

Ambulance Victoria's Performance 2022/23 Quarter 1 (1st July 2022 to 30th September 2022)

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.

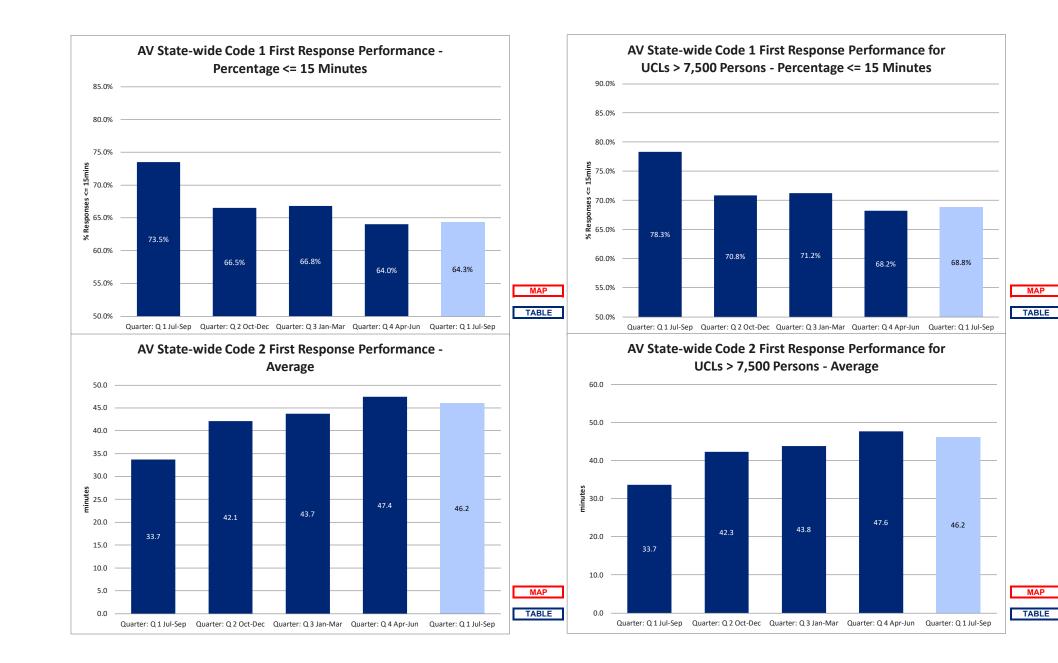
We designate those patients that require urgent paramedic and hospital care as "Code 1," and these patients receive a "lights and sirens" response. The tables below provide information about our Code 1 response time performance by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

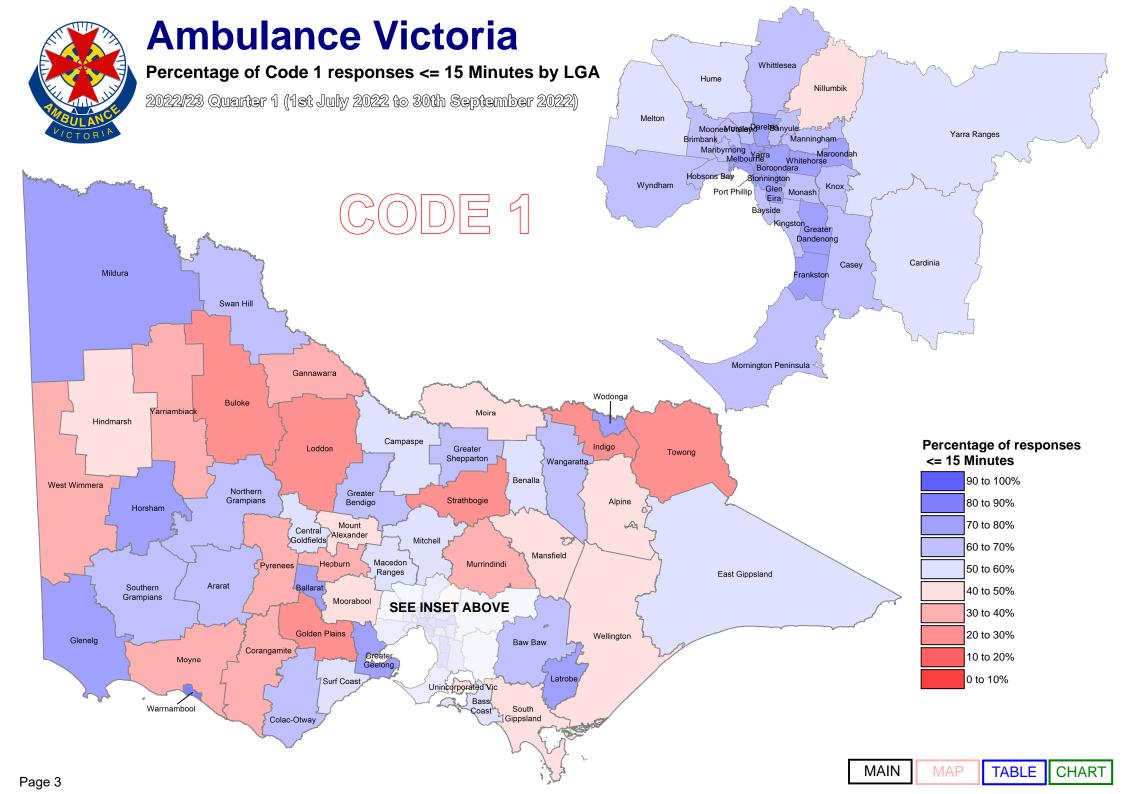
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

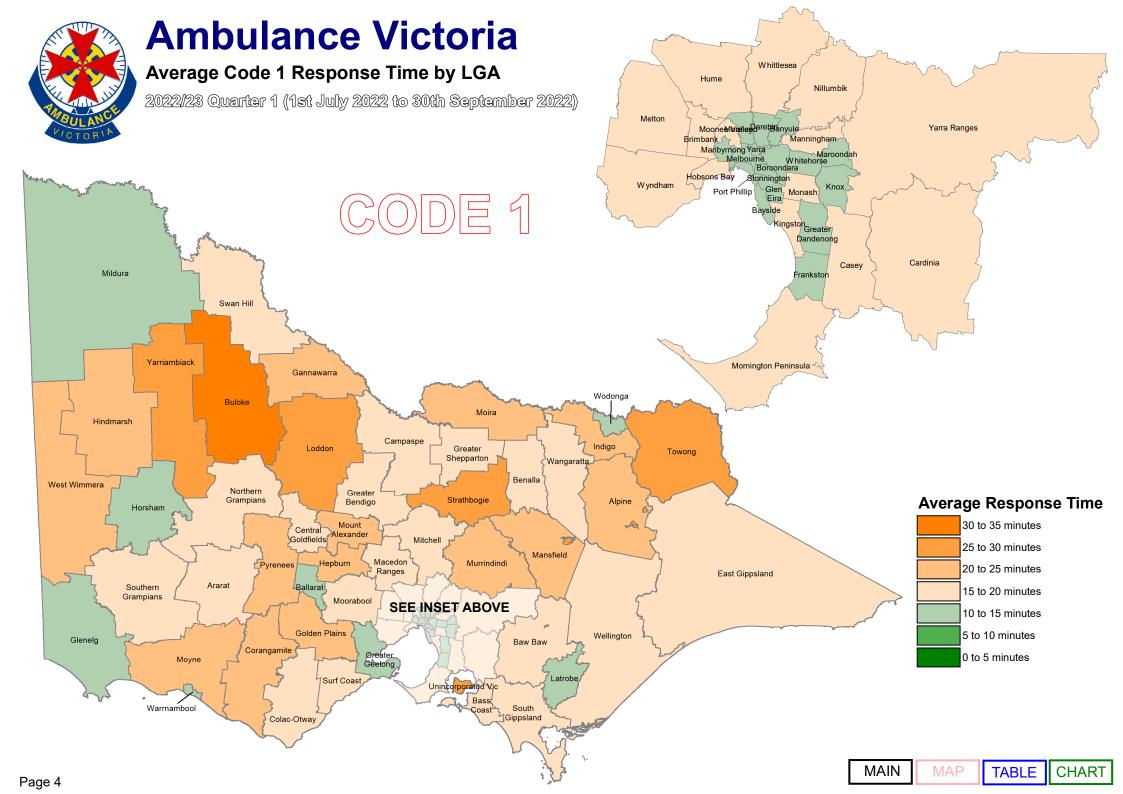
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

Local Government Area **Urban Centre Locality** TABLE CHART % <= 15 Minutes MAP TABLE CHART % <= 15 Minutes MAP CODE 1 Average MAP TABLE Average TABLE MAP CODE 2 TABLE CHART CHART MAP MAP TABLE Average Average

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.







	Qtı	Qtr 1 2021/22			
)		e e e e e e e e e e e e e e e e e e e			
	inutes	Average Response Time Minutes	Total Number of		
LGA Name	. Responses = 15 Minutes	/erage me Mir	tal Nu		
	% v				
Alpine Ararat	43.8%	19:46 16:49	160 152		
Ballarat	82.7%	11:51	1,847		
Banyule	79.1%	12:46	1,498		
Bass Coast	62.8%	15:45	615		
Baw Baw	63.6%	15:30	800		
Bayside	81.8%	12:31	850		
Benalla	62.1%	15:57	203		
Boroondara	83.1%	12:36	1,314		
Brimbank	76.5%	13:07	2,616		
Buloke	34.6%	25:03	8		
Campaspe	59.8%	15:12	517		
Cardinia	61.4%	15:22	1,429		
Casey	75.5%	13:16	3,839		
Central Goldfields	53.1%	18:22	224		
Colac-Otway	65.5%	15:40	23		
Corangamite	54.1%	17:33	229		
Darebin	80.9%	12:40	1,91		
East Gippsland	57.4%	16:59	81		
Frankston	81.9%	11:55	2,064		
Gannawarra	49.2%	20:10	124		
Glen Eira	82.9%	12:11	1,410		
Glenelg	74.2%	13:27	24		
Golden Plains	31.9%	20:04	23		
Greater Bendigo	75.2%	13:18	1,89		
Greater Dandenong	84.2%	11:47	2,01		
Greater Geelong	77.2%	12:45	3,900		
Greater Shepparton	77.7%	12:39	1,124		
Hepburn	45.2%	18:11	228		
Hindmarsh	55.2%	19:28	8		
Hobsons Bay	76.6%	13:07	1,149		
Horsham	82.8%	11:41	302		
Hume	65.5% 34.1%	15:12 20:32	4,304		
Indigo	79.5%	12:14	1,789		
Kingston Knox	80.9%	12:14	1,78		
Latrobe	75.5%	12:14	1,64		
Loddon	32.5%	22:59	123		
Macedon Ranges	62.0%	15:22	589		
Manningham	75.0%	13:54	1,155		
Mansfield	39.0%	27:39	. 82		
Maribyrnong	80.1%	12:35	88		
Maroondah	83.0%	11:37	1,339		
Melbourne	85.3%	11:09	1,98		
Melton	63.5%	15:24	2,27		
Mildura	77.4%	12:48	83		
Mitchell	60.2%	16:03	668		
Moira	47.7%	19:04	493		
Monash	80.9%	12:52	1,80		
Moonee Valley	78.6%	13:06	1,419		
Moorabool	52.4%	17:06	44		
Moreland	78.2%	13:03	2,440		
Mornington Peninsula	70.8%	13:18	2,34		
Mount Alexander	53.2%	17:25	23		
Moyne	44.7%	17:57	13		
Murrindindi	42.0%	20:58	20		
Nillumbik	54.0%	16:44	598		
Northern Grampians	67.7%	15:06	1 16		
Port Phillip	85.4%	11:29	1,169		
Pyrenees	42.3%	21:01	104		
Queenscliffe	60.9%	16:35	40		
South Gippsland Southern Grampians	48.8%	18:20 18:02	420		
Southern Grampians Stonnington	80.7%	12:53	885		
Strathbogie	33.0%	21:55	209		
Surf Coast	59.9%	14:55	369		
Swan Hill	69.4%	15:17	30		
Towong	41.1%	23:16	73		
Wangaratta	73.3%	14:29	480		
Warrnambool	88.3%	10:31	443		
Wellington	56.6%	17:16	656		
West Wimmera	39.2%	23:17	5		
Whitehorse	85.8%	11:09	1,61		
Whittlesea	68.4%	14:20	2,94		
Wodonga	77.4%	13:20	588		
Wyndham	74.2%	13:32	2,704		
Yarra	86.0%	11:09	983		
Yarra Ranges	65.6%	14:25	1,83		
Yarriambiack	37.7%	24:38	100		
Unincorporated	60.0%	16:58	3		

Qtr	2 202 °	1/22
Responses = 15 Minutes	Average Response Time Minutes	Total Number of First Responses
° v 37.4%	₹ ⊨ 24:43	岸正 182
59.9%	17:34	167
80.4%	12:53	1,904
72.8% 57.5%	14:05 17:03	1,572 711
55.5%	17:09	847
67.9%	15:26	878
55.7% 75.4%	17:21 13:59	255 1,409
67.0%	15:09	3,162
27.1%	26:10	70
57.0% 53.5%	16:51 17:21	623 1,573
63.3%	15:26	4,856
51.5%	18:31	231
53.3% 49.2%	19:41 17:34	240
49.2% 75.2%	13:52	252 2,244
53.2%	18:51	885
74.2%	13:37	2,406
45.6% 76.1%	21:25 13:41	136 1,533
79.0%	13:10	238
29.9%	20:23	234
70.8% 73.5%	14:26 13:58	1,983 2,623
74.8%	13:13	4,138
73.2%	14:02	1,398
39.0% 53.6%	20:35 19:27	246 112
66.2%	14:34	1,280
81.2%	12:00	340
57.5%	16:45	5,004
35.0% 70.0%	21:50 14:37	180 1,870
74.3%	13:52	1,787
71.2%	13:33	1,829
20.6% 57.4%	25:18 16:22	107 589
68.5%	14:51	1,319
38.8%	26:11	121
74.3% 77.0%	13:53 13:12	1,084 1,408
79.2%	12:31	2,637
53.2%	17:36	2,905
78.8% 52.6%	13:05 17:17	950 722
43.7%	21:27	593
69.8%	14:39	2,003
68.5% 43.7%	14:57 20:01	1,666 449
43.7% 70.6%	14:39	2,634
66.3%	14:36	2,627
46.5%	18:24	217
34.6% 39.8%	19:52 21:58	182 259
52.6%	17:02	565
62.9% 75.4%	16:55	197
75.4% 46.2%	13:24 20:11	1,429 119
59.5%	15:27	42
43.0%	20:12	456
61.0% 75.4%	17:14 14:05	187 1,058
28.6%	23:40	210
57.7%	16:28	421
64.9% 32.0%	16:20 25:48	319 75
74.9%	13:08	506
86.4%	11:01	485
48.8% 30.0%	19:25	707
30.0% 74.2%	23:44 13:46	40 1,607
62.1%	15:29	3,512
72.2%	14:59	672
63.5% 78.2%	15:33 12:52	3,358 1,182
		1,943
59.1%	16:13	
41.6%	23:40	113

Qtr	3 202 [.]	1/22
Responses = 15 Minutes	Average Response Time Minutes	otal Number of irst Responses
° v 39.5%	∢⊨ 23:30	≌ œ 210
58.8%	17:17	216
78.4%	13:16	2,022
72.1% 55.6%	14:02 17:23	1,550 711
59.9%	16:37	832
70.6%	15:22	952
55.9%	17:28	254
73.5% 68.7%	13:52 14:37	1,518 3,157
34.0%	27:23	100
55.8%	16:53	640
55.8% 63.1%	16:56 15:37	1,620 4,770
57.3%	18:34	248
64.2%	15:50	268
46.0%	19:19	239
77.7% 51.0%	13:27 20:04	2,231 929
72.6%	13:43	2,409
37.0%	23:32	138
72.5%	14:06	1,551
67.4% 32.2%	16:00 21:18	273 236
67.7%	14:59	2,110
73.0%	14:09	2,540
72.0%	13:55	4,410
70.6% 40.4%	14:54 20:20	1,389 277
57.4%	18:47	94
66.3%	14:55	1,325
73.5%	13:42	336
62.9% 24.6%	15:41 24:51	4,584 195
71.3%	14:15	2,058
75.6%	13:42	1,915
74.8% 18.4%	12:57 26:20	1,747 136
56.9%	16:35	634
63.7%	15:58	1,282
45.9%	23:53	85
69.2% 77.5%	15:27 13:12	1,125 1,441
78.1%	12:54	2,761
56.0%	16:41	2,874
75.6% 52.4%	13:47 18:08	1,074 763
46.9%	20:11	603
67.3%	15:32	2,141
69.2%	14:59	1,589
43.8% 71.9%	18:38 14:23	493 2,636
64.0%	15:21	2,719
44.3%	18:52	253
42.6%	18:02	209
32.8% 48.1%	24:43 17:37	253 667
57.0%	19:02	223
74.2%	13:44	1,436
29.3% 65.9%	22:29 16:29	123 82
48.5%	19:20	474
68.8%	14:40	234
72.4%	14:52	1,125
25.3% 57.1%	24:00 16:17	233 478
67.6%	15:43	327
34.2%	31:08	73
70.2% 86.3%	15:30 10:57	517 527
86.3% 52.0%	10:57	677
37.9%	23:12	58
74.8%	13:50	1,676
65.8% 76.7%	15:25 13:08	3,413 724
69.1%	14:43	3,282
78.7%	13:18	1,300
60.3%	16:14	1,953
38.0% 12.5%	25:27 51:19	121 16
49.7%	20:24	370
	15:15	93,234

Qtr	4 202	1/22
% Responses < = 15 Minutes	Average Response Time Minutes	Total Number cf First Responses
* v 42.3%	∢⊨ 22:36	은 대 175
52.3%	19:06	237
77.5%	13:23	2,200
71.2%	14:34	1,818
59.7%	16:11	677
61.5%	16:29	867
65.9% 51.0%	15:53 20:19	1,025 253
70.0%	14:51	1,514
65.3%	15:28	3,256
33.6%	30:29	107
56.7%	16:45	679
49.6%	18:35	1,714
60.1% 50.7%	16:00 21:00	5,169
57.1%	19:02	286 252
46.3%	19:38	227
73.8%	14:06	2,301
51.8%	19:47	948
70.3%	14:28	2,482
40.0%	22:47	135
69.5% 73.1%	14:57 13:55	1,669 323
25.8%	13:55 22:18	287
64.6%	15:40	2,291
68.6%	15:03	2,517
69.9%	14:25	4,738
66.8%	15:22	1,468
37.9%	21:15	269
43.0%	23:06 15:35	107
61.4% 77.7%	14:00	1,385 349
59.6%	16:12	4,788
20.6%	25:35	204
65.5%	15:31	2,085
70.2%	14:46	1,946
72.1%	13:35	1,940
27.4% 51.2%	27:01	135
51.2% 63.6%	17:45 16:06	727 1,423
50.0%	27:01	1,425
70.5%	14:27	1,188
72.8%	14:39	1,602
76.3%	13:01	2,919
50.5%	17:46	3,036
74.8% 47.7%	14:08 18:31	1,048 840
47.7%	20:21	603
64.3%	15:43	2,222
66.3%	15:08	1,652
46.7%	19:01	572
67.8%	15:04	2,677
61.5%	15:45	2,618
46.0%	20:01	263
31.1% 36.5%	21:34 24:18	196 252
49.4%	17:50	692
61.1%	18:48	239
72.0%	14:02	1,464
30.6%	23:46	124
50.8%	17:27	61
51.5%	18:02	474
63.7% 71.0%	15:39 14:52	223
71.0% 28.2%	14:52 24:44	1,209 238
49.9%	17:52	429
61.1%	17:21	319
31.5%	26:01	73
68.8%	15:26	519
82.5%	11:59	622
50.1%	19:19	679
30.8%	26:13	52
71.1%	14:44 16:00	1,951
62.6% 74.8%	16:00 13:56	3,642 660
74.8% 65.5%	15:28	3,591
76.2%	13:13	1,292
54.8%	17:23	2,144
33.6%	26:09	122
37.9%	30:05	29
52.6%	20:16	308
64.0%	15:49	97,927

MAP

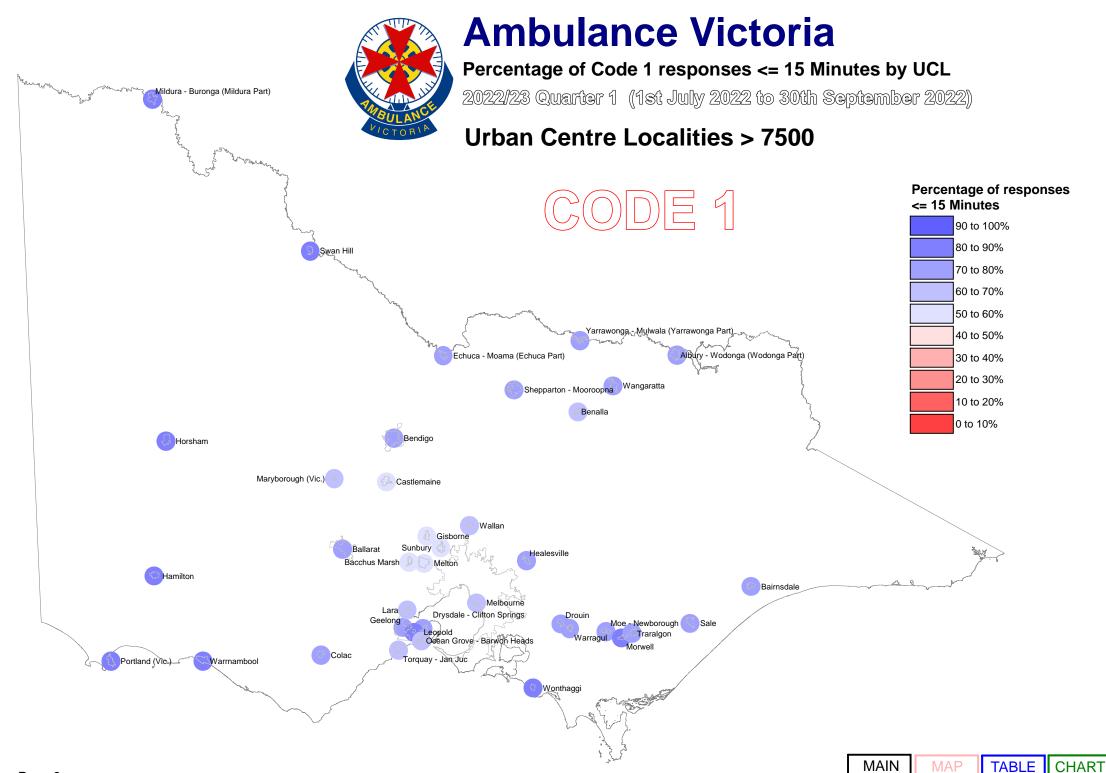
MAIN

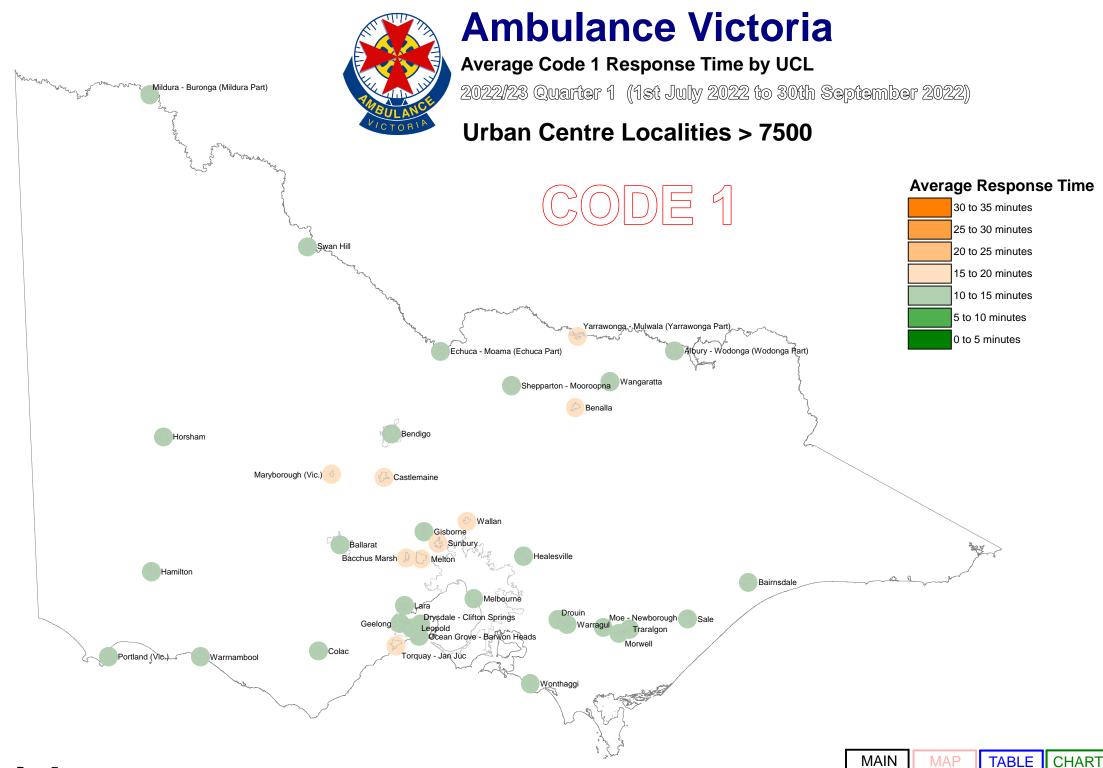
MAP Average

CHART

веренне100000024300002400000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000100000 <th colspan="6">Qtr 1 2022/23</th>	Qtr 1 2022/23					
40.0%24:3018:1340.0%24:3019252.0%13:102.11169.2%14:47.080862.1%16.30.031258.8%16.31.031262.8%18:07.031255.8%15:03.011552.5%18:01.011552.5%18:02.012652.6%18:23.021652.6%18:24.021653.6%12:24.021653.6%12:24.021653.6%12:24.021653.7%12:34.021673.7%13:42.021773.7%13:42.021773.7%13:42.021773.7%13:42.021773.7%13:42.021773.7%13:42.021773.7%13:42.021773.7%13:42.021773.7%13:43.021774.7%12:54.021775.7%13:42.021774.7%12:54.021775.7%13:42.021774.6%12:43.021774.6%12:44.021774.6%12:44.021474.6%12:44.021474.6%12:44.021474.7%12:45.021474.7%12:45.021474.7%12:44.021474.6%12:44.021474.6%12:44.021474.6%12:44.0214	6 Responses = 15 Minutes	iverage Response ime Minutes	otal Number of irst Responses			
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52.6%18:223.3%60.1%17:1302.23673.0%14:1302.243071.0%14:1302.243171.3%14:341.52773.5%14:303.33373.5%14:1203.243173.7%13:422.243173.7%13:422.243173.7%13:423.443174.7%15:1301.242174.7%15:1301.242175.7%15:1301.342174.3%24:1401.343275.7%15:1301.342171.3%15:1301.343272.7%13:1901.343272.7%13:1901.343272.7%13:1901.343272.7%13:211.343272.7%13:211.343272.7%13:302.277972.7%13:302.277972.7%13:311.343274.6%15:211.343275.2%13:312.278174.6%15:312.278174.6%15:312.278175.2%13:322.278174.6%15:312.278174.6%15:312.278175.7%15:312.278175.2%15:312.278174.6%15:312.278174.6%15:312.278175.6%15:312.278174.6%15:312.278174.6%15:312.278175.6%15:312.2781<						
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53.1%18:459.99%71.0%14:139.2,42971.3%14:093.13173.5%14:203.2,27373.5%15:379.2,27370.1%15:379.2,42170.1%15:571.4,12170.1%24:112.4,21370.1%12:121.1,12173.7%24:117.2,22373.7%12:123.3,2370.1%12:253.4,2373.7%15:101.1,2374.3%15:101.1,2375.4%15:101.1,2372.3%15:111.1,2373.3%15:121.1,2374.3%15:241.1,2375.4%15:241.1,2375.5%15:141.1,2375.4%15:241.1,2375.4%15:241.1,2375.4%15:241.1,2375.4%15:241.1,2375.4%15:241.2,2475.4%15:241.2,2474.6%15:241.2,2475.4%15:241.2,2474.6%15:241.2,2474.6%15:241.2,2474.6%15:241.2,2474.6%15:241.2,2474.6%15:241.2,2475.6%15:241.2,2474.6%15:241.2,2474.6%15:241.2,2475.6%15:241.2,2474.7%15:251.2,2474.6%15:241.2,24						
71.0%14:132.4,24313.3%14:341.5,2773.5%14:093.2,27373.5%15:372.2,27373.7%13:422.2,27370.1%14:123.4,41366.5%15:551.4,4336.4%21:113.2,42470.1%12:253.4,4370.1%12:253.4,4373.7%15:101.3,4273.7%15:101.3,4273.7%15:273.4,4374.7%15:283.4,4375.7%15:211.9,0874.7%15:213.1,3175.7%15:213.1,3174.3%15:213.1,3175.3%15:233.1,3175.4%15:241.1,5175.4%15:243.2,3175.4%15:313.2,3175.4%15:313.2,3175.4%15:313.2,3175.4%15:313.2,3175.4%15:313.2,3174.6%15:313.2,3174.6%15:313.2,3174.6%15:313.2,3174.6%15:313.2,3174.6%15:313.2,3174.6%15:313.2,3174.6%15:313.2,3175.7%15:313.2,3175.6%15:313.2,3174.6%15:313.2,3175.7%15:313.2,3174.6%15:313.2,3175.7%15:313.2,31	73.0%	14:01	2,250			
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43.8%24:161.134263.3%15:101.34279.1%12:2535857.6%16:282.2068.5%15:101.90869.4%14:242.02272.3%13:191.94822.7%27:311.191852.5%16:536.8864.9%22:561.313071.6%14:111.52375.2%13:302.77952.6%13:302.78174.6%13:471.07253.4%15:191.52567.0%15:362.06464.6%15:191.53464.6%15:191.52567.0%14:432.54363.0%15:312.59364.6%15:311.25563.0%21:351.13163.0%21:351.13470.0%14:161.34871.9%14:171.34853.6%16:323.48164.9%15:252.44171.9%16:411.14171.9%16:423.48171.9%16:413.45164.9%12:123.48171.9%16:423.48171.9%16:413.48171.9%16:423.48171.9%16:413.48171.9%16:423.48172.9%16:533.48173.9%16:423.48174.9%16:433.48174.9%16:443.431 <td></td> <td></td> <td>0.40</td>			0.40			
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57.6%16:284.4,44321.8%24:582.20068.5%15:011.90869.4%13:191.91822.7%13:191.91822.7%16:536.8864.9%22:569.8364.9%14:171.15071.6%14:171.15275.2%13:302.77952.6%17:192.81274.6%17:1784346.7%17:2784367.6%15:307.52%74.6%15:191.52%67.6%15:362.54364.7%15:312.54364.6%15:191.54267.6%14:432.54363.0%15:312.54364.6%15:312.54363.0%21:351.12470.9%14:161.34837.1%21:013.43153.6%18:233.64271.9%16:343.43164.9%12:023.43271.9%16:343.43264.9%12:033.43171.9%16:423.43271.9%16:343.43264.9%12:143.43271.9%16:343.43271.9%16:423.43271.9%16:423.43271.9%16:423.43271.9%16:433.43271.9%16:433.43271.9%16:433.43271.9%16:443.432 <t< td=""><td></td><td></td><td></td></t<>						
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22.7%27:3114:1452.5%16:53668864.9%22:569867.2%14:5111,15071.6%14:111,52375.2%13:302,77952.6%17:192,81274.6%17:2784346.7%20:016,25367.0%15:342,06464.6%15:191,52464.6%15:192,59563.0%21:352,259563.0%21:352,259563.0%21:352,259564.7%21:012,259574.1%21:012,259563.0%24:372,259563.0%24:372,26453.6%16:582,24053.6%18:232,41171.9%18:232,41171.9%16:593,43153.6%16:343,41171.9%16:343,43153.6%16:343,43153.6%16:343,43164.9%16:445,55465.6%16:343,43164.9%16:445,55471.9%14:213,43164.9%15:143,43164.9%15:143,43171.9%14:513,43171.9%14:513,43164.9%12:5712,49471.9%12:513,43172.9%14:513,43173.9%12:513,43174.9%12:513,431 </td <td></td> <td></td> <td></td>						
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46.9%22:56967.2%14:511,15071.6%14:011,52375.2%13:302,77952.6%17:192,81274.6%13:477,84346.7%20:016,25367.0%15:362,06464.6%15:191,55467.0%14:432,54363.0%15:312,54363.0%15:312,54363.0%15:312,54363.0%21:352,64363.0%21:352,64364.0%14:322,64370.0%14:161,34837.1%21:011,34353.6%18:232,64364.0%15:232,44171.9%14:041,118127.1%25:552,44065.6%16:033,45164.9%2,5123,48964.9%12:043,43171.9%14:173,43164.9%12:173,43164.9%12:173,43171.9%14:211,73164.9%12:173,43171.9%14:233,43171.9%14:233,43171.9%14:233,43171.9%14:233,43172.9%14:517,04172.9%14:517,04172.9%14:513,43174.9%24:403,43174.9%12:573,43174.9%12:5712,441<	52.5%	16:53	688			
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64.6%15:191.55449.3%17:4159447.6%14:432,54363.0%15:312,59541.1%21:0024:630.8%24:3724:647.4%17:586,2460.2%16:582,3172.0%14:161,34853.6%18:232,43764.0%15:232,44053.6%16:593,46127.1%16:593,46153.6%16:593,46164.0%16:542,40057.2%16:593,46164.9%12:105,55849.7%12:105,55830.6%24:406,25330.6%14:231,73161.9%15:103,48171.7%14:517,0066.2%15:103,43172.7%12:571,24053.9%12:173,43172.7%12:571,24053.9%12:173,43172.7%12:571,24064.2%12:173,43172.7%12:571,24072.7%12:571,24072.7%12:571,24072.7%12:571,24072.7%12:571,24072.7%12:571,24072.7%12:571,24072.7%12:571,24072.7%12:571,24073.9%12:571,24074.4%2:551,240 <td< td=""><td></td><td></td><td></td></td<>						
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64.3% 15:35 94,592			332			
	64.3%	15:35	94,592			

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

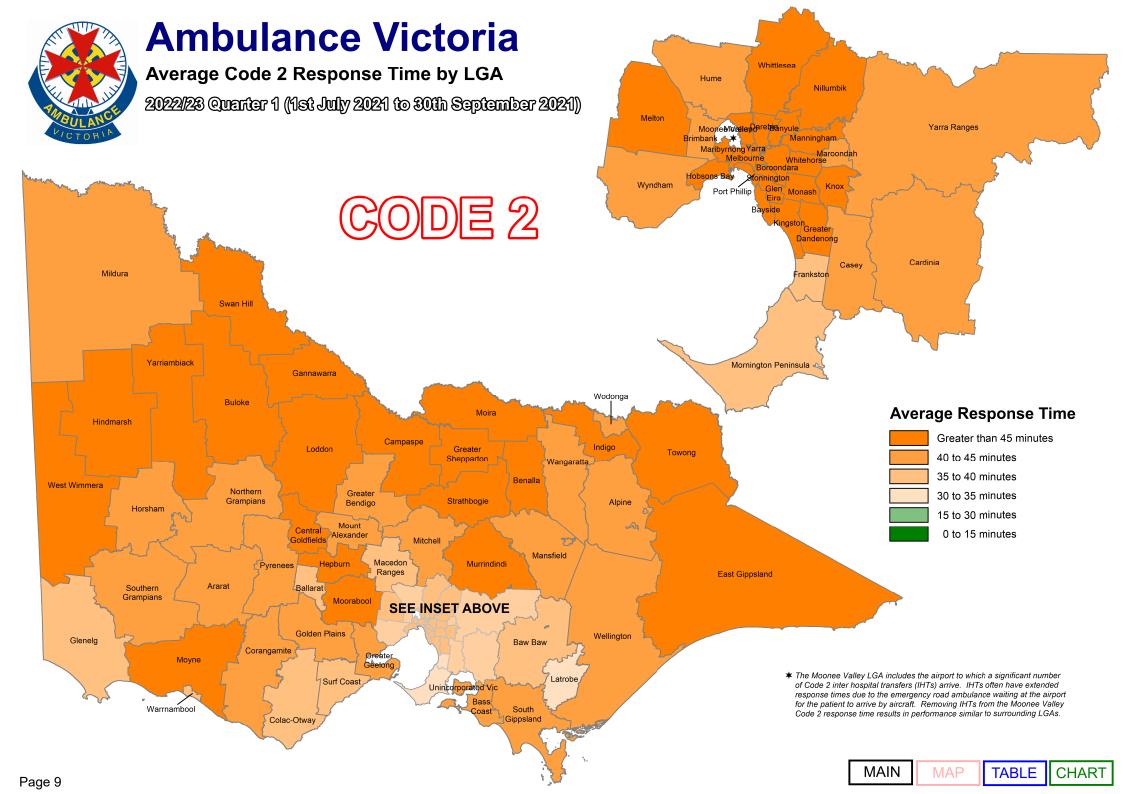




AMB	TORIA

	Qtı	r 1 202	1/22	Qtı	[.] 2 202	1/22	Qtr	3 202	21/22	Qt	r 4 202	1/22	Qt	r 1 202	2/23
UCL Name	% Responses < = 15 Minutes	Average Response Time Minutes	Tota Number of First Responses	% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	82.2%	12:39	533	75.2%	14:37	614	80.6%	12:38	660	79.0%	13:24	604	76.9%	14:09	631
Bacchus Marsh	62.4%	15:06	255	48.2%	19:16	255	50.9%	17:41	287	54.1%	17:25	340	55.9%	16:41	363
Bairnsdale	72.8%	14:07	294	73.5%	14:58	287	71.0%	14:48	293	72.4%	14:25	301	75.1%	13:49	342
Ballarat	84.5%	11:35	1,738	82.3%	12:38	1,788	79.6%	13:02	1,903	79.1%	13:09	2,088	79.0%	12:59	1,985
Benalla	74.0%	13:05	154	70.3%	14:45	182	67.3%	15:18	196	63.9%	17:30	183	66.0%	16:19	247
Bendigo	80.6%	12:22	1,683	76.1%	13:31	1,725	73.8%	14:00	1,830	70.5%	14:39	1,981	70.5%	14:35	1,994
Castlemaine	69.8%	14:56	139	69.2%	14:23	120	67.4%	15:53	135	63.9%	16:55	158	54.1%	19:00	148
Colac	79.8%	12:52	163	74.1%	15:49	139	84.5%	12:00	161	73.9%	15:12	161	74.5%	13:50	212
Drouin	74.3%	13:37	237	63.2%	15:09	220	68.2%	15:02	214	74.8%	14:11	230	73.2%	14:13	235
Drysdale - Clifton Springs	76.3%	12:53	236	74.2%	13:43	213	74.1%	13:15	212	74.0%	14:05	242	70.0%	14:01	217
Echuca - Moama (Echuca Part)	81.8%	12:05	187	84.8%	12:12	211	77.5%	13:00	236	79.9%	12:10	264	75.7%	13:21	276
Geelong	80.8%	12:08	2,675	78.9%	12:34	2,862	75.8%	13:20	2,997	73.6%	13:52	3,278	73.8%	13:40	3,216
Gisborne	72.2%	12:57	158	66.9%	14:16	130	71.3%	13:03	167	56.3%	16:15	174	59.2%	14:33	147
Hamilton	84.5%	11:52	103	81.7%	12:47	120	86.5%	10:49	170	82.9%	11:32	152	82.3%	11:13	175
Healesville	69.9%	13:42	166	69.2%	14:57	156	69.5%	14:57	164	55.3%	18:30	199	70.3%	14:55	158
Horsham	91.0%	10:04	266	88.4%	10:23	294	82.8%	11:57	285	86.5%	12:19	304	86.9%	10:50	313
Lara	68.7%	14:02	163	69.6%	14:37	194	65.1%	15:29	215	62.1%	15:28	227	61.6%	14:41	245
Leopold	83.1%	11:26	172	84.9%	10:56	152	77.3%	12:06	172	82.5%	11:48	183	80.1%	12:17	186
Maryborough (Vic.)	65.4%	15:52	156	67.4%	14:44	141	68.1%	16:12	163	61.1%	19:39	198	65.8%	15:42	222
Melbourne	78.0%	12:52	52,031	69.6%	14:33	60,066	70.2%	14:32	60,534	66.9%	15:09	63,506	67.5%	14:51	60,356
Melton	64.8%	14:50	1,065	54.2%	17:20	1,296	56.9%	16:23	1,249	53.3%	17:28	1,383	55.9%	16:58	1,240
Mildura - Buronga (Mildura Part)	90.0%	10:10	561	87.0%	11:42	692	84.9%	11:56	776	85.4%	11:48	761	85.1%	11:51	793
Moe - Newborough	71.5%	12:08	505	68.0%	13:57	503	78.3%	12:20	571	72.5%	13:22	557	75.6%	12:27	525
Morwell	88.2%	10:54	399	85.0%	11:15	526	86.3%	11:10	445	85.1%	11:17	518	85.3%	11:11	538
Ocean Grove - Barwon Heads	78.4%	13:13	241	77.7%	12:48	238	70.7%	14:16	266	66.6%	14:57	287	67.2%	14:18	265
Portland (Vic.)	88.8%	10:06	134	88.1%	10:08	143	80.4%	12:52	153	79.8%	12:19	188	83.2%	12:04	197
Sale	87.8%	10:24	213	75.8%	12:22	223	84.4%	11:58	211	77.7%	12:17	242	78.8%	12:12	273
Shepparton - Mooroopna	85.5%	11:27	901	79.6%	13:14	1,107	79.3%	13:33	1,067	75.8%	14:19	1,133	75.1%	14:40	1,120
Sunbury	61.3%	14:52	540	50.6%	17:28	599	59.0%	16:23	608	53.0%	17:26	657	50.2%	18:26	626
Swan Hill	87.1%	10:41	171	84.8%	11:32	178	86.2%	11:07	188	85.3%	11:37	163	84.1%	11:13	208
Torquay - Jan Juc	66.5%	13:36	215	68.5%	14:50	241	62.8%	15:21	277	57.2%	16:41	243	63.1%	15:12	222
Traralgon	85.3%	10:36	482	74.8%	12:47	489	75.0%	12:49	460	74.2%	13:33	574	75.1%	12:45	575
Wallan	72.1%	13:23	147	64.0%	13:57	150	62.9%	15:58	151	59.0%	15:31	161	60.7%	15:26	183
Wangaratta	86.5%	11:54	377	86.4%	11:04	411	80.8%	13:14	411	79.9%	13:15	417	79.4%	14:05	384
Warragul	77.8%	12:29	239	71.4%	14:13	280	79.8%	13:14	272	74.0%	13:12	273	78.1%	13:04	292
Warrnambool	88.1%	10:28	420	86.7%	10:57	473	87.4%	10:50	506	83.1%	11:46	587	83.4%	11:47	506
Wonthaggi	85.8%	11:31	169	76.6%	13:11	188	71.3%	13:57	178	80.6%	12:53	186	81.1%	12:33	196
	64.0%	18:16	150	62.4%	17:54	186	65.7%	16:11	175	71.0%	16:01	176	72.6%	15:43	164
	5 5 /0	10.10	150	02.470		100							68.8%	14:38	79,975

Code 1 First Response Performance by UCL



	ANCE
VICT	ORIA

	Qtr	1 2021/2	22
	use	- s	
	Respo	nber o ponse	
LGA Name	Average Response Time Minutes	Total Number of First Responses	
Alpine	₹≓ 38:42	은 군 178	
Ararat	30:07	221	
Ballarat	29:51	1,326	
Banyule	34:01	971	
Bass Coast	35:26	584	
Baw Baw	30:34	643	
Bayside	38:06	682	
Benalla	28:45	224	
Boroondara	36:00	1,008	
Brimbank	36:03	1,550	
Buloke	43:50	66	
Campaspe	29:59	520	
Cardinia	30:19	876	
Casey	31:23	2,655	
Central Goldfields	30:28	256	
Colac-Otway	31:42	266	
Corangamite Darebin	30:14 35:13	204	
East Gippsland	37:24	1,360	
Frankston	29:39	1,516	
Gannawarra	39:05	147	
Glen Eira	37:17	1,041	
Glenelg	27:17	265	
Golden Plains	34:43	134	
Greater Bendigo	31:43	1,368	
Greater Dandenong	31:12	1,503	
Greater Geelong	31:49	2,801	
Greater Shepparton	28:31	897	
Hepburn	34:15	187	
Hindmarsh	32:53	97	
Hobsons Bay	35:06	750	
Horsham	27:40	372	
Hume	36:59	2,242	
Indigo	31:27	134	
Kingston	34:08	1,262	
Knox Latrobe	28:34	1,293	
Loddon	24:22 44:26	1,237 73	
Macedon Ranges	26:18	527	
Manningham	37:37	772	
Mansfield	40:18	108	
Maribyrnong	34:48	703	
Maroondah	31:43	1,135	
Melbourne	35:30	1,645	
Melton	35:00	1,358	
Mildura	29:45	764	
Mitchell	31:10	617	
Moira	34:04	463	
Monash	34:35	1,421	
Moonee Valley	69:07	1,419	
Moorabool	34:13	365	
Moreland	38:53	1,529	
Mornington Peninsula	26:16	1,913	
Mount Alexander	31:52	232	
Moyne	32:37	141	
Murrindindi	36:23	167	
Nillumbik	38:43 30:38	366	
Northern Grampians Port Phillip	30:38	816	
Port Phillip Pyrenees	34:52	91	
Queenscliffe	22.49	27	

Qtr	2 202 ⁻	1/22
onse	of	
Respu	mber (
Average Response Time Minutes	Total Number of First Responses	
47:19 38:11	180 176	
39:21	1,095	
45:46	789	
41:42	513	
37:28	507	
51:54	540	
36:10	204	
46:43	686	
45:37	1,318	
58:25	68	
34:59	463	
39:12	709 2,122	
40:33 43:19	2,122	
32:18	238	
39:29	182	
45:06	1,020	
42:05	660	
35:46	1,270	
50:27	120	
47:56	688	
28:52	197	
39:51	108	
42:40	1,081	
40:40	1,255	
36:21	2,297	
38:25	833	
36:40	134	
44:10 43:34	67 597	
35:55	304	
45:33	1,711	
41:42	126	
43:04	904	
37:53	942	
32:18	962	
40:58	88	
31:34	420	
43:10	600	
44:27	110	
48:23	570	
37:49	1 497	
41:05 45:43	1,487	
37:31	633	
37:36	510	
46:01	411	
45:54	1,060	
81:25	1,087	
46:09	289	
48:19	1,110	
35:21	1,473	
40:27	213	
36:36	132	
44:25	193	
45:46	298	
34:13	701	
45:47 43:38	701 85	
43:38 33:42	36	
40:33	281	

Qtr	3 2021	/22
bonse	ot ses	
le Res	umber	
Average Response Time Minutes	lotal Number of First Responses	
45:15	175	
39:25	177	
36:41	961	
46:19	681	
42:29 35:01	519 485	
53:04	488	
42:13	169	
51:45	691	
44:23	1,218	
55:07	51	
45:52 42:02	418 643	
43:20	1,809	
42:49	194	
42:23	253	
37:30	175	
45:44	954	
46:34 37:20	569 1,195	
50:42	119	
49:34	631	
36:10	209	
37:29	85	
43:10	1,076	
40:37	1,076	
40:47 41:01	2,018 709	
37:29	155	
46:24	62	
45:04	512	
39:36	285	
44:32 44:02	1,548 104	
45:02	875	
40:45	853	
33:12	889	
45:33	66	
36:28	384	
47:08 42:35	128	
42:35	544	
40:35	806	
42:19	1,444	
44:13	1,078	
43:38	584	
37:54 47:10	470	
48:46	1,041	
82:13	1,016	
45:18	322	
47:53	1,079	
37:51	1,354	
43:45 46:17	197 117	
46:17 42:39	208	
43:08	208	
38:42	177	
46:33	672	
43:42	57	
34:17	36	
38:14	277	

Qtr	4 2021/22
Average Response Time Minutes	Total Number of First Responses
57:55	Lotal First
42:17	190
39:48 51:08	995 721
44:31	513
35:52 58:14	485 456
41:48	198
55:28	644
47:16 57:57	1,232
46:33	458
45:22 48:12	581 1,890
48:04	229
44:19 41:59	215
50:59	914
47:27 43:16	631 1,147
43:16 52:44	1,147
54:49 39:15	679
39:15 45:09	191 85
44:43	1,063
45:42 43:55	1,064 2,154
43:29	758
51:09 50:40	141 78
46:01	566
41:38 45:25	287
56:05	118
48:52 44:24	869
44:24 33:44	928 908
50:40	62
38:21 54:49	415 542
53:56	129
47:58 47:35	499 812
45:37	1,472
49:29 44:41	1,058 562
44:41 44:09	524
48:34 53:37	414
53:37 86:54	995 1,084
48:30	327
54:55 39:04	1,030
47:54	179
47:26 52:34	127 185
48:09	268
47:18 53:06	191 655
44:08	79
45:05	29
41:07 35:47	250 163
55:46	546
55:09 37:36	126 183
43:16	227
46:05 44:50	75 300
38:33	320
39:46 35:58	438
35:58 51:28	31 845
47:08	1,271
40:31 44:19	394 1,358
53:25	580
40:52 56:31	878 70
37:44	43
50:04 47:26	124 44,748
ע2. וד	+,1+0

Qtr	1	2022/23	
_			

Qtr	1 2022/2
Average Response Time Minutes	Total Number of First Responses
≷ ⊨ 44:35	131
41:21	140
39:20	958
49:11 42:59	688 468
36:04	480
56:01	505
45:05	185
53:42 44:29	635 1,133
63:49	59
48:46	470
44:51 43:33	625 1,988
47:43	201
38:11	231
44:43	173
49:07 45:43	1,004 632
39:35	1,216
55:30	97
51:51 37:24	658 234
42:20	79
43:33	1,067
45:21	1,087
44:28 45:00	2,191 678
45:06	136
50:46	78
49:19 42:21	606 294
42:21 44:33	1,662
49:59	105
47:22	885
46:11 34:06	932 953
51:19	69
37:28	363
48:23	576
42:13 49:15	121 554
44:40	762
46:11	1,507
47:55 41:17	1,013 554
43:03	547
48:15	382
48:45	977
87:41 48:44	1,097 362
48:49	983
39:17	1,332
42:45 47:26	198 119
52:49	146
46:20	271
40:04 48:24	197 639
43:01	75
43:11	26
44:14 41:35	255 160
52:03	594
50:43	99
39:12	196
47:15 47:43	274 62
42:47	337
36:56	286
42:24 53:29	456 34
46:49	912
47:01	1,250
43:12	372
42:53 51:13	1,292 594
42:02	856
49:12	95
41:45 48:55	196 128
46:09	44,982

Southern Grampians	29:35	192
Stonnington	36:17	706
Strathbogie	35:24	161
Surf Coast	29:19	248
Swan Hill	30:19	267
Towong	36:03	85
Wangaratta	34:45	414
Warrnambool	26:38	444
Wellington	28:27	581
West Wimmera	31:20	42
Whitehorse	35:59	1,230
Whittlesea	35:46	1,742
Wodonga	29:44	458
Wyndham	32:57	1,688
Yarra	32:24	722
Yarra Ranges	29:24	1,180
Yarriambiack	35:26	79
Unincorporated	34:11	87
Interstate LGAs	29:50	146
Total AV	33:43	59,240

33:48

34:59

37 314

180	39:03
577	47:26
132	51:07
226	37:10
240	43:25
76	33:13
374	45:10
318	41:47
438	39:00
35	40:56
981	45:41
1,393	42:19
396	39:18
1,393	40:29
643	48:27
1,061	37:41
86	54:16
4	55:14
133	45:29
47,950	43:42

148

516

149

207

237

84

288 347

392 33

886

1,235

328

642

969

56

18

140

44,262

1,263

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.

31:22

49:13

44:35

33:09

36:30

36:33

36:22

32:15

35:55

49:17

43:54

44:23

35:32

41:58

42:20

37:37

38:58

91:29

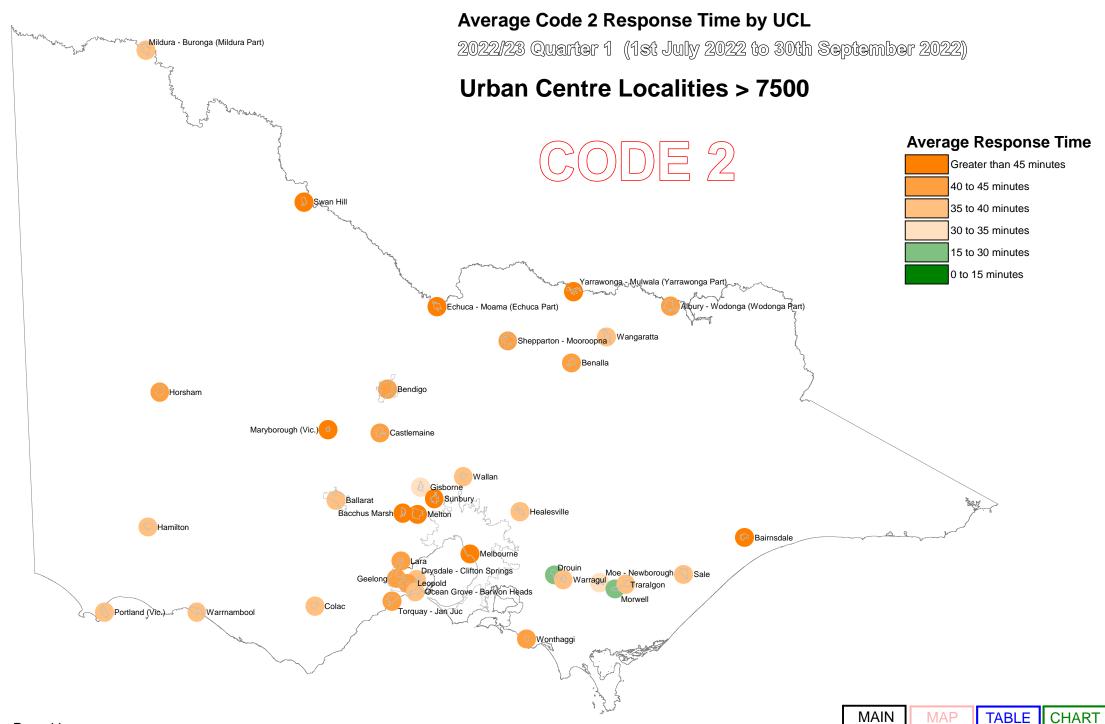
45:26

42:07



Queenscliffe

South Gippsland



Ambulance Victoria

Page 11



Q	tr 1 202	21/22
UCL Name	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	29:34	426
Bacchus Marsh	35:09	222
Bairnsdale	40:52	289
Ballarat	29:52	1,266
Benalla	27:48	193
Bendigo	31:04	1,226
Castlemaine	31:14	173
Colac	30:00	202
Drouin	28:31	153
Drysdale - Clifton Springs	26:44	148
Echuca - Moama (Echuca Part)	29:44	262
Geelong	29:46	1,996
Gisborne	23:03	89
Hamilton	27:13	140
Healesville	26:56	115
Horsham	24:12	329
Lara	33:45	134
Leopold	28:51	93
Maryborough (Vic.)	29:18	201
Melbourne	35:11	36,495
Melton	32:31	720
Mildura - Buronga (Mildura Part)	27:19	541
Moe - Newborough	24:30	359
Morwell	20:23	341
Ocean Grove - Barwon Heads	27:52	155
Portland (Vic.)	27:01	174
Sale	24:13	240
Shepparton - Mooroopna	28:06	761
Sunbury	33:20	330
Swan Hill	31:04	158
Torquay - Jan Juc	27:33	122
Traralgon	25:34	391
Wallan	24:17	88
Wangaratta	32:20	348
Warragul	30:52	293
Warrnambool	26:37	433
Wonthaggi	41:33	206
Yarrawonga - Mulwala (Yarrawonga Par		141
Total UCLs > 7500	33:40	49,953

Qtr	2 202	1/22
	Average Response Time Minutes	TotalNumber of First Responses
	35:33	357
	48:53	186
	46:49	264
	39:32	1,033
	34:50	169
	41:44	957
	37:22	136
	32:14	175
	30:26	115
	33:11	123
	39:03	224
	34:11	1,627
	28:04	84
	27:47	133
	34:10	108
	33:17	275
	39:03	77
	34:19	66
	42:43	172
	44:21	28,858
	43:38	583
	35:19	475
	30:49	235
	29:05	278
	31:33	138
	27:50	129
	28:40	165
	37:07	677
	45:27	223
	34:39	162
	31:55	107
	35:32	320
	36:20	73
	32:39	300
	39:58	245
	31:57	301
	47:31	199
	43:55	146
	42:20	39,895

Qtr 3 2021/22		
	Average Response Time Minutes	Total Number of First Responses
	38:57	305
	47:47	212
	49:54	235
	36:40	921
	42:19	147
	41:38	964
	41:04	148
	44:10	180
	30:33	96
	37:39	94
	48:21	195
	37:27	1,391
	35:05	71
	35:59	107
	33:07	85
	37:43	254
	47:11	78
	38:40	61
	43:36	149
	45:25	26,547
	42:23	571
	43:03	413
	29:47	226
	29:53	232
	32:21	118
	32:56	142
	33:53	160
	40:50	593
	45:09	218
	44:13	150
	35:01	101
	36:24	315
	38:42	64
	42:21	222
	35:02	230
	42:29	333
	45:29	209
	37:08	130
	43:49	36,667

septides agrossant 39:31 363 50:27 241
39:31 363
50.27 241
50.27
47:19 230
39:49 943
42:09 171
44:16 934
48:24 130
46:28 155
34:56 102
46:04 107
47:54 202
41:31 1,505
39:18 74
32:48 121
34:12 79
38:58 239
41:48 97
40:43 77
47:11 178
49:51 26,583
48:05 537
44:35 373
31:53 249
30:40 209
43:13 124
38:30 135
32:16 160
43:17 606
48:57 246
42:50 153
34:44 102
36:04 331
41:28 58
42:47 250
34:54 216
39:10 304
49:01 198
41:19 129
47:37 36,911

Qtr 1 2022/23		
	Average Response Time Minutes	Total Number of First Responses
	42:15	341
	48:17	269
	47:25	264
	39:11	898
	42:09	152
	42:15	925
	42:28	147
	37:25	163
	29:44	114
	38:31	98
	51:15	240
	42:22	1,572
	32:18	66
	37:19	121
	38:17	82
	40:27	256
	44:43	90
	42:00	58
	46:26	172
	48:05	26,924
	45:28	550
	39:22	416
	31:40	247
	29:14	241
	36:25	122
	38:25	164
	37:46	206
	44:48	556
	47:28	244
	45:51	193
	43:51	100
	38:03	342
	36:36	61
	39:29	275
	39:14	218
	37:19	270
	44:46	214
	45:08	106
	46:12	37,477



Glossary

Response Time	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. 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	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 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.
Interstate LGAs	Incidents responded to by AV resources outside the Victorian LGA Boundaries