

## **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.

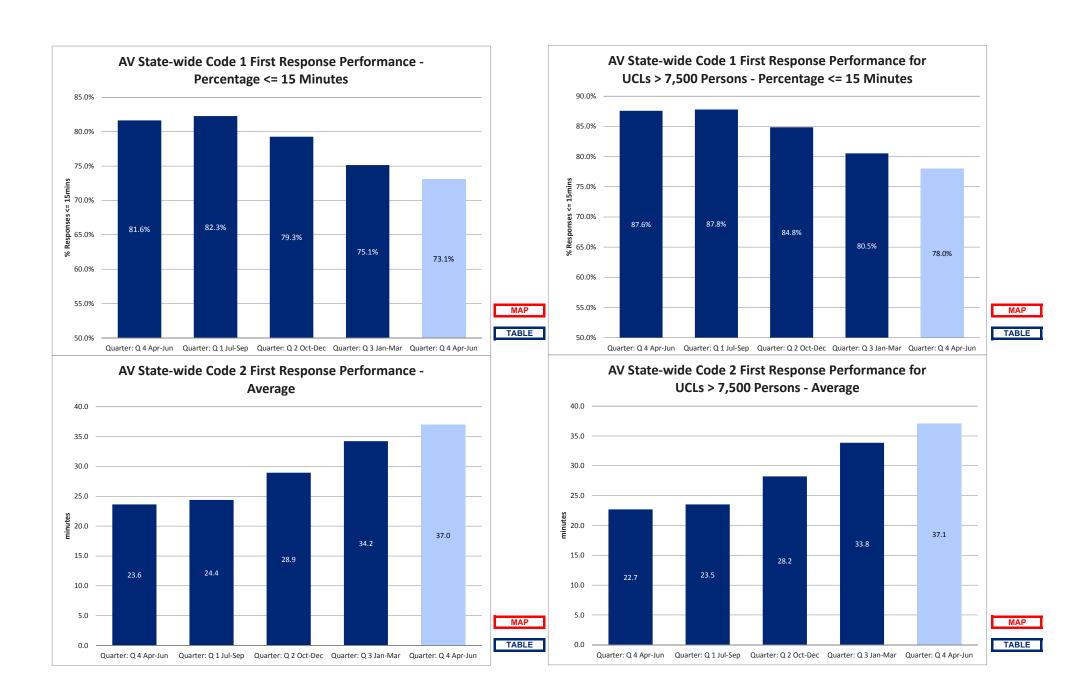
We designate those patients that require urgent paramedic and hospital care as "Code 1," and these patients receive a "lights and sirens" response. The tables below provide information about our Code 1 response time performance by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

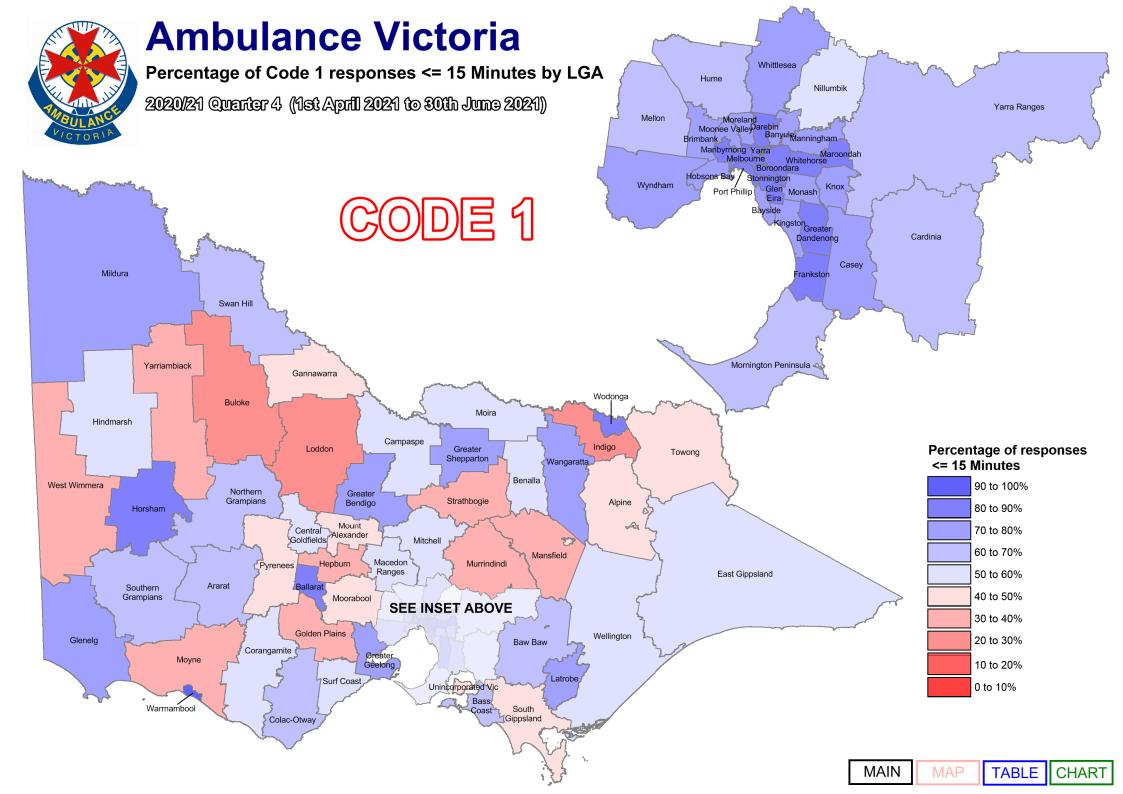
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

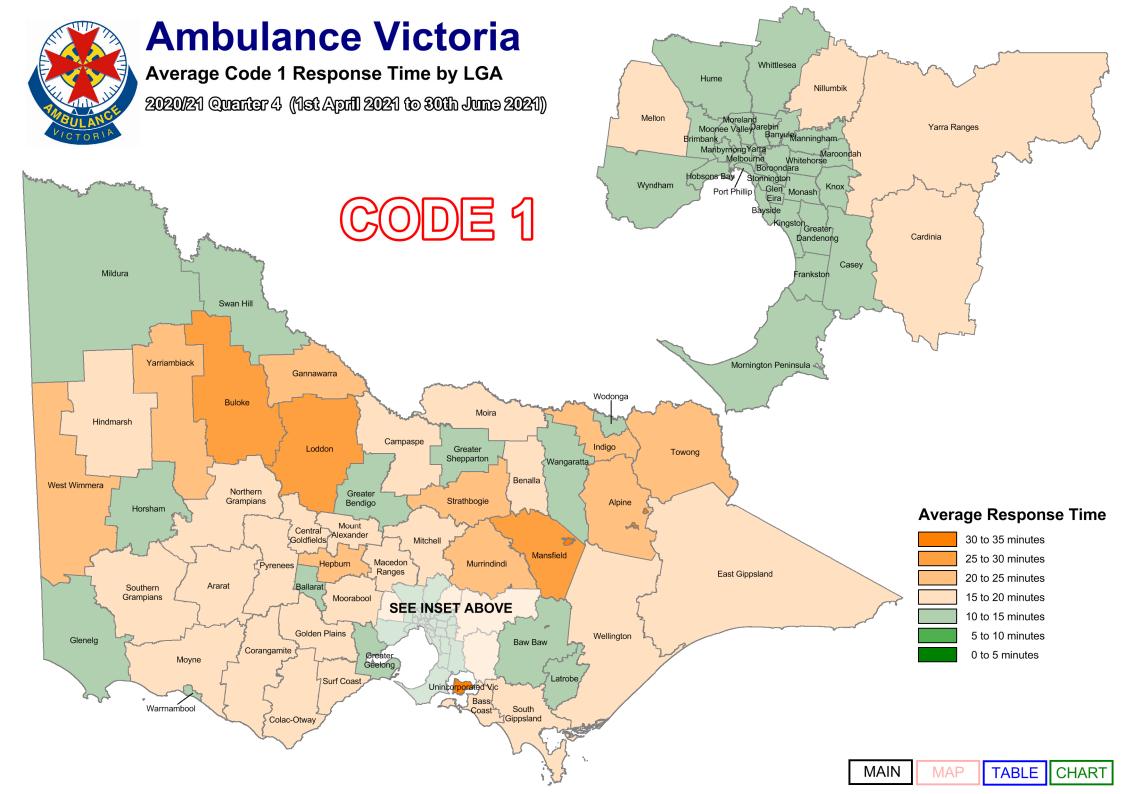
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

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 Gove	ernment Area	Urban Cent	tre Locality
CODE 1	% <= 15 Minutes Average	MAP TABLE CHART  MAP TABLE	% <= 15 Minutes Average	MAP TABLE CHART  MAP TABLE
CODE 2	Average	MAP TABLE CHART	Average	MAP TABLE CHART







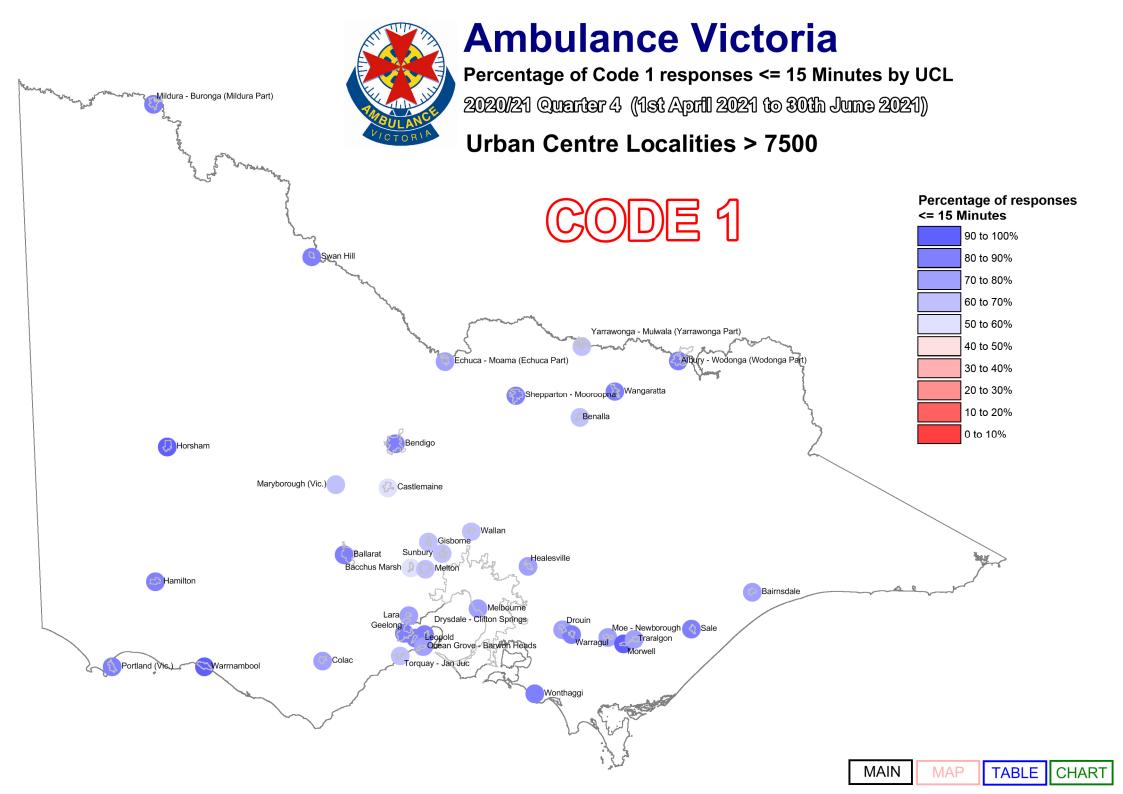
	Qtı	r <b>4 201</b>	9/20	
	Responses = 15 Minutes	Average Response Time Minutes	Total Number of	
LGA Name	% Re	Avera	Total	
Alpine	43.5%	20:05	10	
Ararat Ballarat	60.3% 83.0%	16:52 11:44	17	
Banyule	91.3%	10:15	1,54 1,22	
Bass Coast	66.5%	14:32	55	
Baw Baw	68.1%	14:23	70	
Bayside	86.6%	10:59	74	
Benalla	53.8%	17:19	21	
Boroondara	91.0%	10:18	1,07	
Brimbank Buloke	89.7% 24.3%	10:22 27:23	2,22	
Campaspe	66.5%	13:59	46	
Cardinia	72.8%	12:35	1,10	
Casey	84.3%	11:11	3,20	
Central Goldfields	59.3%	16:52	22	
Colac-Otway	64.7%	16:19	21	
Corangamite	54.6%	17:45	17	
Darebin East Gippsland	92.6% 59.4%	9:51 16:19	1,55 71	
Frankston	91.0%	10:19	1,77	
Gannawarra	47.1%	21:08	13	
Glen Eira	91.6%	10:02	1,16	
Glenelg	72.5%	13:49	23	
Golden Plains	28.7%	20:13	18	
Greater Bendigo	74.5%	13:17	1,55	
Greater Dandenong	90.4%	10:02	1,82	
Greater Geelong Greater Shepparton	79.6% 81.8%	12:00 11:28	3,29 99	
Hepburn	42.5%	18:07	21	
Hindmarsh	44.6%	21:50	7	
Hobsons Bay	85.6%	10:50	98	
Horsham	77.7%	12:06	28	
Hume	85.9%	11:05	2,80	
Indigo Kingston (C) (V	27.3% 89.8%	21:58 10:17	11	
Knox	90.8%	10:17	1,58 1,50	
Latrobe (C) (V	79.8%	11:41	1,47	
Loddon	34.9%	21:46	12	
Macedon Ranges	58.7%	14:41	46	
Manningham	83.7%	11:49	97	
Mansfield	42.2%	23:35	9	
Maribyrnong Maroondah	90.9%	10:09	1 10	
Melbourne	92.1%	9:31 8:48	1,19 1,56	
Melton	81.6%	11:32	1,69	
Mildura	82.0%	11:57	77	
Mitchell	62.3%	14:51	53	
Moira	55.0%	17:38	43	
Monash	89.3%	11:06	1,48	
Moonee Valley	87.5%	11:16	1,19	
Moorabool  Moreland	92.1%	13:42 10:13	1,96	
Mornington Peninsula	80.0%	11:33	2,09	
Mount Alexander	48.8%	18:37	20	
Moyne	39.6%	18:14	14	
Murrindindi	40.0%	20:31	17	
Nillumbik	67.7%	13:41	43	
Northern Grampians	72.8%	13:48	15	
Port Phillip	93.1%	9:24	97	
Pyrenees  Queenscliffe	39.1% 54.1%	19:29 15:05	12	
South Gippsland	45.1%	18:33	35	
Southern Grampians	58.5%	17:55	15	
Stonnington	89.8%	10:24	82	
Strathbogie	43.1%	19:39	16	
Surf Coast	59.9%	15:32	26	
Swan Hill	71.2%	14:24	28	
Towong Wangaratta	70.7%	24:17	38	
Warrnambool	93.0%	10:05	35	
Wellington	61.9%	15:13	54	
West Wimmera	29.4%	22:35	3	
Whitehorse	91.7%	9:42	1,34	
Whittlesea	84.8%	11:08	2,26	
Woodonga	85.3%	11:18	51	
Wyndham Yarra	92.3%	9:04	1,89 87	
. arra	JZ.5%	J.UT	6/	

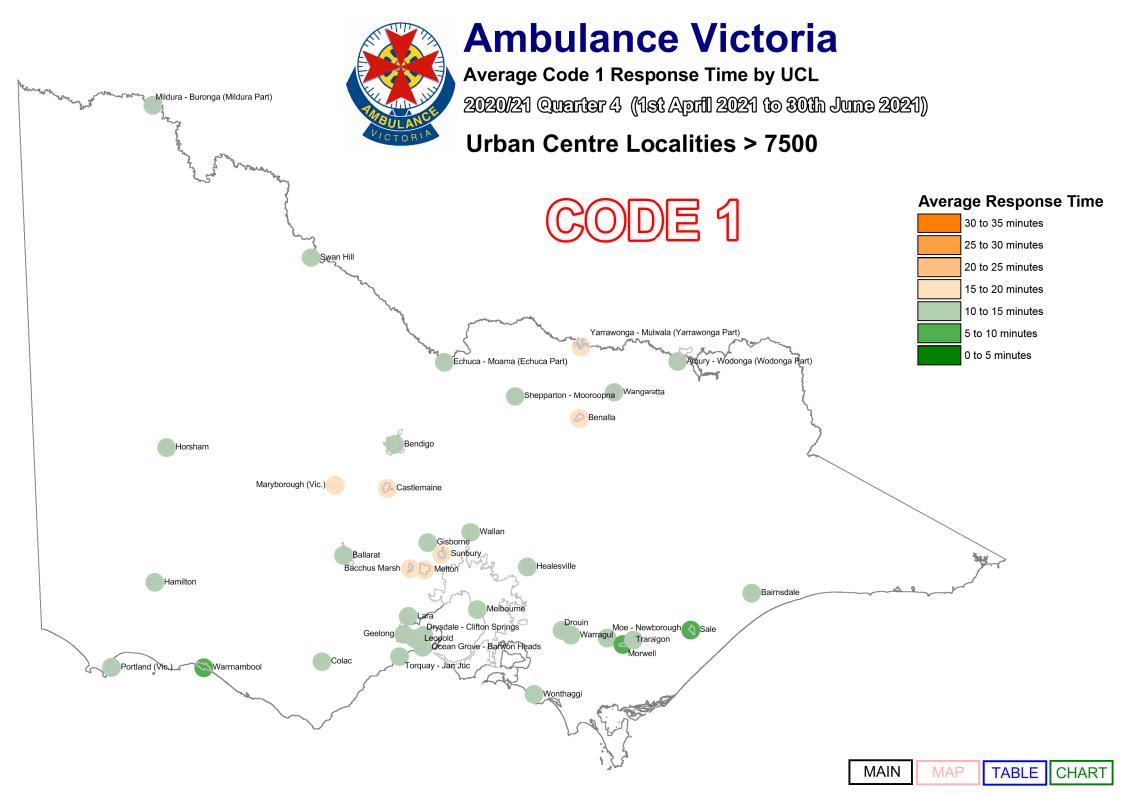
	Qtı	· 4 201	9/20	Qtr	1 202	0/21
	es ites	Average Response Time Minutes	nses	ses	Average Response Time Minutes	oer of
	% Responses < = 15 Minutes	age Re Minute	Total Number of First Responses	% Responses <= 15 Minutes	age Re Minut	Total Number of
LGA Name	% Re	Avera	Total	% Re	Aver	Tota
Alpine	43.5%	20:05	108	52.2%	18:49	1
Ararat	60.3%	16:52	179	63.3%	15:35	10
Ballarat	83.0%	11:44	1,540	85.2%	11:19	1,5
Banyule	91.3%	10:15	1,226	89.4%	10:21	1,2
Bass Coast	66.5%	14:32	552	72.7%	13:12	50
Baw Baw Bayside	68.1% 86.6%	14:23 10:59	700 741	73.4% 90.3%	13:31 10:43	7:
Benalla	53.8%	17:19	212	56.3%	17:30	19
Boroondara	91.0%	10:18	1,075	91.1%	10:21	1,0
Brimbank	89.7%	10:22	2,225	89.4%	10:32	2,3
Buloke	24.3%	27:23	74	33.3%	23:28	
Campaspe	66.5%	13:59	465	64.8%	13:45	4:
Cardinia	72.8%	12:35	1,107	74.5%	12:20	1,1
Casey	84.3%	11:11	3,208	85.4%	11:00	3,2
Central Goldfields	59.3%	16:52	221	63.0%	16:37	2:
Colac-Otway	64.7%	16:19	218	65.5%	14:37	2:
Corangamite	54.6%	17:45	174	57.5%	15:31	2:
Darebin	92.6%	9:51	1,559	92.3%	9:52	1,7
East Gippsland	59.4%	16:19	715	62.6%	16:03	74
Frankston	91.0% 47.1%	10:14 21:08	1,772	91.0%	10:09	1,8
Gannawarra Glen Eira	91.6%	10:02		49.6% 90.8%	19:27	1.1
Glenelg	72.5%	13:49	1,160	74.7%	10:06 13:51	1,13
Golden Plains	28.7%	20:13	188	33.0%	19:02	2:
Greater Bendigo	74.5%	13:17	1,553	76.8%	12:44	1,7
Greater Dandenong	90.4%	10:02	1,828	90.5%	10:01	1,7
Greater Geelong	79.6%	12:00	3,298	81.7%	11:43	3,4
Greater Shepparton	81.8%	11:28	997	84.9%	10:40	98
Hepburn	42.5%	18:07	212	40.4%	18:06	20
Hindmarsh	44.6%	21:50	74	55.4%	19:22	
Hobsons Bay	85.6%	10:50	988	86.9%	11:08	1,0
Horsham	77.7%	12:06	283	83.2%	11:19	3(
Hume 	85.9%	11:05	2,808	83.3%	11:22	2,9
Indigo	27.3%	21:58	110	28.2%	21:28	14
Kingston (C) (V Knox	89.8% 90.8%	10:17	1,587	90.0%	10:09	1,5
Latrobe (C) (V	79.8%	11:41	1,509 1,478	81.4%	10:08 11:16	1,5
Loddon	34.9%	21:46	129	39.6%	21:09	1,4.
Macedon Ranges	58.7%	14:41	465	68.0%	13:59	4
Manningham	83.7%	11:49	979	87.4%	11:21	9
Mansfield	42.2%	23:35	90	50.6%	17:38	
Maribyrnong	90.9%	10:09	839	90.1%	10:02	7:
Maroondah	92.1%	9:31	1,190	92.8%	9:34	1,1
Melbourne	93.2%	8:48	1,567	93.3%	8:46	1,4
Melton	81.6%	11:32	1,692	81.3%	11:35	1,80
Mildura Mitchell	82.0%	11:57	779	80.4%	11:54	7
Moira	62.3% 55.0%	14:51 17:38	536 436	66.0% 57.2%	13:44 16:34	49
Monash	89.3%	11:06	1,487	89.8%	10:43	1,5
Moonee Valley	87.5%	11:16	1,198	87.6%	11:15	1,2
Moorabool	66.0%	13:42	424	68.9%	13:31	3
Moreland	92.1%	10:13	1,963	89.0%	10:32	2,0
Mornington Peninsula	80.0%	11:33	2,090	82.8%	11:05	1,9
Mount Alexander	48.8%	18:37	203	44.4%	19:25	2:
Moyne	39.6%	18:14	149	53.4%	15:49	1
Murrindindi	40.0%	20:31	175	37.6%	20:34	1
Nillumbik	67.7%	13:41	431	71.4%	13:31	4
Northern Grampians	72.8%	13:48	158	66.5%	14:04	18
Port Phillip	93.1%	9:24	979	92.4%	9:24	1,0
Pyrenees	39.1%	19:29	128	35.6%	20:01	10
Queenscliffe	54.1%	15:05	37	69.8%	14:51	2.
South Gippsland Southern Grampians	45.1% 58.5%	18:33 17:55	357 159	52.5%	17:18	3°
Stonnington	89.8%	10:24	820	62.6% 91.1%	15:28 10:17	7.
Strathbogie	43.1%	19:39	160	39.9%	19:25	1
Surf Coast	59.9%	15:32	269	62.5%	14:31	2
Swan Hill	71.2%	14:24	288	71.8%	13:36	2
Towong	33.3%	24:17	81	33.3%	24:05	
Wangaratta	70.7%	14:53	389	73.2%	13:42	3
Warrnambool	93.0%	10:05	357	90.4%	10:09	3:
Wellington	61.9%	15:13	548	60.7%	16:10	5
West Wimmera	29.4%	22:35	34	35.1%	21:07	
Whitehorse	91.7%	9:42	1,349	93.0%	9:27	1,3
Whittlesea	84.8%	11:08	2,263	83.1%	11:22	2,3
Wodonga	85.3%	11:18	517	83.6%	11:49	5
Wyndham	83.0%	11:22	1,899	82.4%	11:33	2,2
Yarra	92.3%	9:04	874	92.9%	9:03	81
Yarra Ranges	76.3%	12:24	1,586	76.6%	12:03	1,5
Yarriambiack	32.6%	23:41	95	50.0%	19:08	1:
Unincorporated	.0%	24:52	1	36.4%	36:34	_
Interstate LGAs	60.6%	16:44	221	56.1%	18:04	2:
Total AV	81.6%	11:47	66,906	82.3%	11:37	68,6

	191 172 1,770
1.2%         18:49         136           1.3%         15:35         169           1.2%         11:19         1,544           1.4%         10:21         1,292           1.7%         13:12         568           1.4%         10:31         719           1.3%         10:43         741           1.3%         17:30         199           1.4%         10:32         2,391           1.3%         17:30         199           1.4%         10:32         2,391           1.3%         23:28         81           1.8%         13:45         494           1.5%         12:20         1,140           1.4%         11:00         3,296           1.6%         11:00         3,296           1.6%         16:37         211           1.5%         15:31         219           1.5%         15:31         219           1.6%         16:03         744           1.6%         19:27         135           1.8%         10:06         1,188           1.7%         13:51         233           1.6%         19:27         135	191 172
2.2%       18:49       136         3.3%       15:35       169         2.2%       11:19       1,544         4.4%       10:21       1,292         7.7%       13:12       568         66.1%       14:54         67.8%       14:48         3.3%       10:43       741         3.3%       17:30       199         1.4%       10:21       1,099         4.4%       10:32       2,391         3.3%       23:28       81         3.8%       13:45       494         63.3%       11:09         3.3%       23:28       81         3.40%       24:39         3.8%       13:45       494         63.3%       11:09         3.3%       23:28       81         3.40%       24:39         3.8%       13:45       494         63.3%       14:27         .5%       12:20       1,140         70.4%       13:16         3.8       15:31       219         3.3%       9:52       1,745         6.6%       16:03       744         6.6%	191 172
2.2%       18:49       136         3.3%       15:35       169         2.2%       11:19       1,544         4.4%       10:21       1,292         7.7%       13:12       568         66.1%       14:54         67.8%       14:48         3.3%       10:43       741         3.3%       17:30       199         1.4%       10:21       1,099         4.4%       10:32       2,391         3.3%       23:28       81         3.8%       13:45       494         63.3%       11:09         3.3%       23:28       81         3.40%       24:39         3.8%       13:45       494         63.3%       11:09         3.3%       23:28       81         3.40%       24:39         3.8%       13:45       494         63.3%       14:27         .5%       12:20       1,140         70.4%       13:16         3.8       15:31       219         3.3%       9:52       1,745         6.6%       16:03       744         6.6%	191 172
.3%         15:35         169         62.8%         14:53         14:53           .2%         11:19         1,544         85.8%         11:18         85.8%         11:18           .4%         10:21         1,292         88.8%         10:51         10:51           .7%         13:12         568         66.1%         14:54         4           .4%         13:31         719         84.4%         11:49         33%         17:30         199         88.6%         10:36         14:48         14:48         13:48         14:48         11:49         13:48         14:48         16:42         14:48         14:48         14:48         14:48         14:48         11:49         34:48         16:42         14:49         14:49         14:49         14:49         14:47         14:48         11:09         14:48         14:57         14:49	172
.4%       10:21       1,292       88.8%       10:51       1.454         .7%       13:12       568       66.1%       14:54       14:54         .4%       13:31       719       84.4%       11:49       13:36       16:42       11:49       13:48       14:48       11:49       13:48       11:49       13:48       11:49       13:48       11:49       13:48       11:49       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:09       13:48       11:52       10:04       13:16       14:37       229       15:47       15:41       15:41       15:41       15:41       15:41       15:41       17:34       19:09       10:15       61.8%       11:52       16:02%       15:47       16:18       16:17       13:54       16:17       13:44       16:17       13:44       16:17       13:44       10:33       10:15       61.8%       10:13       10:15	1,770
.7%       13:12       568         .4%       13:31       719         .3%       10:43       741         .3%       17:30       199         .1%       10:21       1,099         .4%       10:32       2,391         .3%       23:28       81         .8%       13:45       494         .5%       12:20       1,140         .4%       11:00       3,296         .0%       16:37       211         .5%       14:37       229         .5%       15:31       219         .3%       9:52       1,745         .6%       16:03       744         .0%       10:09       1,857         .6%       16:03       744         .0%       10:09       1,857         .6%       19:27       135         .8%       10:06       1,188         .7%       13:51       233         .0%       19:02       212         .8%       12:44       1,744         .5%       10:01       1,773         .7%       11:43       3,470         .9%       10:40       982 </td <td></td>	
.4%       13:31       719         .3%       10:43       741         .3%       17:30       199         .1%       10:21       1,099         .4%       10:32       2,391         .3%       23:28       81         .8%       13:45       494         .5%       12:20       1,140         .4%       11:00       3,296         .0%       16:37       211         .5%       14:37       229         .5%       15:31       219         .5%       15:31       219         .3%       9:52       1,745         .6%       16:03       744         .0%       10:09       1,857         .6%       19:27       135         .8%       10:06       1,188         .7%       13:51       233         .0%       19:02       212         .8%       12:44       1,744         .5%       10:01       1,773         .7%       11:43       3,470         .9%       10:40       982         .4%       19:22       83         .9%       10:04       982	1,480
.3%         10:43         741           .3%         17:30         199           .1%         10:21         1,099           .4%         10:32         2,391           .3%         23:28         81           .8%         13:45         494           .5%         12:20         1,140           .4%         11:00         3,296           .0%         16:37         211           .5%         14:37         229           .5%         15:31         219           .3%         9:52         1,745           .6%         16:03         744           .0%         10:09         1,857           .6%         19:27         135           .8%         10:06         1,188           .7%         13:51         233           .0%         19:02         212           .8%         10:06         1,188           .7%         13:51         233           .0%         19:02         212           .8%         10:04         982           .4%         18:06         203           .4%         19:22         83	654
.3%       17:30       199         .1%       10:21       1,099         .4%       10:32       2,391         .3%       23:28       81         .8%       13:45       494         .5%       12:20       1,140         .4%       11:00       3,296         .0%       16:37       211         .5%       14:37       229         .5%       15:31       219         .3%       9:52       1,745         .6%       16:03       744         .0%       10:09       1,857         .6%       19:27       135         .8%       10:06       1,188         .7%       13:51       233         .0%       19:02       212         .8%       10:04       982         .4%       18:06       203         .4%       18:06       203         .4%       19:22       83         .9%       10:04       982         .2%       11:19       304         .3%       11:22       2,952         .2%       12:28       142         .0%       10:09       1,523	779
.1%         10:21         1,099         88.6%         10:36         10:34         10:34         10:34         10:34         10:34         10:34         10:34         10:36         10:34         10:34         10:34         10:34         10:34         10:36         10:34         10:36         10:34         10:34         10:36         10:34         10:36         10:34         10:36         10:34         10:36         10:36         10:36         10:36         10:36         10:36         10:36         10:36         10:36         10:36         10:36         10:36         10:36         1	788 216
.4%       10:32       2,391         .3%       23:28       81         .8%       13:45       494         .5%       12:20       1,140         .4%       11:00       3,296         .0%       16:37       211         .5%       14:37       229         .5%       15:31       219         .5%       15:31       219         .3%       9:52       1,745         .6%       16:03       744         .0%       10:09       1,857         .6%       19:27       135         .8%       10:06       1,188         .7%       13:51       233         .0%       19:02       212         .8%       12:44       1,744         .5%       10:01       1,773         .7%       11:43       3,470         .9%       10:40       982         .4%       19:22       83         .9%       11:08       1,000         .2%       11:19       304         .3%       11:22       2,952         .2%       21:28       142         .0%       10:09       1,523<	1,355
.8%       13:45       494         .5%       12:20       1,140         .4%       11:00       3,296         .0%       16:37       211         .5%       14:37       229         .5%       15:31       219         .5%       15:31       219         .3%       9:52       1,745         .6%       16:03       744         .0%       10:09       1,857         .6%       19:27       135         .8%       10:06       1,188         .7%       13:51       233         .0%       19:02       212         .8%       12:44       1,744         .5%       10:01       1,773         .7%       11:43       3,470         .9%       10:40       982         .4%       18:06       203         .4%       19:22       83         .9%       11:08       1,000         .2%       11:19       304         .3%       11:22       2,952         .2%       21:28       142         .0%       10:09       1,523         .9%       10:08       1,510	2,523
1.5%         12:20         1,140         70.4%         13:16         14:36         14:36         14:37         29         14:13         14:37         29         10:15         16.34         19:41         13:41         10:15         16.37         10:15         16.37         10:15         16.37         10:15         10:15         10:15         10:15         10:15         10:15         10:15         10:15         10:15         10:15         10:15         10:15         10:15         10:15         10:15         10:14         10:14         10:14         10:14         10:14         10:14         10:14         10:14         10:14         10:14         10:14         10:14<	94
.4%       11:00       3,296         .0%       16:37       211         .5%       14:37       229         .5%       15:31       219         .3%       9:52       1,745         .6%       16:03       744         .0%       10:09       1,857         .6%       19:27       135         .8%       10:06       1,188         .7%       13:51       233         .0%       19:02       212         .8%       12:44       1,744         .5%       10:01       1,773         .7%       11:43       3,470         .9%       10:40       982         .4%       18:06       203         .4%       19:22       83         .9%       11:08       1,000         .2%       11:19       304         .3%       11:22       2,952         .2%       12:28       142         .0%       10:09       1,523         .9%       10:08       1,510         .4%       11:16       1,439         .6%       21:09       96         .0%       10:02       726<	607
.0%       16:37       211         .5%       14:37       229         .5%       15:31       219         .3%       9:52       1,745         .6%       16:03       744         .0%       10:09       1,857         .6%       19:27       135         .8%       10:06       1,188         .7%       13:51       233         .0%       19:02       212         .8%       12:44       1,744         .5%       10:01       1,773         .7%       11:43       3,470         .9%       10:40       982         .4%       18:06       203         .4%       19:22       83         .9%       11:08       1,000         .2%       11:19       304         .3%       11:22       2,952         .2%       12:28       142         .0%       10:09       1,523         .9%       10:08       1,510         .4%       11:16       1,439         .6%       21:09       96         .0%       13:59       453         .4%       11:21       967 <td>1,333</td>	1,333
.5%         14:37         229           .5%         15:31         219           .3%         9:52         1,745           .6%         16:03         744           .0%         10:09         1,857           .6%         19:27         135           .8%         10:06         1,188           .7%         13:51         233           .0%         19:02         212           .8%         12:44         1,744           .5%         10:01         1,773           .8%         12:44         1,744           .5%         10:01         1,773           .7%         11:43         3,470           .9%         10:40         982           .4%         18:06         203           .4%         19:22         83           .9%         11:08         1,000           .2%         11:19         304           .3%         11:22         2,952           .2%         21:28         142           .0%         10:09         1,523           .9%         10:08         1,510           .4%         11:16         1,439	3,600
.3%         9:52         1,745           .6%         16:03         744           .0%         10:09         1,857           .6%         19:27         135           .8%         10:06         1,188           .7%         13:51         233           .0%         19:02         212           .8%         12:44         1,744           .5%         10:01         1,773           .7%         11:43         3,470           .9%         10:40         982           .4%         18:06         203           .4%         19:22         83           .9%         11:08         1,000           .2%         11:19         304           .3%         11:22         2,952           .2%         21:28         142           .0%         10:09         1,523           .9%         10:08         1,510           .9%         10:08         1,510           .2%         21:28         142           .0%         10:09         1,523           .9%         10:08         1,510           .0%         13:59         453	269
.6%       16:03       744         .0%       10:09       1,857         .6%       19:27       135         .8%       10:06       1,188         .7%       13:51       233         .0%       19:02       212         .8%       12:44       1,744         .5%       10:01       1,773         .5%       10:01       1,773         .7%       11:43       3,470         .9%       10:40       982         .4%       19:22       83         .9%       11:08       1,000         .4%       19:22       83         .9%       11:08       1,000         .2%       11:19       304         .3%       11:22       2,952         .2%       21:28       142         .0%       10:09       1,523         .9%       10:08       1,510         .4%       11:16       1,439         .9%       10:08       1,510         .0%       13:59       453         .6%       21:09       96         .0%       13:59       453         .4%       11:21       96	218
.0%       10:09       1,857         .6%       19:27       135         .8%       10:06       1,188         .7%       13:51       233         .0%       19:02       212         .8%       12:44       1,744         .5%       10:01       1,773         .5%       10:01       1,773         .7%       11:43       3,470         .9%       10:40       982         .4%       18:06       203         .4%       19:22       83         .9%       11:08       1,000         .2%       11:19       304         .3%       11:22       2,952         .2%       21:28       142         .0%       10:09       1,523         .9%       10:08       1,510         .4%       11:16       1,439         .9%       10:08       1,510         .4%       11:16       1,439         .9%       10:08       1,510         .6%       21:09       96         .0%       13:59       453         .4%       11:21       967         .6%       17:38 <td< td=""><td>1,875</td></td<>	1,875
.6%         19:27         135           .8%         10:06         1,188           .7%         13:51         233           .0%         19:02         212           .8%         12:44         1,744           .5%         10:01         1,773           .7%         11:43         3,470           .9%         10:40         982           .4%         18:06         203           .4%         19:22         83           .9%         11:08         1,000           .2%         11:19         304           .3%         11:22         2,952           .2%         21:28         142           .0%         10:09         1,523           .9%         10:08         1,510           .4%         11:16         1,439           .9%         10:08         1,510           .4%         11:16         1,439           .9%         10:08         1,510           .4%         11:12         967           .6%         21:09         96           .0%         13:59         453           .4%         11:21         967 <t< td=""><td>820</td></t<>	820
.8%       10:06       1,188       89.1%       10:42       10:42         .7%       13:51       233       80.1%       12:22       27.7%       20:54         .8%       12:44       1,744       74.0%       13:29       13:21       11:33       13:29       11:33       11:35       11:33       13:44       10:34       19:39       19:02       11:34       19:09       19:02       13:49       10:52       13:49       13:49       10:52       13:49	2,188 151
.7%       13:51       233         .0%       19:02       212         .8%       12:44       1,744         .5%       10:01       1,773         .5%       10:01       1,773         .7%       11:43       3,470         .9%       10:40       982         .4%       18:06       203         .4%       19:22       83         .9%       11:08       1,000         .2%       11:19       304         .3%       11:22       2,952         .2%       21:28       142         .0%       10:09       1,523         .9%       10:08       1,510         .4%       11:16       1,439         .9%       10:08       1,510         .0%       10:09       1,523         .0%       10:09       1,523         .0%       11:16       1,439         .6%       21:09       96         .0%       13:59       453         .4%       11:21       967         .6%       17:38       87         .1%       10:02       726         .8%       9:34       1,1	1,294
.0%         19:02         212           .8%         12:44         1,744           .5%         10:01         1,773           .5%         10:01         1,773           .7%         11:43         3,470           .9%         10:40         982           .4%         18:06         203           .4%         19:22         83           .9%         11:08         1,000           .2%         11:19         304           .3%         11:22         2,952           .2%         21:28         142           .0%         10:09         1,523           .9%         10:08         1,510           .4%         11:16         1,439           .9%         10:08         1,510           .4%         11:16         1,439           .6%         21:09         96           .0%         13:59         453           .4%         11:21         967           .6%         17:38         87           .1%         10:02         726           .8%         9:34         1,123           .3%         11:35         1,800 <t< td=""><td>241</td></t<>	241
.5%         10:01         1,773         88.4%         10:36         10:36         79.6%         12:14         10:36         79.6%         12:14         11:33         79.6%         12:14         11:33         11:34         11:33         11:34         1	235
.7%         11:43         3,470           .9%         10:40         982           .4%         18:06         203           .4%         19:22         83           .9%         11:08         1,000           .9%         11:19         304           .3%         11:22         2,952           .2%         21:28         142           .0%         10:09         1,523           .9%         10:08         1,510           .4%         11:16         1,439           .9%         10:08         1,510           .4%         11:16         1,439           .6%         21:09         96           .0%         13:59         453           .4%         11:21         967           .6%         17:38         87           .1%         10:02         726           .8%         9:34         1,123           .3%         11:35         1,800           .4%         11:54         777           .0%         13:44         609           .2%         16:34         493	1,923
.9%         10:40         982         81.7%         11:33         11:34         11:	2,023
.4%       18:06       203         .4%       19:22       83         .9%       11:08       1,000         .2%       11:19       304         .3%       11:22       2,952         .2%       21:28       142         .0%       10:09       1,523         .9%       10:08       1,510         .4%       11:16       1,439         .6%       21:09       96         .0%       13:59       453         .4%       11:21       967         .6%       17:38       87         .1%       10:02       726         .8%       9:34       1,123         .3%       11:35       1,800         .4%       11:54       777         .0%       13:44       609         .2%       16:34       493	3,943 1,196
.4%       19:22       83         .9%       11:08       1,000         .2%       11:19       304         .3%       11:22       2,952         .2%       21:28       142         .0%       10:09       1,523         .9%       10:08       1,510         .4%       11:16       1,439         .6%       21:09       96         .0%       13:59       453         .4%       11:21       967         .6%       17:38       87         .4%       11:21       967         .6%       17:38       87         .1%       10:02       726         .8%       9:34       1,123         .3%       8:46       1,446         .3%       11:35       1,800         .4%       11:54       777         .0%       13:44       609         .2%       16:34       493	242
.2%         11:19         304         84.2%         10:52           .3%         11:22         2,952         78.8%         12:03           .2%         21:28         142         21.5%         23:12           .0%         10:09         1,523         86.4%         11:04           .9%         10:08         1,510         90.0%         10:29           .4%         11:16         1,439         79.5%         11:32           .6%         21:09         96         29.7%         23:41           .0%         13:59         453         60.5%         14:55           .4%         11:21         967         83.5%         12:07           .6%         17:38         87         44.6%         25:24           .1%         10:02         726         87.4%         10:34           .8%         9:34         1,123         90.5%         9:50           .3%         11:35         1,800         75.9%         12:49           .4%         11:54         777         80.9%         12:10           .0%         13:44         609         63.6%         14:36           .2%         16:34         493	107
.3%         11:22         2,952         78.8%         12:03           .2%         21:28         142         21.5%         23:12           .0%         10:09         1,523         86.4%         11:04           .9%         10:08         1,510         90.0%         10:29           .4%         11:16         1,439         79.5%         11:32           .6%         21:09         96         29.7%         23:41           .0%         13:59         453         60.5%         14:55           .4%         11:21         967         83.5%         12:07           .6%         17:38         87         44.6%         25:24           .1%         10:02         726         87.4%         10:34           .8%         9:34         1,123         90.5%         9:50           .3%         11:35         1,800         75.9%         12:49           .4%         11:54         777         80.9%         12:10           .0%         13:44         609         63.6%         14:36           .2%         16:34         493         53.7%         17:42	1,061
.2%         21:28         142         21.5%         23:12           .0%         10:09         1,523         86.4%         11:04           .9%         10:08         1,510         90.0%         10:29           .4%         11:16         1,439         79.5%         11:32           .6%         21:09         96         29.7%         23:41           .0%         13:59         453         60.5%         14:55           .4%         11:21         967         83.5%         12:07           .6%         17:38         87         44.6%         25:24           .1%         10:02         726         87.4%         10:34           .8%         9:34         1,123         90.5%         9:50           .3%         8:46         1,446         92.0%         9:06           .3%         11:35         1,800         75.9%         12:49           .4%         11:54         777         80.9%         12:10           .0%         13:44         609         63.6%         14:36           .2%         16:34         493         53.7%         17:42	304
.0%         10:09         1,523         86.4%         11:04           .9%         10:08         1,510         90.0%         10:29           .4%         11:16         1,439         79.5%         11:32           .6%         21:09         96         29.7%         23:41           .0%         13:59         453         60.5%         14:55           .4%         11:21         967         83.5%         12:07           .6%         17:38         87         44.6%         25:24           .1%         10:02         726         87.4%         10:34           .8%         9:34         1,123         90.5%         9:50           .3%         8:46         1,446         92.0%         9:06           .3%         11:35         1,800         75.9%         12:49           .4%         11:54         777         80.9%         12:10           .0%         13:44         609         63.6%         14:36           .2%         16:34         493         53.7%         17:42	3,412
19%         10:08         1,510         90.0%         10:29           .4%         11:16         1,439         79.5%         11:32           .6%         21:09         96         29.7%         23:41           .0%         13:59         453         60.5%         14:55           .4%         11:21         967         83.5%         12:07           .6%         17:38         87         44.6%         25:24           .1%         10:02         726         87.4%         10:34           .8%         9:34         1,123         90.5%         9:50           .3%         11:35         1,800         75.9%         12:49           .4%         11:54         777         80.9%         12:10           .0%         13:44         609         63.6%         14:36           .2%         16:34         493         53.7%         17:42	158 1,767
.4%     11:16     1,439       .6%     21:09     96       .0%     13:59     453       .4%     11:21     967       .6%     17:38     87       .46%     17:38     87       .1%     10:02     726       .8%     9:34     1,123       .3%     8:46     1,446       .3%     11:35     1,800       .4%     11:54     777       .0%     13:44     609       .2%     16:34     493	1,654
.0%     13:59     453       .4%     11:21     967       .6%     17:38     87       .1%     10:02     726       .8%     9:34     1,123       .3%     8:46     1,446       .3%     11:35     1,800       .4%     11:54     777       .0%     13:44     609       .2%     16:34     493	1,643
.4%     11:21     967       .6%     17:38     87       .1%     10:02     726       .8%     9:34     1,123       .3%     8:46     1,446       .3%     11:35     1,800       .4%     11:54     777       .0%     13:44     609       .2%     16:34     493       83.5%     12:07       87.4%     10:34       90.5%     9:50       92.0%     9:06       75.9%     12:49       80.9%     12:10       63.6%     14:36       53.7%     17:42	128
1.6%     17:38     87       1.1%     10:02     726       1.8%     9:34     1,123       1.3%     8:46     1,446       1.3%     11:35     1,800       1.4%     11:54     777       1.0%     13:44     609       1.2%     10:34       1.3%     11:436       1.3%     11:54       1.4%     11:54       1.5%     12:49       1.5%     12:49       1.5%     12:49       1.5%     12:49       1.5%     12:49       1.5%     12:49       1.5%     12:49       1.5%     12:49       1.6%     14:36       1.6%     14:36       1.6%     14:36       1.6%     14:36       1.6%     14:36       1.7%     10:34       1.6%     14:36       1.6%     14:36       1.6%     14:36       1.6%     14:36       1.6%     14:36       1.6%     14:36       1.6%     14:36       1.6%     14:36       1.6%     14:36       1.6%     14:36       1.6%     14:36       1.6%     14:36 <td>607</td>	607
1.1%     10:02     726       .8%     9:34     1,123       .3%     8:46     1,446       .3%     11:35     1,800       .4%     11:54     777       .0%     13:44     609       .2%     16:34     493         87.4%     10:34       90.5%     9:50       92.0%     9:06       75.9%     12:49       80.9%     12:10       63.6%     14:36       53.7%     17:42	1,147
.8%     9:34     1,123       .3%     8:46     1,446       .3%     11:35     1,800       .4%     11:54     777       .0%     13:44     609       .2%     16:34     493       90.5%     9:50       92.0%     9:06       75.9%     12:49       80.9%     12:10       63.6%     14:36       53.7%     17:42	894
.3%     11:35     1,800     75.9%     12:49       .4%     11:54     777     80.9%     12:10       .0%     13:44     609     63.6%     14:36       .2%     16:34     493     53.7%     17:42	1,373
.4%     11:54     777     80.9%     12:10       .0%     13:44     609     63.6%     14:36       .2%     16:34     493     53.7%     17:42	2,005
.0% 13:44 609 63.6% 14:36 .2% 16:34 493 53.7% 17:42	2,216
.2% 16:34 493 53.7% 17:42	891
	635 561
	1,771
.6% 11:15 1,275 85.6% 11:26	1,425
.9% 13:31 383 59.8% 15:12	433
.0% 10:32 2,015 88.0% 11:05	1,993
.8% 11:05 1,981 76.1% 12:15 .4% 19:25 225 43.9% 19:12	2,510
.4% 19:25 225 43.9% 19:12 .4% 15:49 133 50.6% 16:33	160
.6% 20:34 178 48.7% 20:05	197
.4% 13:31 461 63.4% 14:17	574
.5% 14:04 185 59.4% 16:23	219
.4% 9:24 1,033 91.2% 9:49 6% 20:01 101 42.0% 10:20	1,187
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.5% 17:18 379 49.9% 18:06	419
.6% 15:28 174 61.5% 16:27	182
.1% 10:17 743 88.4% 10:33	929
.9% 19:25 173 44.5% 18:55	218
.5% 14:31 299 61.1% 15:16 8% 13:36 277 70.0% 14:26	429
.8% 13:36 277 70.0% 14:26 .3% 24:05 63 26.3% 30:20	327 80
.2% 13:42 385 73.6% 13:46	470
.4% 10:09 394 90.5% 10:21	442
.7% 16:10 598 56.6% 16:03	702
.1% 21:07 37 34.9% 22:04	43
.0% 9:27 1,392 90.3% 10:10 .1% 11:22 2,326 78.8% 12:06	1,581 2,596
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	2,396
.9% 9:03 807 91.7% 9:32	940
.6% 12:03 1,590 72.0% 13:03	1 011
.0% 19:08 112 37.4% 22:41 494 26:24 11 094 55:48	1,911
.4% 36:34 11 .0% 55:48 .1% 18:04 228 61.5% 18:36	115
.3% 11:37 68,667 79.3% 12:16	115 8
able to determine the LGA.	115

88         88           88         88           40.0%         23:49           58.9%         17:14           84.3%         11:51           84.0%         11:33           60.7%         16:10           61.1%         15:04           79.1%         13:11           58.9%         17:59           84.7%         12:09           80.0%         12:33           34.1%         24:53           64.6%         14:54           76.3%         12:50           56.0%         17:50           64.6%         14:54           76.3%         12:50           56.0%         17:50           64.0%         16:24           60.7%         15:27           84.9%         11:44           58.4%         17:20           84.5%         11:27           41.0%         21:28           83.2%         11:27           41.0%         12:28           83.2%         13:19           84.2%         12:29           78.4%         12:26           79.1%         11:39           72.1%         <	21	2020	Qtr
40.0%         23:49           58.9%         17:14           84.3%         11:51           84.0%         11:33           60.7%         16:10           66.1%         15:04           79.1%         13:11           58.9%         17:59           84.7%         12:09           80.0%         12:33           34.1%         24:53           64.6%         14:19           64.6%         14:54           76.3%         12:50           56.0%         17:50           64.0%         16:24           60.7%         15:27           84.9%         11:44           58.4%         17:20           84.5%         11:27           41.0%         21:28           83.2%         11:54           71.2%         14:25           26.4%         21:30           74.5%         13:19           84.2%         11:29           78.4%         12:28           80.4%         12:16           38.2%         19:13           56.6%         20:10           76.5%         12:54           79.1% <th>Total Number of First Responses</th> <th>Average Response Fime Minutes</th> <th>% Responses &lt; = 15 Minutes</th>	Total Number of First Responses	Average Response Fime Minutes	% Responses < = 15 Minutes
58.9%       17:14         84.3%       11:51         84.0%       11:33         60.7%       16:10         66.1%       15:04         79.1%       13:11         58.9%       17:59         84.7%       12:09         80.0%       12:33         34.1%       24:53         64.6%       14:54         76.3%       12:50         56.0%       17:50         64.0%       16:24         60.7%       15:27         84.9%       11:44         58.4%       17:20         84.5%       11:27         41.0%       21:28         83.2%       11:54         71.2%       14:25         26.4%       21:30         74.5%       13:19         84.2%       11:29         78.4%       12:28         80.4%       12:16         38.2%       19:13         56.6%       20:10         76.5%       12:54         79.1%       11:39         72.1%       13:43         27.2%       12:11         87.3%       11:26         77	210	<ul><li>23:49</li></ul>	
84.3%       11:51         84.0%       11:33         60.7%       16:10         66.1%       15:04         79.1%       13:11         58.9%       17:59         84.7%       12:09         80.0%       12:33         34.1%       24:53         64.5%       14:19         64.6%       14:54         76.3%       12:50         56.0%       17:50         64.0%       16:24         60.7%       15:27         84.9%       11:44         58.4%       17:20         84.5%       11:27         41.0%       21:28         83.2%       11:54         71.2%       14:25         26.4%       21:30         74.5%       13:19         84.2%       11:29         78.4%       12:28         80.4%       12:16         38.2%       19:13         56.6%       20:10         76.5%       12:54         79.1%       11:39         72.1%       13:43         27.6%       22:39         79.4%       12:30         85	158		
84.0%       11:33       8         60.7%       16:10       6         66.1%       15:04       7         79.1%       13:11       5         58.9%       17:59       8         84.7%       12:09       8         80.0%       12:33       3         34.1%       24:53       6         64.5%       14:19       6         64.6%       14:54       7         76.3%       12:50       5         56.0%       17:50       6         64.0%       16:24       6         60.7%       15:27       8         84.9%       11:44       5         58.4%       17:20       8         84.5%       11:27       4         41.0%       21:28       8         83.2%       11:54       7         71.2%       14:25       2         26.4%       12:30       8         74.5%       13:19       8         84.2%       11:29       7         78.4%       12:28       8         80.4%       12:16       3         79.1%       11:39       1 <t< td=""><td>1,725</td><td></td><td></td></t<>	1,725		
66.1%         15:04           79.1%         13:11           58.9%         17:59           84.7%         12:09           80.0%         12:33           34.1%         24:53           64.5%         14:19           64.6%         14:54           76.3%         12:50           56.0%         17:50           64.0%         16:24           60.7%         15:27           84.9%         11:44           58.4%         17:20           84.5%         11:27           41.0%         21:28           83.2%         11:54           71.2%         14:25           26.4%         21:30           74.5%         13:19           84.2%         11:29           78.4%         12:28           80.4%         12:16           38.2%         19:13           56.6%         20:10           76.5%         12:54           79.1%         11:39           72.1%         13:43           27.6%         22:39           79.4%         12:30           85.3%         11:26           77.2% <td>1,543</td> <td></td> <td></td>	1,543		
79.1%         13:11         58.9%         17:59         84.7%         12:09         80.0%         12:33         34.1%         24:53         64.5%         14:19         64.6%         14:54         76.3%         12:50         56.0%         17:50         64.6%         14:54         76.3%         12:50         56.0%         17:50         64.0%         16:24         60.7%         15:27         84.9%         11:44         58.4%         17:20         84.9%         11:44         58.4%         17:20         84.5%         11:27         41.0%         21:28         83.2%         11:54         71.2%         14:25         26.4%         21:30         74.5%         13:19         84.2%         11:29         74.5%         13:19         84.2%         11:29         74.5%         13:19         84.2%         11:29         74.5%         13:19         84.2%         11:29         74.5%         13:19         84.2%         11:29         74.5%         13:19         84.2%         11:29         74.5%         13:19         84.2%         11:29         74.5%         13:19         84.2%         12:14         82:14         84.2%         12:14         82:14         84.2%         12:30         85.3%         11:26         87.2%         82:39 <td< td=""><td>708</td><td>16:10</td><td>60.7%</td></td<>	708	16:10	60.7%
58.9%         17:59         84.7%         12:09         80.0%         12:33         34.1%         24:53         64.5%         14:19         64.6%         14:54         76.3%         12:50         56.0%         17:50         64.0%         16:24         60.7%         15:27         84.9%         11:44         58.4%         17:20         84.5%         11:27         41.0%         21:28         84.5%         11:27         41.0%         21:28         83.2%         11:54         71.2%         14:25         26.4%         21:30         74.5%         13:19         84.2%         11:29         74.5%         13:19         84.2%         11:29         78.4%         12:28         80.4%         12:16         38.2%         19:13         56.6%         20:10         76.5%         12:54         79.1%         11:39         72.1%         13:43         12:28         80.4%         12:16         38.2%         19:13         56.6%         20:10         76.5%         12:54         79.1%         11:39         72.1%         13:43         12:24         79.1%         11:39         72.1%         13:43         12:254         79.1%         11:39         72.1%         13:43         12:26         77.2%         12:11         23:0         12:30 <td< td=""><td>859</td><td>L5:04</td><td>66.1%</td></td<>	859	L5:04	66.1%
84.7%       12:09         80.0%       12:33         34.1%       24:53         64.5%       14:19         64.6%       14:54         76.3%       12:50         56.0%       17:50         64.0%       16:24         60.7%       15:27         84.9%       11:44         58.4%       17:20         84.5%       11:27         41.0%       21:28         83.2%       11:54         71.2%       14:25         26.4%       21:30         74.5%       13:19         84.2%       11:29         78.4%       12:28         80.4%       12:16         38.2%       19:13         56.6%       20:10         76.5%       12:54         79.1%       11:39         72.1%       13:43         27.6%       22:39         79.4%       12:30         85.3%       11:26         77.2%       12:11         27.3%       23:32         61.3%       15:14         80.1%       13:07         32.4%       12:04         87	856	L3:11	79.1%
80.0%       12:33         34.1%       24:53         64.5%       14:19         64.6%       12:50         56.0%       17:50         64.0%       16:24         60.7%       15:27         84.9%       11:44         58.4%       17:20         84.5%       11:27         41.0%       21:28         83.2%       11:54         71.2%       14:25         26.4%       21:30         74.5%       13:19         84.2%       11:29         78.4%       12:28         80.4%       12:16         38.2%       19:13         56.6%       20:10         76.5%       12:54         79.1%       11:39         72.1%       13:43         27.6%       22:39         79.4%       12:30         85.3%       11:26         77.2%       12:11         87.0%       10:51         87.0%       10:51         87.0%       10:51         87.0%       10:51         87.0%       10:51         87.0%       10:51         87	224	L7:59	58.9%
34.1%       24:53                 64.5%       14:19                 64.6%       14:54                 76.3%       12:50                 56.0%       17:50                 64.0%       16:24                 60.7%       15:27                 84.9%       11:44                 58.4%       17:20                 84.5%       11:27                 41.0%       21:28                 83.2%       11:54                 71.2%       14:25                 26.4%       21:30                 74.5%       13:19                 84.2%       11:29                 78.4%       12:28                 80.4%       12:16                 38.2%       19:13                 76.5%       12:54                 79.1%       11:39                 72.1%       13:43                 27.6%       22:39                 79.4%       12:30                 85.3%       11:26                 77.2%       12:11         <t< td=""><td>1,338</td><td>L2:09</td><td>84.7%</td></t<>	1,338	L2:09	84.7%
64.5%       14:19       64.6%       14:54       76.3%       12:50       56.0%       17:50       64.0%       16:24       60.7%       15:27       84.9%       11:44       58.4%       17:20       84.5%       11:27       41.0%       21:28       83.2%       11:54       71.2%       14:25       21:30       74.5%       13:19       84.2%       11:29       74.5%       13:19       84.2%       11:29       78.4%       12:28       80.4%       12:16       38.2%       19:13       56.6%       20:10       76.5%       12:54       79.1%       11:39       72.1%       13:43       27.6%       22:39       79.1%       11:39       72.1%       13:43       12:14       60.2%       12:11       27.3%       23:32       61.3%       15:14       80.1%       13:07       32.4%       28:17       81.7%       12:04       81.7%       81.7%       12:04       81.7%       81.7%       12:04       81.7%       81.7%       12:04       81.7% <td< td=""><td>2,702</td><td>L2:33</td><td>80.0%</td></td<>	2,702	L2:33	80.0%
64.6%         14:54           76.3%         12:50           56.0%         17:50           64.0%         16:24           60.7%         15:27           84.9%         11:44           58.4%         17:20           84.5%         11:27           41.0%         21:28           83.2%         11:54           71.2%         14:25           26.4%         21:30           74.5%         13:19           84.2%         11:29           78.4%         12:28           80.4%         12:16           38.2%         19:13           56.6%         20:10           76.5%         12:54           79.1%         11:39           72.1%         13:43           27.6%         22:39           79.4%         12:30           85.3%         11:26           77.2%         12:11           27.3%         23:32           61.3%         15:14           80.1%         15:14           87.0%         10:51           85.3%         11:06           67.4%         12:14           60.2% <td>85</td> <td>24:53</td> <td>34.1%</td>	85	24:53	34.1%
76.3%         12:50           56.0%         17:50           64.0%         16:24           60.7%         15:27           84.9%         11:44           58.4%         17:20           84.5%         11:27           41.0%         21:28           83.2%         11:54           71.2%         14:25           26.4%         21:30           74.5%         13:19           84.2%         11:29           78.4%         12:28           80.4%         12:16           38.2%         19:13           56.6%         20:10           76.5%         12:54           79.1%         11:39           72.1%         13:43           27.6%         22:39           79.4%         12:30           85.3%         11:26           77.2%         12:11           27.3%         23:32           61.3%         15:14           80.1%         13:07           32.4%         28:17           87.0%         10:51           87.0%         10:51           87.3%         11:06           67.4% <td>595</td> <td>L4:19</td> <td>64.5%</td>	595	L4:19	64.5%
56.0%         17:50           64.0%         16:24           60.7%         15:27           84.9%         11:44           58.4%         17:20           84.5%         11:27           41.0%         21:28           83.2%         11:54           71.2%         14:25           26.4%         21:30           74.5%         13:19           84.2%         11:29           78.4%         12:28           80.4%         12:16           38.2%         19:13           56.6%         20:10           76.5%         12:54           79.1%         11:39           72.1%         13:43           27.6%         22:39           79.4%         12:30           85.3%         11:26           77.2%         12:11           27.3%         23:32           61.3%         15:14           80.1%         12:04           87.0%         10:51           87.3%         11:06           67.4%         14:22           80.1%         12:14           60.2%         15:16           46.1% <td>1,405</td> <td>L4:54</td> <td>64.6%</td>	1,405	L4:54	64.6%
64.0%         16:24           60.7%         15:27           84.9%         11:44           58.4%         17:20           84.5%         11:27           41.0%         21:28           83.2%         11:54           71.2%         14:25           26.4%         21:30           74.5%         13:19           84.2%         11:29           78.4%         12:28           80.4%         12:16           38.2%         19:13           56.6%         20:10           76.5%         12:54           79.1%         11:39           72.1%         13:43           27.6%         22:39           79.4%         12:30           85.3%         11:26           77.2%         12:11           27.3%         23:32           61.3%         15:14           80.1%         13:07           32.4%         28:17           87.0%         10:51           87.0%         10:51           85.3%         11:06           67.4%         14:22           80.6%         12:17           82.8% <td>3,898</td> <td></td> <td></td>	3,898		
60.7%       15:27         84.9%       11:44         58.4%       17:20         84.5%       11:27         41.0%       21:28         83.2%       11:54         71.2%       14:25         26.4%       21:30         74.5%       13:19         84.2%       11:29         78.4%       12:28         80.4%       12:16         38.2%       19:13         56.6%       20:10         76.5%       12:54         79.1%       11:39         72.1%       13:43         27.6%       22:39         79.4%       12:30         85.3%       11:26         77.2%       12:11         27.3%       23:32         61.3%       15:14         80.1%       13:07         32.4%       28:17         87.0%       10:51         85.3%       11:06         67.4%       14:22         80.1%       12:14         60.2%       15:16         46.1%       20:12         80.6%       12:17         82.8%       12:08         85	252		
84.9%       11:44         58.4%       17:20         84.5%       11:27         41.0%       21:28         83.2%       11:54         71.2%       14:25         26.4%       21:30         74.5%       13:19         84.2%       11:29         78.4%       12:28         80.4%       12:16         38.2%       19:13         56.6%       20:10         76.5%       12:54         79.1%       11:39         72.1%       13:43         27.6%       22:39         79.4%       12:30         85.3%       11:26         77.2%       12:11         27.3%       23:32         61.3%       15:14         80.1%       13:07         32.4%       28:17         87.0%       10:51         87.0%       10:51         87.3%       11:06         67.4%       14:22         80.1%       12:14         60.2%       15:16         46.1%       20:12         80.6%       12:17         82.8%       12:28         82	275		
58.4%         17:20           84.5%         11:27           41.0%         21:28           83.2%         11:54           71.2%         14:25           26.4%         21:30           74.5%         13:19           84.2%         11:29           78.4%         12:28           80.4%         12:16           38.2%         19:13           56.6%         20:10           76.5%         12:54           79.1%         11:39           72.1%         13:43           27.6%         22:39           79.4%         12:30           85.3%         11:26           77.2%         12:11           27.3%         23:32           61.3%         15:14           80.1%         13:07           32.4%         28:17           81.7%         12:04           87.0%         10:51           85.3%         11:06           67.4%         14:22           80.1%         12:14           60.2%         15:16           46.1%         20:12           80.6%         12:17           82.8% <td>196</td> <td></td> <td></td>	196		
84.5%       11:27         41.0%       21:28         83.2%       11:54         71.2%       14:25         26.4%       21:30         74.5%       13:19         84.2%       11:29         78.4%       12:16         38.2%       19:13         56.6%       20:10         76.5%       12:54         79.1%       11:39         72.1%       13:43         27.6%       22:39         79.4%       12:30         85.3%       11:26         77.2%       12:11         27.3%       23:32         61.3%       15:14         80.1%       13:07         32.4%       28:17         87.0%       10:51         87.0%       10:51         87.0%       10:51         87.0%       10:51         87.0%       10:51         87.0%       10:51         87.0%       10:51         87.0%       10:51         87.0%       10:51         87.0%       10:51         87.0%       10:51         87.0%       12:14         60	1,982		
41.0%         21:28           83.2%         11:54           71.2%         14:25           26.4%         21:30           74.5%         13:19           84.2%         11:29           78.4%         12:28           80.4%         12:16           38.2%         19:13           56.6%         20:10           76.5%         12:54           79.1%         11:39           72.1%         13:43           27.6%         22:39           79.4%         12:30           85.3%         11:26           77.2%         12:11           27.3%         23:32           61.3%         15:14           80.1%         13:07           32.4%         28:17           87.0%         10:51           85.3%         11:06           67.4%         14:22           80.1%         12:14           60.2%         15:16           46.1%         20:12           80.6%         12:17           82.8%         12:08           85.5%         15:28           82.6%         12:30           71.7% <td>819</td> <td></td> <td></td>	819		
83.2%       11:54         71.2%       14:25         26.4%       21:30         74.5%       13:19         84.2%       11:29         78.4%       12:28         80.4%       12:16         38.2%       19:13         56.6%       20:10         76.5%       12:54         79.1%       11:39         72.1%       13:43         27.6%       22:39         79.4%       12:30         85.3%       11:26         77.2%       12:11         27.3%       23:32         61.3%       15:14         80.1%       13:07         32.4%       28:17         87.0%       10:51         87.0%       10:51         87.3%       11:06         67.4%       14:22         80.1%       12:14         60.2%       15:16         46.1%       20:12         80.6%       12:17         82.8%       12:08         58.5%       15:28         82.6%       12:30         71.7%       13:19         40.5%       18:50         33	2,184		
71.2%         14:25           26.4%         21:30           74.5%         13:19           84.2%         11:29           78.4%         12:16           38.2%         19:13           56.6%         20:10           76.5%         12:54           79.1%         11:39           72.1%         13:43           27.6%         22:39           79.4%         12:30           85.3%         11:26           77.2%         12:11           27.3%         23:32           61.3%         15:14           80.1%         13:07           32.4%         28:17           81.7%         12:04           87.0%         10:51           85.3%         11:06           67.4%         14:22           80.1%         12:14           60.2%         15:16           46.1%         20:12           80.6%         12:17           82.8%         12:08           58.5%         15:28           82.6%         12:30           71.7%         13:19           43.9%         20:19           40.5% <td>134</td> <td></td> <td></td>	134		
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82.8%       12:08         58.5%       15:28         82.6%       12:30         71.7%       13:19         43.9%       20:19         40.5%       18:50         33.5%       22:28         57.4%       16:16         58.3%       15:53         85.9%       11:26         38.7%       20:15         57.7%       15:30         40.0%       21:00         62.4%       16:00         84.2%       12:16         34.0%       20:31         57.9%       15:22         67.3%       14:46         32.6%       26:13         72.2%       14:48         90.4%       10:17         57.1%       17:31         32.1%       25:23         85.5%       11:12         74.2%       13:29         84.1%       11:45         72.9%       13:21         89.4%       10:57	623	20:12	46.1%
58.5%         15:28           82.6%         12:30           71.7%         13:19           43.9%         20:19           40.5%         18:50           33.5%         22:28           57.4%         16:16           58.3%         15:53           85.9%         11:26           38.7%         20:15           57.7%         15:30           40.0%         21:00           62.4%         16:00           84.2%         12:16           34.0%         20:31           57.9%         15:22           67.3%         14:46           32.6%         26:13           72.2%         14:48           90.4%         10:17           57.1%         17:31           32.1%         25:23           85.5%         11:12           74.2%         13:29           84.1%         11:45           72.9%         13:21           89.4%         10:57	1,834	L2:17	80.6%
82.6%       12:30         71.7%       13:19         43.9%       20:19         40.5%       18:50         33.5%       22:28         57.4%       16:16         58.3%       15:53         85.9%       11:26         38.7%       20:15         57.7%       15:30         40.0%       21:00         62.4%       16:00         84.2%       12:16         34.0%       20:31         57.9%       15:22         67.3%       14:46         32.6%       26:13         72.2%       14:48         90.4%       10:17         57.1%       17:31         32.1%       25:23         85.5%       11:12         74.2%       13:29         84.1%       11:45         72.9%       13:21         89.4%       10:57	1,430	L2:08	82.8%
71.7%         13:19           43.9%         20:19           40.5%         18:50           33.5%         22:28           57.4%         16:16           58.3%         15:53           85.9%         11:26           38.7%         20:15           57.7%         15:30           40.0%         21:00           62.4%         16:00           84.2%         12:16           34.0%         20:31           57.9%         15:22           67.3%         14:46           32.6%         26:13           72.2%         14:48           90.4%         10:17           57.1%         17:31           32.1%         25:23           85.5%         11:12           74.2%         13:29           84.1%         11:45           72.9%         13:21           89.4%         10:57	448	15:28	58.5%
43.9%       20:19         40.5%       18:50         33.5%       22:28         57.4%       16:16         58.3%       15:53         85.9%       11:26         38.7%       20:15         57.7%       15:30         40.0%       21:00         62.4%       16:00         84.2%       12:16         34.0%       20:31         57.9%       15:22         67.3%       14:46         32.6%       26:13         72.2%       14:48         90.4%       10:17         57.1%       17:31         32.1%       25:23         85.5%       11:12         74.2%       13:29         84.1%       11:45         72.9%       13:21         89.4%       10:57	2,295	12:30	82.6%
40.5%     18:50       33.5%     22:28       57.4%     16:16       58.3%     15:53       85.9%     11:26       38.7%     20:15       57.7%     15:30       40.0%     21:00       62.4%     16:00       84.2%     12:16       34.0%     20:31       57.9%     15:22       67.3%     14:46       32.6%     26:13       72.2%     14:48       90.4%     10:17       57.1%     17:31       32.1%     25:23       85.5%     11:12       74.2%     13:29       84.1%     11:45       72.9%     13:21       89.4%     10:57	2,669	13:19	71.7%
33.5% 22:28 57.4% 16:16 58.3% 15:53 85.9% 11:26 38.7% 20:15 57.7% 15:30 40.0% 21:00 62.4% 16:00 84.2% 12:16 34.0% 20:31 57.9% 15:22 67.3% 14:46 32.6% 26:13 72.2% 14:48 90.4% 10:17 57.1% 17:31 32.1% 25:23 85.5% 11:12 74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	253	20:19	43.9%
57.4%         16:16           58.3%         15:53           85.9%         11:26           38.7%         20:15           57.7%         15:30           40.0%         21:00           62.4%         16:00           84.2%         12:16           34.0%         20:31           57.9%         15:22           67.3%         14:46           32.6%         26:13           72.2%         14:48           90.4%         10:17           57.1%         17:31           32.1%         25:23           85.5%         11:12           74.2%         13:29           84.1%         11:45           72.9%         13:21           89.4%         10:57	173	18:50	40.5%
58.3%       15:53         85.9%       11:26         38.7%       20:15         57.7%       15:30         40.0%       21:00         62.4%       16:00         84.2%       12:16         34.0%       20:31         57.9%       15:22         67.3%       14:46         32.6%       26:13         72.2%       14:48         90.4%       10:17         57.1%       17:31         32.1%       25:23         85.5%       11:12         74.2%       13:29         84.1%       11:45         72.9%       13:21         89.4%       10:57	251	22:28	33.5%
85.9% 11:26 38.7% 20:15 57.7% 15:30 40.0% 21:00 62.4% 16:00 84.2% 12:16 34.0% 20:31 57.9% 15:22 67.3% 14:46 32.6% 26:13 72.2% 14:48 90.4% 10:17 57.1% 17:31 32.1% 25:23 85.5% 11:12 74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	589	L6:16	57.4%
38.7% 20:15 57.7% 15:30 40.0% 21:00 62.4% 16:00 84.2% 12:16 34.0% 20:31 57.9% 15:22 67.3% 14:46 32.6% 26:13 72.2% 14:48 90.4% 10:17 57.1% 17:31 32.1% 25:23 85.5% 11:12 74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	204	15:53	58.3%
57.7%       15:30         40.0%       21:00         62.4%       16:00         84.2%       12:16         34.0%       20:31         57.9%       15:22         67.3%       14:46         32.6%       26:13         72.2%       14:48         90.4%       10:17         57.1%       17:31         32.1%       25:23         85.5%       11:12         74.2%       13:29         84.1%       11:45         72.9%       13:21         89.4%       10:57	1,267	L1:26	85.9%
40.0%     21:00       62.4%     16:00       84.2%     12:16       34.0%     20:31       57.9%     15:22       67.3%     14:46       32.6%     26:13       72.2%     14:48       90.4%     10:17       57.1%     17:31       32.1%     25:23       85.5%     11:12       74.2%     13:29       84.1%     11:45       72.9%     13:21       89.4%     10:57	150	20:15	38.7%
62.4% 16:00 84.2% 12:16 34.0% 20:31 57.9% 15:22 67.3% 14:46 32.6% 26:13 72.2% 14:48 90.4% 10:17 57.1% 17:31 32.1% 25:23 85.5% 11:12 74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	71	L5:30	57.7%
84.2% 12:16  34.0% 20:31  57.9% 15:22  67.3% 14:46  32.6% 26:13  72.2% 14:48  90.4% 10:17  57.1% 17:31  32.1% 25:23  85.5% 11:12  74.2% 13:29  84.1% 11:45  72.9% 13:21  89.4% 10:57	482	21:00	40.0%
34.0% 20:31 57.9% 15:22 67.3% 14:46 32.6% 26:13 72.2% 14:48 90.4% 10:17 57.1% 17:31 32.1% 25:23 85.5% 11:12 74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	173	L6:00	62.4%
57.9% 15:22 67.3% 14:46 32.6% 26:13 72.2% 14:48 90.4% 10:17 57.1% 17:31 32.1% 25:23 85.5% 11:12 74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	1,117	L2:16	
67.3% 14:46 32.6% 26:13 72.2% 14:48 90.4% 10:17 57.1% 17:31 32.1% 25:23 85.5% 11:12 74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	203		
32.6% 26:13 72.2% 14:48 90.4% 10:17 57.1% 17:31 32.1% 25:23 85.5% 11:12 74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	418	L5:22	57.9%
72.2% 14:48 90.4% 10:17 57.1% 17:31 32.1% 25:23 85.5% 11:12 74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	281	L4:46	
90.4% 10:17 57.1% 17:31 32.1% 25:23 85.5% 11:12 74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	92	26:13	
57.1%     17:31       32.1%     25:23       85.5%     11:12       74.2%     13:29       84.1%     11:45       72.9%     13:21       89.4%     10:57	489		
32.1% 25:23 85.5% 11:12 74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	450	L0:17	
85.5% 11:12 74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	674		57.1%
74.2% 13:29 84.1% 11:45 72.9% 13:21 89.4% 10:57	28		
84.1% 11:45 72.9% 13:21 89.4% 10:57	1,651		85.5%
72.9% 13:21 89.4% 10:57	2,693	L3:29	
89.4% 10:57	634	L1:45	
	2,510	L3:21	72.9%
66.5% 14:36	1,154	L0:57	89.4%
	1,860	L4:36	
31.5% 21:50	111		31.5%
20.0% 52:01	10	52:01	20.0%
50.3% 19:05	302	L9:05	50.3%
75.1% 13:19	81,648	L3:19	75.1%
MAIN	MA	N INI	

Qtr	3 202	0/21		Qtr	4 202	0/21
inutes	Average Response Time Minutes	Total Number of First Responses		inutes	Average Response Time Minutes	Total Number of First Responses
% Responses < = 15 Minutes	Average Res <sub>l</sub> Time Minutes	otal Nur		% Responses < = 15 Minutes	Average Resp Time Minutes	otal Nur
% ÿ 10.0%	23:49	210		% ÿ 47.3%	∢ ⊨ 22:04	원 169
58.9%	17:14	158		60.4%	16:57	159
34.3%	11:51	1,725		85.0%	11:39	1,948
4.0%	11:33	1,543		79.2%	12:21	1,626
50.7%	16:10	708		63.4%	16:07	725
66.1%	15:04	859		66.3%	14:41	843
9.1%	13:11	856		74.6%	14:17	881
8.9%	17:59	224		56.2%	18:22	274
34.7%	12:09	1,338		81.8%	12:55	1,458
80.0%	12:33	2,702		77.4%	13:04	2,690
34.1%	24:53 14:19	85 595		29.3%	28:10	99
54.5% 54.6%	14:54	1,405		58.5% 61.3%	16:04 15:10	626 1,389
76.3%	12:50	3,898		71.4%	13:41	4,178
56.0%	17:50	252		55.6%	17:52	239
54.0%	16:24	275		64.4%	15:50	253
60.7%	15:27	196		54.3%	17:11	230
34.9%	11:44	1,982		82.2%	12:28	2,004
58.4%	17:20	819		58.5%	16:38	905
34.5%	11:27	2,184		80.8%	12:24	2,356
41.0%	21:28	134		46.6% 82.5%	20:07	131
83.2% 71.2%	11:54 14:25	1,321		82.5% 75.2%	12:07 12:55	1,412 270
26.4%	21:30	216		35.4%	19:09	270
74.5%	13:19	1,908		75.3%	13:49	2,068
84.2%	11:29	2,067		80.8%	11:56	2,176
78.4%	12:28	3,835		78.5%	12:35	4,090
30.4%	12:16	1,197		77.0%	12:51	1,244
38.2%	19:13	228		33.9%	20:48	233
56.6%	20:10	83		51.9%	19:33	104
76.5%	12:54	1,083		76.9%	12:50	1,130
79.1% 72.1%	11:39 13:43	297 3,585		83.3% 68.4%	11:20 14:26	324 3,599
27.6%	22:39	199		26.3%	21:51	171
79.4%	12:30	1,754		77.5%	12:45	1,843
85.3%	11:26	1,779		79.5%	12:29	1,877
77.2%	12:11	1,594		77.9%	11:56	1,650
27.3%	23:32	128		28.8%	25:07	146
51.3%	15:14	560		58.0%	15:50	600
80.1%	13:07	1,160		76.6%	13:31	1,261
32.4%	28:17	105		35.4%	27:56	113
31.7%	12:04	968		81.6%	12:09	1,011
37.0% 35.3%	10:51	1,374 2,371		86.0% 83.6%	11:06 11:32	1,474 2,240
67.4%	14:22	2,252		62.9%	15:00	2,265
30.1%	12:14	871		77.7%	12:51	1,000
50.2%	15:16	716		52.8%	16:57	699
46.1%	20:12	623		51.7%	18:54	575
30.6%	12:17	1,834		77.4%	13:02	1,939
32.8%	12:08	1,430		76.6%	13:45	1,486
58.5%	15:28	448		49.8%	16:45	456
32.6%	12:30	2,295		79.6%	13:05	2,374
71.7% 43.9%	13:19 20:19	2,669		67.6% 46.6%	14:13 19:41	2,670 262
43.9% 40.5%	18:50	173		39.8%	19:41	191
33.5%	22:28	251		31.7%	22:50	240
57.4%	16:16	589		51.0%	17:32	624
58.3%	15:53	204		61.9%	16:59	181
35.9%	11:26	1,267		83.7%	11:52	1,255
38.7%	20:15	150		49.6%	19:09	131
57.7%	15:30	71		56.1%	16:25	66
40.0%	21:00	482		44.5%	18:55	431
52.4%	16:00	173		62.1%	16:32	211
34.2% 34.0%	12:16 20:31	203		81.6% 34.8%	12:27 21·19	992 204
34.0% 57.9%	20:31 15:22	203 418		34.8% 56.9%	21:19 16:04	204 392
57.9% 57.3%	14:46	281		68.1%	14:58	310
32.6%	26:13	92		45.2%	22:44	73
72.2%	14:48	489		70.7%	14:55	454
90.4%	10:17	450		90.5%	10:03	465
57.1%	17:31	674		59.4%	15:59	695
32.1%	25:23	28		37.3%	21:26	67
35.5%	11:12	1,651		83.1%	11:53	1,714
74.2%	13:29	2,693		71.7%	13:57	2,845
84.1%	11:45	634		82.7%	12:01	620
72.9%	13:21	2,510		74.6% 84.4%	13:18	2,613
39.4% 56.5%	10:57 14:36	1,154 1,860		84.4% 62.8%	11:42 15:13	1,131 1,893
31.5%	21:50	1,860		36.6%	22:15	1,893
20.0%	52:01	10		41.2%	33:29	142
50.3%	19:05	302		58.3%	18:54	302
75.1%	13:19	81,648		73.1%	13:44	84,441
		N 4 A 1	- 			
	MAIN	<b>MA</b>   <= 15 Mir		MAP Average	TA	BLE







Qtr 4 2019/20

Qtr 1 2020/21

Qtr 2 2020/21

Qtr 3 2020/21

Qtr 4 2020/21

ses

% Responses < = 15 Minutes Average Response Time Minutes **UCL Name** 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% 12:53 171 177 Echuca - Moama (Echuca Part) 89.3% 10:01 Geelong 84.2% 11:22 2,313 Gisborne 72.6% 11:34 106 97 Hamilton 84.5% 12:11 127 Healesville 85.0% 10:36 Horsham 9:59 242 88.8% 172 Lara 83.7% 11:33 Leopold 77.7% 112 12:31 Maryborough (Vic.) 158 73.4% 14:12 Melbourne 42,798 88.7% 10:29 Melton 84.5% 10:45 895 Mildura - Buronga (Mildura Part) 94.3% 9:25 530 400 Moe - Newborough 83.5% 10:44 Morwell 90.0% 9:48 411 207 Ocean Grove - Barwon Heads 77.8% 12:03 Portland (Vic.) 82.6% 11:46 138 Sale 84.1% 10:23 189 Shepparton - Mooroopna 89.2% 10:22 794 433 Sunbury 10:53 86.1% 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% 239 11:37 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

% 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
97 90/	10.27	EQ 144

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

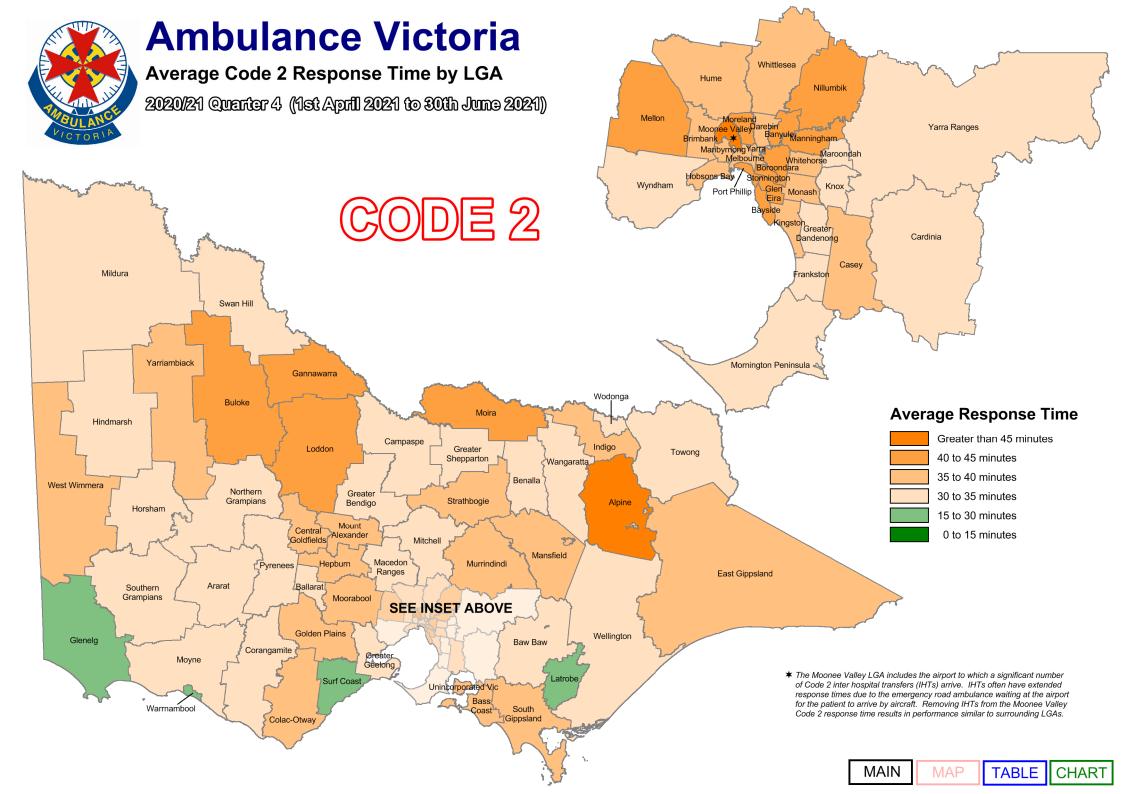
% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses
87.6%	11:13	582
69.0%	14:13	232
81.8%	12:34	253
85.9%	11:40	1,640
65.7%	16:24	175
80.6%	12:17	1,647
56.0%	18:28	134
80.5%	13:03	174
79.4%	13:26	267
74.6%	12:57	201
85.4%	10:28	226
83.4%	11:44	2,598
66.7%	13:26	126
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

% Response: <= 15 Minute	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





CHART



**Code 2 First Response Performance by LGA** 

Total First

148

142

1,144

1.012

472

507

627

189

890

63

460

809

227

232

2,411

1,562

32:19

31:28

24:08

22:49

29:57

24:50

26:26

32:10

22:36

22:06

39:09

25:43

20:46

21:39

31:10

25:57

25:56

22:02

32:14

18:45

33:29

23:55

24:35

29:14

28:15

20:44

25:13

22:16

31:06

27:30

23:30

29:13

22:21

31:36

1.111

655

31:12 25:28 26:34 33:11 32:36 28:50 27:17 33:16 24:12 36:23 30:47

1,094 1,417 2,405 751 155 89 660 280 1,908 108

22:31 1,137 18:49 1,142 22:16 987 69 34:36 25:05 416 24:01 616 30:39 100 22:24 686 18:24 934

1,583 21:25 23:48 1,263 31:12 653 26:08 553 27:44 394 1,273 22:10 55:01 1,303 364

24:38 23:46 1,412 20:41 1,548 30:27 178 35:25 105 26:57 148 24:12 315 27:27 181 937 21:26 28:42 92

20:07 32 30:22 301 29:13 146 22:58 623 28:58 137 25:49 232 33:42 254 33:57 66 27:40 344 21:31 369

25:57 436 32:10 32 20:30 1,140 22:59 1,539 25:19 464 23:56 1,513

21:19 781 20:19 1,189 33:12 90 38:00 14 32:03 140 24:22 52,941

32:37 29:14 29:13 27:24 582 600

32:15 27:59 32:37 35:51 27:53 27:47 42:36

24:25 226 39:17 136 32:45 1,262 25:03 1,514 29:27 2,714

27:30 894 31:26 208 35:23 79 28:14 775 30:24 310 26:44

2,103 35:30 100 28:04 1,182 22:26 1,225 24:06 1,139 40:15 70 28:17 505 28:19 815

42:05 110 26:19 709 23:26 1,078 24:56 1.952 29:39 1,343 33:44 680 31:24 619

35:37

28:06 1,351 63:17 1,355 28:38 367 29:14 1,579 25:13 1,820 32:54 205 33:04 151 36:30 192 30:43 373

461

26:11 217 27:12 963 38:34 85 31:42 39 35:32 365 28:54 184 30:04 749 33:55 160

28:50 303 33:29 309 40:33 94 32:12 406 25:15 398 29:37 579 39:44 38 1,287

26:27 27:00 1,583 27:00 530 26:27 1,532 26:04 850 24:03 1,319 37:44 93 94:34 1

38:42

28:56

164 58,766 34:12

Qtr 3 2020/21

Total First 192 154 1,228

40:02 27:17 31:56 35:08 962 37:15 586

33:11 535 39:06 644 34:43 193 35:41 890 1,514 34:28 47:16 64 30:55 30:37 32:31 34:00

490 901 2,480 251 34:32 304 29:14 35:09 1.320 38:09 29:30

159 723 1,571 45:12 166 38:18 904 26:40 256

38:16 97 33:41 1,285 30:56 1,484 32:30 2,704

29:31 861 38:12 179 34:13 75 34:46 720 31:54 341

34:14 1,959 39:02 117 34:10 1,169 29:01 1,214 1,128 26:46 39:02 91

28:45 452 36:49 797 49:22 139 35:10 691 27:38 1,027 31:30 2,003

35:10 1,272 33:18 660 34:37 589 36:58 498 35:19 1,313 67:19 1,421 348 34:36

36:37 1,395 29:52 1,831 40:55 192 34:36 155 39:38 217 37:42 374 31:21 201 34:25 955

78

39 31:33 40:02 331 28:13 139 37:54 776 36:08 177 30:30 344 34:13 270 36:02 88 35:08 410 385

35:59

27:19 30:32 523 35:10 40 34:22 1,176 34:59 1,610 32:39 426 32:32 1,516 32:15 798

29:30 1,210 38:29 105 51:17 11 37:08 149

57,042

Total First

Qtr 4 2020/21

45:14 176 34:09 183 1,267 31:17 41:46 1.018 39:45 587 32:45 625 44:48 611 34:25 196 42:08 883 37:29 1,491 41:50 78 30:35 511 31:30 838 36:41 2,290 36:14 225 36:02 270 30:57 181 39:18 1.171 37:21 699 32:49 1,532 131 44:50 42:01 866 27:16 218 36:02 136 34:02 1,223 34:26 1,374 32:40 2,661 32:02 890 35:12 171 30:53 80 37:35 681 32:25 353 1,881 37:48 38:41 107 37:18 1,131 34:06 1,190 26:16 1,084 42:53 99 30:18 512 43:12 747 39:37 96 36:40 653 31:41 950 37:25 1.754 40:13 1,219 34:53 650 32:56 566 40:51 432 39:32 1,306 76:38 1,385 38:55 352 40:11 1,361 31:34 1,707 38:11 229 34:53 142 38:45 185 43:34 389 34:04 213 40:05 836 31:08 72 26:18 36 36:34 307 31:58 168 42:31 702 38:54 145 26:46 245 32:42 283 32:58 74 34:14 360 28:23 383 31:26 532

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.

23:37

49,973





41

1,184

1,504

415

735

85

13

156

55,016

1,549

1,235

38:24

38:26

36:48

32:30

34:20

36:46

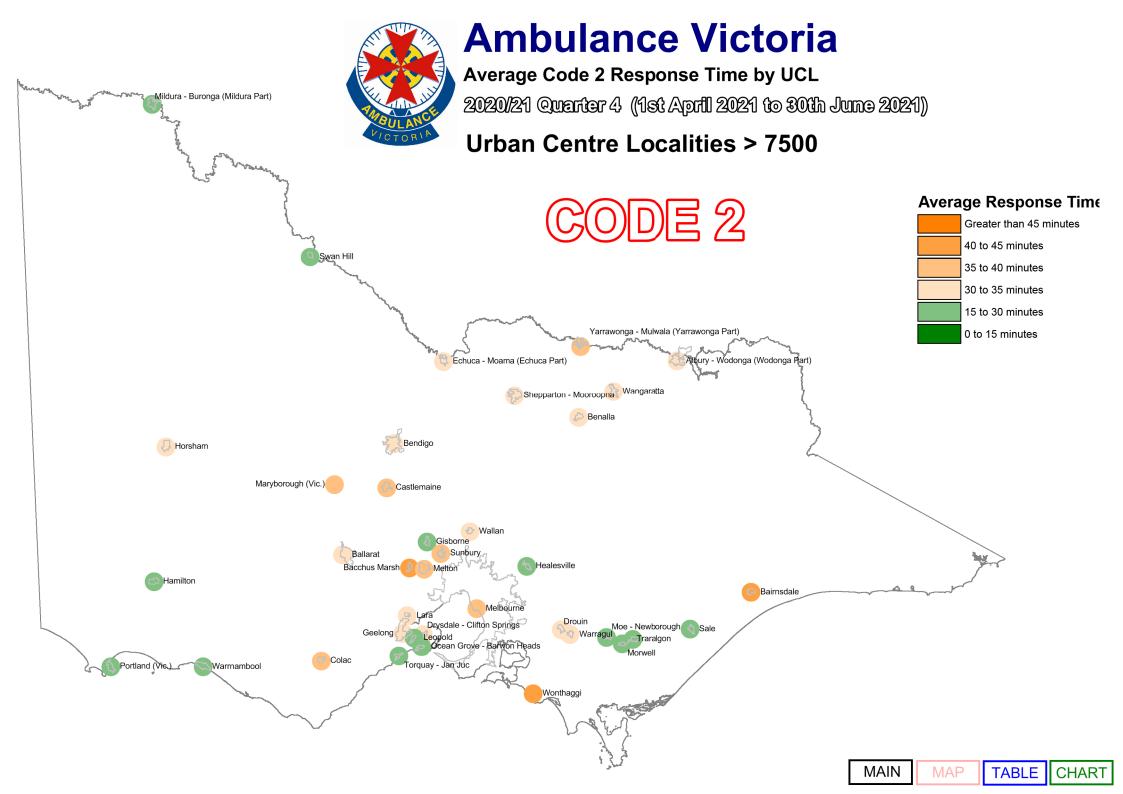
32:11

36:44

35:21

37:22

36:57



**UCL Name** 

Bacchus Marsh

Bairnsdale

Castlemaine

Drysdale - Clifton Springs

Echuca - Moama (Echuca Part)

Ballarat

Benalla Bendigo

Colac

Drouin

Geelong

Gisborne

Hamilton

Healesville

Horsham

Melbourne

Melton

Morwell

Sale

Sunbury

Swan Hill Torquay - Jan Juc

Traralgon

Wangaratta

Warrnambool

Total UCLs > 7500

Yarrawonga - Mulwala (Yarrawonga Part) 29:14

Warragul

Wonthaggi

Wallan

Portland (Vic.)

Maryborough (Vic.)

Moe - Newborough

Mildura - Buronga (Mildura Part)

Ocean Grove - Barwon Heads

Shepparton - Mooroopna

Lara Leopold

Albury - Wodonga (Wodonga Part)

Qtr 4 2019/20

358

218

225

993

147

930

115

166

102

111

187

1,678

71

92

115

246

95

84

161

647

400

241

221

117

128

152

616

317

162

120

315

70

261

171

315

142

106

42.835

32,240

Average Response Time Minut

24:49

21:55

30:32

22:29

29:37

27:44

34:01

25:24

19:41

23:31

26:28

22:24

20:32

20:00

16:51

26:11

24:49

19:34

27:07

22:17

20:36

30:11

18:50

17:44

23:05

22:18

23:36

21:01

19:15

32:26

24:20

22:41

20:34

27:51

27:30

21:03

31:30

22:42

Qtr 1 2020/21

Qtr 2 2020/21

26:23

28:02

36:13

29:00

35:09

32:08

32:39

33:18

25:16

25:54

31:37

28:27

24:01

23:49

19:28

27:23

31:18

27:32

31:26

28:03

28:37

29:54

22:49

21:08

25:41

25:39

23:01

27:29

26:26

32:36

29:58

25:40

25:40

29:33

28:34

25:03

36:12

36:35

28:12

Qtr 3 2020/21

Qtr 4 2020/21

Average Response Time Minu	
32:09	
40:51	
40:43	
31:10	
34:06	
33:23	
38:13	
36:41	
32:17	
32:23	
31:26	
31:10	
28:09	
27:40	
25:30	
30:30	
33:46	
	32:09 40:51 40:43 31:10 34:06 33:23 38:13 36:41 32:17 32:23 31:26 31:10 28:09 27:40 25:30 30:30

29:39

35:20

38:53

38:28

29:48

25:41

23:14

27:12

26:39

28:00

31:56

37:19

29:30

27:15

27:29

30:57

31:21

32:40

28:43

44:49

38:58

37:05

380

236

322

1,200

169

149

196

161

119

248

1,876

106

110

88

315 127

97

188

633

447

292

293

171

116

235

730

314

177

135

370

82

314

263

358

236

136

46.268

33,778

1,101

Average Response Time Minutes	TotalNumber 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

	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses
	489	32:00	384
	275	34:55	247
	306	43:17	288
	1,103	31:50	1,170
	206	34:05	162
	1,137	33:17	1,143
	140	41:14	130
	203	34:45	205
	143	29:11	149
	125	31:44	122
	252	32:03	253
	1,999	30:19	1,942
	106	25:51	96
	127	22:28	98
	125	25:50	90
	271	30:10	300
	97	32:51	130
Ī	103	27:48	90
	183	33:32	216
Ī	36,722	34:44	35,438
	746	32:31	727
	482	29:53	462
	305	24:24	308
	294	22:20	266
	143	28:55	156
	150	26:58	168
	239	26:47	213
	742	29:20	714
	334	35:19	304
	205	31:39	170
	147	28:52	155
	379	29:28	412
	89	26:53	83
	337	32:02	337
	271	35:23	222
	385	27:24	370
	203	40:13	196
	124	36:17	160
	49,687	33:50	48,076



## Glossary

Response Time	<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.  Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.	
Code 1 incident	Code 1 incidents require urgent paramedic and hospital care, based on information available at time of call.	
Code 2 incident	2 incident Code 2 incidents are acute and time sensitive, but do not require a lights and sirens response.	
% <= 15mins	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.	
Average Response Time	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.	
Number of First Responses	This is the total number of first arrivals within the reported time period.	
UCL (Urban Centres Localities)	These are geographical areas based on the Australian Bureau of Statistics Urban Centres and Localities (UCLs) boundaries and residential population.  Ambulance Victoria reports performance for larger UCLs where population exceeds 7,500 persons.	
LGA (Local Government Area)	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.	
Interstate LGAs Incidents responded to by AV resources outside the Victorian LGA Boundaries		