



Ambulance Victoria's Performance

2024/25 Quarter 4 (1st April 2025 to 30th June 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).

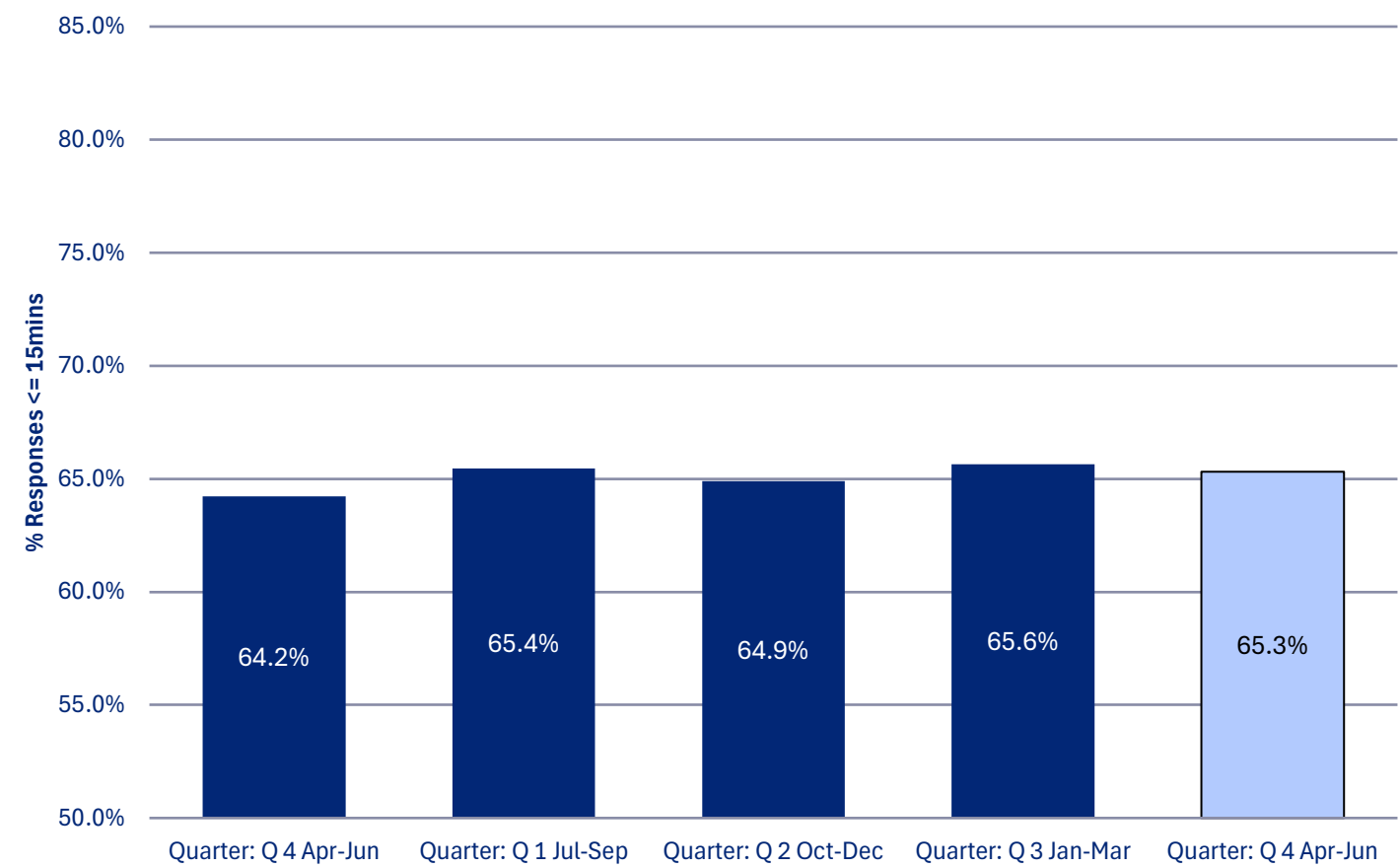
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

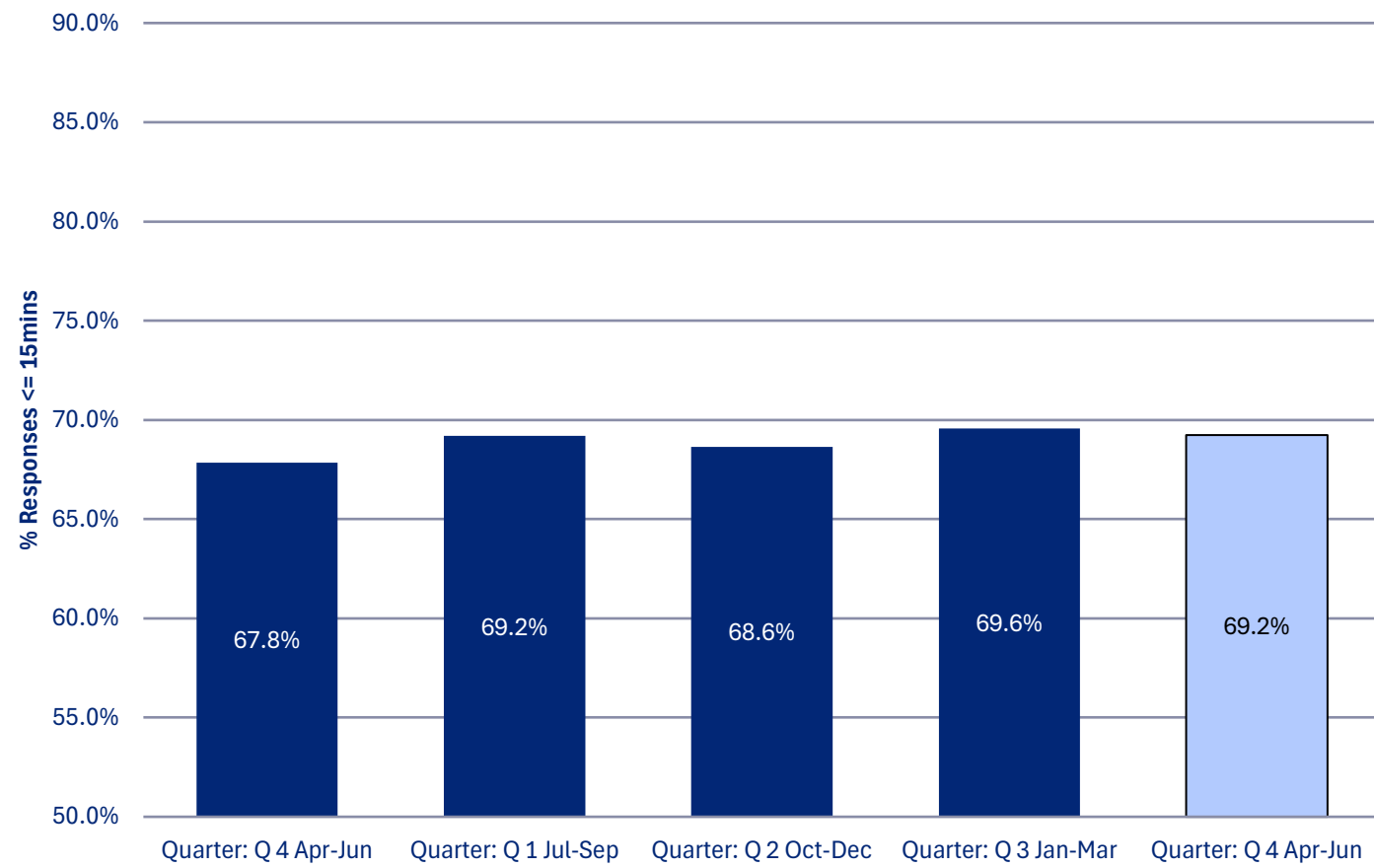
AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes



MAP

TABLE

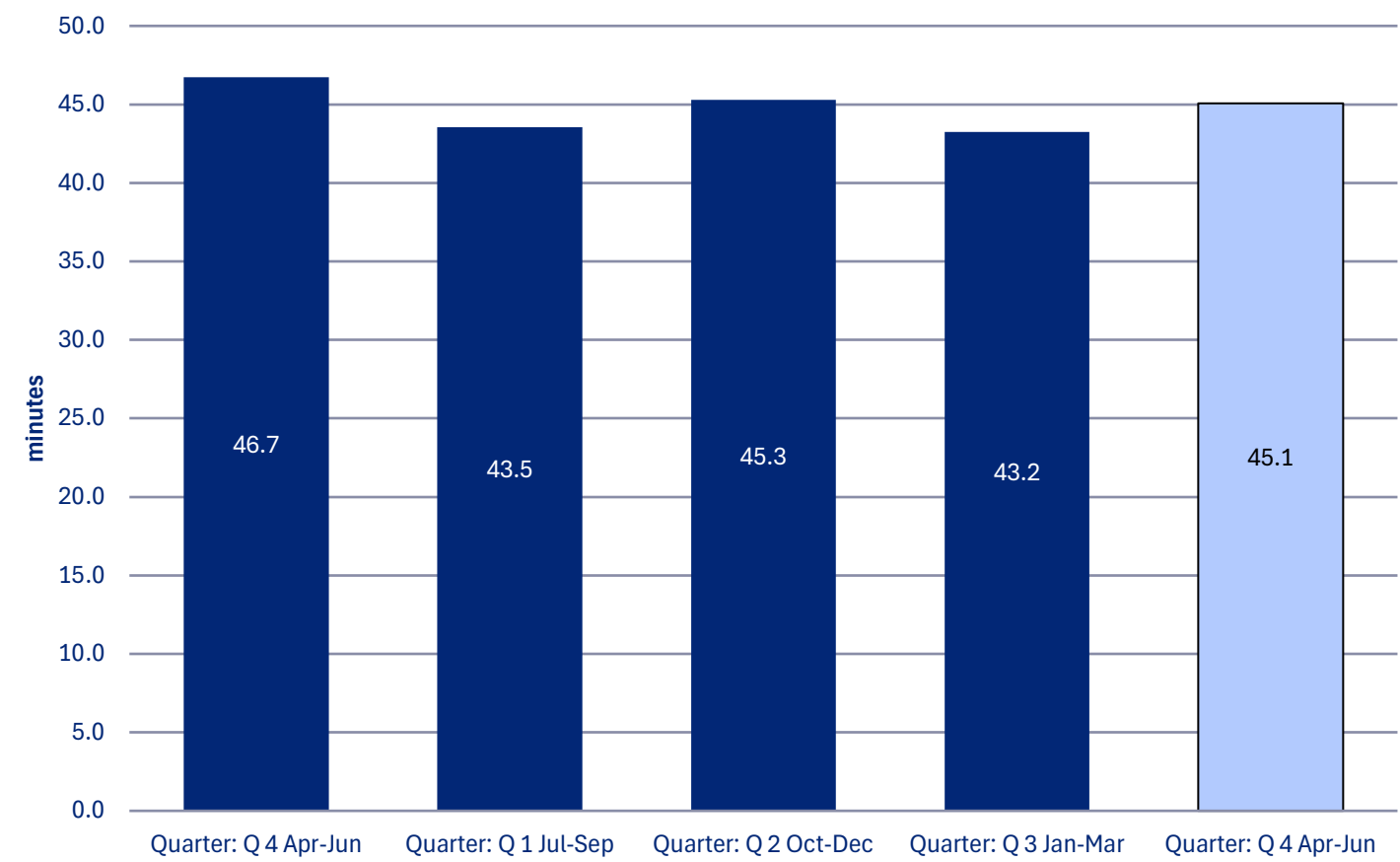
AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes



MAP

TABLE

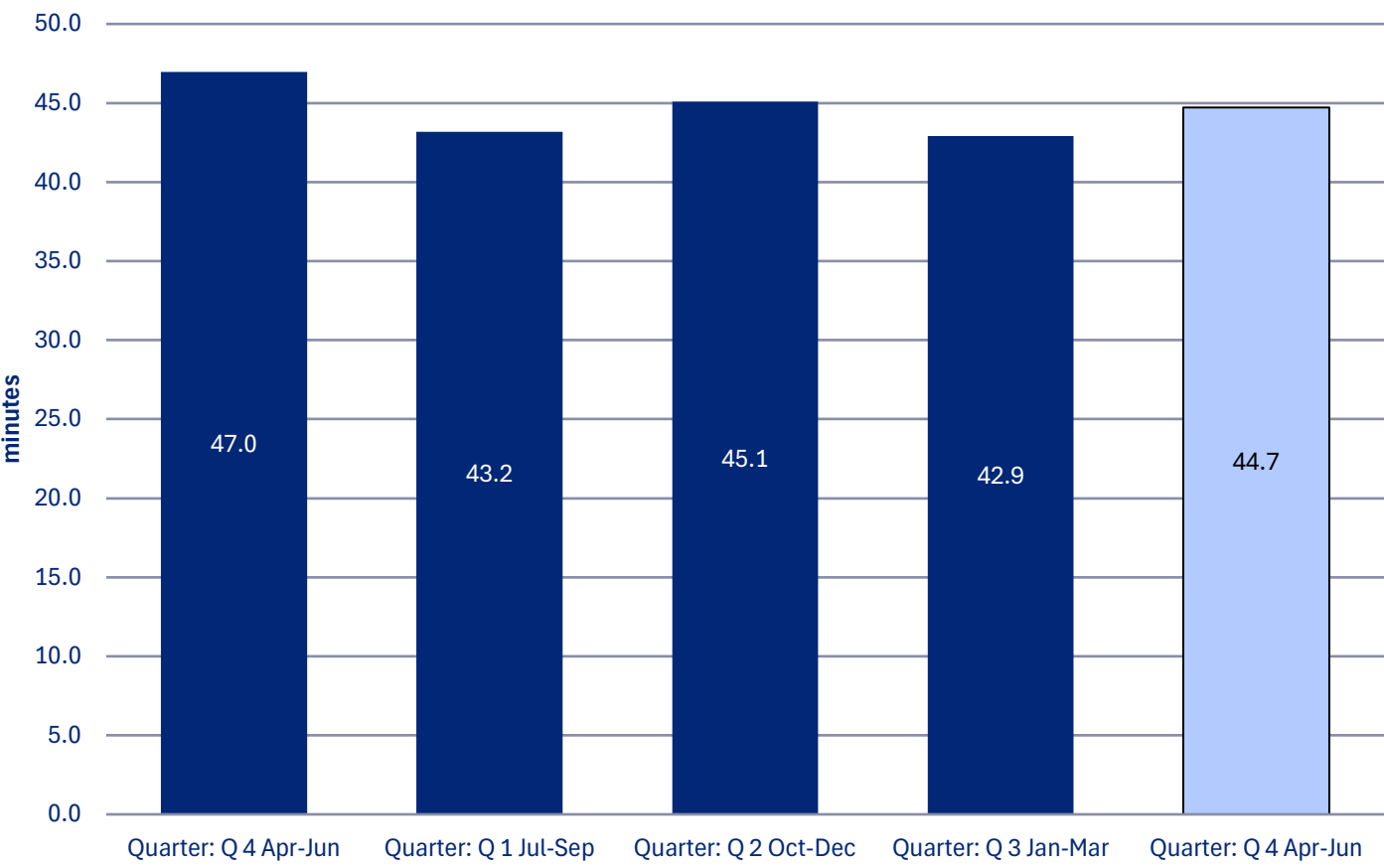
AV State-wide Code 2 First Response Performance -
Average



MAP

TABLE

AV State-wide Code 2 First Response Performance for
UCLs > 7,500 Persons - Average



MAP

TABLE

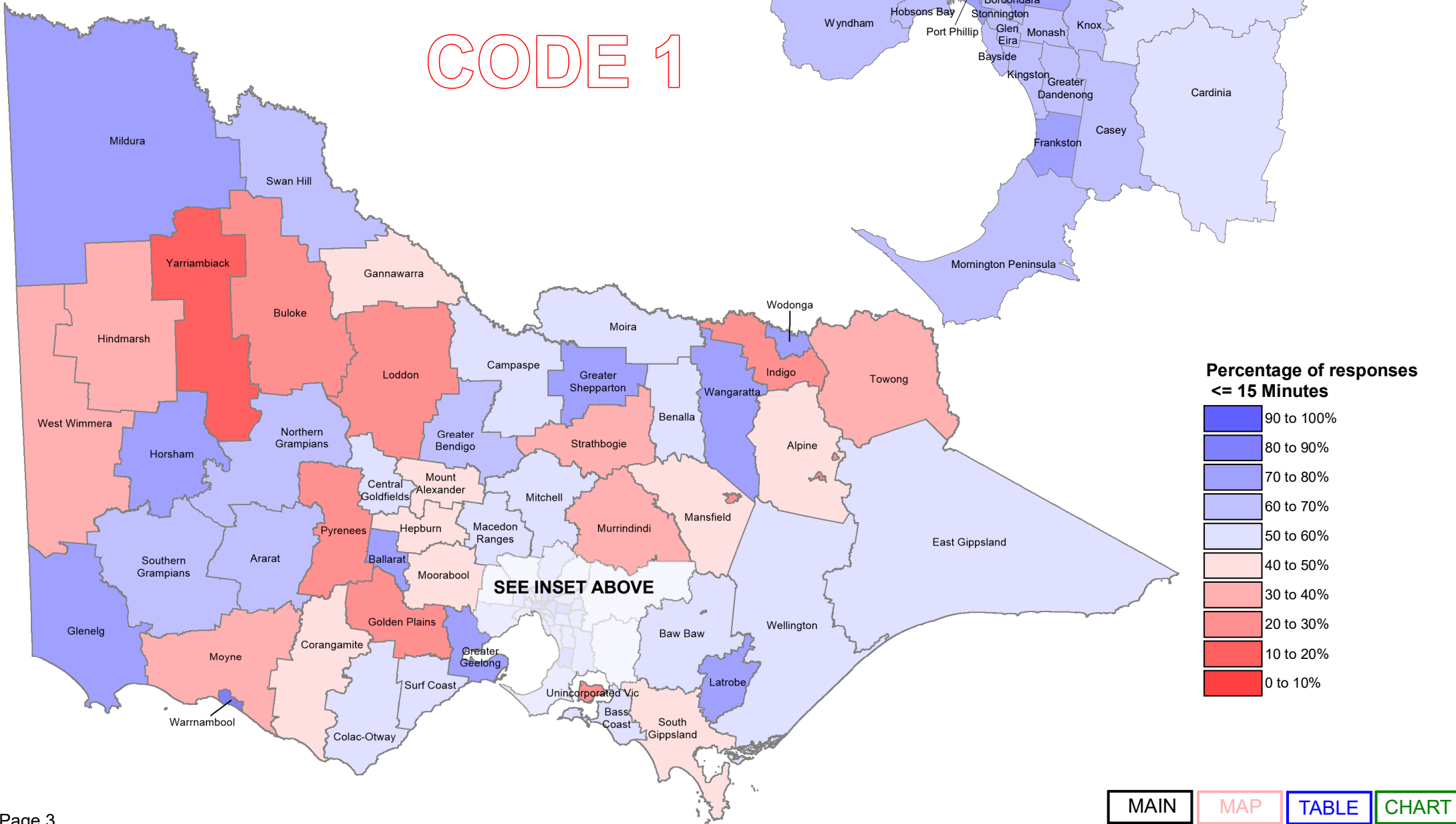


Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2024/25 Quarter 4 (1st April 2025 to 30th June 2025)

CODE 1

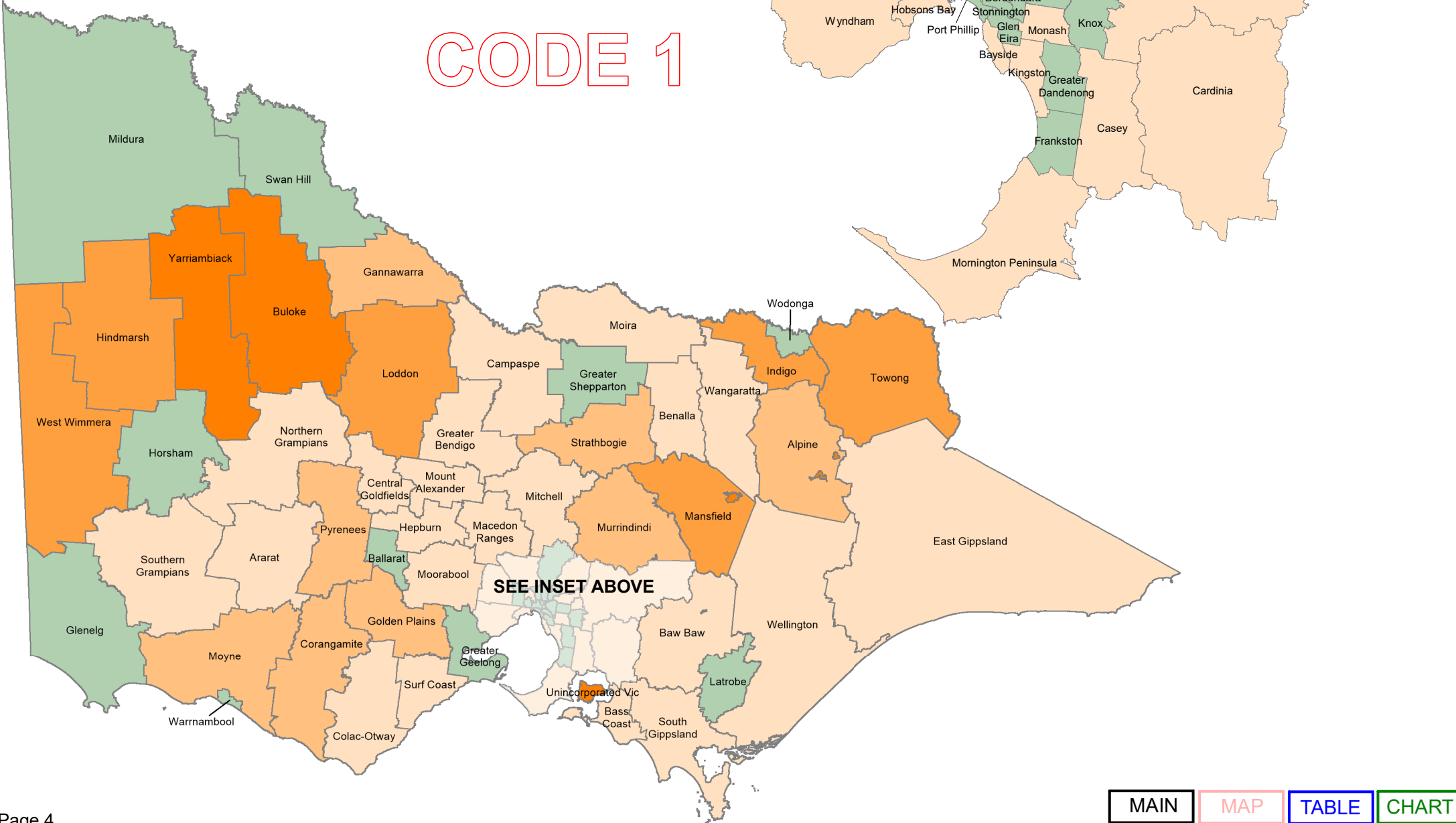




Ambulance Victoria

Average Code 1 Response Time by LGA

2024/25 Quarter 4 (1st April 2025 to 30th June 2025)





Code 1 First Response Performance by LGA

LGA Name	Qtr 4 2023/24		
	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	39.7%	21:49	179
Ararat	55.0%	18:09	189
Ballarat	78.0%	13:25	2,424
Banyule	69.6%	14:42	1,831
Bass Coast	61.0%	16:13	753
Baw Baw	64.2%	15:31	1,000
Bayside	67.2%	15:29	1,120
Benalla	57.0%	18:23	300
Boroondara	68.7%	15:28	1,509
Brimbank	68.2%	14:32	3,148
Buloke	21.3%	33:52	89
Campaspe	58.3%	16:47	727
Cardinia	50.2%	18:21	1,814
Casey	62.8%	15:31	5,384
Central Goldfields	51.1%	19:13	329
Colac-Otway	57.3%	18:35	295
Corangamite	39.6%	20:36	265
Darebin	74.6%	13:52	2,590
East Gippsland	54.3%	18:39	1,052
Frankston	71.4%	13:58	2,630
Gannawarra	38.9%	23:29	162
Glen Eira	68.1%	15:29	1,609
Glenelg	69.1%	15:46	301
Golden Plains	33.3%	21:16	267
Greater Bendigo	61.5%	16:00	2,462
Greater Dandenong	69.0%	14:39	2,733
Greater Geelong	73.4%	13:55	5,111
Greater Shepparton	70.8%	14:38	1,455
Hepburn	43.7%	18:17	277
Hindmarsh	51.1%	21:55	88
Hobsons Bay	58.6%	16:10	1,443
Horsham	77.6%	13:39	397
Hume	56.4%	16:44	4,724
Indigo	33.8%	20:46	195
Kingston (C) (V)	65.0%	15:20	2,149
Knox	67.6%	14:57	2,104
Latrobe (C) (V)	75.6%	13:04	2,003
Loddon	29.5%	25:07	146
Macedon Ranges	55.9%	17:24	801
Manningham	63.1%	15:48	1,430
Mansfield	38.0%	25:19	100
Maribyrnong	63.7%	15:52	1,321
Maroondah	71.8%	14:07	1,610
Melbourne	75.9%	13:09	3,045
Melton	52.9%	17:10	3,271
Mildura	74.6%	13:31	1,089
Mitchell	51.4%	16:59	867
Moir	46.6%	20:20	631
Monash	66.7%	15:20	2,363
Moonee Valley	65.0%	15:36	1,856
Moorabool	43.1%	19:02	543
Merri-bek	67.7%	15:03	2,643
Mornington Peninsula	62.1%	15:37	2,911
Mount Alexander	52.3%	19:05	281
Moynes	34.2%	20:21	225
Murrindindi	34.5%	23:55	255
Nillumbik	47.8%	18:05	718
Northern Grampians	57.1%	18:03	240
Port Phillip	69.8%	14:35	1,503
Pyrenees	34.6%	23:03	182
Queenscliffe	59.6%	15:30	52
South Gippsland	45.1%	19:35	495
Southern Grampians	64.9%	15:12	245
Stonnington	69.5%	14:33	1,269
Strathbogie	31.8%	23:18	236
Surf Coast	56.1%	16:25	462
Swan Hill	64.9%	15:44	350
Towong	31.3%	28:24	83
Wangaratta	69.5%	15:23	583
Warrnambool	80.9%	12:38	603
Wellington	55.6%	17:47	829
West Wimmera	32.4%	25:38	68
Whitehorse	71.0%	14:38	2,024
Whittlesea	61.9%	15:50	3,651
Wodonga	73.7%	14:41	763
Wyndham	64.9%	14:56	3,550
Yarra	75.0%	13:14	1,375
Yarra Ranges	49.7%	18:10	2,141
Yarriambiack	26.1%	25:52	138
Unincorporated	42.1%	26:49	19
Interstate LGAs	45.6%	19:58	344
Total AV	64.2%	15:37	102,419

Qtr 1 2024/25		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
43.5%	22:17	184
60.7%	17:40	219
72.8%	13:59	2,256
74.5%	13:37	1,738
57.8%	16:27	727
59.4%	16:32	1,032
68.5%	15:18	970
58.7%	18:25	293
69.6%	15:02	1,510
69.8%	14:26	3,279
28.2%	25:57	103
57.9%	16:56	706
55.1%	17:04	1,700
63.4%	15:16	5,234
57.2%	18:15	360
62.6%	16:46	281
35.7%	22:25	235
74.3%	14:10	2,522
48.8%	20:08	1,010
74.2%	13:35	2,592
46.6%	21:24	133
70.3%	14:28	1,533
74.7%	14:20	300
27.3%	22:00	256
61.5%	16:17	2,395
70.3%	14:08	2,599
70.9%	14:19	4,985
71.9%	14:26	1,389
42.3%	19:29	248
46.2%	26:42	91
58.7%	15:58	1,360
79.2%	12:28	365
58.1%	16:16	4,656
29.4%	21:00	187
66.7%	14:38	2,061
71.1%	14:08	1,982
71.9%	13:53	2,114
32.5%	23:10	169
58.3%	16:17	737
66.1%	15:29	1,410
40.8%	24:36	98
66.8%	15:23	1,321
72.2%	14:27	1,579
76.4%	12:57	2,847
55.4%	16:47	3,218
76.8%	13:33	1,088
51.9%	18:41	916
53.8%	17:43	624
67.8%	14:56	2,256
66.8%	14:59	1,842
52.8%	17:13	563
68.2%	15:11	2,680
65.8%	14:47	2,847
48.5%	19:42	264
39.2%	18:48	171
40.7%	22:21	216
46.8%	18:47	708
61.5%	17:18	286
72.2%	14:06	1,386
25.4%	23:00	169
54.0%	16:16	50
48.7%	18:07	503
60.6%	17:28	203
69.8%	14:25	1,166
36.6%	22:39	246
57.2%	16:27	409
67.6%	15:21	336
37.6%	28:20	85
71.5%	14:31	547
83.8%	12:04	531
57.2%	17:45	797
31.5%	28:21	54
73.0%	13:49	1,921
65.5%	15:10	3,622
75.3%	14:17	717
68.0%	14:23	3,653
76.0%	13:30	1,245
53.0%	17:14	2,080
29.2%	28:30	120
46.3%	23:40	54
52.7%	19:54	332
65.4%	15:21	99,671

Qtr 2 2024/25		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
41.9%	23:56	217
70.7%	15:20	174
76.9%	13:41	2,326
70.5%	14:23	1,730
53.9%	17:46	781
62.5%	16:01	918
63.6%	16:17	986
54.2%	18:01	308
68.7%	15:20	1,597
68.3%	15:04	3,132
29.8%	27:25	94
55.7%	18:00	698
54.8%	17:05	1,656
61.3%	15:46	5,000
51.3%	20:53	335
61.4%	17:51	306
42.8%	19:50	243
73.0%	14:19	2,621
53.3%	19:07	1,114
72.8%	14:05	2,643
42.1%	23:31	145
70.1%	15:11	1,608
73.4%	14:30	290
28.6%	21:59	255
62.6%	16:21	2,339
66.1%	14:55	2,481
73.3%	14:02	4,860
71.2%	15:02	1,501
41.1%	19:42	304
48.1%	24:27	79
58.9%	16:45	1,366
81.3%	12:20	369
60.2%	16:12	4,565
22.6%	24:36	190
66.5%	15:06	2,223
70.5%	14:21	2,095
74.5%	13:34	1,991
31.2%	24:23	157
55.4%	16:47	693
65.4%	15:21	1,409
50.5%	23:12	105
63.7%	15:33	1,315
71.9%	14:26	1,675
74.0%	13:36	3,190
54.9%	17:19	3,058
76.8%	13:50	1,076
51.5%	18:18	892
49.0%	19:38	643
66.4%	15:32	2,168
66.5%	15:33	1,747
49.3%	17:58	535
69.3%	14:51	2,621
60.1%	16:11	2,912
42.5%	21:42	285
33.2%	20:31	220
31.1%	25:45	241
48.2%	18:32	681
55.1%	19:39	245
71.0%	14:13	1,557
29.1%	24:58	172
65.6%	15:51	64
48.2%	18:47	483
60.5%	17:29	215
69.4%	15:07	1,351
30.3%	24:18	251
60.9%	16:03	466
68.3%	14:55	353
33.7%	31:16	95
70.8%	15:24	614
84.5%	12:29	566
53.9%	18:33	843
40.4%	25:09	57
71.4%	14:10	1,959
65.1%	15:19	3,430
77.7%	13:55	780
65.4%	15:13	3,271
76.4%	13:39	1,358
55.2%	17:41	2,030
43.0%	23:07	114
.0%	52:40	9
48.5%	20:38	359
64.9%	15:42	99,805

Qtr 3 2024/25		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
44.3%	22:32	203
62.9%	15:52	186
77.7%	13:23	2,112
73.3%	13:53	1,676
54.6%	17:48	793
61.6%	16:25	904
66.3%	15:29	1,008
59.7%	16:52	300
69.3%	15:14	1,433
71.0%	14:31	2,969
34.8%	24:40	89
60.6%	16:38	678
54.0%	17:18	1,615
63.7%	15:29	4,813
58.8%	17:49	284
57.4%	18:34	282
38.1%	22:15	270
74.2%	13:54	2,369
52.4%	19:34	1,146
74.3%	13:40	2,505
40.3%	22:25	181
68.5%	14:34	1,500
72.8%	14:25	290
37.5%	19:35	240
63.8%	15:42	2,209
68.2%	14:36	2,371
73.0%	13:50	4,814
71.8%	14:28	1,436
38.1%	19:50	273
63.0%	18:43	92
60.9%	15:47	1,201
83.2%	11:40	346
60.1%	16:00	4,513
21.8%	23:43	170
66.4%	15:19	2,030
72.1%	13:55	1,963
72.5%	13:56	1,885
26.3%	25:45	167
60.2%	16:05	601
63.8%	16:10	1,296
40.5%	26:04	116
66.9%	15:11	1,229
71.6%	14:18	1,548
76.8%	13:02	3,158
56.3%	16:42	2,863
76.1%	13:32	1,093
52.3%	17:53	800
57.2%	17:56	617
67.5%	14:52	2,083
65.6%	15:23	1,631
51.7%	17:25	484
69.7%	14:47	2,419
62.0%	15:56	2,801
52.1%	18:05	267
37.2%	19:21	234
32.7%	25:44	272
52.0%	17:48	629
69.1%	15:12	256
69.6%	14:25	1,565
37.1%	21:22	159
58.1%	16:09	43
42.5%	19:23	520
60.7%	16:54	224
69.2%	14:34	1,216
37.9%	22:06	227
58.2%	16:25	486
71.0%	14:05	328
23.1%	32:47	78
68.5%	15:38	511
85.6%	11:40	542
48.5%	19:34	790
34.1%	26:43	41
70.1%	14:17	1,766
65.8%	15:18	3,217
74.0%	14:24	764
66.2%	14:52	3,274
77.0%	13:25	1,369
54.7%	17:19	2,012
31.6%	25:17	117
16.7%	55:03	12
54.8%	19:52	347
65.6%	15:25	95,321

Qtr 4 2024/25		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
44.9%	22:05	216
65.9%	16:23	205
75.1%	13:49	2,225
74.4%	13:31	1,814
59.5%	16:58	723
57.3%	17:18	971
62.6%	15:57	1,002
55.8%	19:31	265
70.3%	14:44	1,664
69.4%	14:24	3,121
28.0%	30:16	93
55.0%	17:15	711
55.6%	17:04	1,661
63.0%	15:37	4,983
57.0%	19:11	302
59.2%	18:25	326
43.1%	21:23	267
77.0%	13:18	2,434
54.5%	18:37	1,021



Ambulance Victoria

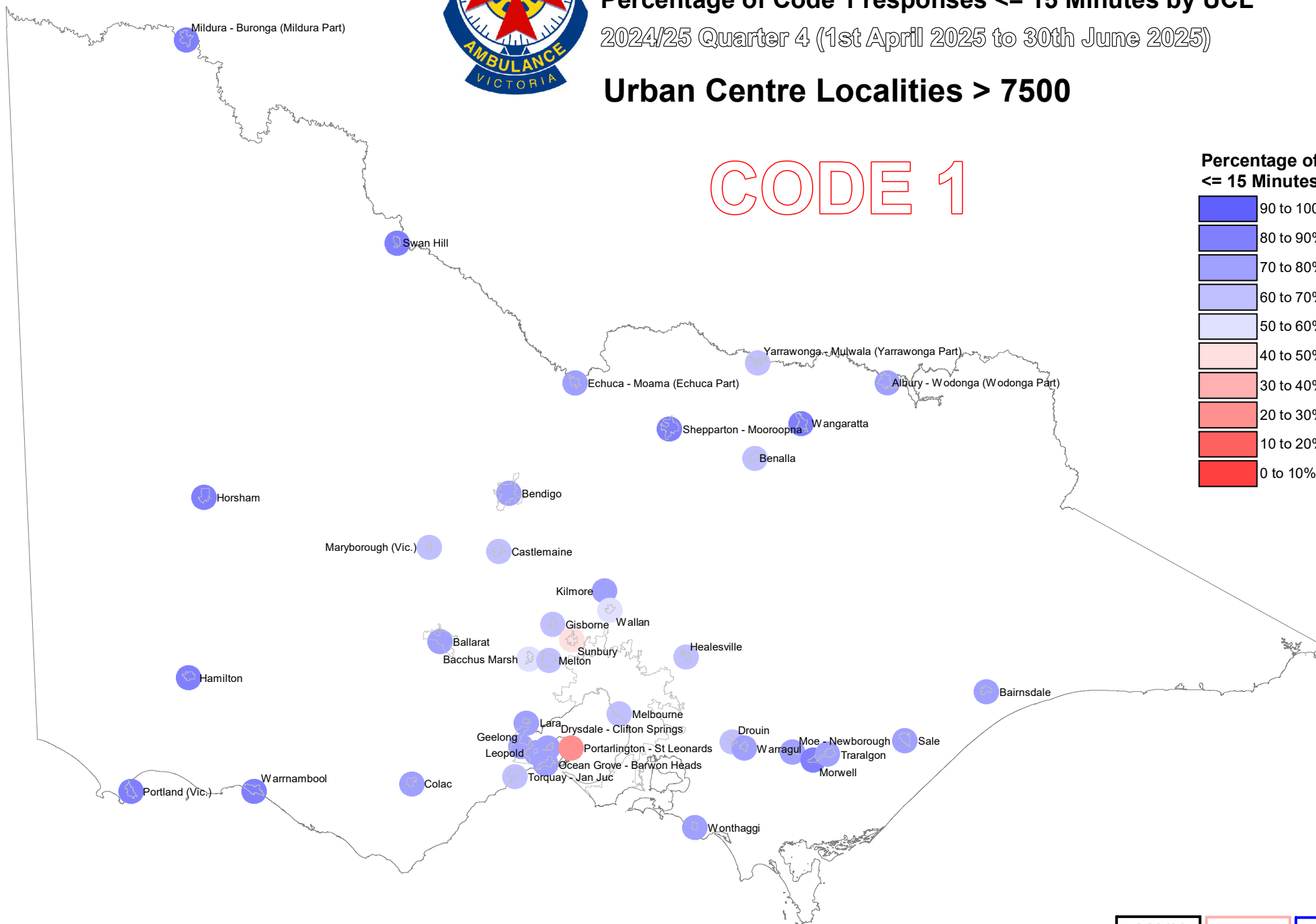
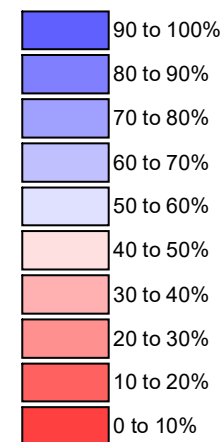
Percentage of Code 1 responses $\leq$ 15 Minutes by UCL

2024/25 Quarter 4 (1st April 2025 to 30th June 2025)

Urban Centre Localities $>$ 7500

CODE 1

Percentage of responses
 $\leq$ 15 Minutes





Ambulance Victoria

Average Code 1 Response Time by UCL

2024/25 Quarter 4 (1st April 2025 to 30th June 2025)

Urban Centre Localities > 7500

CODE 1

Average Response Time





UCL Name

Qtr 4 2023/24

Qtr 1 2024/25

Qtr 2 2024/25

Qtr 3 2024/25

Qtr 4 2024/25

	% 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)	77.0%	14:15	699	77.7%	14:03	663	80.4%	13:23	715	78.8%	13:55	685	78.8%	13:25	613
Bacchus Marsh	49.3%	18:17	337	57.9%	15:46	354	55.6%	16:23	331	59.4%	15:58	308	55.2%	16:38	348
Bairnsdale	73.0%	14:30	374	70.6%	15:14	330	71.4%	15:20	374	72.3%	14:58	368	76.9%	13:21	342
Ballarat	79.9%	13:11	2,305	74.2%	13:47	2,140	78.2%	13:30	2,214	79.2%	13:11	2,021	76.6%	13:38	2,114
Benalla	64.0%	17:10	236	67.6%	16:47	225	65.1%	15:51	232	66.5%	15:23	233	68.9%	16:47	196
Bendigo	66.1%	15:05	2,159	68.4%	14:56	2,036	68.5%	15:11	2,014	69.7%	14:40	1,898	70.7%	14:28	1,963
Castlemaine	67.7%	16:55	186	66.5%	17:10	173	61.3%	18:39	163	71.0%	14:36	145	66.0%	15:24	188
Colac	74.3%	14:34	187	74.4%	13:56	203	78.5%	14:25	191	80.1%	13:57	166	72.4%	15:46	203
Drouin	70.5%	15:03	244	67.5%	15:39	277	69.8%	14:48	252	76.8%	14:55	211	68.0%	16:50	253
Drysdale - Clifton Springs	74.4%	13:54	332	68.8%	15:01	224	72.0%	14:05	271	75.5%	13:15	273	70.3%	15:18	279
Echuca - Moama (Echuca Part)	79.2%	13:15	303	80.7%	12:25	264	85.2%	11:31	243	80.1%	12:47	272	78.1%	13:35	247
Geelong	77.3%	13:23	3,652	75.0%	13:42	3,604	76.3%	13:44	3,527	76.4%	13:20	3,272	75.4%	13:43	3,460
Gisborne	66.5%	15:21	179	71.7%	13:19	159	71.0%	14:43	155	71.3%	15:03	129	62.6%	15:25	190
Hamilton	83.7%	11:29	178	83.2%	12:34	137	84.8%	12:48	145	85.9%	10:55	142	83.2%	12:32	149
Healesville	65.2%	16:41	178	60.8%	17:20	194	66.3%	18:01	178	67.3%	16:01	171	61.1%	18:14	167
Horsham	86.5%	11:44	334	87.2%	10:52	305	90.3%	10:53	319	90.1%	10:19	312	87.9%	10:55	297
Kilmore	67.9%	13:43	165	61.5%	17:16	161	63.5%	17:00	167	65.9%	15:57	129	72.2%	14:40	162
Lara	64.7%	14:45	255	68.3%	15:07	221	72.5%	13:15	178	65.2%	14:33	230	70.9%	13:49	244
Leopold	75.6%	13:59	164	79.2%	11:56	159	78.8%	12:29	132	76.3%	13:31	177	76.6%	12:16	171
Maryborough (Vic.)	63.8%	16:28	224	70.1%	15:39	264	66.0%	17:50	244	70.0%	15:42	207	69.8%	16:32	222
Melbourne	66.1%	15:09	67,005	68.0%	14:43	65,004	66.9%	15:07	65,225	67.9%	14:50	61,865	67.9%	14:48	64,491
Melton	56.5%	16:56	1,656	60.4%	16:06	1,629	60.7%	16:45	1,519	61.1%	16:16	1,430	62.0%	15:32	1,513
Mildura - Buronga (Mildura Part)	85.6%	11:15	762	86.3%	11:28	786	87.3%	11:22	770	89.1%	11:06	736	86.7%	11:39	745
Moe - Newborough	78.2%	12:36	499	75.5%	13:00	535	77.8%	12:51	519	77.6%	13:40	500	77.2%	13:11	504
Morwell	88.0%	11:26	540	87.1%	11:53	559	85.5%	11:37	538	84.2%	11:56	512	85.1%	11:48	511
Ocean Grove - Barwon Heads	72.6%	13:30	223	70.6%	13:56	265	71.8%	14:08	252	77.7%	13:14	309	71.7%	13:08	300
Portarlington - St Leonards	34.3%	19:37	172	30.9%	20:12	191	38.5%	18:15	182	41.4%	18:36	220	28.3%	19:36	173
Portland (Vic.)	81.2%	12:40	165	86.0%	11:22	179	86.1%	11:18	173	87.0%	11:24	177	82.9%	12:05	181
Sale	83.4%	11:18	308	86.0%	10:49	314	82.8%	12:16	320	81.4%	12:26	258	75.5%	13:41	318
Shepparton - Mooropna	77.3%	13:39	1,161	79.5%	13:30	1,085	78.1%	14:07	1,185	79.2%	13:30	1,151	82.6%	12:32	1,071
Sunbury	50.5%	17:44	594	52.1%	17:38	653	52.9%	17:27	607	52.5%	17:17	615	49.9%	17:32	641
Swan Hill	85.9%	11:13	206	84.5%	11:36	207	83.9%	11:14	217	87.2%	10:45	203	86.8%	10:52	220
Torquay - Jan Juc	65.1%	14:27	272	66.7%	14:42	240	68.2%	14:04	245	69.5%	14:23	279	62.0%	15:30	234
Traralgon	76.3%	12:52	632	70.3%	14:19	664	73.6%	14:08	625	73.7%	13:41	570	72.2%	14:00	604
Wallan	60.2%	15:04	256	59.8%	16:24	266	59.7%	16:39	253	61.0%	15:51	228	59.0%	15:59	273
Wangaratta	81.7%	13:32	470	82.3%	12:35	451	81.8%	13:11	501	81.3%	13:18	396	82.6%	12:36	447
Warragul	78.6%	12:45	440	77.2%	12:49	382	78.5%	13:07	354	77.3%	12:49	353	74.1%	13:56	351
Warrnambool	81.9%	12:23	580	84.9%	11:56	509	85.3%	12:09	543	86.7%	11:33	525	85.3%	11:55	537
Wonthaggi	77.1%	13:10	214	77.0%	12:35	209	71.7%	15:11	180	79.9%	13:07	189	78.1%	14:16	187
Yarrawonga - Mulwala (Yarrawonga Par	70.0%	17:01	150	78.5%	13:13	163	72.2%	16:19	194	78.1%	14:08	178	68.2%	16:49	170

MAIN

MAP
≤ 15 Minutes

MAP
Average

TABLE

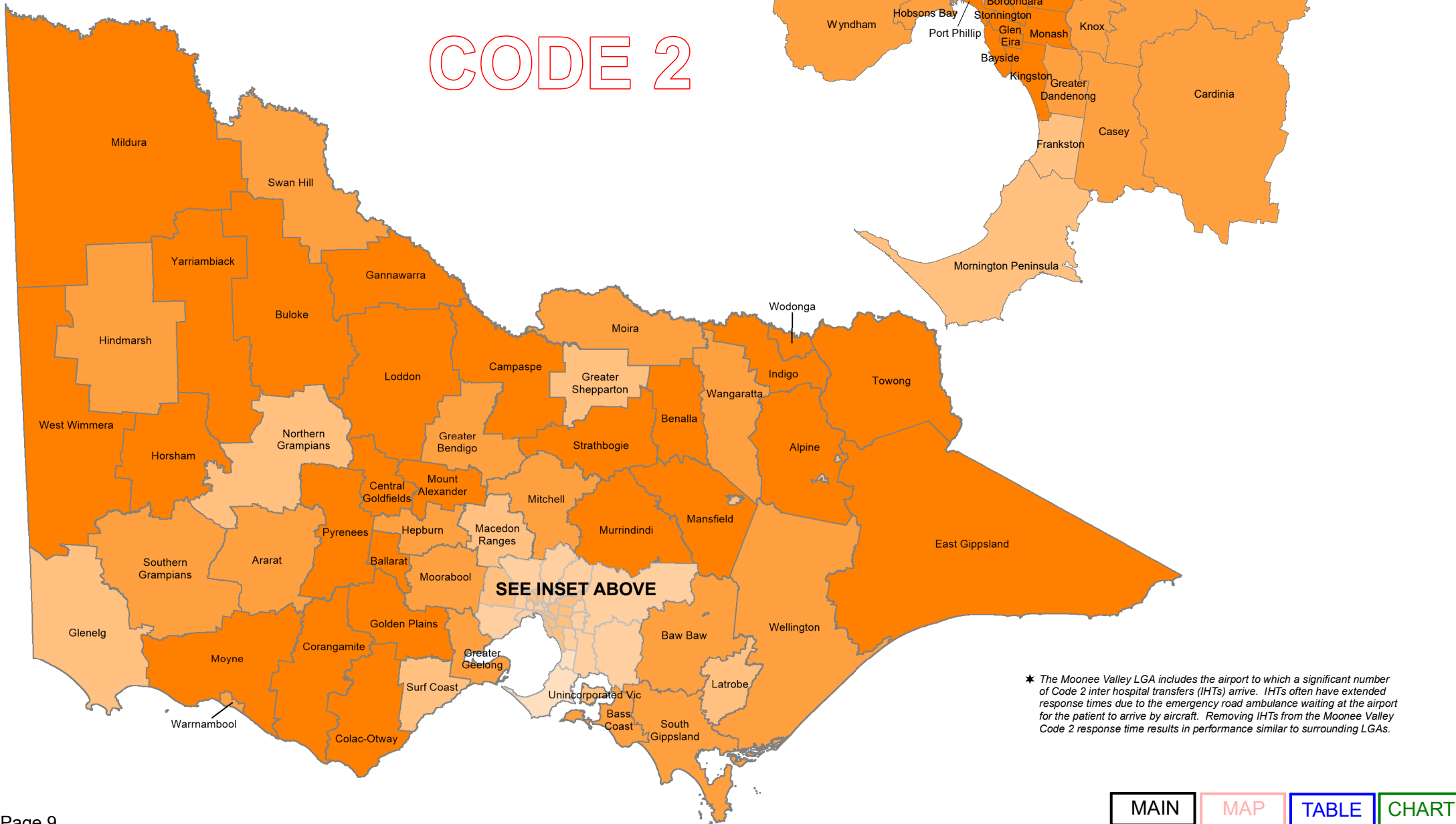
CHART

Ambulance Victoria

Average Code 2 Response Time by LGA

2024/25 Quarter 4 (1st April 2025 to 30th June 2025)

CODE 2



★ 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.



Code 2 First Response Performance by LGA

LGA Name	Qtr 4 2023/24		Qtr 1 2024/25		Qtr 2 2024/25		Qtr 3 2024/25		Qtr 4 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	47:11	157	45:40	148	53:29	187	44:19	175	47:56	156
Ararat	42:43	195	45:24	161	43:48	140	36:41	193	44:35	176
Ballarat	42:14	1,190	41:28	1,132	45:08	1,177	41:24	1,126	46:12	1,166
Banyule	49:40	829	41:10	849	44:58	859	45:01	826	43:53	895
Bass Coast	46:15	578	44:35	528	46:15	577	44:31	607	43:35	545
Baw Baw	39:28	533	36:35	544	39:23	530	37:38	539	42:39	551
Bayside	55:21	569	48:36	601	51:45	557	48:21	557	51:41	552
Benalla	38:32	222	43:38	196	47:21	188	44:26	213	46:43	239
Boroondara	57:11	757	47:49	817	50:49	811	45:43	751	47:57	796
Brimbank	46:40	1,313	41:50	1,373	43:43	1,391	40:26	1,377	41:58	1,364
Buloke	61:41	72	56:35	80	60:34	59	52:37	63	56:03	62
Campaspe	44:11	473	45:28	477	43:35	466	46:29	487	51:17	468
Cardinia	45:56	725	42:14	759	42:34	763	39:22	726	41:55	787
Casey	44:07	2,063	41:15	2,158	43:26	2,219	40:50	2,153	41:34	2,143
Central Goldfields	46:59	261	44:03	238	47:19	267	38:33	227	45:17	250
Colac-Otway	42:50	245	42:43	237	41:30	274	43:36	241	46:35	255
Corangamite	43:31	181	47:26	158	47:18	173	52:03	160	54:47	204
Darebin	51:10	1,102	45:20	1,249	45:34	1,140	43:42	1,153	44:37	1,154
East Gippsland	45:59	713	46:24	664	47:23	674	50:00	685	47:03	699
Frankston	39:49	1,447	36:42	1,413	39:30	1,402	37:04	1,421	37:10	1,480
Gannawarra	53:11	113	52:32	117	55:12	104	47:25	120	55:40	132
Glen Eira	57:26	737	51:39	708	55:23	703	49:22	716	53:01	790
Glenelg	42:23	238	45:15	236	39:14	230	38:01	245	37:57	217
Golden Plains	47:36	122	50:20	114	49:27	102	50:23	123	48:22	102
Greater Bendigo	48:20	1,193	44:35	1,109	46:57	1,158	44:44	1,070	43:00	1,125
Greater Dandenong	45:17	1,188	40:21	1,298	41:58	1,342	38:43	1,288	40:27	1,235
Greater Geelong	42:29	2,642	45:19	2,622	42:39	2,556	42:53	2,546	44:48	2,519
Greater Shepparton	42:21	756	41:10	802	42:27	806	40:49	817	39:51	792
Hepburn	45:28	141	40:08	151	46:55	152	38:17	164	43:54	148
Hindmarsh	37:12	73	49:29	58	36:19	76	42:02	68	42:34	62
Hobsons Bay	45:41	604	40:50	592	43:36	652	45:10	616	43:58	660
Horsham	41:58	311	39:06	268	39:02	267	39:24	278	46:46	250
Hume	46:05	1,634	42:43	1,752	42:56	1,708	41:33	1,734	42:48	1,785
Indigo	45:08	99	44:22	100	53:11	107	57:22	113	49:49	94
Kingston (C) (V	47:38	994	43:07	1,009	46:47	1,051	42:28	1,042	46:23	1,000
Knox	44:16	1,008	39:20	1,107	41:43	1,087	38:41	1,057	42:36	1,082
Latrobe (C) (V	34:43	1,068	37:16	1,093	33:34	973	35:10	1,043	35:05	1,073
Loddon	52:48	87	49:04	89	54:20	83	52:54	98	59:54	98
Macedon Ranges	37:04	478	35:59	443	39:06	474	36:32	453	39:56	503
Manningham	54:44	654	44:33	685	44:10	698	47:03	668	45:12	658
Mansfield	42:59	113	51:18	135	38:33	120	52:33	102	50:44	99
Maribyrnong	50:20	684	44:12	698	49:39	693	43:23	676	43:25	644
Maroondah	46:01	820	41:07	850	43:51	863	39:56	885	42:47	904
Melbourne	44:11	1,548	40:13	1,720	43:22	1,717	40:27	1,717	41:27	1,594
Melton	46:33	1,338	41:45	1,199	45:08	1,251	42:02	1,204	45:54	1,323
Mildura	42:53	655	42:55	674	45:23	657	46:14	635	47:22	641
Mitchell	41:53	532	41:47	550	46:00	611	43:52	556	44:39	609
Moir	43:37	494	45:55	455	48:09	473	43:03	450	42:57	494
Monash	53:23	1,138	47:01	1,123	48:06	1,142	45:21	1,046	47:07	1,112
* Moonee Valley	85:42	1,228	77:23	1,260	83:45	1,273	81:52	1,313	87:53	1,288
Moorabool	48:45	316	42:04	372	44:32	366	39:41	344	42:58	354
Merri-bek	51:47	1,107	45:59	1,242	49:30	1,167	45:00	1,106	48:49	1,169
Mornington Peninsula	38:07	1,608	36:23	1,605	40:24	1,717	38:25	1,614	37:06	1,626
Mount Alexander	47:54	221	44:48	157	49:50	244	46:21	215	49:14	210
Moyne	46:28	108	53:59	100	52:09	104	50:13	116	50:22	99
Murrindindi	47:03	170	45:26	169	46:15	182	49:06	200	54:07	188
Nillumbik	49:11	317	46:11	320	41:05	289	41:21	300	40:19	329
Northern Grampians	44:21	190	45:32	212	42:58	202	39:47	230	39:24	200
Port Phillip	50:09	697	45:23	729	51:20	762	45:41	817	48:42	711
Pyrenees	52:33	86	51:12	74	53:21	68	50:42	75	50:57	67
Queenscliffe	33:23	33	35:23	35	31:35	47	38:31	41	38:20	42
South Gippsland	42:31	289	35:51	320	36:54	303	37:29	302	40:15	331
Southern Grampians	43:29	179	46:34	176	44:40	165	42:07	178	42:36	168
Stonnington	52:08	591	44:52	678	49:40	607	47:27	617	49:45	588
Strathbogie	55:41	139	49:06	154	53:32	150	55:02	141	57:11	169
Surf Coast	38:25	225	39:27	201	38:25	249	36:37	263	38:01	224
Swan Hill	45:47	295	44:17	260	44:08	267	41:41	300	43:35	281
Towong	43:39	65	52:15	47	50:17	74	48:40	72	55:20	71
Wangaratta	44:24	396	38:45	364	45:02	355	42:58	405	44:05	377
Warrnambool	43:06	342	43:07	364	35:41	340	36:40	311	41:48	322
Wellington	38:23	495	41:07	546	43:02	477	40:26	479	43:49	465
West Wimmera	52:50	46	55:16	38	41:57	41	41:31	36	46:12	38
Whitehorse	53:29	1,072	42:55	1,013	48:20	1,014	44:07	1,057	49:10	986
Whittlesea	45:40	1,476	41:31	1,473	41:29	1,456	40:41	1,509	42:53	1,536
Wodonga	45:42	424	44:57	447	44:22	417	41:27	440	45:15	397
Wyndham	42:22	1,502	40:06	1,525	38:59	1,479	40:43	1,466	41:28	1,486
Yarra	50:44	648	45:24	666	45:29	653	43:03	658	44:27	644
Yarra Ranges	44:15	1,009	41:31	1,049	43:26	1,035	39:47	1,100	42:51	1,052
Yarriambiack	47:20	69	48:55	82	47:02	89	46:53	65	52:04	80
Unincorporated	48:21	13	47:06	125	82:02	3	36:22	6	39:12	15
Interstate LGAs	43:18	137	43:16	139	50:19	153	47:49	150	48:54	152
Total AV	46:44	50,580	43:32	51,481	45:16	51,458	43:14	51,136	45:04	51,352

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

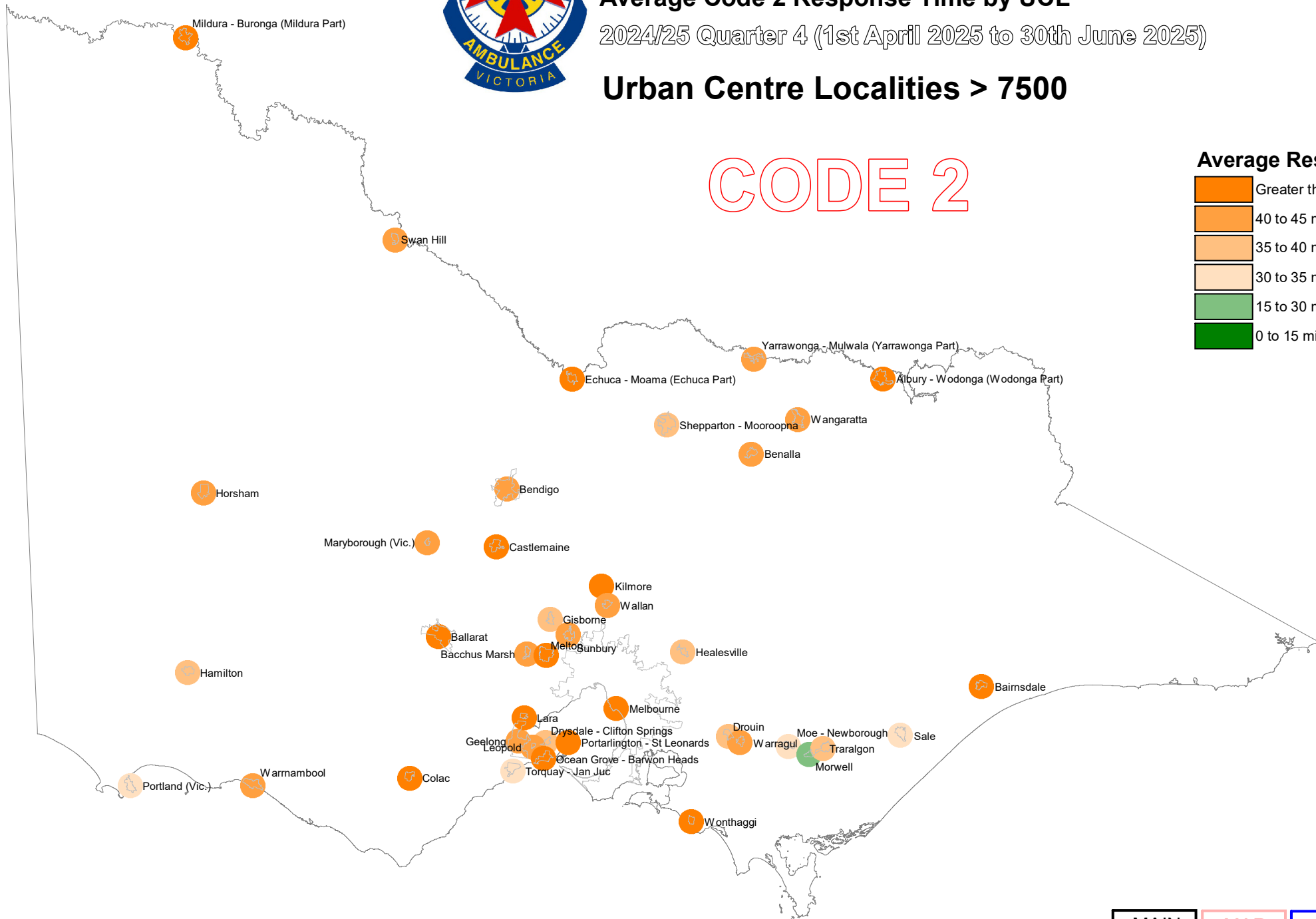
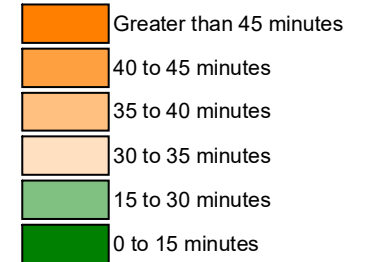
Average Code 2 Response Time by UCL

2024/25 Quarter 4 (1st April 2025 to 30th June 2025)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 4 2023/24

Qtr 1 2024/25

Qtr 2 2024/25

Qtr 3 2024/25

Qtr 4 2024/25

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	45:50	402
Bacchus Marsh	48:11	252
Bairnsdale	49:40	292
Ballarat	42:25	1,147
Benalla	37:01	192
Bendigo	47:34	1,036
Castlemaine	46:36	162
Colac	44:47	195
Drouin	40:09	127
Drysdale - Clifton Springs	37:00	142
Echuca - Moama (Echuca Part)	42:34	229
Geelong	41:16	1,929
Gisborne	31:38	76
Hamilton	42:46	134
Healesville	43:12	81
Horsham	40:04	279
Kilmore	36:45	181
Lara	41:32	96
Leopold	42:40	83
Maryborough (Vic.)	46:15	198
Melbourne	48:52	30,466
Melton	43:43	707
Mildura - Buronga (Mildura Part)	40:24	486
Moe - Newborough	33:52	286
Morwell	31:31	258
Ocean Grove - Barwon Heads	36:25	117
Portarlington - St Leonards	51:01	103
Portland (Vic.)	44:11	168
Sale	34:24	227
Shepparton - Mooropna	43:14	619
Sunbury	44:49	242
Swan Hill	48:21	187
Torquay - Jan Juc	33:21	104
Traralgon	35:51	375
Wallan	39:34	82
Wangaratta	43:39	346
Warragul	36:59	260
Warrnambool	43:14	338
Wonthaggi	53:45	244
Yarrawonga - Mulwala (Yarrawonga Part)	38:53	128

Average Response Time Minutes	Total Number of First Responses
44:52	413
41:45	296
51:15	260
41:44	1,097
41:01	172
42:30	959
44:21	113
43:59	184
34:02	134
37:55	130
43:28	245
44:23	1,922
37:02	72
44:20	120
36:47	99
36:19	237
33:46	133
44:54	113
40:18	72
40:50	183
43:48	31,603
39:07	679
41:58	502
32:50	242
35:09	303
40:23	129
48:06	93
44:05	168
33:28	238
41:23	661
45:47	278
43:19	193
37:25	107
40:41	383
39:43	110
36:25	301
38:27	260
43:16	358
45:53	212
38:31	138

Average Response Time Minutes	Total Number of First Responses
43:03	387
46:39	274
51:13	259
45:00	1,141
47:12	168
45:34	1,001
50:02	147
42:35	208
38:39	118
43:46	111
46:51	229
40:40	1,838
34:55	92
38:31	120
40:45	113
37:04	238
42:50	165
48:17	98
36:17	74
46:57	227
46:10	31,494
43:24	711
42:19	466
29:31	229
29:58	289
36:13	127
46:44	98
37:20	152
36:26	203
41:54	671
48:08	276
43:25	184
36:35	136
39:13	323
36:58	113
43:24	306
38:59	273
35:26	328
51:10	207
44:17	143

Average Response Time Minutes	Total Number of First Responses
40:37	409
37:54	244
56:44	251
41:18	1,078
44:08	180
43:06	929
46:06	146
44:28	166
37:27	117
47:07	146
47:30	234
41:48	1,811
34:58	87
38:19	127
41:07	104
36:38	252
44:04	167
35:30	89
41:39	71
36:06	190
43:48	31,143
38:45	695
44:37	471
30:44	277
31:13	254
35:22	129
46:28	89
36:20	171
28:18	189
40:28	695
41:11	258
40:17	206
38:57	131
40:21	375
40:17	97
39:25	345
35:18	267
36:29	304
45:49	194
40:15	123

Average Response Time Minutes	Total Number of First Responses
45:10	362
43:07	276
50:30	273
46:20	1,122
44:15	217
41:38	979
48:37	143
47:19	181
36:15	120
39:57	132
50:36	219
42:47	1,782
39:19	108
38:23	127
36:59	122
42:15	218
45:38	172
47:01	101
44:37	81
42:33	199
45:29	31,285
45:15	758
47:23	477
34:27	290
28:09	257
46:22	144
45:01	92
33:34	144
34:05	195
39:20	661
42:41	277
43:55	195
33:24	115
39:27	381
42:10	107
40:33	317
44:10	270
41:59	314
46:01	209
44:36	153

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