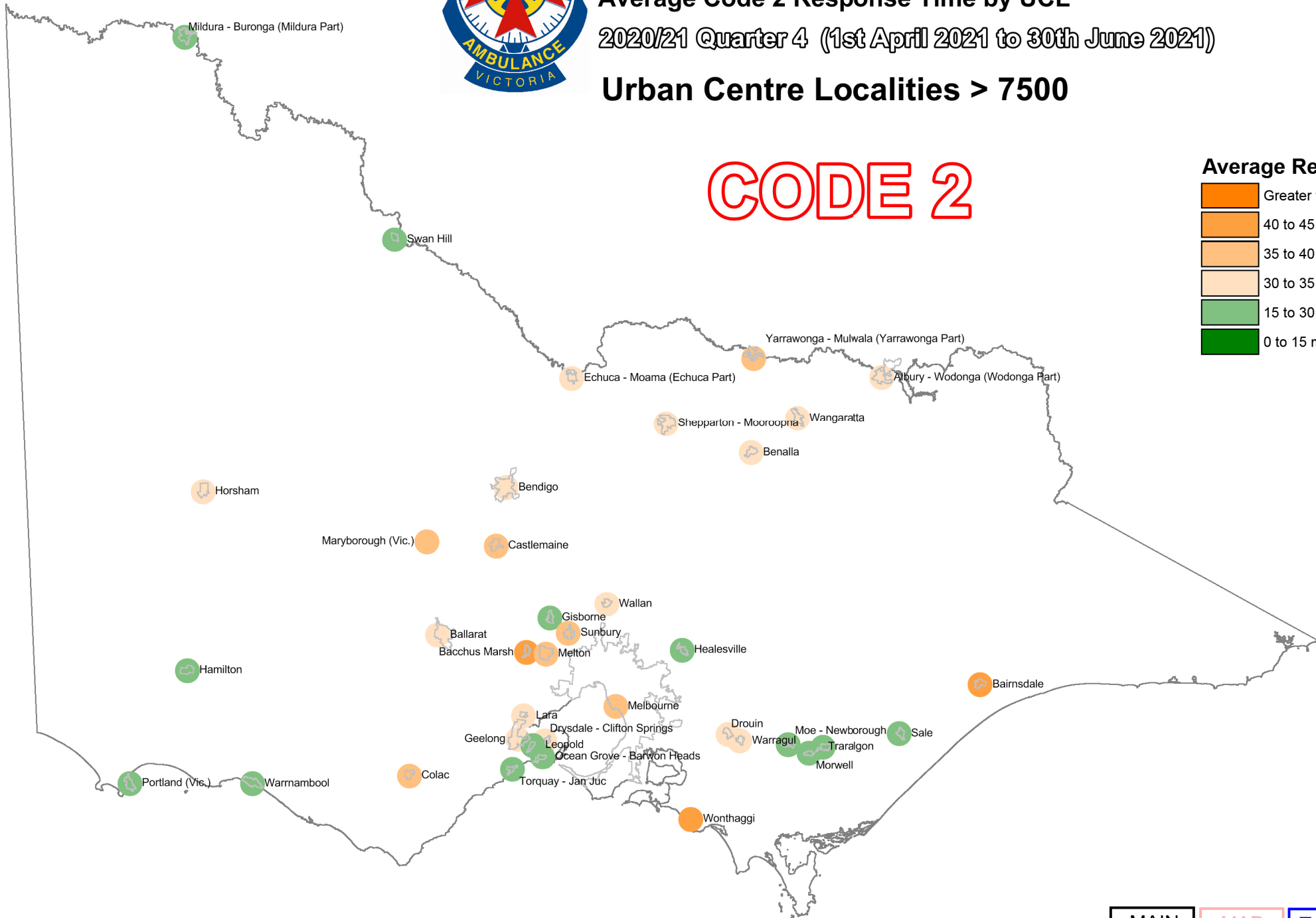
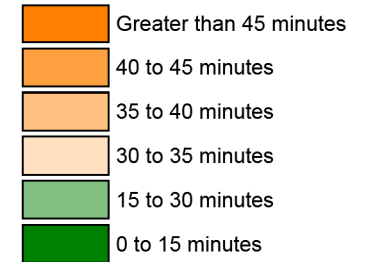
Average Code 2 Response Time by UCL

2020/21 Quarter 4 (1st April 2021 to 30th June 2021)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 4 2019/20

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	24:49	358
Bacchus Marsh	21:55	218
Bairnsdale	30:32	225
Ballarat	22:29	993
Benalla	29:37	147
Bendigo	27:44	930
Castlemaine	34:01	115
Colac	25:24	166
Drouin	19:41	102
Drysdale - Clifton Springs	23:31	111
Echuca - Moama (Echuca Part)	26:28	187
Geelong	22:24	1,678
Gisborne	20:32	71
Hamilton	20:00	92
Healesville	16:51	115
Horsham	26:11	246
Lara	24:49	95
Leopold	19:34	84
Maryborough (Vic.)	27:07	161
Melbourne	22:17	32,240
Melton	20:36	647
Mildura - Buronga (Mildura Part)	30:11	400
Moe - Newborough	18:50	241
Morwell	17:44	221
Ocean Grove - Barwon Heads	23:05	117
Portland (Vic.)	22:18	128
Sale	23:36	152
Shepparton - Mooroopna	21:01	616
Sunbury	19:15	317
Swan Hill	32:26	162
Torquay - Jan Juc	24:20	120
Traralgon	22:41	315
Wallan	20:34	70
Wangaratta	27:51	261
Warragul	27:30	171
Warrnambool	21:03	315
Wonthaggi	31:30	142
Yarrawonga - Mulwala (Yarrawonga Part)	29:14	106
Total UCLs > 7500	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	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	33,613
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

Qtr 4 2020/21

Average Response Time Minutes	Total Number of First Responses
32:09	380
40:51	236
40:43	322
31:10	1,200
34:06	169
33:23	1,101
38:13	149
36:41	196
32:17	161
32:23	119
31:26	248
31:10	1,876
28:09	106
27:40	110
25:30	88
30:30	315
33:46	127
29:39	97
35:20	188
38:53	33,778
38:28	633
29:48	447
25:41	292
23:14	293
27:12	171
26:39	116
28:00	235
31:56	730
37:19	314
29:30	177
27:15	135
27:29	370
30:57	82
31:21	314
32:40	263
28:43	358
44:49	236
38:58	136
37:05	46,268

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>