

AMBULANCE VICTORIA'S PERFORMANCE

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 paramedics arrive 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 in the tables below.

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.

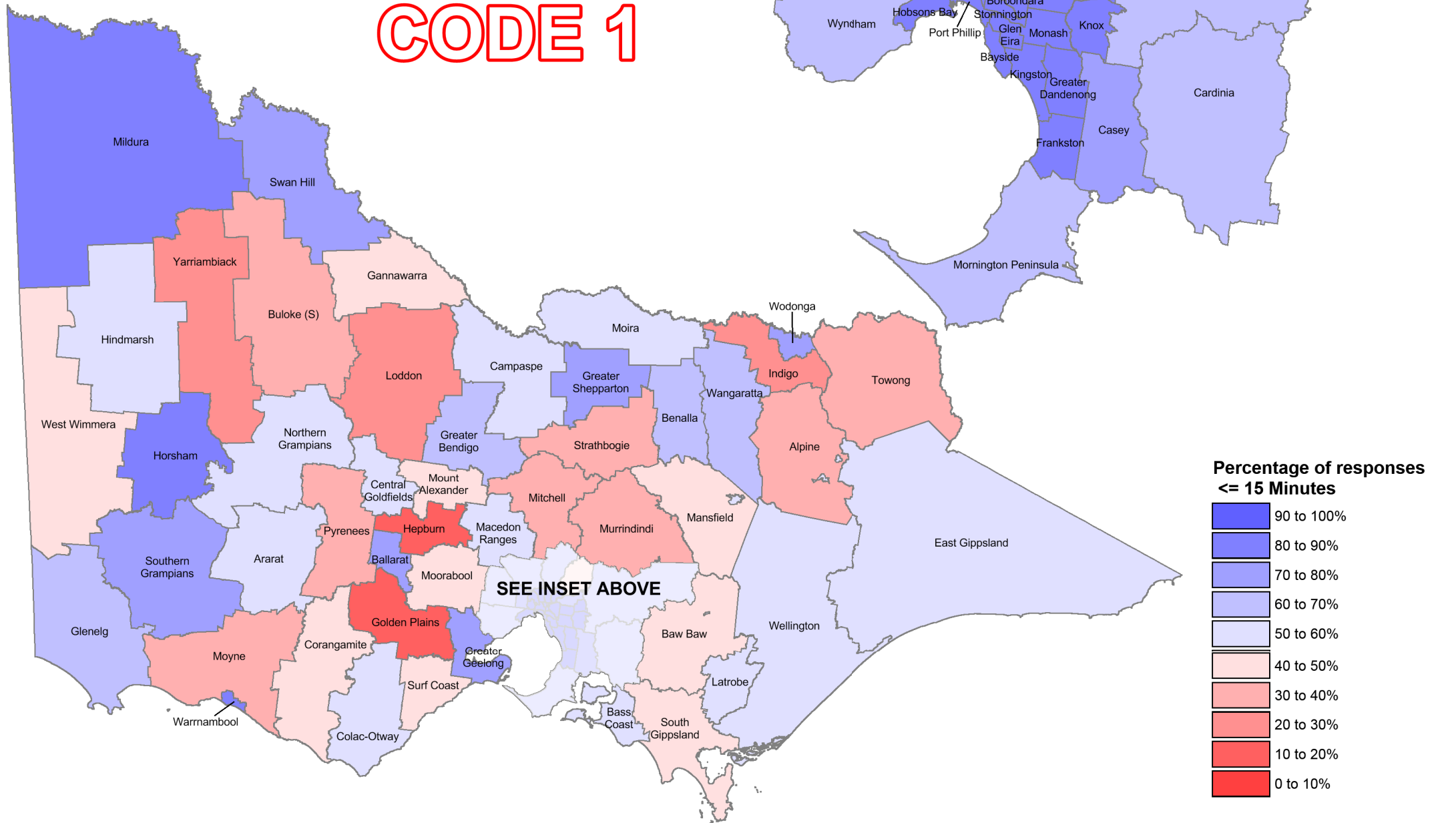


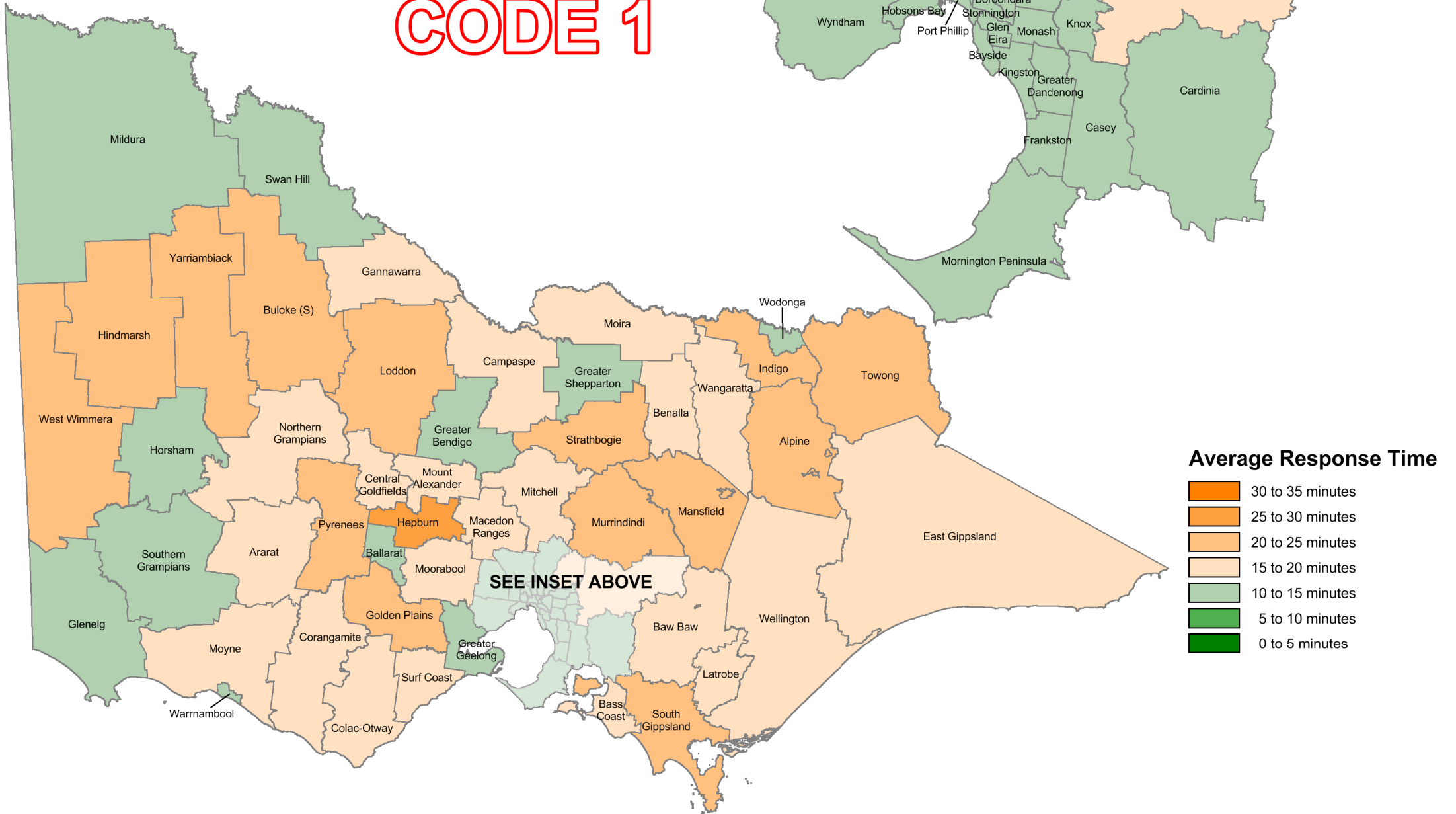
Ambulance Victoria

Percentage of Code 1 responses ≤ 15 Minutes by LGA

1st July 2014 to 31st December 2014

CODE 1







LGA Name	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine (S)	36.5%	21:58	315
Ararat (RC)	59.5%	17:20	338
Ballarat (C)	77.7%	12:44	2,979
Banyule (C)	81.0%	12:02	3,076
Bass Coast (S)	58.5%	15:53	1,329
Baw Baw (S)	46.0%	19:28	1,327
Bayside (C)	81.1%	12:52	2,134
Benalla (RC)	61.1%	16:37	404
Boroondara (C)	84.5%	11:56	3,129
Brimbank (C)	74.6%	13:09	5,636
Buloke (S)	31.1%	24:09	180
Campaspe (S)	57.7%	16:01	1,193
Cardinia (S)	63.1%	14:41	2,106
Casey (C)	78.4%	12:27	6,544
Central Goldfields (S)	58.8%	16:26	466
Colac-Otway (S)	58.9%	17:35	436
Corangamite (S)	41.6%	19:54	332
Darebin (C)	84.0%	11:43	4,634
East Gippsland (S)	50.9%	18:23	1,625
Frankston (C)	83.3%	11:33	4,814
Gannawarra (S)	49.6%	19:15	226
Glen Eira (C)	83.6%	11:58	3,524
Glenelg (S)	66.5%	14:53	526
Golden Plains (S)	16.8%	23:24	303
Greater Bendigo (C)	65.9%	14:43	3,298
Greater Dandenong (C)	85.1%	11:21	4,954
Greater Geelong (C)	71.2%	13:40	7,185
Greater Shepparton (C)	70.4%	13:55	2,270

LGA Name	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Hepburn (S)	12.7%	25:15	347
Hindmarsh (S)	53.2%	20:31	222
Hobsons Bay (C)	81.2%	12:01	2,375
Horsham (RC)	81.7%	11:46	720
Hume (C)	64.0%	14:56	6,374
Indigo (S)	25.5%	22:53	298
Kingston (C)	84.0%	11:47	4,111
Knox (C)	83.0%	11:44	3,644
Latrobe (C)	59.1%	15:45	3,355
Loddon (S)	29.2%	23:47	271
Macedon Ranges (S)	54.3%	15:50	1,052
Manningham (C)	76.8%	12:57	2,474
Mansfield (S)	40.6%	22:06	229
Maribyrnong (C)	85.3%	10:58	2,355
Maroondah (C)	83.1%	11:31	3,047
Melbourne (C)	87.3%	10:27	5,139
Melton (S)	64.5%	14:22	3,439
Mildura (RC)	81.0%	11:60	1,894
Mitchell (S)	39.4%	18:33	1,126
Moirā (S)	57.9%	16:21	975
Monash (C)	82.4%	11:57	4,455
Moonee Valley (C)	82.0%	12:18	3,425
Moorabool (S)	48.7%	18:19	789
Moreland (C)	80.7%	12:31	5,130
Mornington Peninsula (S)	66.6%	14:09	4,773
Mount Alexander (S)	48.0%	18:58	508
Moyne (S)	33.9%	19:53	363
Murrindindi (S)	32.1%	22:17	464

LGA Name	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Nillumbik (S)	50.0%	16:49	1,077
Northern Grampians (S)	53.6%	18:02	308
Port Phillip (C)	85.9%	11:03	2,944
Pyrenees (S)	32.9%	21:57	210
Queenscliffe (B)	39.2%	17:53	97
South Gippsland (S)	40.9%	20:07	815
Southern Grampians (S)	70.9%	13:53	406
Stonnington (C)	84.8%	11:23	2,268
Strathbogie (S)	31.0%	22:28	355
Surf Coast (S)	43.9%	18:48	651
Swan Hill (RC)	71.9%	13:26	609
Towong (S)	34.0%	23:52	156
Wangaratta (RC)	66.7%	15:24	883
Warrnambool (C)	84.9%	11:08	932
Wellington (S)	53.1%	18:07	1,293
West Wimmera (S)	43.6%	21:13	110
Whitehorse (C)	87.8%	10:45	3,813
Whittlesea (C)	67.2%	14:37	4,898
Wodonga (RC)	73.3%	14:01	1,151
Wyndham (C)	68.7%	14:14	3,989
Yarra (C)	87.6%	10:39	2,517
Yarra Ranges (S)	60.8%	15:31	3,909
Yarriambiack (S)	26.5%	24:51	215
Unincorporated Vic.	56.9%	22:57	102
Statewide	73.1%	13:31	162,349



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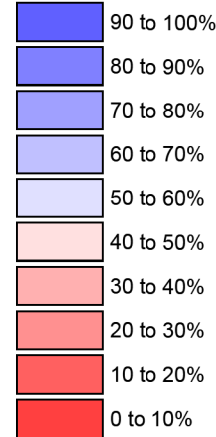
Percentage of Code 1 responses <= 15 Minutes by UCL

1st July 2014 to 31st December 2014

Urban Centre Localities > 7500

CODE 1

Percentage of responses
<= 15 Minutes



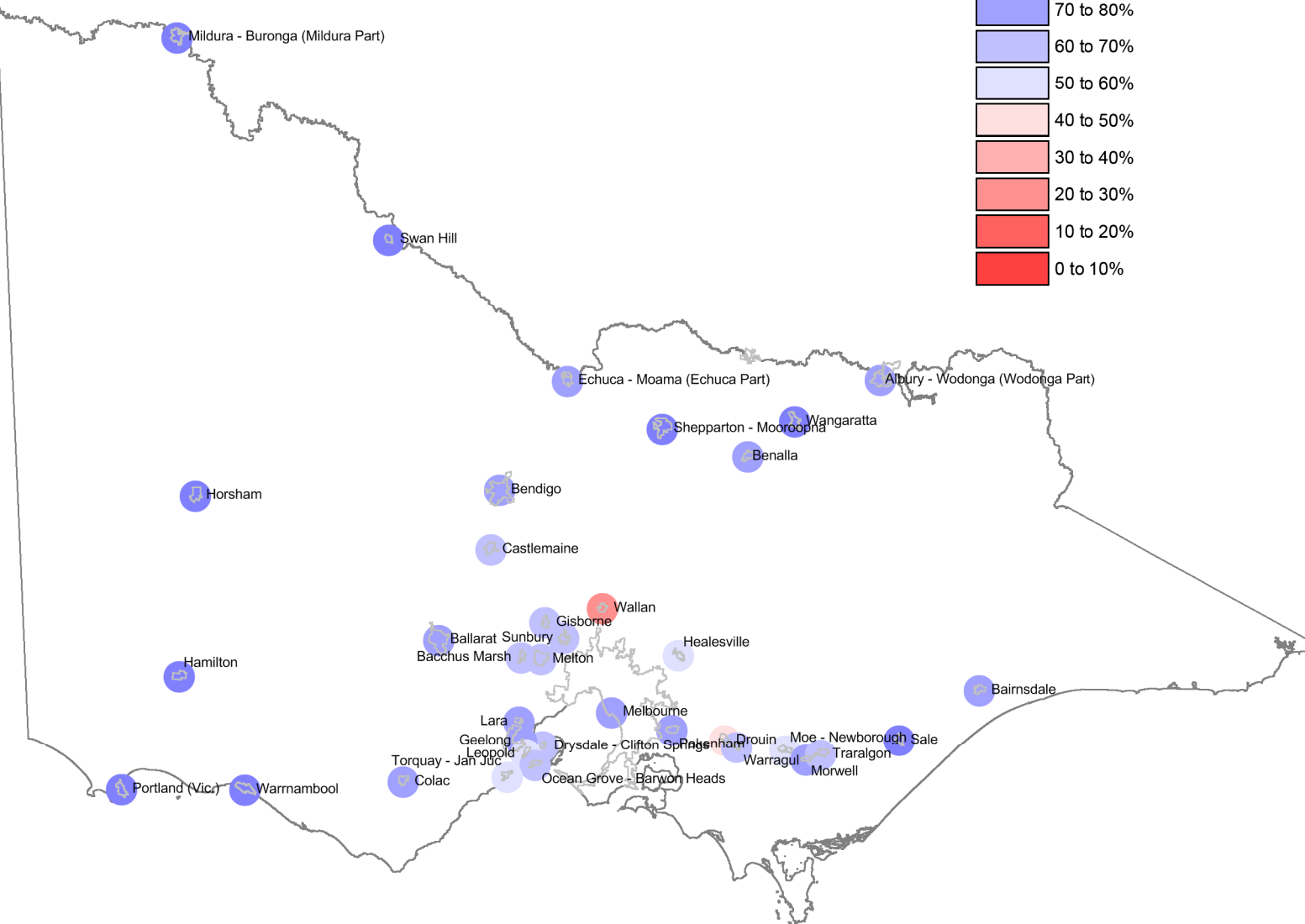
UCL Name

% Responses
v <= 15 Minutes

Average Response
Time Minutes

Total Number of
First Responses

Albury - Wodonga (Wodonga Part)	76.1%	13:38	1,065
Bacchus Marsh	65.7%	15:11	405
Bairnsdale	71.7%	13:50	586
Ballarat	79.6%	12:27	2,829
Benalla	70.4%	14:35	311
Bendigo	71.4%	13:50	2,878
Castlemaine	66.1%	16:06	301
Colac	76.9%	13:47	260
Drouin	45.9%	19:20	320
Drysdale - Clifton Springs	62.3%	15:18	305
Echuca - Moama (Echuca Part)	76.4%	12:47	496
Geelong	77.8%	12:41	5,242
Gisborne	67.8%	13:21	208
Hamilton	87.7%	10:31	285
Healesville	56.8%	16:49	333
Horsham	88.0%	10:35	648
Lara	74.1%	12:52	266
Leopold	56.9%	15:04	248
Melbourne	79.5%	12:19	108,716
Melton	65.5%	14:16	1,874
Mildura - Buronga (Mildura Part)	88.2%	10:35	1,377
Moe - Newborough	59.8%	15:35	883
Morwell	70.8%	13:55	936
Ocean Grove - Barwon Heads	64.7%	15:21	382
Pakenham	79.1%	12:20	1,127
Portland (Vic.)	82.3%	11:52	310
Sale	80.1%	11:44	482
Shepparton - Mooropna	81.2%	12:21	1,769
Sunbury	69.2%	13:56	1,059
Swan Hill	88.9%	10:19	342
Torquay - Jan Juc	58.8%	15:28	306
Traralgon	63.8%	14:57	956
Wallan	21.2%	19:49	245
Wangaratta	85.3%	11:26	645
Warragul	68.7%	15:33	505
Warrnambool	86.4%	10:59	878
Total UCL > 7500	78.4%	12:32	139,778





Ambulance Victoria

Average Code 1 Response Time by UCL

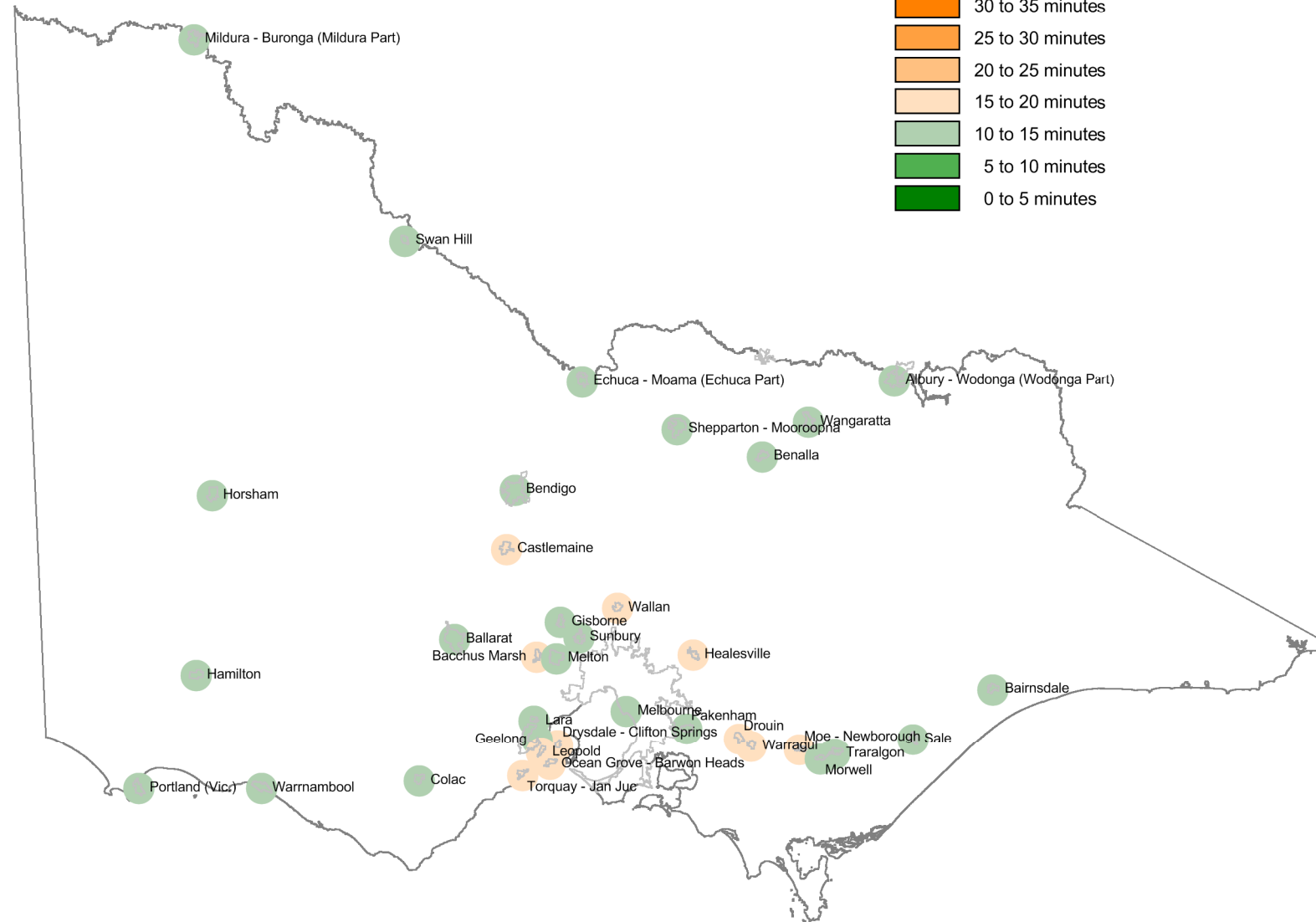
1st July 2014 to 31st December 2014

Urban Centre Localities > 7500

CODE 1

Quarter 1 & 2

Average Response Time



UCL Name

UCL Name	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	76.1%	13:38	1,065
Bacchus Marsh	65.7%	15:11	405
Bairnsdale	71.7%	13:50	586
Ballarat	79.6%	12:27	2,829
Benalla	70.4%	14:35	311
Bendigo	71.4%	13:50	2,878
Castlemaine	66.1%	16:06	301
Colac	76.9%	13:47	260
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Echuca - Moama (Echuca Part)	76.4%	12:47	496
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Healesville	56.8%	16:49	333
Horsham	88.0%	10:35	648
Lara	74.1%	12:52	266
Leopold	56.9%	15:04	248
Melbourne	79.5%	12:19	108,716
Melton	65.5%	14:16	1,874
Mildura - Buronga (Mildura Part)	88.2%	10:35	1,377
Moe - Newborough	59.8%	15:35	883
Morwell	70.8%	13:55	936
Ocean Grove - Barwon Heads	64.7%	15:21	382
Pakenham	79.1%	12:20	1,127
Portland (Vic.)	82.3%	11:52	310
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Shepparton - Mooropna	81.2%	12:21	1,769
Sunbury	69.2%	13:56	1,059
Swan Hill	88.9%	10:19	342
Torquay - Jan Juc	58.8%	15:28	306
Traralgon	63.8%	14:57	956
Wallan	21.2%	19:49	245
Wangaratta	85.3%	11:26	645
Warragul	68.7%	15:33	505
Warrnambool	86.4%	10:59	878
Total UCL > 7500	78.4%	12:32	139,778

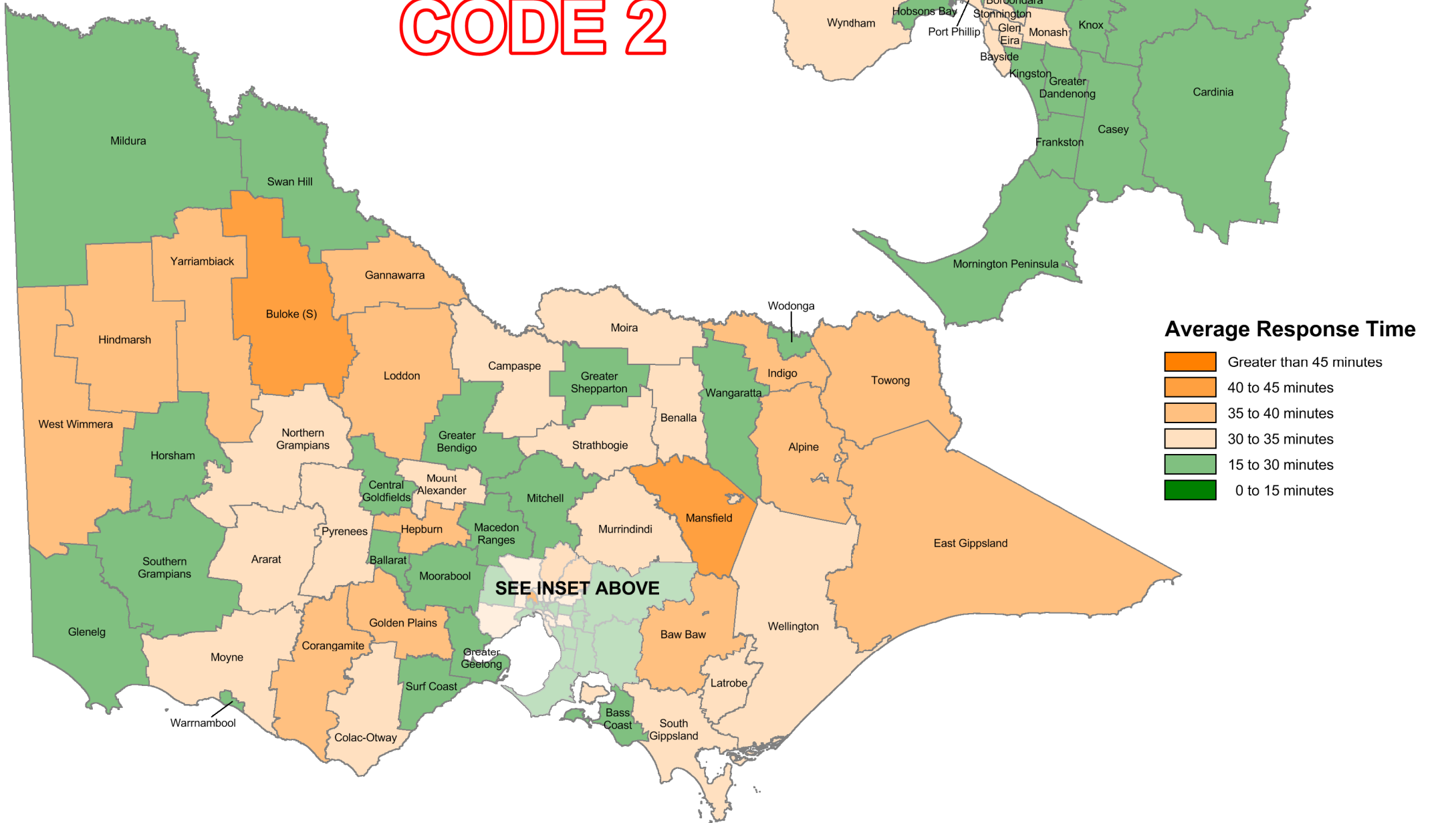


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Average Code 2 Response Time by LGA

1st July 2014 to 31st December 2014

CODE 2





LGA Name	Average Response Time Minutes	Total Number of First Responses
Alpine (S)	38:22	231
Ararat (RC)	33:23	220
Ballarat (C)	25:10	1,343
Banyule (C)	32:31	1,620
Bass Coast (S)	29:36	805
Baw Baw (S)	36:50	618
Bayside (C)	33:56	1,273
Benalla (RC)	31:27	254
Boroondara (C)	28:38	1,838
Brimbank (C)	32:05	2,536
Buloke (S)	44:37	148
Campaspe (S)	32:16	669
Cardinia (S)	26:12	1,028
Casey (C)	25:38	3,387
Central Goldfields (S)	29:07	274
Colac-Otway (S)	31:58	311
Corangamite (S)	35:06	263
Darebin (C)	33:23	2,144
East Gippsland (S)	35:25	933
Frankston (C)	25:45	2,702
Gannawarra (S)	35:53	151
Glen Eira (C)	34:33	1,682
Glenelg (S)	26:31	310
Golden Plains (S)	37:15	140
Greater Bendigo (C)	29:17	1,674
Greater Dandenong (C)	26:16	2,408
Greater Geelong (C)	27:30	3,655
Greater Shepparton (C)	26:16	1,205

LGA Name	Average Response Time Minutes	Total Number of First Responses
Hepburn (S)	39:10	235
Hindmarsh (S)	35:39	148
Hobsons Bay (C)	28:32	1,273
Horsham (RC)	27:17	414
Hume (C)	33:46	2,662
Indigo (S)	35:08	154
Kingston (C)	28:34	2,092
Knox (C)	24:59	2,055
Latrobe (C)	34:36	1,613
Loddon (S)	37:39	124
Macedon Ranges (S)	26:33	707
Manningham (C)	30:04	1,239
Mansfield (S)	40:03	170
Maribyrnong (C)	29:31	1,158
Maroondah (C)	27:01	1,759
Melbourne (C)	28:10	2,908
Melton (S)	29:14	1,520
Mildura (RC)	27:22	994
Mitchell (S)	28:43	695
Moir (S)	32:55	649
Monash (C)	31:25	2,256
Moonee Valley (C)	58:33	2,304
Moorabool (S)	29:21	416
Moreland (C)	34:40	2,429
Mornington Peninsula (S)	27:38	2,720
Mount Alexander (S)	34:36	328
Moyne (S)	33:60	189
Murrindindi (S)	32:00	236

LGA Name	Average Response Time Minutes	Total Number of First Responses
Nillumbik (S)	36:32	493
Northern Grampians (S)	31:32	267
Port Phillip (C)	30:46	1,534
Pyrenees (S)	34:12	85
Queenscliffe (B)	35:33	61
South Gippsland (S)	34:57	448
Southern Grampians (S)	24:37	248
Stonnington (C)	31:46	1,146
Strathbogie (S)	34:41	216
Surf Coast (S)	29:26	338
Swan Hill (RC)	26:41	339
Towong (S)	38:46	111
Wangaratta (RC)	29:58	546
Warrnambool (C)	24:45	594
Wellington (S)	32:43	772
West Wimmera (S)	37:45	69
Whitehorse (C)	27:25	2,144
Whittlesea (C)	35:31	2,024
Wodonga (RC)	28:56	615
Wyndham (C)	30:25	1,912
Yarra (C)	29:39	1,142
Yarra Ranges (S)	29:20	1,920
Yarriambiack (S)	36:40	137
Unincorporated Vic.	31:47	321
Statewide	30:47	84,751



Ambulance Victoria

Average Code 2 Response Time by UCL

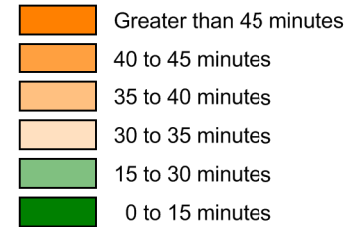
1st July 2014 to 31st December 2014

Urban Centre Localities > 7500

CODE 2

Quarter 1 & 2

Average Response Time



UCL Name

Average Response
Time Minutes

Total Number of
First Responses

Albury - Wodonga (Wodonga Part)	28:22	565
Bacchus Marsh	27:32	287
Bairnsdale	34:59	384
Ballarat	24:49	1,291
Benalla	30:50	228
Bendigo	28:49	1,492
Castlemaine	33:46	232
Colac	31:18	233
Drouin	38:06	140
Drysdale - Clifton Springs	26:51	151
Echuca - Moama (Echuca Part)	32:42	350
Geelong	26:09	2,753
Gisborne	22:12	123
Hamilton	20:47	183
Healesville	29:11	215
Horsham	23:39	371
Lara	25:02	118
Leopold	26:07	102
Melbourne	31:05	55,530
Melton	27:39	896
Mildura - Buronga (Mildura Part)	24:06	712
Moe - Newborough	31:49	420
Morwell	32:02	458
Ocean Grove - Barwon Heads	29:14	190
Pakenham	23:41	598
Portland (Vic.)	24:52	203
Sale	27:19	321
Shepparton - Mooroopna	25:11	983
Sunbury	28:11	559
Swan Hill	25:52	188
Torquay - Jan Juc	29:46	136
Traralgon	35:31	511
Wallan	30:15	104
Wangaratta	28:25	437
Warragul	35:52	301
Warrnambool	24:51	572
Total UCL > 7500	30:18	72,337

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.</p> <p>When AV respond to an incident, we sometimes dispatch multiple AV resources to that incident. “First response” refers to the first AV resource to arrive at the incident scene.</p>
Average Response Time	<p>The average response time is the average response time for the area being reported, which is calculated by dividing the sum of the response times by the number of response times within the area being reported. The average response time is provided in minutes and seconds.</p>
Response Time Percentile	<p>A response time percentile is a measure that tells us what percentage of patients experienced a response time at or below a certain time. For example a 50th percentile (also known as the median) of 10 minutes means that 50% of patients experience a response time of 10 minutes or less. Similarly a 90th percentile of 20 minutes means that 90% of patients experience a response time of 20 minutes or less.</p>
Number of First Responses	<p>This is the total number of first arrivals within the reported time period.</p>
ULC (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>