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.

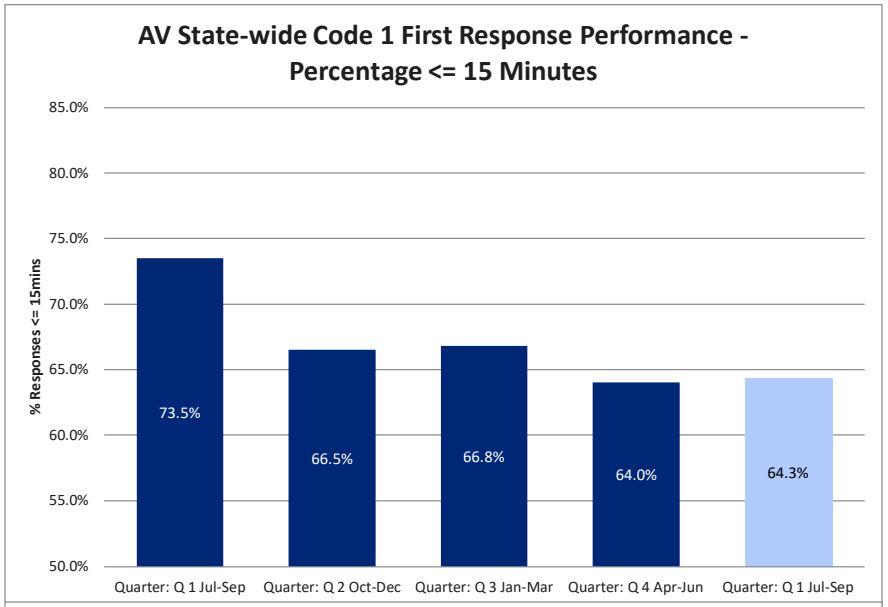
We designate those patients that require urgent paramedic and hospital care as "Code 1," and these patients receive a "lights and sirens" response. The tables below provide information about our Code 1 response time performance by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

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.

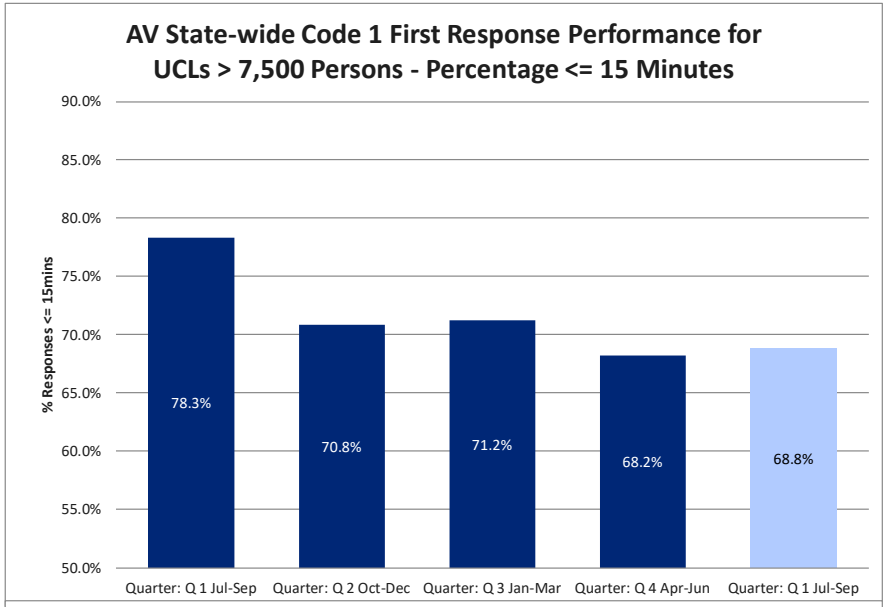
Report Navigation This table shows the response time measures published in this document. Clicking on the items Map, Table and Chart will take you to the appropriate page.

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



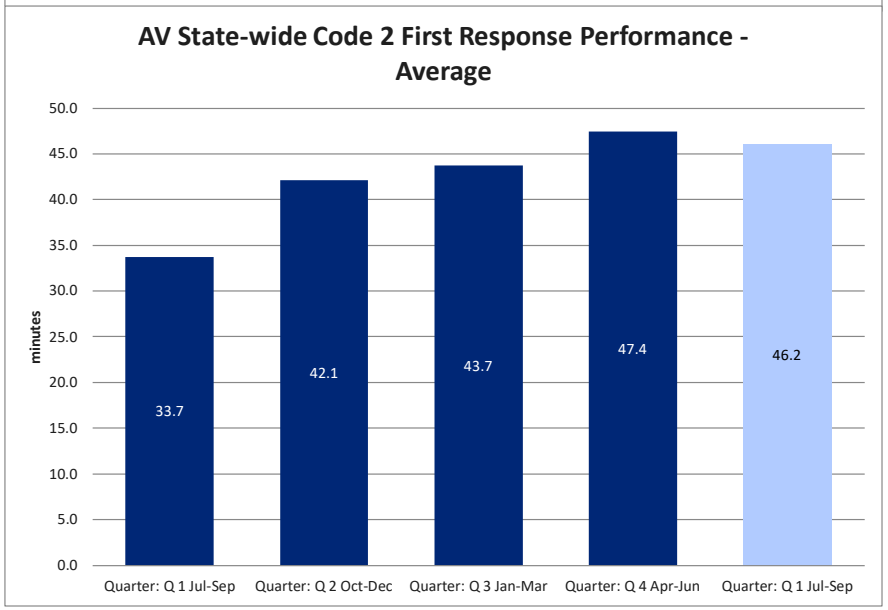
MAP

TABLE



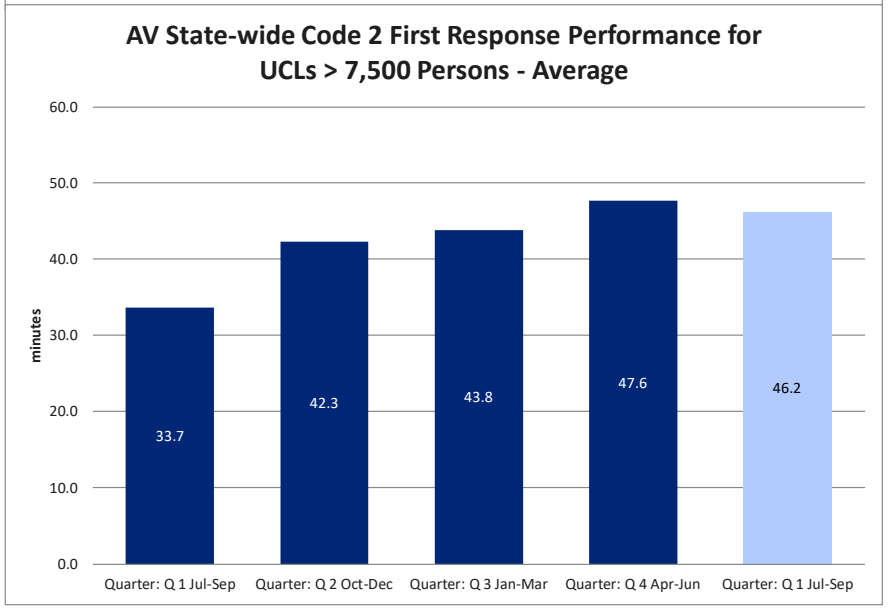
MAP

TABLE



MAP

TABLE



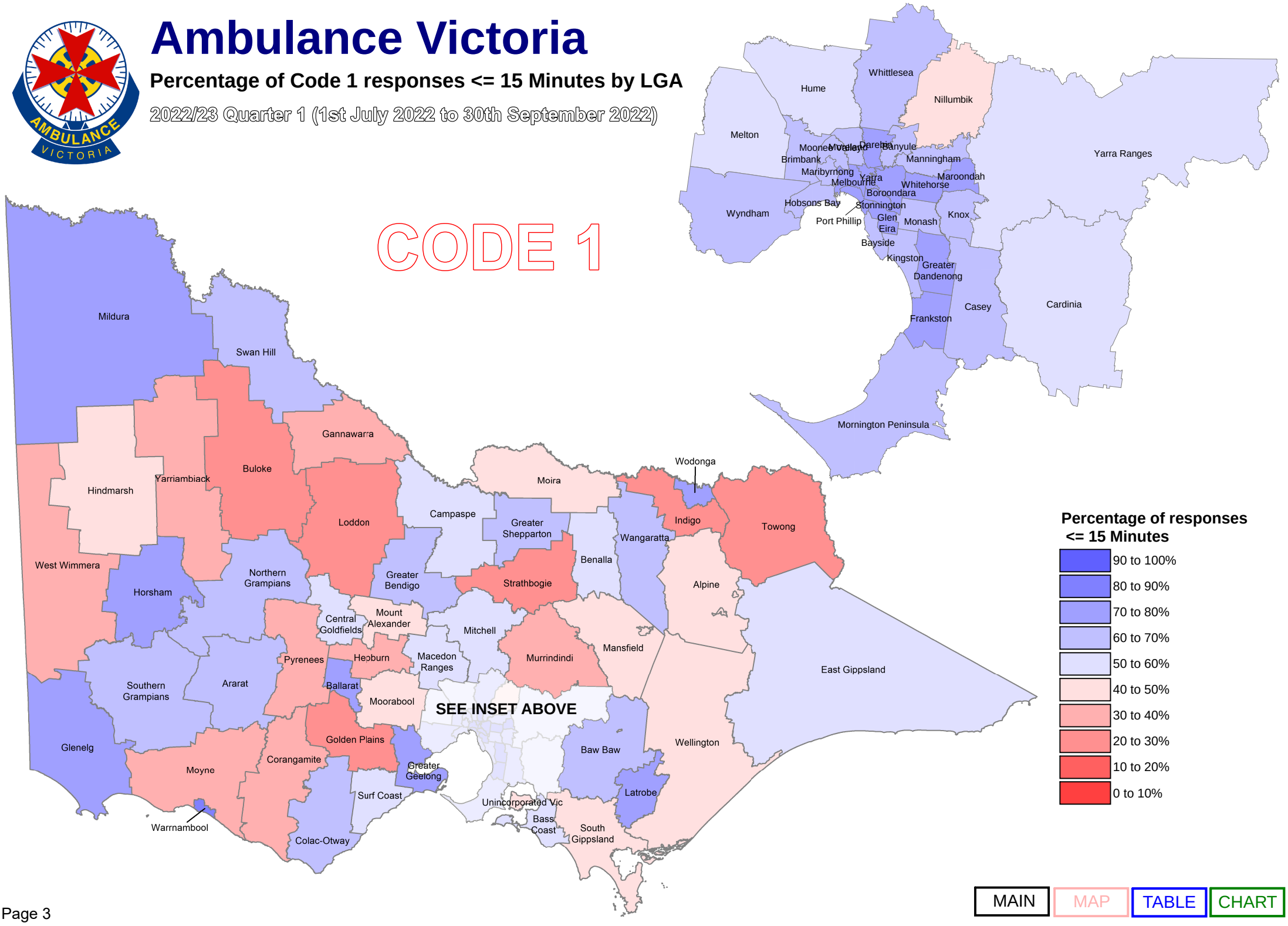
MAP

TABLE

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

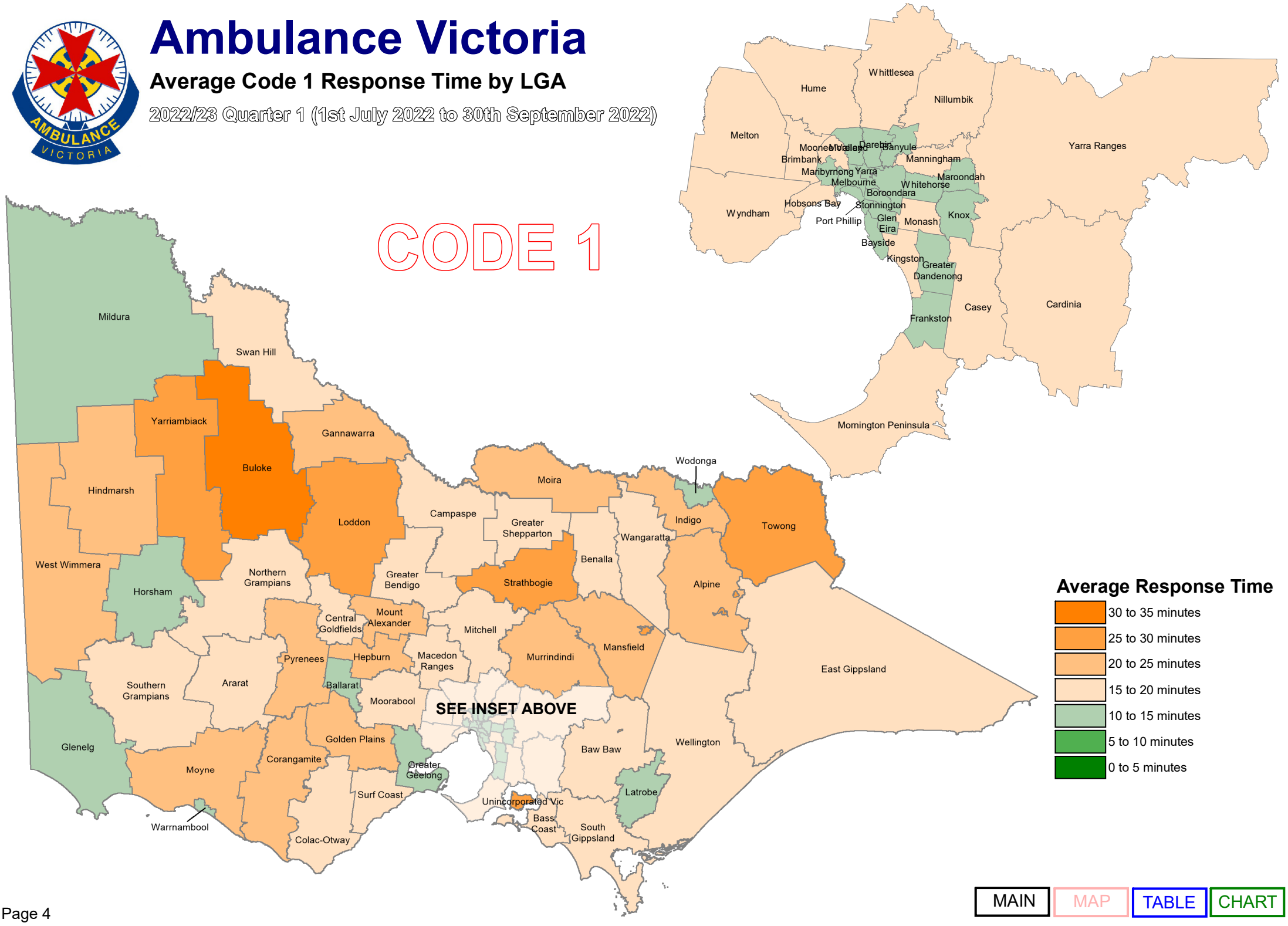
2022/23 Quarter 1 (1st July 2022 to 30th September 2022)



Ambulance Victoria

Average Code 1 Response Time by LGA

2022/23 Quarter 1 (1st July 2022 to 30th September 2022)



MAIN MAP TABLE CHART

Code 1 First Response Performance by LGA

LGA Name	Qtr 1 2021/22			Qtr 2 2021/22			Qtr 3 2021/22			Qtr 4 2021/22			Qtr 1 2022/23		
	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	43.8%	19:46	160	37.4%	24:43	182	39.5%	23:30	210	42.3%	22:36	175	40.0%	24:30	185
Ararat	61.2%	16:49	152	59.9%	17:34	167	58.8%	17:17	216	52.3%	19:06	237	62.0%	17:00	192
Ballarat	82.7%	11:51	1,847	80.4%	12:53	1,904	78.4%	13:16	2,022	77.5%	13:23	2,200	77.3%	13:11	2,111
Banyule	79.1%	12:46	1,498	72.8%	14:05	1,572	72.1%	14:02	1,550	71.2%	14:34	1,818	69.2%	14:47	1,663
Bass Coast	62.8%	15:45	615	57.5%	17:03	711	55.6%	17:23	711	59.7%	16:11	677	58.8%	16:31	738
Baw Baw	63.6%	15:30	800	55.5%	17:09	847	59.9%	16:37	832	61.5%	16:29	867	62.1%	16:40	896
Bayside	81.8%	12:31	850	67.9%	15:26	878	70.6%	15:22	952	65.9%	15:53	1,025	68.2%	14:54	969
Benalla	62.1%	15:57	203	55.7%	17:21	255	55.9%	17:28	254	51.0%	20:19	253	56.8%	18:07	308
Boroondara	83.1%	12:36	1,314	75.4%	13:59	1,409	73.5%	13:52	1,518	70.0%	14:51	1,514	71.7%	14:26	1,503
Brimbank	76.5%	13:07	2,616	67.0%	15:09	3,162	68.7%	14:37	3,157	65.3%	15:28	3,256	65.8%	15:03	3,121
Buloke	34.6%	25:03	81	27.1%	26:10	70	34.0%	27:23	100	33.6%	30:29	107	22.6%	30:16	115
Campaspe	59.8%	15:12	517	57.0%	16:51	623	55.8%	16:53	640	56.7%	16:45	679	52.5%	18:01	710
Cardinia	61.4%	15:22	1,429	53.5%	17:21	1,573	55.8%	16:56	1,620	49.6%	18:35	1,714	51.0%	17:53	1,645
Casey	75.5%	13:16	3,839	63.3%	15:26	4,856	63.1%	15:37	4,770	60.1%	16:00	5,169	62.5%	15:39	4,803
Central Goldfields	53.1%	18:22	224	51.5%	18:31	231	57.3%	18:34	248	50.7%	21:00	286	52.6%	18:22	312
Colac-Otway	65.5%	15:40	235	53.3%	19:41	240	64.2%	15:50	268	57.1%	19:02	252	60.1%	17:13	298
Corangamite	54.1%	17:33	229	49.2%	17:34	252	46.0%	19:19	239	46.3%	19:38	227	38.6%	20:52	236
Darebin	80.9%	12:40	1,915	75.2%	13:52	2,244	77.7%	13:27	2,231	73.8%	14:06	2,301	73.0%	14:01	2,250
East Gippsland	57.4%	16:59	814	53.2%	18:51	885	51.0%	20:04	929	51.8%	19:47	948	53.1%	18:45	990
Frankston	81.9%	11:55	2,064	74.2%	13:37	2,406	72.6%	13:43	2,409	70.3%	14:28	2,482	71.0%	14:13	2,429
Gannawarra	49.2%	20:10	124	45.6%	21:25	136	37.0%	23:32	138	40.0%	22:47	135	31.3%	24:18	163
Glen Eira	82.9%	12:11	1,410	76.1%	13:41	1,533	72.5%	14:06	1,551	69.5%	14:57	1,669	71.3%	14:34	1,527
Glenelg	74.2%	13:27	240	79.0%	13:10	238	67.4%	16:00	273	73.1%	13:55	323	73.5%	14:09	313
Golden Plains	31.9%	20:04	232	29.9%	20:23	234	32.2%	21:18	236	25.8%	22:18	287	29.9%	21:28	261
Greater Bendigo	75.2%	13:18	1,897	70.8%	14:26	1,983	67.7%	14:59	2,110	64.6%	15:40	2,291	65.1%	15:37	2,273
Greater Dandenong	84.2%	11:47	2,017	73.5%	13:58	2,623	73.0%	14:09	2,540	68.6%	15:03	2,517	72.7%	13:42	2,447
Greater Geelong	77.2%	12:45	3,900	74.8%	13:13	4,138	72.0%	13:55	4,410	69.9%	14:25	4,738	70.1%	14:12	4,615
Greater Shepparton	77.7%	12:39	1,124	73.2%	14:02	1,398	70.6%	14:54	1,389	66.8%	15:22	1,468	66.5%	15:55	1,443
Hepburn	45.2%	18:11	228	39.0%	20:35	246	40.4%	20:20	277	37.9%	21:15	269	36.4%	21:11	242
Hindmarsh	55.2%	19:28	87	53.6%	19:27	112	57.4%	18:47	94	43.0%	23:06	107	43.8%	24:16	121
Hobsons Bay	76.6%	13:07	1,149	66.2%	14:34	1,280	66.3%	14:55	1,325	61.4%	15:35	1,385	63.3%	15:10	1,342
Horsham	82.8%	11:41	302	81.2%	12:00	340	73.5%	13:42	336	77.7%	14:00	349	79.1%	12:25	358
Hume	65.5%	15:12	4,304	57.5%	16:45	5,004	62.9%	15:41	4,584	59.6%	16:12	4,788	57.6%	16:28	4,443
Indigo	34.1%	20:32	170	35.0%	21:50	180	24.6%	24:51	195	20.6%	25:35	204	21.8%	24:58	220
Kingston	79.5%	12:14	1,789	70.0%	14:37	1,870	71.3%	14:15	2,058	65.5%	15:31	2,085	68.5%	15:01	1,908
Knox	80.9%	12:16	1,727	74.3%	13:52	1,787	75.6%	13:42	1,915	70.2%	14:46	1,946	69.4%	14:24	2,022
Latrobe	75.5%	12:14	1,648	71.2%	13:33	1,829	74.8%	12:57	1,747	72.1%	13:35	1,940	72.3%	13:19	1,948
Loddon	32.5%	22:59	123	20.6%	25:18	107	18.4%	26:20	136	27.4%	27:01	135	22.7%	27:31	141
Macedon Ranges	62.0%	15:22	589	57.4%	16:22	589	56.9%	16:35	634	51.2%	17:45	727	52.5%	16:53	688
Manningham	75.0%	13:54	1,155	68.5%	14:51	1,319	63.7%	15:58	1,282	63.6%	16:06	1,423	64.9%	15:42	1,318
Mansfield	39.0%	27:39	82	38.8%	26:11	121	45.9%	23:53	85	50.0%	27:01	110	46.9%	22:56	98
Maribyrnong	80.1%	12:35	885	74.3%	13:53	1,084	69.2%	15:27	1,125	70.5%	14:27	1,188	67.2%	14:51	1,150
Maroondah	83.0%	11:37	1,339	77.0%	13:12	1,408	77.5%	13:12	1,441	72.8%	14:39	1,602	71.6%	14:01	1,523
Melbourne	85.3%	11:09	1,981	79.2%	12:31	2,637	78.1%	12:54	2,761	76.3%	13:01	2,919	75.2%	13:30	2,779
Melton	63.5%	15:24	2,275	53.2%	17:36	2,905	56.0%	16:41	2,874	50.5%	17:46	3,036	52.6%	17:19	2,812
Mildura	77.4%	12:48	836	78.8%	13:05	950	75.6%	13:47	1,074	74.8%	14:08	1,048	74.6%	13:47	1,072
Mitchell	60.2%	16:03	668	52.6%	17:17	722	52.4%	18:08	763	47.7%	18:31	840	53.4%	17:27	843
Moira	47.7%	19:04	493	43.7%	21:27	593	46.9%	20:11	603	47.6%	20:21	603	46.7%	20:01	625
Monash	80.9%	12:52	1,800	69.8%	14:39	2,003	67.3%	15:32	2,141	64.3%	15:43	2,222	67.0%	15:36	2,064
Moonee Valley	78.6%	13:06	1,419	68.5%	14:57	1,666	69.2%	14:59	1,589	66.3%	15:08	1,652	64.6%	15:19	1,554
Moorabool	52.4%	17:06	441	43.7%	20:01	449	43.8%	18:38	493	46.7%	19:01	572	49.3%	17:41	594
Moreland	78.2%	13:03	2,440	70.6%	14:39	2,634	71.9%	14:23	2,636	67.8%	15:04	2,677	67.6%	14:43	2,543
Mornington Peninsula	70.8%	13:18	2,343	66.3%	14:36	2,627	64.0%	15:21	2,719	61.5%	15:45	2,618	63.0%	15:31	2,595
Mount Alexander	53.2%	17:25	231	46.5%	18:24	217	44.3%	18:52	253	46.0%	20:01	263	41.1%	21:00	246
Moyne	44.7%	17:57	132	34.6%	19:52	182	42.6%	18:02	209	31.1%	21:34	196	30.8%	21:35	172
Murrindindi	42.0%	20:58	205	39.8%	21:58	259	32.8%	24:43	253	36.5%	24:18	252	30.9%	24:37	246
Nillumbik	54.0%	16:44	598	52.6%	17:02	565	48.1%	17:37	667	49.4%	17:50	692	47.4%	17:58	624
Northern Grampians	67.7%	15:06	226	62.9%	16:55	197	57.0%	19:02	223	61.1%	18:48	239	60.2%	16:58	231
Port Phillip	85.4%	11:29	1,169	75.4%	13:24	1,429	74.2%	13:44	1,436	72.0%	14:02	1,464	72.0%	14:16	1,348
Pyrenees	42.3%	21:01	104	46.2%	20:11	119	29.3%	22:29	123	30.6%	23:46	124	37.1%	21:01	143
Queenscliffe	60.9%	16:35	46	59.5%	15:27	42	65.9%	16:29	82	50.8%	17:27	61	53.6%	18:23	56
South Gippsland	48.8%	18:20	426	43.0%	20:12	456	48.5%	19:20	474	51.5%	18:02	474	48.4%	18:20	479
Southern Grampians	58.7%	18:02	172	61.0%	17:14	187	68.8%	14:40	234	63.7%	15:39	223	64.0%	15:23	247
Stonnington	80.7%	12:53	885	75.4%	14:05	1,058	72.4%	14:52	1,125	71.0%	14:52	1,209	71.9%	14:00	1,181
Strathbogie	33.0%	21:55	209	28.6%	23:40	210	25.3%	24:00	233	28.2%	24:44	238	27.1%	25:55	240
Surf Coast	59.9%	14:55	369	57.7%	16:28	421	57.1%	16:17	478	49.9%	17:52	429	57.2%	16:59	395
Swan Hill	69.4%	15:17	301	64.9%	16:20	319	67.6%	15:43	327	61.1%	17:21	319	65.6%	16:03	346
Towong	41.1%	23:16	73	32.0%	25:48	75	34.2%	31:08	73	31.5%	26:01	73	28.9%	29:02	76
Wangaratta	73.3%	14:29	480	74.9%	13:08	506	70.2%	15:30	517	68.8%	15:26	519	64.9%	16:44	515
Warrnambool	88.3%	10:31	443	86.4%	11:01	485	86.3%	10:57	527	82.5%	11:59	622	82.6%	12:10	535
Wellington	56.6%	17:16	656	48.8%	19:25	707	52.0%	19:09	677	50.1%	19:19	679	49.7%	19:09	778
West Wimmera	39.2%	23:17	51	30.0%	23:44	40	37.9%	23:12	58	30.8%	26:13	52	30.6%	24:40	62
Whitehorse	85.8%	11:09	1,615	74.2%	13:46	1,607	74.8%	13:50	1,676	71.1%	14:44	1,951	71.2%	14:23	1,731
Whittlesea	68.4%	14:20	2,944	62.1%	15:29	3,512	65.8%	15:25	3,413	62.6%	16:00	3,642	61.9%	15:29	3,489
Wodonga	77.4%	13:20	588	72.2%	14:59	672	76.7%	13:08	724	74.8%	13:56	660	72.7%	14:51	700
Wyndham	74.2%	13:32	2,704	63.5%	15:33	3,358	69.1%	14:43	3,282	65.5%	15:28	3,591	66.2%	15:10	3,431
Yarra	86.0%	11:09	983	78.2%	12:52	1,182	78.7%	13:18	1,300	76.2%	13:13	1,292	78.4%	12:57	1,249
Yarra Ranges	65.6%	14:25	1,831	59.1%	16:13	1,943	60.3%	16:14	1,953	54.8%	17:23	2,144	53.9%	17:04	2,004
Yarriambiack	37.7%	24:38	106	41.6%	23:40	113	38.0%	25:27	121	33.6%	26:09	122	30.0%	26:54	140
Unincorporated	60.0%	16:58	35	14.3%	47:11	7	12.5%	51:19	16	37.9%	30:05	29	44.2%	27:52	77
Interstate LGAs	58.7%	18:22	259	42.6%	21:53	317	49.7%	20:24	370	52.6%	20:16	308	49.7%	20:02	332
Total AV	73.5%	13:39	80,460	66.5%	15:11	91,397	66.8%	15:15	93,234	64.0%	15:49	97,927	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.

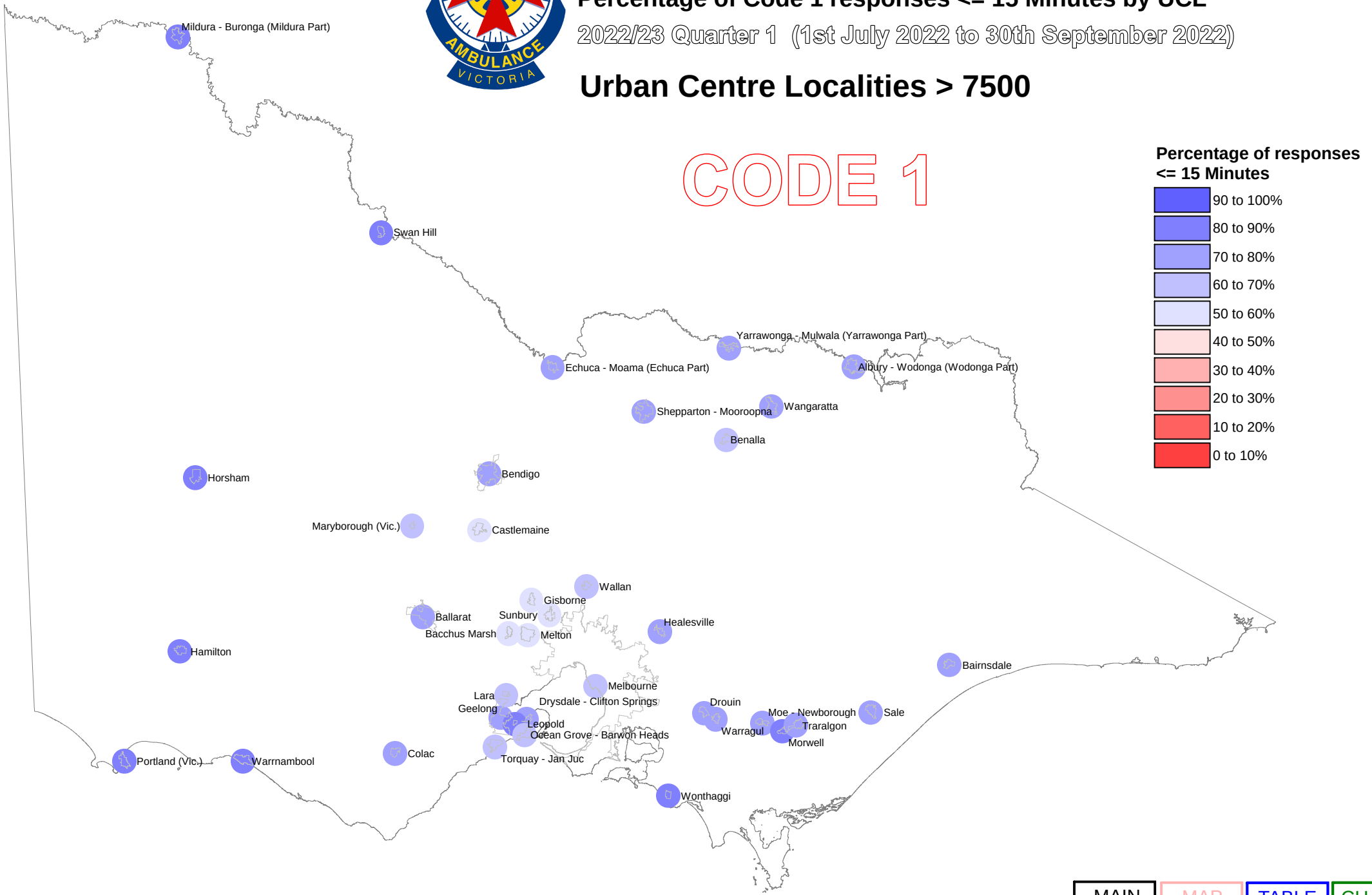
MAIN | MAP <= 15 Minutes | MAP Average | TABLE | CHART

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by UCL

2022/23 Quarter 1 (1st July 2022 to 30th September 2022)

Urban Centre Localities > 7500

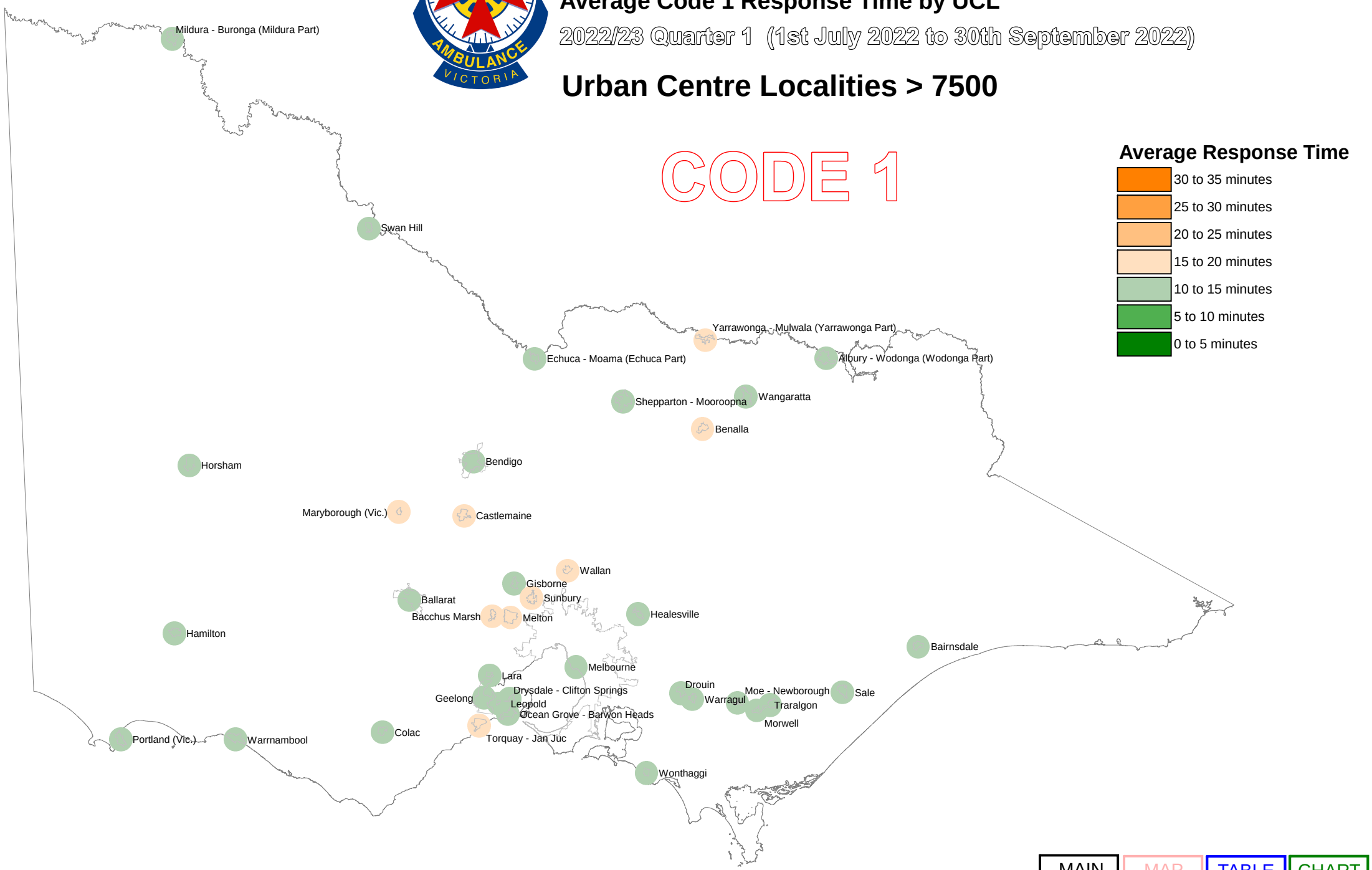


Ambulance Victoria

Average Code 1 Response Time by UCL

2022/23 Quarter 1 (1st July 2022 to 30th September 2022)

Urban Centre Localities > 7500



Code 1 First Response Performance by UCL

UCL Name	Qtr 1 2021/22			Qtr 2 2021/22			Qtr 3 2021/22			Qtr 4 2021/22			Qtr 1 2022/23		
	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
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
Yarrawonga - Mulwala (Yarrawonga Part)	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
Total UCLs > 7500	78.3%	12:45	68,438	70.8%	14:20	77,792	71.2%	14:19	78,958	68.2%	14:56	83,279	68.8%	14:38	79,975

MAIN

MAP
<= 15 Minutes

MAP
Average

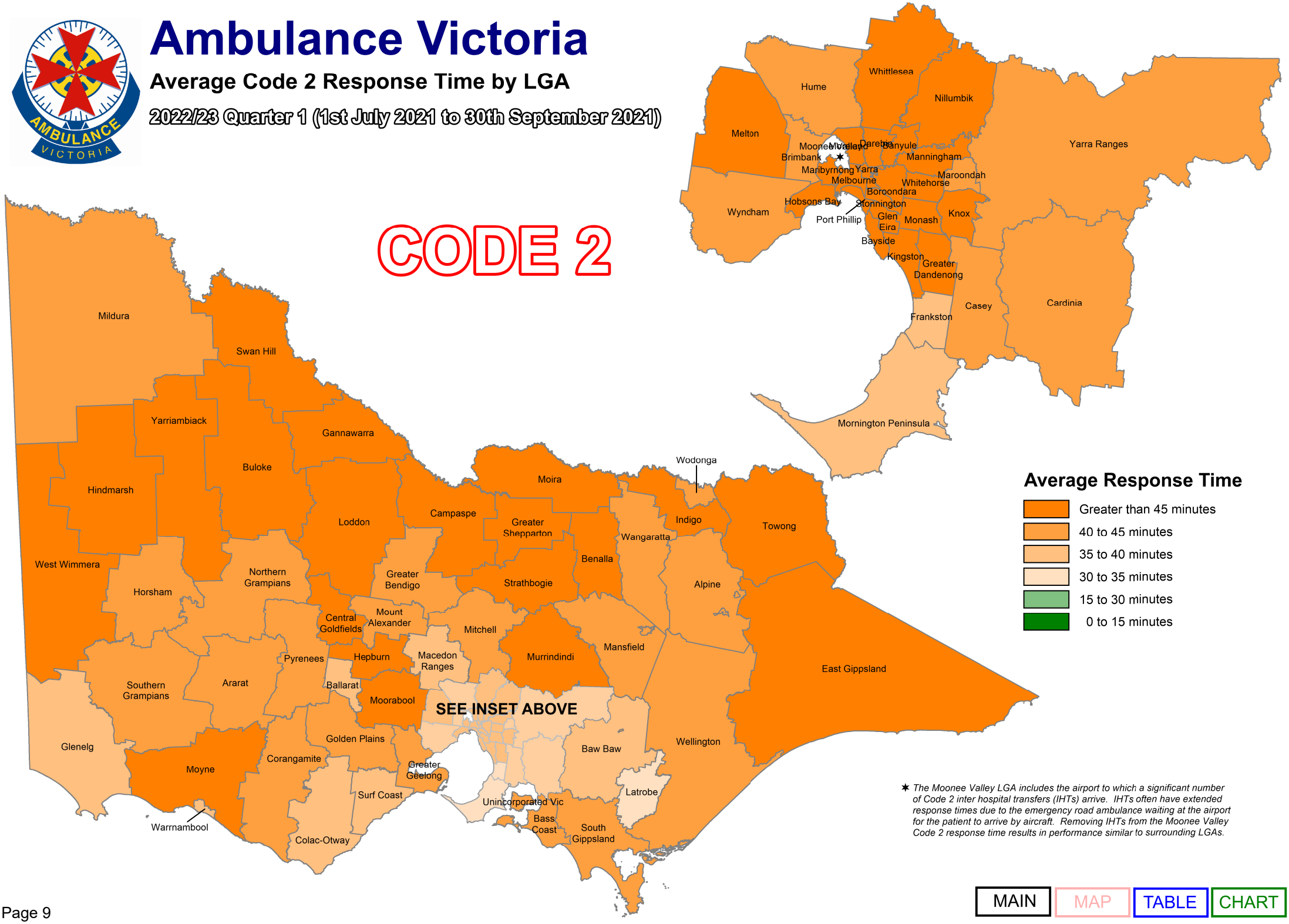
TABLE

CHART

Ambulance Victoria

Average Code 2 Response Time by LGA

2022/23 Quarter 1 (1st July 2021 to 30th September 2021)



★ *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.*

MAIN MAP TABLE CHART

Code 2 First Response Performance by LGA

LGA Name	Qtr 1 2021/22		Qtr 2 2021/22		Qtr 3 2021/22		Qtr 4 2021/22		Qtr 1 2022/23	
	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses
Alpine	38:42	178	47:19	180	45:15	175	57:55	142	44:35	131
Ararat	30:07	221	38:11	176	39:25	177	42:17	190	41:21	140
Ballarat	29:51	1,326	39:21	1,095	36:41	961	39:48	995	39:20	958
Banyule	34:01	971	45:46	789	46:19	681	51:08	721	49:11	688
Bass Coast	35:26	584	41:42	513	42:29	519	44:31	513	42:59	468
Baw Baw	30:34	643	37:28	507	35:01	485	35:52	485	36:04	480
Bayside	38:06	682	51:54	540	53:04	488	58:14	456	56:01	505
Benalla	28:45	224	36:10	204	42:13	169	41:48	198	45:05	185
Boroondara	36:00	1,008	46:43	686	51:45	691	55:28	644	53:42	635
Brimbank	36:03	1,550	45:37	1,318	44:23	1,218	47:16	1,232	44:29	1,133
Buloke	43:50	66	58:25	68	55:07	51	57:57	70	63:49	59
Campaspe	29:59	520	34:59	463	45:52	418	46:33	458	48:46	470
Cardinia	30:19	876	39:12	709	42:02	643	45:22	581	44:51	625
Casey	31:23	2,655	40:33	2,122	43:20	1,809	48:12	1,890	43:33	1,988
Central Goldfields	30:28	256	43:19	209	42:49	194	48:04	229	47:43	201
Colac-Otway	31:42	266	32:18	238	42:23	253	44:19	215	38:11	231
Corangamite	30:14	204	39:29	182	37:30	175	41:59	174	44:43	173
Darebin	35:13	1,360	45:06	1,020	45:44	954	50:59	914	49:07	1,004
East Gippsland	37:24	756	42:05	660	46:34	569	47:27	631	45:43	632
Frankston	29:39	1,516	35:46	1,270	37:20	1,195	43:16	1,147	39:35	1,216
Gannawarra	39:05	147	50:27	120	50:42	119	52:44	107	55:30	97
Glen Eira	37:17	1,041	47:56	688	49:34	631	54:49	679	51:51	658
Glenelg	27:17	265	28:52	197	36:10	209	39:15	191	37:24	234
Golden Plains	34:43	134	39:51	108	37:29	85	45:09	85	42:20	79
Greater Bendigo	31:43	1,368	42:40	1,081	43:10	1,076	44:43	1,063	43:33	1,067
Greater Dandenong	31:12	1,503	40:40	1,255	40:37	1,076	45:42	1,064	45:21	1,087
Greater Geelong	31:49	2,801	36:21	2,297	40:47	2,018	43:55	2,154	44:28	2,191
Greater Shepparton	28:31	897	38:25	833	41:01	709	43:29	758	45:00	678
Hepburn	34:15	187	36:40	134	37:29	155	51:09	141	45:06	136
Hindmarsh	32:53	97	44:10	67	46:24	62	50:40	78	50:46	78
Hobsons Bay	35:06	750	43:34	597	45:04	512	46:01	566	49:19	606
Horsham	27:40	372	35:55	304	39:36	285	41:38	287	42:21	294
Hume	36:59	2,242	45:33	1,711	44:32	1,548	45:25	1,688	44:33	1,662
Indigo	31:27	134	41:42	126	44:02	104	56:05	118	49:59	105
Kingston	34:08	1,262	43:04	904	45:03	875	48:52	869	47:22	885
Knox	28:34	1,293	37:53	942	40:45	853	44:24	928	46:11	932
Latrobe	24:22	1,237	32:18	962	33:12	889	33:44	908	34:06	953
Loddon	44:26	73	40:58	88	45:33	66	50:40	62	51:19	69
Macedon Ranges	26:18	527	31:34	420	36:28	384	38:21	415	37:28	363
Manningham	37:37	772	43:10	600	47:08	520	54:49	542	48:23	576
Mansfield	40:18	108	44:27	110	42:35	128	53:56	129	42:13	121
Maribyrnong	34:48	703	48:23	570	43:53	544	47:58	499	49:15	554
Maroondah	31:43	1,135	37:49	880	40:35	806	47:35	812	44:40	762
Melbourne	35:30	1,645	41:05	1,487	42:19	1,444	45:37	1,472	46:11	1,507
Melton	35:00	1,358	45:43	1,132	44:13	1,078	49:29	1,058	47:55	1,013
Mildura	29:45	764	37:31	633	43:38	584	44:41	562	41:17	554
Mitchell	31:10	617	37:36	510	37:54	470	44:09	524	43:03	547
Moira	34:04	463	46:01	411	47:10	417	48:34	414	48:15	382
Monash	34:35	1,421	45:54	1,060	48:46	1,041	53:37	995	48:45	977
✶ Moonee Valley	69:07	1,419	81:25	1,087	82:13	1,016	86:54	1,084	87:41	1,097
Moorabool	34:13	365	46:09	289	45:18	322	48:30	327	48:44	362
Moreland	38:53	1,529	48:19	1,110	47:53	1,079	54:55	1,030	48:49	983
Mornington Peninsula	26:16	1,913	35:21	1,473	37:51	1,354	39:04	1,319	39:17	1,332
Mount Alexander	31:52	232	40:27	213	43:45	197	47:54	179	42:45	198
Moyne	32:37	141	36:36	132	46:17	117	47:26	127	47:26	119
Murrindindi	36:23	167	44:25	193	42:39	208	52:34	185	52:49	146
Nillumbik	38:43	366	45:46	298	43:08	299	48:09	268	46:20	271
Northern Grampians	30:38	200	34:13	190	38:42	177	47:18	191	40:04	197
Port Phillip	34:52	816	45:47	701	46:33	672	53:06	655	48:24	639
Pyrenees	35:06	91	43:38	85	43:42	57	44:08	79	43:01	75
Queenscliffe	33:48	37	33:42	36	34:17	36	45:05	29	43:11	26
South Gippsland	34:59	314	40:33	281	38:14	277	41:07	250	44:14	255
Southern Grampians	29:35	192	31:22	180	39:03	148	35:47	163	41:35	160
Stonnington	36:17	706	49:13	577	47:26	516	55:46	546	52:03	594
Strathbogie	35:24	161	44:35	132	51:07	149	55:09	126	50:43	99
Surf Coast	29:19	248	33:09	226	37:10	207	37:36	183	39:12	196
Swan Hill	30:19	267	36:30	240	43:25	237	43:16	227	47:15	274
Towong	36:03	85	36:33	76	33:13	84	46:05	75	47:43	62
Wangaratta	34:45	414	36:22	374	45:10	288	44:50	300	42:47	337
Warrnambool	26:38	444	32:15	318	41:47	347	38:33	320	36:56	286
Wellington	28:27	581	35:55	438	39:00	392	39:46	438	42:24	456
West Wimmera	31:20	42	49:17	35	40:56	33	35:58	31	53:29	34
Whitehorse	35:59	1,230	43:54	981	45:41	886	51:28	845	46:49	912
Whittlesea	35:46	1,742	44:23	1,393	42:19	1,235	47:08	1,271	47:01	1,250
Wodonga	29:44	458	35:32	396	39:18	328	40:31	394	43:12	372
Wyndham	32:57	1,688	41:58	1,393	40:29	1,263	44:19	1,358	42:53	1,292
Yarra	32:24	722	42:20	643	48:27	642	53:25	580	51:13	594
Yarra Ranges	29:24	1,180	37:37	1,061	37:41	969	40:52	878	42:02	856
Yarriambiack	35:26	79	38:58	86	54:16	56	56:31	70	49:12	95
Unincorporated	34:11	87	91:29	4	55:14	18	37:44	43	41:45	196
Interstate LGAs	29:50	146	45:26	133	45:29	140	50:04	124	48:55	128
Total AV	33:43	59,240	42:07	47,950	43:42	44,262	47:26	44,748	46:09	44,982

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

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

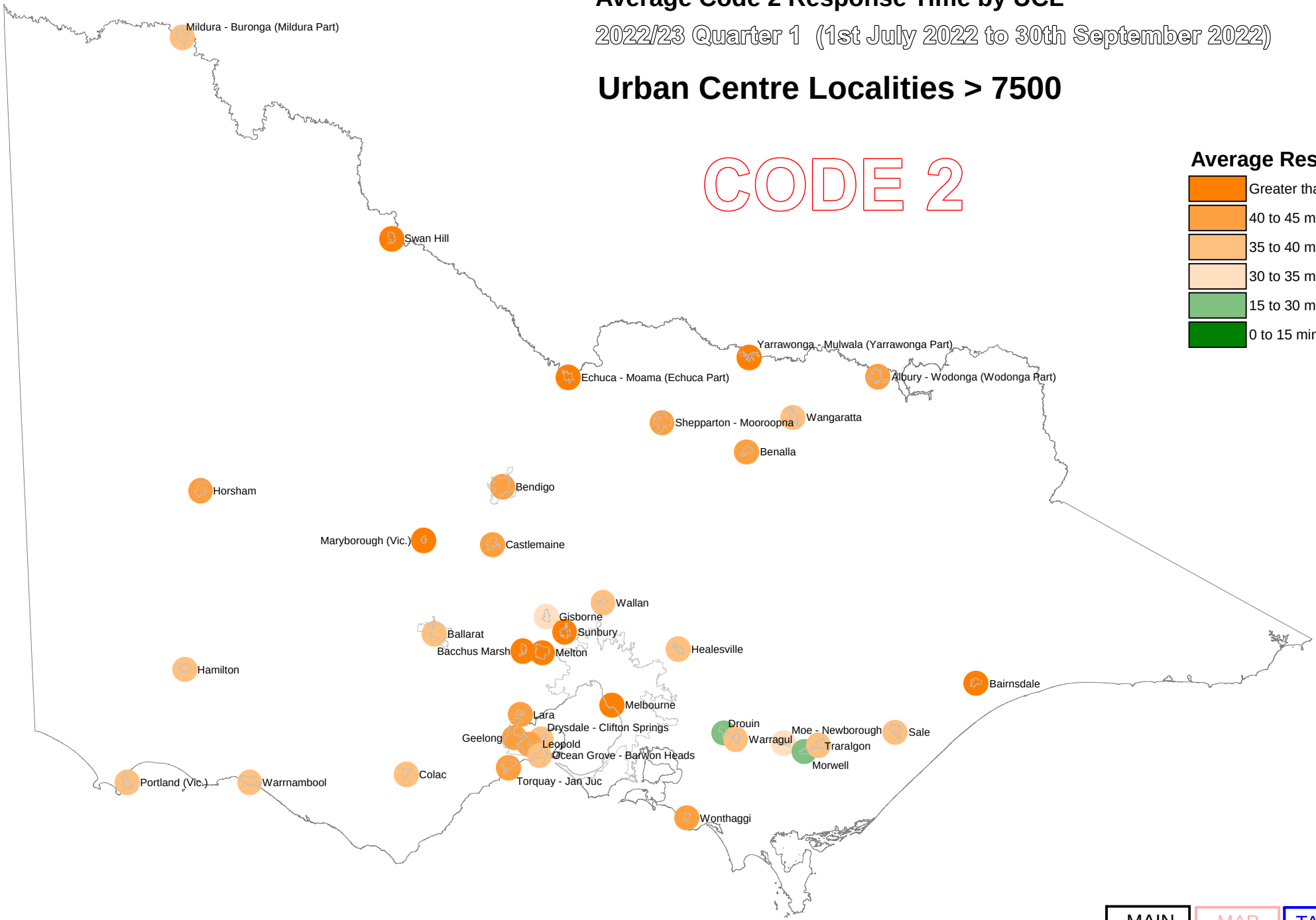
Ambulance Victoria

Average Code 2 Response Time by UCL

2022/23 Quarter 1 (1st July 2022 to 30th September 2022)

Urban Centre Localities > 7500

CODE 2



Code 2 First Response Performance by UCL

UCL Name	Qtr 1 2021/22		Qtr 2 2021/22		Qtr 3 2021/22		Qtr 4 2021/22		Qtr 1 2022/23	
	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	29:34	426	35:33	357	38:57	305	39:31	363	42:15	341
Bacchus Marsh	35:09	222	48:53	186	47:47	212	50:27	241	48:17	269
Bairnsdale	40:52	289	46:49	264	49:54	235	47:19	230	47:25	264
Ballarat	29:52	1,266	39:32	1,033	36:40	921	39:49	943	39:11	898
Benalla	27:48	193	34:50	169	42:19	147	42:09	171	42:09	152
Bendigo	31:04	1,226	41:44	957	41:38	964	44:16	934	42:15	925
Castlemaine	31:14	173	37:22	136	41:04	148	48:24	130	42:28	147
Colac	30:00	202	32:14	175	44:10	180	46:28	155	37:25	163
Drouin	28:31	153	30:26	115	30:33	96	34:56	102	29:44	114
Drysdale - Clifton Springs	26:44	148	33:11	123	37:39	94	46:04	107	38:31	98
Echuca - Moama (Echuca Part)	29:44	262	39:03	224	48:21	195	47:54	202	51:15	240
Geelong	29:46	1,996	34:11	1,627	37:27	1,391	41:31	1,505	42:22	1,572
Gisborne	23:03	89	28:04	84	35:05	71	39:18	74	32:18	66
Hamilton	27:13	140	27:47	133	35:59	107	32:48	121	37:19	121
Healesville	26:56	115	34:10	108	33:07	85	34:12	79	38:17	82
Horsham	24:12	329	33:17	275	37:43	254	38:58	239	40:27	256
Lara	33:45	134	39:03	77	47:11	78	41:48	97	44:43	90
Leopold	28:51	93	34:19	66	38:40	61	40:43	77	42:00	58
Maryborough (Vic.)	29:18	201	42:43	172	43:36	149	47:11	178	46:26	172
Melbourne	35:11	36,495	44:21	28,858	45:25	26,347	49:51	26,583	48:05	26,924
Melton	32:31	720	43:38	583	42:23	571	48:05	537	45:28	550
Mildura - Buronga (Mildura Part)	27:19	541	35:19	475	43:03	413	44:35	373	39:22	416
Moe - Newborough	24:30	359	30:49	235	29:47	226	31:53	249	31:40	247
Morwell	20:23	341	29:05	278	29:53	232	30:40	209	29:14	241
Ocean Grove - Barwon Heads	27:52	155	31:33	138	32:21	118	43:13	124	36:25	122
Portland (Vic.)	27:01	174	27:50	129	32:56	142	38:30	135	38:25	164
Sale	24:13	240	28:40	165	33:53	160	32:16	160	37:46	206
Shepparton - Mooroopna	28:06	761	37:07	677	40:50	593	43:17	606	44:48	556
Sunbury	33:20	330	45:27	223	45:09	218	48:57	246	47:28	244
Swan Hill	31:04	158	34:39	162	44:13	150	42:50	153	45:51	193
Torquay - Jan Juc	27:33	122	31:55	107	35:01	101	34:44	102	43:51	100
Traralgon	25:34	391	35:32	320	36:24	315	36:04	331	38:03	342
Wallan	24:17	88	36:20	73	38:42	64	41:28	58	36:36	61
Wangaratta	32:20	348	32:39	300	42:21	222	42:47	250	39:29	275
Warragul	30:52	293	39:58	245	35:02	230	34:54	216	39:14	218
Warrnambool	26:37	433	31:57	301	42:29	333	39:10	304	37:19	270
Wonthaggi	41:33	206	47:31	199	45:29	209	49:01	198	44:46	214
Yarrawonga - Mulwala (Yarrawonga Part)	35:03	141	43:55	146	37:08	130	41:19	129	45:08	106
Total UCLs > 7500	33:40	49,953	42:20	39,895	43:49	36,567	47:37	36,911	46:12	37,477

MAIN
MAP
TABLE
CHART

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