Ambulance Victoria's Performance

2024/25 Quarter 3 (1st January 2025 to 31st March 2025)

Ambulance Victoria has two official response time targets:

Respond to Code 1 incidents within 15 minutes for 85% of incidents state-wide, and
Respond to Code 1 incidents within 15 minutes for 90% of incidents in centres with populations greater than 7,500.

Response times are an important measure of the service we provide, but are only one of a number of measures used to gauge the effective delivery of an ambulance service.

Our response times are measured from the receipt of the triple zero (000) call until the first AV resource arrives on scene. Response times are influenced by many factors including traffic, distance required to travel, availability of ambulances and demand for our services.

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

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

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

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

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

AV State-wide Code 1 First Response Performance - Percentage <= 15 Minutes
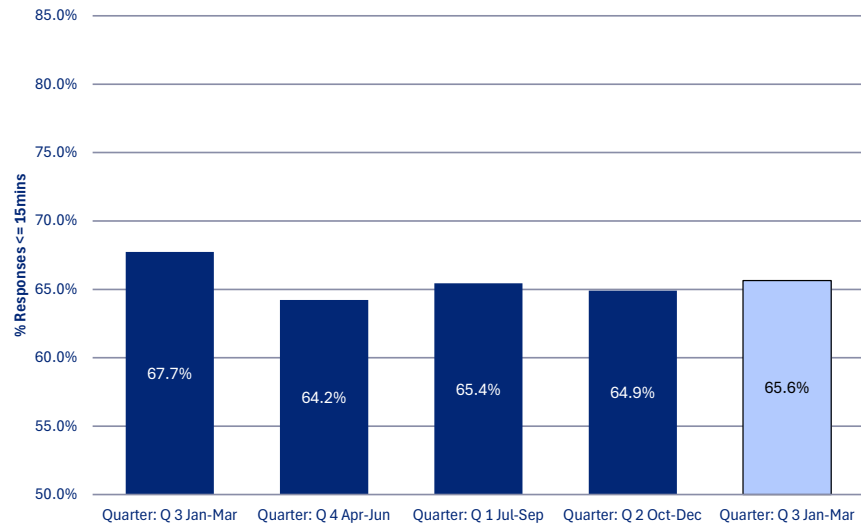
AV State-wide Code 1 First Response Performance for UCLs > 7,500 Persons - Percentage <= 15 Minutes
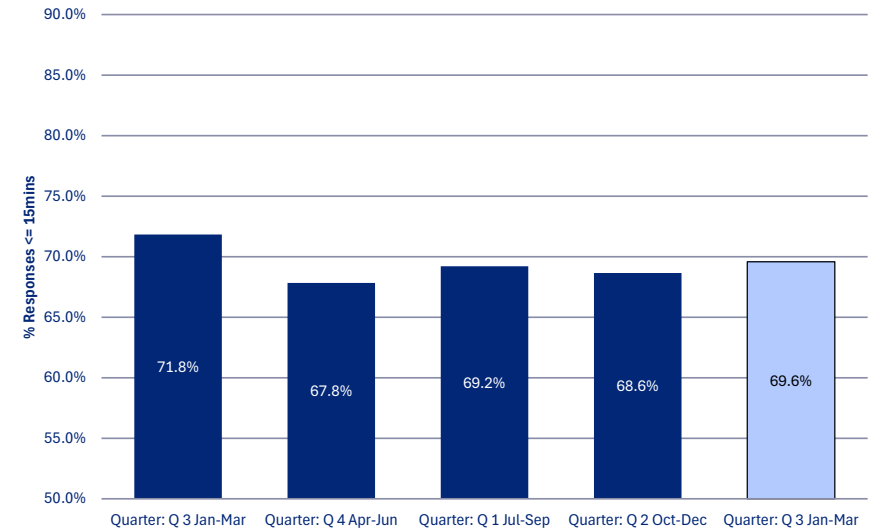
AV State-wide Code 2 First Response Performance - Average
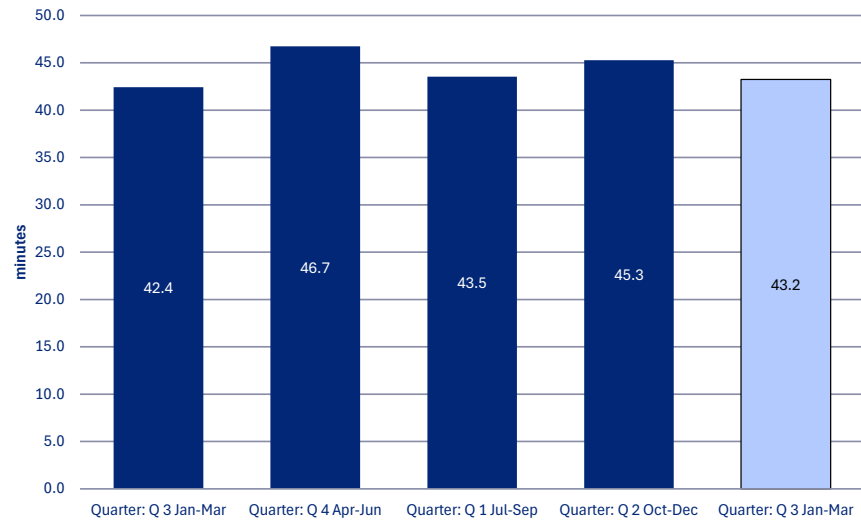
AV State-wide Code 2 First Response Performance for UCLs > 7,500 Persons - Average
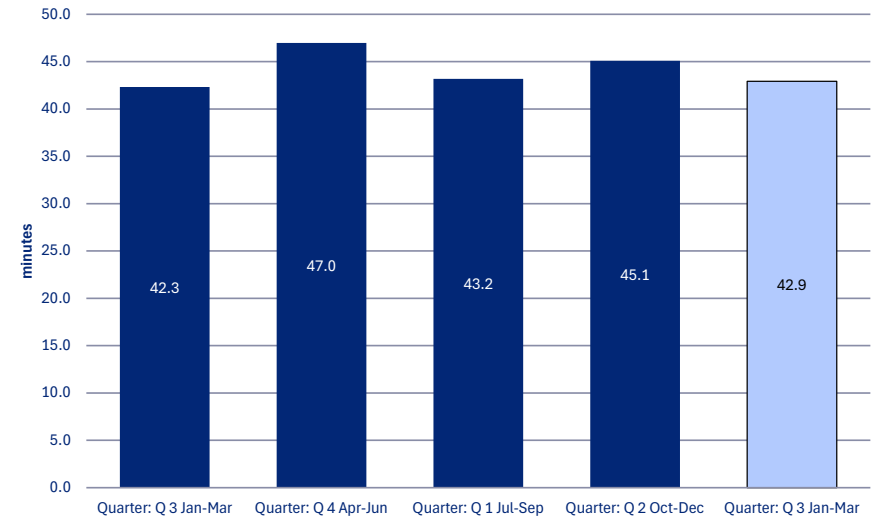
Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2024/25 Quarter 3 (1st January 2025 to 31st March 2025)

CODE 1

Percentage of responses <= 15 Minutes

- 90 to 100%
- 80 to 90%
- 70 to 80%
- 60 to 70%
- 50 to 60%
- 40 to 50%
- 30 to 40%
- 20 to 30%
- 10 to 20%
- 0 to 10%

SEE INSET ABOVE

MAIN MAP TABLE CHART

Ambulance Victoria

Average Code 1 Response Time by LGA

2024/25 Quarter 3 (1st January 2025 to 31st March 2025)

CODE 1

Average Response Time

- 30 to 35 minutes
- 25 to 30 minutes
- 20 to 25 minutes
- 15 to 20 minutes
- 10 to 15 minutes
- 5 to 10 minutes
- 0 to 5 minutes

SEE INSET ABOVE

MAIN   MAP   TABLE   CHART

Code 1 First Response Performance by LGA

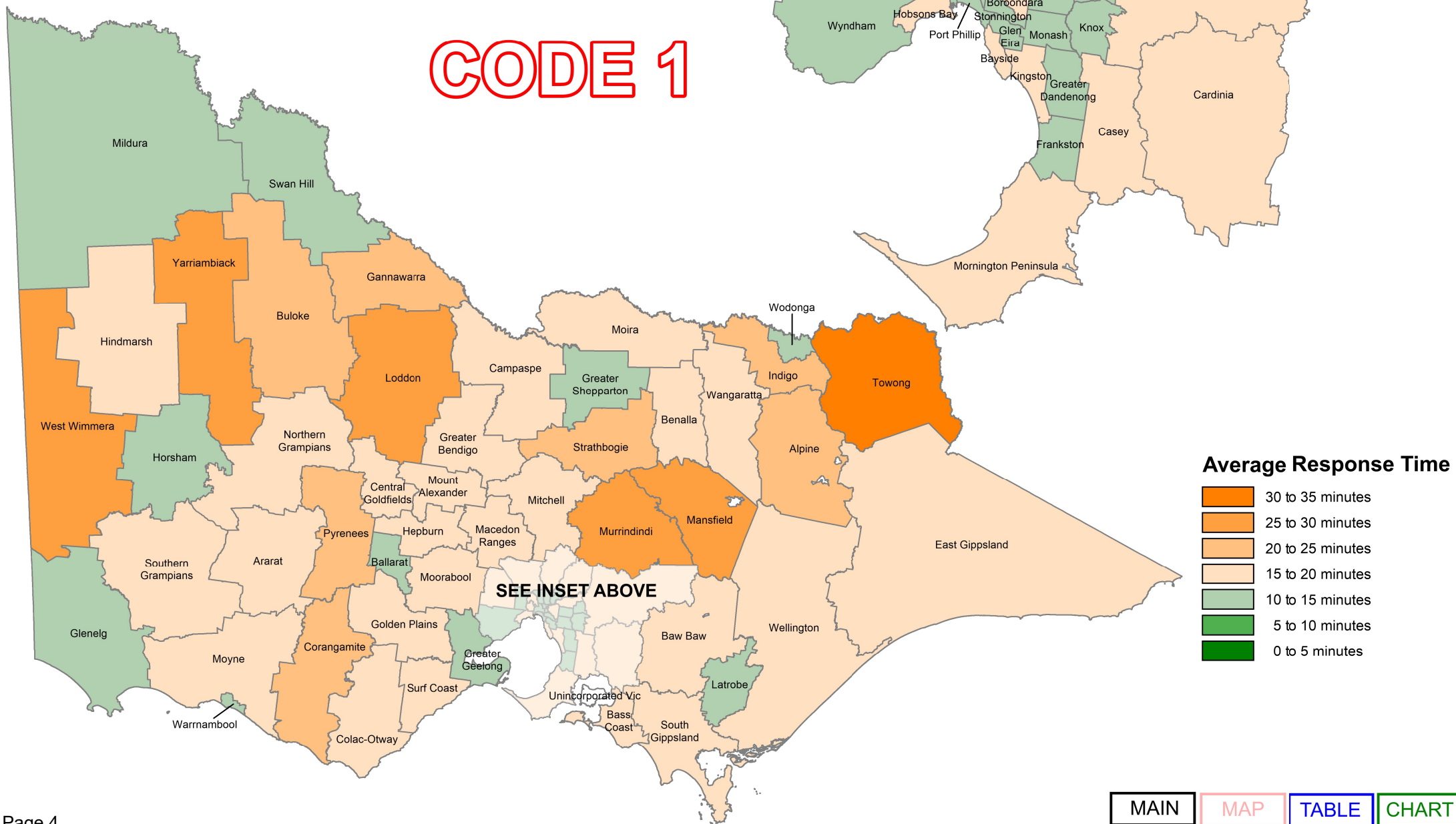| LGA Name	Qtr 3 2023/24 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 4 2023/24 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 1 2024/25 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 2 2024/25 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 3 2024/25 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	46.8%	22:14	222	39.7%	21:49	179	43.5%	22:17	184	41.9%	23:56	217	44.3%	22:32	203
Ararat	61.3%	16:41	194	55.0%	18:09	189	60.7%	17:40	219	70.7%	15:20	174	62.9%	15:52	186
Ballarat	81.3%	12:43	2,134	78.0%	13:25	2,424	72.8%	13:59	2,256	76.9%	13:41	2,326	77.7%	13:23	2,112
Banyule	76.1%	13:02	1,634	69.6%	14:42	1,831	74.5%	13:37	1,738	70.5%	14:23	1,730	73.3%	13:53	1,676
Bass Coast	59.4%	15:50	789	61.0%	16:13	753	57.8%	16:27	727	53.9%	17:46	781	54.6%	17:48	793
Baw Baw	65.9%	15:27	902	64.2%	15:31	1,000	59.4%	16:32	1,032	62.5%	16:01	918	61.6%	16:25	904
Bayside	70.6%	14:30	969	67.2%	15:29	1,120	68.5%	15:18	970	63.6%	16:17	986	66.3%	15:29	1,008
Benalla	63.9%	15:37	285	57.0%	18:23	300	58.7%	18:25	293	54.2%	18:01	308	59.7%	16:52	300
Boroondara	71.9%	14:37	1,510	68.7%	15:28	1,509	69.6%	15:02	1,510	68.7%	15:20	1,597	69.3%	15:14	1,433
Brimbank	74.8%	13:40	2,970	68.2%	14:32	3,148	69.8%	14:26	3,279	68.3%	15:04	3,132	71.0%	14:31	2,969
Buloke	31.7%	26:44	104	21.3%	33:52	89	28.2%	25:57	103	29.8%	27:25	94	34.8%	24:40	89
Campaspe	60.5%	15:47	663	58.3%	16:47	727	57.9%	16:56	706	55.7%	18:00	698	60.6%	16:38	678
Cardinia	57.3%	16:52	1,654	50.2%	18:21	1,814	55.1%	17:04	1,700	54.8%	17:05	1,656	54.0%	17:18	1,615
Casey	64.4%	14:54	4,720	62.8%	15:31	5,384	63.4%	15:16	5,234	61.3%	15:46	5,000	63.7%	15:29	4,813
Central Goldfields	52.4%	18:33	267	51.1%	19:13	329	57.2%	18:15	360	51.3%	20:53	335	58.8%	17:49	284
Colac-Otway	58.7%	17:13	281	57.3%	18:35	295	62.6%	16:46	281	61.4%	17:51	306	57.4%	18:34	282
Corangamite	43.5%	20:27	248	39.6%	20:36	265	35.7%	22:25	235	42.8%	19:50	243	38.1%	22:15	270
Darebin	78.0%	13:11	2,390	74.6%	13:52	2,590	74.3%	14:10	2,522	73.0%	14:19	2,621	74.2%	13:54	2,369
East Gippsland	50.3%	19:38	1,127	54.3%	18:39	1,052	48.8%	20:08	1,010	53.3%	19:07	1,114	52.4%	19:34	1,146
Frankston	73.7%	13:30	2,562	71.4%	13:58	2,630	74.2%	13:35	2,592	72.8%	14:05	2,643	74.3%	13:40	2,505
Gannawarra	39.8%	24:29	133	38.9%	23:29	162	46.6%	21:24	133	42.1%	23:31	145	40.3%	22:25	181
Glen Eira	73.8%	13:49	1,598	68.1%	15:29	1,609	70.3%	14:28	1,533	70.1%	15:11	1,608	68.5%	14:34	1,500
Glenelg	68.8%	15:03	336	69.1%	15:46	301	74.7%	14:20	300	73.4%	14:30	290	72.8%	14:25	290
Golden Plains	28.9%	21:45	253	33.3%	21:16	267	27.3%	22:00	256	28.6%	21:59	255	37.5%	19:35	240
Greater Bendigo	67.9%	14:49	2,214	61.5%	16:00	2,462	61.5%	16:17	2,395	62.6%	16:21	2,339	63.8%	15:42	2,209
Greater Dandenong	73.2%	13:44	2,501	69.0%	14:39	2,733	70.3%	14:08	2,599	66.1%	14:55	2,481	68.2%	14:36	2,371
Greater Geelong	72.9%	13:37	4,742	73.4%	13:55	5,111	70.9%	14:19	4,985	73.3%	14:02	4,860	73.0%	13:50	4,814
Greater Shepparton	74.1%	13:23	1,390	70.8%	14:38	1,455	71.9%	14:26	1,389	71.2%	15:02	1,501	71.8%	14:28	1,436
Hepburn	42.7%	18:01	234	43.7%	18:17	277	42.3%	19:29	248	41.1%	19:42	304	38.1%	19:50	273
Hindmarsh	50.0%	21:41	88	51.1%	21:55	88	46.2%	26:42	91	48.1%	24:27	79	63.0%	18:43	92
Hobsons Bay	63.6%	15:19	1,290	58.6%	16:10	1,443	58.7%	15:58	1,360	58.9%	16:45	1,366	60.9%	15:47	1,201
Horsham	78.6%	13:06	351	77.6%	13:39	397	79.2%	12:28	365	81.3%	12:20	369	83.2%	11:40	346
Hume	61.5%	15:30	4,298	56.4%	16:44	4,724	58.1%	16:16	4,656	60.2%	16:12	4,565	60.1%	16:00	4,513
Indigo	28.3%	23:21	191	33.8%	20:46	195	29.4%	21:00	187	22.6%	24:36	190	21.8%	23:43	170
Kingston (C) (V	69.1%	14:14	2,055	65.0%	15:20	2,149	66.7%	14:38	2,061	66.5%	15:06	2,223	66.4%	15:19	2,030
Knox	72.9%	13:45	2,046	67.6%	14:57	2,104	71.1%	14:08	1,982	70.5%	14:21	2,095	72.1%	13:55	1,963
Latrobe (C) (V	76.1%	12:46	1,924	75.6%	13:04	2,003	71.9%	13:53	2,114	74.5%	13:34	1,991	72.5%	13:56	1,885
Loddon	18.4%	27:39	136	29.5%	25:07	146	32.5%	23:10	169	31.2%	24:23	157	26.3%	25:45	167
Macedon Ranges	58.3%	15:43	689	55.9%	17:24	801	58.3%	16:17	737	55.4%	16:47	693	60.2%	16:05	601
Manningham	69.2%	14:47	1,295	63.1%	15:48	1,430	66.1%	15:29	1,410	65.4%	15:21	1,409	63.8%	16:10	1,296
Mansfield	42.5%	23:49	153	38.0%	25:19	100	40.8%	24:36	98	50.5%	23:12	105	40.5%	26:04	116
Maribyrnong	68.8%	14:34	1,253	63.7%	15:52	1,321	66.8%	15:23	1,321	63.7%	15:33	1,315	66.9%	15:11	1,229
Maroondah	74.3%	13:43	1,536	71.8%	14:07	1,610	72.2%	14:27	1,579	71.9%	14:26	1,675	71.6%	14:18	1,548
Melbourne	78.0%	12:29	3,216	75.9%	13:09	3,045	76.4%	12:57	2,847	74.0%	13:36	3,190	76.8%	13:02	3,158
Melton	59.5%	16:04	2,960	52.9%	17:10	3,271	55.4%	16:47	3,218	54.9%	17:19	3,058	56.3%	16:42	2,863
Mildura	76.3%	14:07	1,092	74.6%	13:31	1,089	76.8%	13:33	1,088	76.8%	13:50	1,076	76.1%	13:32	1,093
Mitchell	55.5%	17:05	875	51.4%	16:59	867	51.9%	18:41	916	51.5%	18:18	892	52.3%	17:53	800
Moira	51.7%	18:34	650	46.6%	20:20	631	53.8%	17:43	624	49.0%	19:38	643	57.2%	17:56	617
Monash	69.7%	14:11	2,205	66.7%	15:20	2,363	67.8%	14:56	2,256	66.4%	15:32	2,168	67.5%	14:52	2,083
Moonee Valley	70.9%	14:24	1,727	65.0%	15:36	1,856	66.8%	14:59	1,842	66.5%	15:33	1,747	65.6%	15:23	1,631
Moorabool	52.6%	16:27	502	43.1%	19:02	543	52.8%	17:13	563	49.3%	17:58	535	51.7%	17:25	484
Merri-bek	72.9%	14:00	2,472	67.7%	15:03	2,643	68.2%	15:11	2,680	69.3%	14:51	2,621	69.7%	14:47	2,419
Mornington Peninsula	64.6%	15:03	2,879	62.1%	15:37	2,911	65.8%	14:47	2,847	60.1%	16:11	2,912	62.0%	15:56	2,801
Mount Alexander	42.0%	20:38	269	52.3%	19:05	281	48.5%	19:42	264	42.5%	21:42	285	52.1%	18:05	267
Moyne	43.5%	18:48	216	34.2%	20:21	225	39.2%	18:48	171	33.2%	20:31	220	37.2%	19:21	234
Murrindindi	32.1%	23:59	268	34.5%	23:55	255	40.7%	22:21	216	31.1%	25:45	241	32.7%	25:44	272
Nillumbik	53.8%	16:32	591	47.8%	18:05	718	46.8%	18:47	708	48.2%	18:32	681	52.0%	17:48	629
Northern Grampians	56.5%	17:48	255	57.1%	18:03	240	61.5%	17:18	286	55.1%	19:39	245	69.1%	15:12	256
Port Phillip	73.0%	13:44	1,590	69.8%	14:35	1,503	72.2%	14:06	1,386	71.0%	14:13	1,557	69.6%	14:25	1,565
Pyrenees	32.1%	22:27	159	34.6%	23:03	182	25.4%	23:00	169	29.1%	24:58	172	37.1%	21:22	159
Queenscliffe	55.9%	15:21	68	59.6%	15:30	52	54.0%	16:16	50	65.6%	15:51	64	58.1%	16:09	43
South Gippsland	46.6%	18:30	517	45.1%	19:35	495	48.7%	18:07	503	48.2%	18:47	483	42.5%	19:23	520
Southern Grampians	61.0%	16:52	218	64.9%	15:12	245	60.6%	17:28	203	60.5%	17:29	215	60.7%	16:54	224
Stonnington	73.6%	13:43	1,200	69.5%	14:33	1,269	69.8%	14:25	1,166	69.4%	15:07	1,351	69.2%	14:34	1,216
Strathbogie	32.7%	22:20	226	31.8%	23:18	236	36.6%	22:39	246	30.3%	24:18	251	37.9%	22:06	227
Surf Coast	62.3%	15:32	531	56.1%	16:25	462	57.2%	16:27	409	60.9%	16:03	466	58.2%	16:25	486
Swan Hill	63.5%	16:36	362	64.9%	15:44	350	67.6%	15:21	336	68.3%	14:55	353	71.0%	14:05	328
Towong	29.9%	26:03	87	31.3%	28:24	83	37.6%	28:20	85	33.7%	31:16	95	23.1%	32:47	78
Wangaratta	68.3%	15:58	583	69.5%	15:23	583	71.5%	14:31	547	70.8%	15:24	614	68.5%	15:38	511
Warrnambool	85.0%	12:07	560	80.9%	12:38	603	83.8%	12:04	531	84.5%	12:29	566	85.6%	11:40	542
Wellington	53.4%	18:31	802	55.6%	17:47	829	57.2%	17:45	797	53.9%	18:33	843	48.5%	19:34	790
West Wimmera	36.4%	26:27	44	32.4%	25:38	68	31.5%	28:21	54	40.4%	25:09	57	34.1%	26:43	41
Whitehorse	73.5%	13:35	1,858	71.0%	14:38	2,024	73.0%	13:49	1,921	71.4%	14:10	1,959	70.1%	14:17	1,766
Whittlesea	69.1%	14:06	3,328	61.9%	15:50	3,651	65.5%	15:10	3,622	65.1%	15:19	3,430	65.8%	15:18	3,217
Wodonga	76.7%	13:38	678	73.7%	14:41	763	75.3%	14:17	717	77.7%	13:55	780	74.0%	14:24	764
Wyndham	68.3%	14:33	3,304	64.9%	14:56	3,550	68.0%	14:23	3,653	65.4%	15:13	3,271	66.2%	14:52	3,274
Yarra	78.7%	12:49	1,322	75.0%	13:14	1,375	76.0%	13:30	1,245	76.4%	13:39	1,358	77.0%	13:25	1,369
Yarra Ranges	55.8%	16:57	2,047	49.7%	18:10	2,141	53.0%	17:14	2,080	55.2%	17:41	2,030	54.7%	17:19	2,012
Yarriambiack	39.7%	24:40	126	26.1%	25:52	138	29.2%	28:30	120	43.0%	23:07	114	31.6%	25:17	117
Unincorporated	.0%	58:58	15	42.1%	26:49	19	46.3%	23:40	54	.0%	52:40	9	16.7%	55:03	12
Interstate LGAs	49.9%	19:52	351	45.6%	19:58	344	52.7%	19:54	332	48.5%	20:38	359	54.8%	19:52	347
Total AV	67.7%	14:49	96,484	64.2%	15:37	102,419	65.4%	15:21	99,671	64.9%	15:42	99,805	65.6%	15:25	95,321

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

CODE 1

Percentage of responses <= 15 Minutes

90 to 100%
80 to 90%
70 to 80%
60 to 70%
50 to 60%
40 to 50%
30 to 40%
20 to 30%
10 to 20%
0 to 10%

Mildura - Buronga (Mildura Part)

Swan Hill

Yarrawonga - Mulwala (Yarrawonga Part)

Echuca - Moama (Echuca Part)

Albury - Wodonga (Wodonga Part)

Shepparton - Mooroopna

Wangaratta

Benalla

Horsham

Bendigo

Maryborough (Vic.)

Castlemaine

Kilmore

Gisborne

Wallan

Ballarat

Sunbury

Healesville

Bacchus Marsh

Melton

Hamilton

Bairnsdale

Melbourne

Lara

Drysdale - Clifton Springs

Drouin

Moe - Newborough

Sale

Geelong

Portarlington - St Leonards

Warragul

Traralgon

Leopold

Ocean Grove - Barwon Heads

Morwell

Portland (Vic.)

Warrnambool

Colac

Torquay - Jan Juc

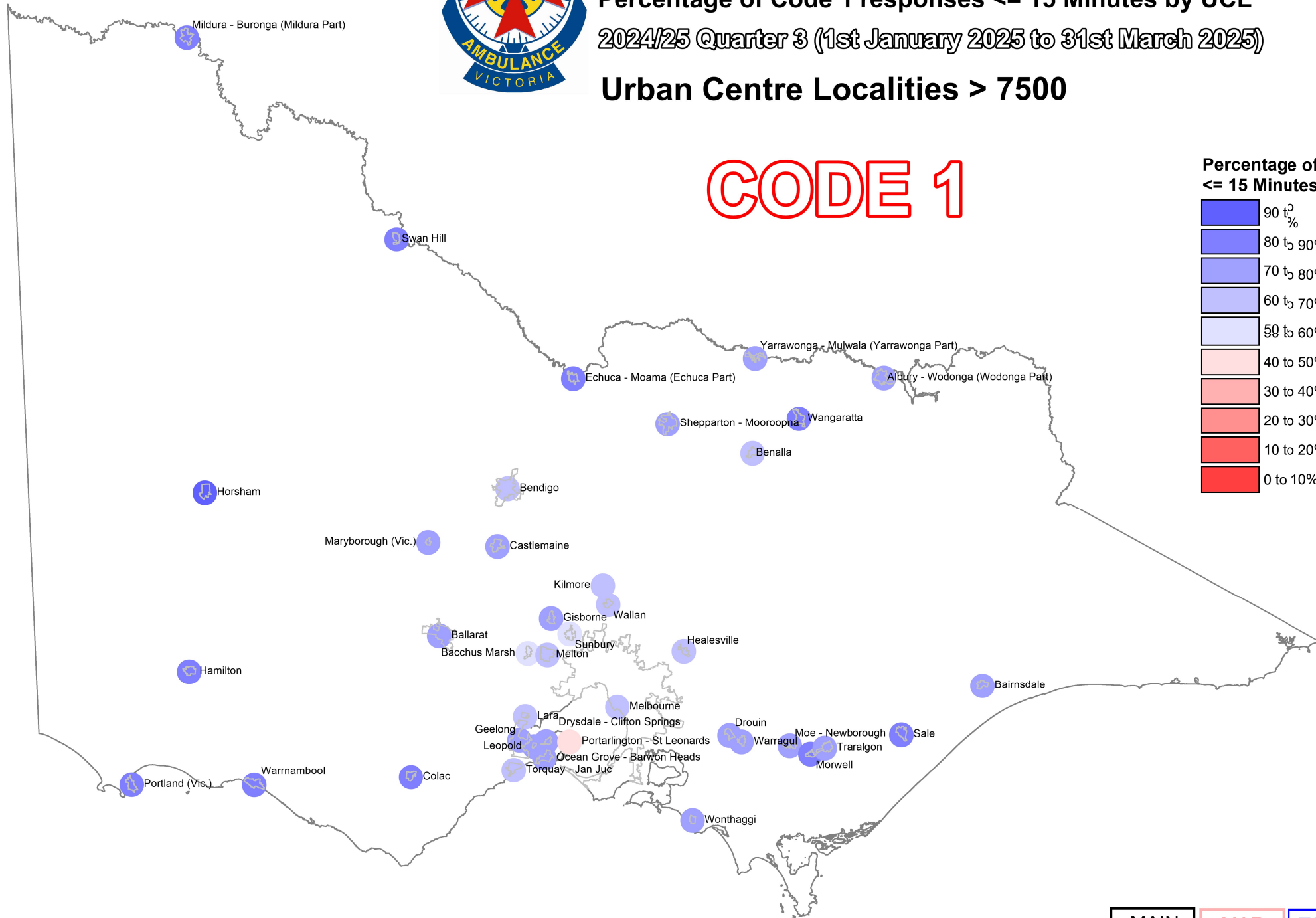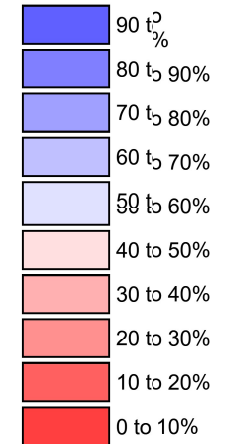Wonthaggi

MAIN | MAP | TABLE | CHART

Ambulance Victoria

Average Code 1 Response Time by UCL

2024/25 Quarter 3 (1st January 2025 to 31st March 2025)

Urban Centre Localities > 7500

CODE 1

Average Response Time

- 30 to 35 minutes
- 25 to 30 minutes
- 20 to 25 minutes
- 15 to 20 minutes
- 10 to 15 minutes
- 5 to 10 minutes
- 0 to 5 minutes

Mildura - Buronga (Mildura Part)
Swan Hill
Yarrawonga - Mulwala (Yarrawonga Part)
Echuca - Moama (Echuca Part)
Albury - Wodonga (Wodonga Part)
Shepparton - Mooroopna
Wangaratta
Benalla
Horsham
Bendigo
Maryborough (Vic.)
Castlemaine
Kilmore
Wallan
Gisborne
Sunbury
Ballarat
Bacchus Marsh
Melton
Healesville
Hamilton
Bairnsdale
Melbourne
Lara
Drysdale - Clifton Springs
Drouin
Moe - Newborough
Sale
Geelong
Leopold
Portarlington - St Leonards
Warragul
Traralgon
Ocean Grove - Barwon Heads
Morwell
Portland (Vic.)
Warrnambool
Colac
Torquay - Jan Juc
Wonthaggi

MAIN | MAP | TABLE | CHART

Code 1 First Response Performance by UCL

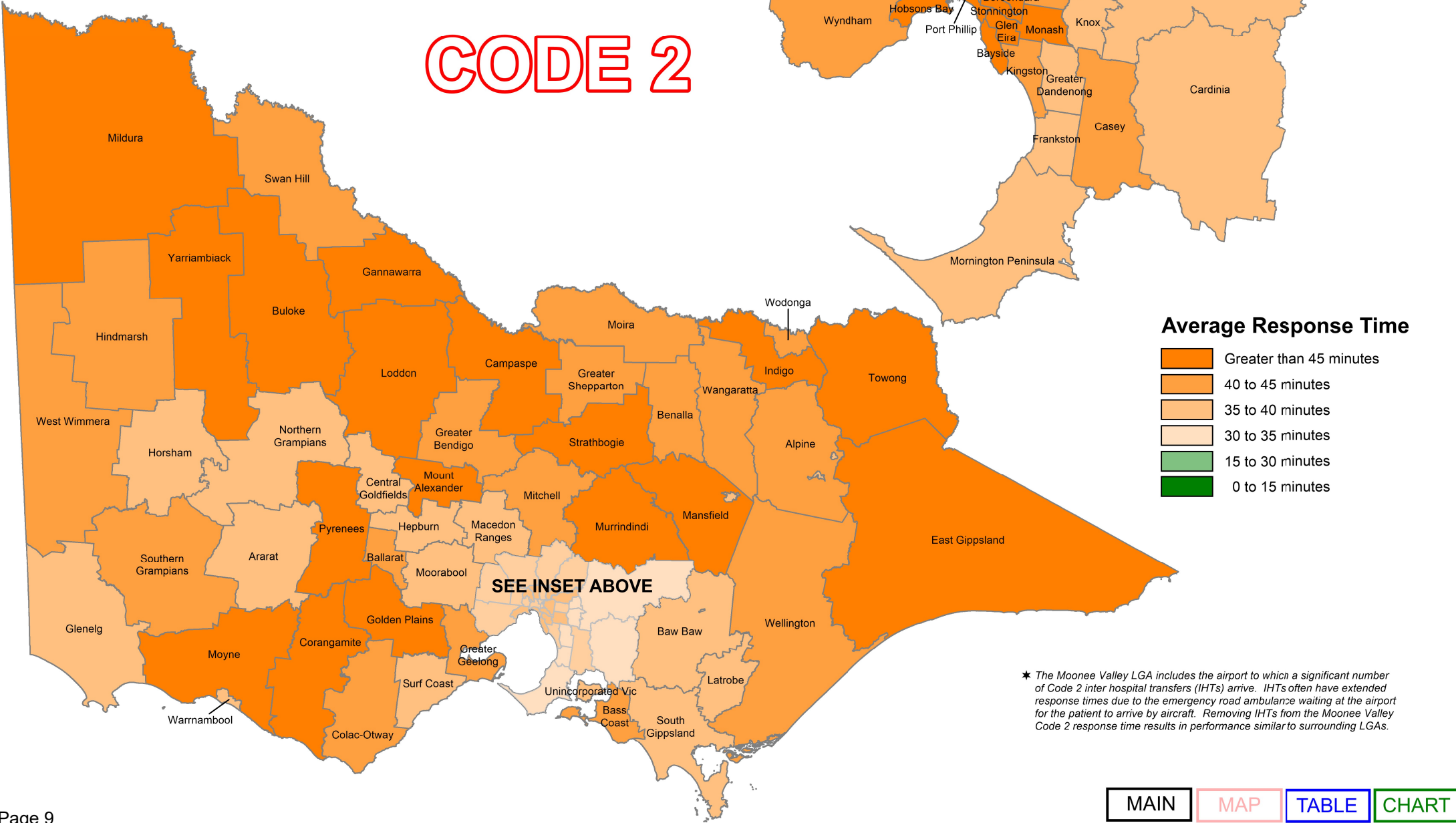| UCL Name	Qtr 3 2023/24 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 4 2023/24 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 1 2024/25 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 2 2024/25 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 3 2024/25 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	80.8%	13:08	621	77.0%	14:15	699	77.7%	14:03	663	80.4%	13:23	715	78.8%	13:55	685
Bacchus Marsh	63.9%	14:58	299	49.3%	18:17	337	57.9%	15:46	354	55.6%	16:23	331	59.4%	15:58	308
Bairnsdale	69.8%	15:09	344	73.0%	14:30	374	70.6%	15:14	330	71.4%	15:20	374	72.3%	14:58	368
Ballarat	82.6%	12:33	2,039	79.9%	13:11	2,305	74.2%	13:47	2,140	78.2%	13:30	2,214	79.2%	13:11	2,021
Benalla	76.1%	13:15	226	64.0%	17:10	236	67.6%	16:47	225	65.1%	15:51	232	66.5%	15:23	233
Bendigo	73.7%	13:44	1,908	66.1%	15:05	2,159	68.4%	14:56	2,036	68.5%	15:11	2,014	69.7%	14:40	1,898
Castlemaine	61.3%	18:07	160	67.7%	16:55	186	66.5%	17:10	173	61.3%	18:39	163	71.0%	14:36	145
Colac	77.6%	12:53	165	74.3%	14:34	187	74.4%	13:56	203	78.5%	14:25	191	80.1%	13:57	166
Drouin	74.0%	14:36	231	70.5%	15:03	244	67.5%	15:39	277	69.8%	14:48	252	76.8%	14:55	211
Drysdale - Clifton Springs	73.1%	13:11	286	74.4%	13:54	332	68.8%	15:01	224	72.0%	14:05	271	75.5%	13:15	273
Echuca - Moama (Echuca Part)	83.0%	11:34	271	79.2%	13:15	303	80.7%	12:25	264	85.2%	11:31	243	80.1%	12:47	272
Geelong	76.1%	13:12	3,329	77.3%	13:23	3,652	75.0%	13:42	3,604	76.3%	13:44	3,527	76.4%	13:20	3,272
Gisborne	67.6%	13:35	170	66.5%	15:21	179	71.7%	13:19	159	71.0%	14:43	155	71.3%	15:03	129
Hamilton	77.7%	13:07	148	83.7%	11:29	178	83.2%	12:34	137	84.8%	12:48	145	85.9%	10:55	142
Healesville	61.5%	15:34	187	65.2%	16:41	178	60.8%	17:20	194	66.3%	18:01	178	67.3%	16:01	171
Horsham	86.8%	11:23	303	86.5%	11:44	334	87.2%	10:52	305	90.3%	10:53	319	90.1%	10:19	312
Kilmore	68.8%	14:47	160	67.9%	13:43	165	61.5%	17:16	161	63.5%	17:00	167	65.9%	15:57	129
Lara	68.8%	14:06	205	64.7%	14:45	255	68.3%	15:07	221	72.5%	13:15	178	65.2%	14:33	230
Leopold	79.1%	12:29	134	75.6%	13:59	164	79.2%	11:56	159	78.8%	12:29	132	76.3%	13:31	177
Maryborough (Vic.)	69.1%	15:42	175	63.8%	16:28	224	70.1%	15:39	264	66.0%	17:50	244	70.0%	15:42	207
Melbourne	70.5%	14:09	62,829	66.1%	15:09	67,005	68.0%	14:43	65,004	66.9%	15:07	65,225	67.9%	14:50	61,865
Melton	64.0%	15:22	1,443	56.5%	16:56	1,656	60.4%	16:06	1,629	60.7%	16:45	1,519	61.1%	16:16	1,430
Mildura - Buronga (Mildura Part)	87.1%	11:00	757	85.6%	11:15	762	86.3%	11:28	786	87.3%	11:22	770	89.1%	11:06	736
Moe - Newborough	83.9%	11:09	504	78.2%	12:36	499	75.5%	13:00	535	77.8%	12:51	519	77.6%	13:40	500
Morwell	85.9%	11:36	491	88.0%	11:26	540	87.1%	11:53	559	85.5%	11:37	538	84.2%	11:56	512
Ocean Grove - Barwon Heads	77.0%	12:37	282	72.6%	13:30	223	70.6%	13:56	265	71.8%	14:08	252	77.7%	13:14	309
Portarlington - St Leonards	44.4%	18:15	214	34.3%	19:37	172	30.9%	20:12	191	38.5%	18:15	182	41.4%	18:36	220
Portland (Vic.)	83.6%	12:01	195	81.2%	12:40	165	86.0%	11:22	179	86.1%	11:18	173	87.0%	11:24	177
Sale	81.4%	11:45	279	83.4%	11:18	308	86.0%	10:49	314	82.8%	12:16	320	81.4%	12:26	258
Shepparton - Mooroopna	81.3%	12:20	1,085	77.3%	13:39	1,161	79.5%	13:30	1,085	78.1%	14:07	1,185	79.2%	13:30	1,151
Sunbury	58.6%	15:45	607	50.5%	17:44	594	52.1%	17:38	653	52.9%	17:27	607	52.5%	17:17	615
Swan Hill	81.3%	12:17	208	85.9%	11:13	206	84.5%	11:36	207	83.9%	11:14	217	87.2%	10:45	203
Torquay - Jan Juc	70.4%	13:59	287	65.1%	14:27	272	66.7%	14:42	240	68.2%	14:04	245	69.5%	14:23	279
Traralgon	76.2%	12:37	629	76.3%	12:52	632	70.3%	14:19	664	73.6%	14:08	625	73.7%	13:41	570
Wallan	64.5%	15:13	251	60.2%	15:04	256	59.8%	16:24	266	59.7%	16:39	253	61.0%	15:51	228
Wangaratta	79.7%	13:38	459	81.7%	13:32	470	82.3%	12:35	451	81.8%	13:11	501	81.3%	13:18	396
Warragul	81.1%	12:27	344	78.6%	12:45	440	77.2%	12:49	382	78.5%	13:07	354	77.3%	12:49	353
Warrnambool	86.5%	11:47	535	81.9%	12:23	580	84.9%	11:56	509	85.3%	12:09	543	86.7%	11:33	525
Wonthaggi	78.8%	12:18	203	77.1%	13:10	214	77.0%	12:35	209	71.7%	15:11	180	79.9%	13:07	189
Yarrawonga - Mulwala (Yarrawonga Part)	69.1%	15:29	194	70.0%	17:01	150	78.5%	13:13	163	72.2%	16:19	194	78.1%	14:08	178

MAIN

MAP <= 15 Minutes

MAP Average

TABLE

CHART

Ambulance Victoria
Average Code 2 Response Time by LGA
2024/25 Quarter 3 (1st January 2025 to 31st March 2025)

CODE 2

Average Response Time

- Greater than 45 minutes
- 40 to 45 minutes
- 35 to 40 minutes
- 30 to 35 minutes
- 15 to 30 minutes
- 0 to 15 minutes

★ *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.*

SEE INSET ABOVE

MAIN   MAP   TABLE   CHART

Code 2 First Response Performance by LGA

LGA Name	Qtr 3 2023/24		Qtr 4 2023/24		Qtr 1 2024/25		Qtr 2 2024/25		Qtr 3 2024/25	
	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	39:08	174	47:11	157	45:40	148	53:29	187	44:19	175
Ararat	38:33	183	42:43	195	45:24	161	43:48	140	36:41	193
Ballarat	36:50	1,153	42:14	1,190	41:28	1,132	45:08	1,177	41:24	',126
Banyule	41:33	915	49:40	829	41:12	848	44:58	859	45:01	826
Bass Coast	42:16	611	46:15	578	44:35	528	46:15	577	44:31	607
Baw Baw	38:35	530	39:28	533	36:35	544	39:23	530	37:38	539
Bayside	52:05	610	55:21	569	48:36	601	51:45	557	48:21	557
Benalla	42:49	222	38:32	222	43:38	196	47:21	188	44:26	213
Boroondara	48:32	866	57:11	757	47:49	817	50:49	811	45:43	751
Brimbank	39:45	1,376	46:40	1,313	41:50	1,373	43:43	1,391	40:26	',377
Buloke	51:13	70	61:41	72	56:35	80	60:34	59	52:37	63
Campaspe	40:51	490	44:11	473	45:28	477	43:35	466	46:29	487
Cardinia	39:03	804	45:56	725	42:14	759	42:34	763	39:22	726
Casey	39:48	2,126	44:07	2,063	41:15	2,158	43:26	2,219	40:50	2,153
Central Goldfields	45:46	263	46:59	261	44:04	238	47:19	267	38:33	227
Colac-Otway	40:14	269	42:50	245	42:43	237	41:30	274	43:36	241
Corangamite	43:32	178	43:31	181	47:26	158	47:18	173	52:03	160
Darebin	42:51	1,168	51:10	1,102	45:20	1,249	45:34	1,140	43:42	',153
East Gippsland	49:11	791	45:59	713	46:24	664	47:23	674	50:00	685
Frankston	36:46	1,525	39:49	1,447	36:42	1,413	39:30	1,402	37:04	',421
Gannawarra	52:27	114	53:11	113	52:32	117	55:12	104	47:37	119
Glen Eira	48:35	741	57:26	737	51:39	708	55:23	703	49:22	716
Glenelg	35:54	270	42:23	238	45:15	236	39:14	230	38:01	245
Golden Plains	42:39	125	47:36	122	50:20	114	49:27	102	50:23	123
Greater Bendigo	44:06	1,215	48:20	1,193	44:35	1,109	46:57	1,158	44:44	',070
Greater Dandenong	41:43	1,253	45:17	1,188	40:21	1,298	41:58	1,342	38:43	',288
Greater Geelong	41:08	2,690	42:29	2,642	45:19	2,622	42:39	2,556	42:53	2,546
Greater Shepparton	38:21	860	42:21	756	41:10	802	42:27	806	40:49	817
Hepburn	36:38	158	45:28	141	40:08	151	46:55	152	38:17	164
Hindmarsh	47:51	76	37:12	73	49:29	58	36:19	76	42:02	68
Hobsons Bay	45:10	642	45:41	604	40:50	592	43:36	652	45:10	616
Horsham	35:34	288	41:58	311	39:06	268	39:02	267	39:24	278
Hume	41:13	1,874	46:05	1,634	42:43	1,752	42:56	1,708	41:33	',734
Indigo	42:53	118	45:08	99	44:22	100	53:11	107	57:22	113
Kingston (C) (V	43:07	1,127	47:38	994	43:07	1,009	46:47	1,051	42:28	',042
Knox	40:47	1,109	44:16	1,008	39:20	1,107	41:43	1,087	38:41	',057
Latrobe (C) (V	34:00	1,110	34:43	1,068	37:07	1,092	33:34	973	35:10	',043
Loddon	47:42	84	52:48	87	49:04	89	54:20	83	52:54	98
Macedon Ranges	35:32	498	37:04	478	35:59	443	39:06	474	36:32	453
Manningham	43:36	705	54:44	654	44:33	685	44:10	698	47:03	668
Mansfield	41:49	125	42:59	113	51:18	135	38:33	120	52:33	102
Maribyrnong	45:35	640	50:20	684	44:12	698	49:39	693	43:23	676
Maroondah	41:30	922	46:01	820	41:07	850	43:51	863	39:56	885
Melbourne	39:51	1,842	44:11	1,548	40:13	1,720	43:22	1,717	40:27	',717
Melton	41:55	1,355	46:33	1,338	41:45	1,199	45:08	1,251	42:02	',204
Mildura	41:31	679	42:53	655	42:55	674	45:23	657	46:14	635
Mitchell	39:10	521	41:53	532	41:47	550	46:00	611	43:52	556
Moira	45:04	495	43:37	494	45:55	455	48:09	473	43:03	450
Monash	46:12	1,211	53:23	1,138	47:01	1,123	48:06	1,142	45:21	',046
∗ Moonee Valley	81:55	1,252	85:42	1,228	77:23	1,260	83:45	1,273	81:52	',313
Moorabool	41:02	350	48:45	316	42:04	372	44:32	366	39:41	344
Merri-bek	46:16	1,196	51:47	1,107	45:59	1,242	49:30	1,167	45:00	',106
Mornington Peninsula	36:54	1,683	38:07	1,608	36:23	1,605	40:24	1,717	38:25	',614
Mount Alexander	38:32	198	47:54	221	44:48	157	49:50	244	46:21	215
Moyne	40:16	117	46:28	108	53:59	100	52:09	104	50:13	116
Murrindindi	50:05	204	47:03	170	45:26	169	46:15	182	49:06	200
Nillumbik	41:30	350	49:11	317	46:11	320	41:05	289	41:21	300
Northern Grampians	35:09	217	44:21	190	45:32	212	42:58	202	39:47	230
Port Phillip	46:34	817	50:09	697	45:23	729	51:20	762	45:41	817
Pyrenees	48:06	71	52:33	86	51:12	74	53:21	68	50:42	75
Queenscliffe	34:45	32	33:23	33	35:23	35	31:35	47	38:31	41
South Gippsland	39:55	320	42:31	289	35:51	320	36:54	303	37:29	302
Southern Grampians	36:21	204	43:29	179	46:34	176	44:40	165	42:07	178
Stonnington	48:38	574	52:08	591	44:52	678	49:40	607	47:27	617
Strathbogie	44:52	133	55:41	139	49:06	154	53:32	150	55:02	141
Surf Coast	33:17	319	38:25	225	39:27	201	38:25	249	36:37	263
Swan Hill	36:22	286	45:47	295	44:17	260	44:08	267	41:41	300
Towong	53:33	75	43:39	65	52:15	47	50:17	74	48:40	72
Wangaratta	42:04	439	44:24	396	38:45	364	45:02	355	42:58	405
Warrnambool	39:27	393	43:06	342	43:07	364	35:41	340	36:40	311
Wellington	42:28	537	38:23	495	41:07	546	43:02	477	40:26	479
West Wimmera	40:23	47	52:50	46	55:16	38	41:57	41	41:31	36
Whitehorse	44:42	1,016	53:29	1,072	42:55	1,013	48:20	1,014	44:07	',057
Whittlesea	40:13	1,556	45:40	1,476	41:31	1,473	41:29	1,456	40:41	',509
Wodonga	38:10	499	45:42	424	44:57	447	44:22	417	41:27	440
Wyndham	37:06	1,488	42:22	1,502	40:06	1,525	38:59	1,479	40:43	',466
Yarra	42:56	692	50:44	648	45:24	666	45:29	653	43:03	658
Yarra Ranges	39:33	1,085	44:15	1,009	41:31	1,049	43:26	1,035	39:47	',100
Yarriambiack	43:37	55	47:20	69	48:55	82	47:02	89	46:53	65
Unincorporated	61:57	13	48:21	13	47:06	125	82:02	3	36:22	6
Interstate LGAs	51:06	176	43:18	137	43:16	139	50:19	153	47:49	150
Total AV	42:24	53,565	46:44	50,580	43:32	51,479	45:16	51,458	43:14	5',135

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.

MAIN | MAP | TABLE | CHART
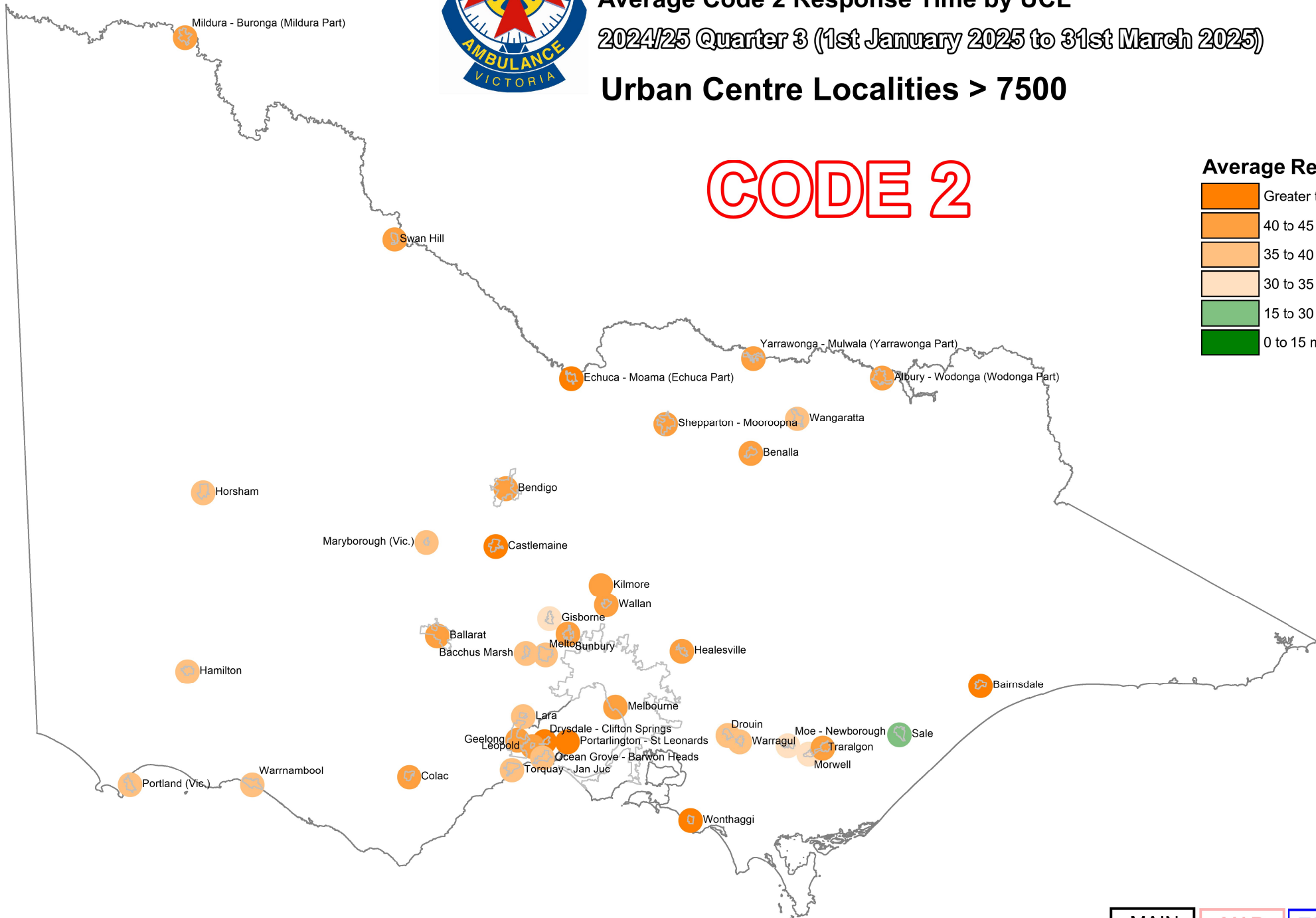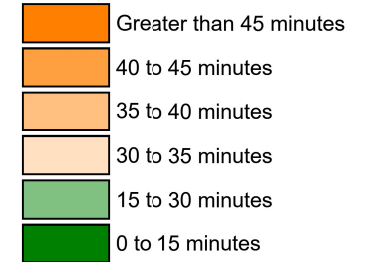
Ambulance Victoria

Average Code 2 Response Time by UCL

2024/25 Quarter 3 (1st January 2025 to 31st March 2025)

Urban Centre Localities > 7500

CODE 2

Average Response Time

	Greater than 45 minutes
	40 to 45 minutes
	35 to 40 minutes
	30 to 35 minutes
	15 to 30 minutes
	0 to 15 minutes

Mildura - Buronga (Mildura Part)

Swan Hill

Yarrawonga - Mulwala (Yarrawonga Part)

Echuca - Moama (Echuca Part)

Albury - Wodonga (Wodonga Part)

Shepparton - Mooroopna

Wangaratta

Benalla

Horsham

Bendigo

Maryborough (Vic.)

Castlemaine

Kilmore

Wallan

Gisborne

Ballarat

Melton

Sunbury

Bacchus Marsh

Healesville

Hamilton

Bairnsdale

Melbourne

Lara

Drysdale - Clifton Springs

Drouin

Moe - Newborough

Sale

Geelong

Portarlington - St Leonards

Warragul

Traralgon

Leopold

Ocean Grove - Barwon Heads

Morwell

Portland (Vic.)

Warrnambool

Torquay   Jan Juc

Colac

Wonthaggi

| MAIN | MAP | TABLE | CHART |

Code 2 First Response Performance by UCL

UCL Name	Qtr 3 2023/24 Average Response Time Minutes	Qtr 3 2023/24 Total Number of First Responses	Qtr 4 2023/24 Average Response Time Minutes	Qtr 4 2023/24 Total Number of First Responses	Qtr 1 2024/25 Average Response Time Minutes	Qtr 1 2024/25 Total Number of First Responses	Qtr 2 2024/25 Average Response Time Minutes	Qtr 2 2024/25 Total Number of First Responses	Qtr 3 2024/25 Average Response Time Minutes	Qtr 3 2024/25 Total Number of First Responses
Albury - Wodonga (Wodonga Part)	38:00	464	45:50	402	44:52	413	43:03	387	40:37	409
Bacchus Marsh	41:18	269	48:11	252	41:45	296	46:39	274	37:54	244
Bairnsdale	53:51	309	49:40	292	51:15	260	51:13	259	56:44	251
Ballarat	36:33	1,106	42:25	1,147	41:44	1,097	45:00	1,141	41:18	1,078
Benalla	42:38	195	37:01	192	41:01	172	47:12	168	44:08	180
Bendigo	43:28	1,052	47:34	1,036	42:30	959	45:34	1,001	43:06	929
Castlemaine	36:49	153	46:36	162	44:21	113	50:02	147	46:06	146
Colac	42:11	197	44:47	195	43:59	184	42:35	208	44:28	166
Drouin	41:49	133	40:09	127	34:02	134	38:39	118	37:27	117
Drysdale - Clifton Springs	39:29	127	37:00	142	37:55	130	43:46	111	47:07	146
Echuca - Moama (Echuca Part)	42:34	253	42:34	229	43:28	245	46:51	229	47:30	234
Geelong	40:16	1,979	41:16	1,929	44:23	1,922	40:40	1,838	41:48	1,811
Gisborne	32:01	102	31:38	76	37:02	72	34:55	92	34:58	87
Hamilton	30:22	145	42:46	134	44:20	120	38:31	120	38:19	127
Healesville	28:54	105	43:12	81	36:47	99	40:45	113	41:07	104
Horsham	32:08	265	40:04	279	36:19	237	37:04	238	36:38	252
Kilmore	38:22	159	36:45	181	33:46	133	42:50	165	44:04	167
Lara	41:25	93	41:32	96	44:54	113	48:17	98	35:30	89
Leopold	39:10	66	42:40	83	40:18	72	36:17	74	41:39	71
Maryborough (Vic.)	43:54	215	46:15	198	40:50	183	46:57	227	36:06	190
Melbourne	43:39	32,429	48:52	30,466	43:48	31,602	46:10	31,494	43:48	31,143
Melton	37:13	769	43:43	707	39:07	679	43:24	711	38:45	695
Mildura - Buronga (Mildura Part)	39:05	524	40:24	486	41:58	502	42:19	466	44:37	471
Moe - Newborough	31:57	268	33:52	286	32:10	241	29:31	229	30:44	277
Morwell	29:53	306	31:31	258	35:09	303	29:58	289	31:13	254
Ocean Grove - Barwon Heads	36:30	149	36:25	117	40:23	129	36:13	127	35:22	129
Portarlington - St Leonards	46:24	96	51:01	103	48:06	93	46:44	98	46:28	89
Portland (Vic.)	32:04	180	44:11	168	44:05	168	37:20	152	36:20	171
Sale	35:54	250	34:24	227	33:28	238	36:26	203	28:18	189
Shepparton - Mooroopna	37:41	712	43:14	619	41:23	661	41:54	671	40:28	695
Sunbury	39:25	346	44:49	242	45:47	278	48:08	276	41:11	258
Swan Hill	35:38	189	48:21	187	43:19	193	43:25	184	40:17	206
Torquay - Jan Juc	33:03	158	33:21	104	37:25	107	36:35	136	38:57	131
Traralgon	37:36	385	35:51	375	40:41	383	39:13	323	40:21	375
Wallan	38:41	96	39:34	82	39:43	110	36:58	113	40:17	97
Wangaratta	39:20	386	43:39	346	36:25	301	43:24	306	39:25	345
Warragul	38:33	247	36:59	260	38:27	260	38:59	273	35:18	267
Warrnambool	39:33	382	43:14	338	43:16	358	35:26	328	36:29	304
Wonthaggi	45:55	249	53:45	244	45:53	212	51:10	207	45:49	194
Yarrawonga - Mulwala (Yarrawonga Part)	46:51	144	38:53	128	38:31	138	44:17	143	40:15	123

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