



Ambulance Victoria's Performance

2025/26 Quarter 1 (1st July 2025 to 30th September 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).

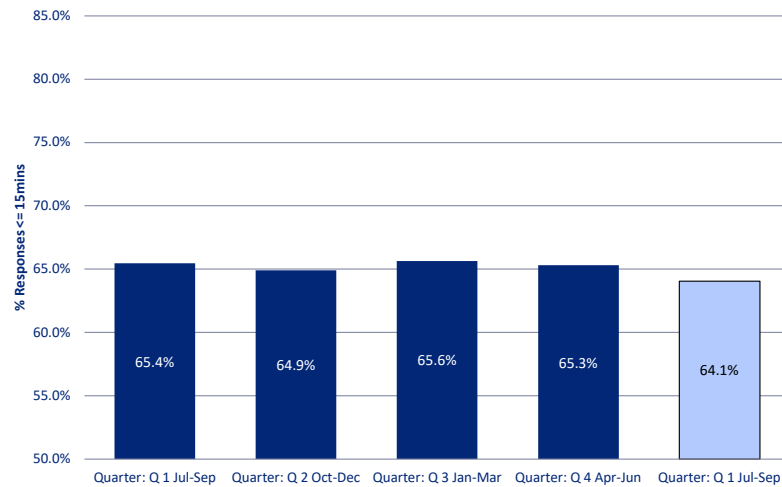
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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.

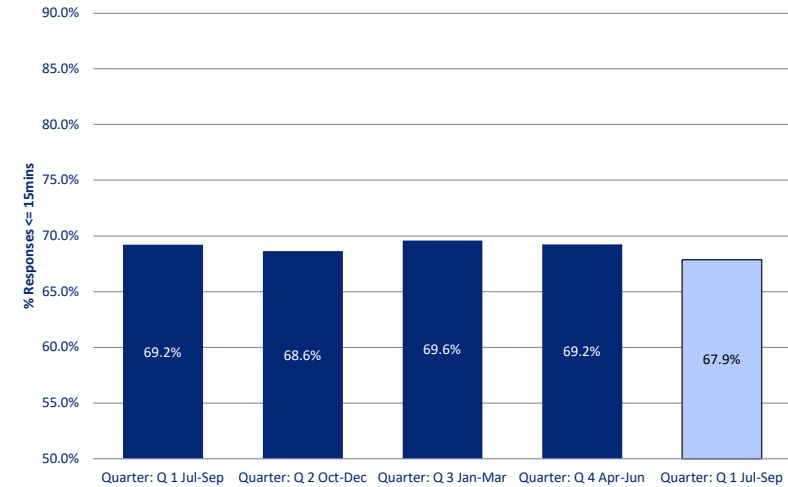
Report Navigation This table shows the response time measures published in this document. Clicking on the items Map, Table and Chart will take you to the appropriate page.

	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

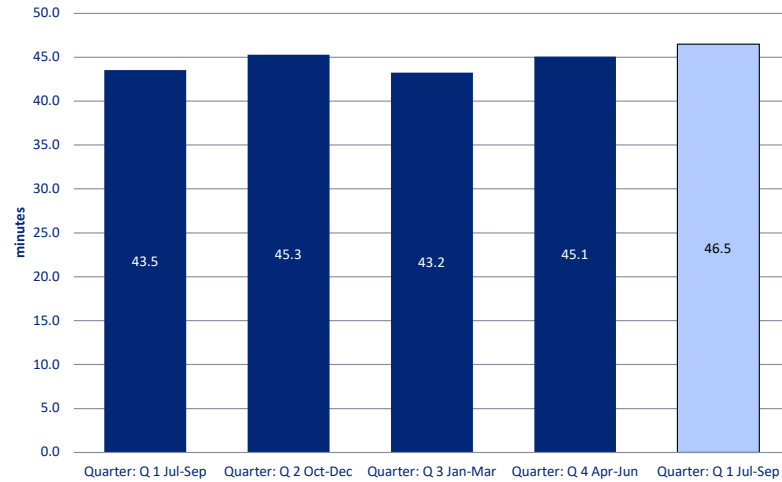
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**


[MAP](#)
[TABLE](#)

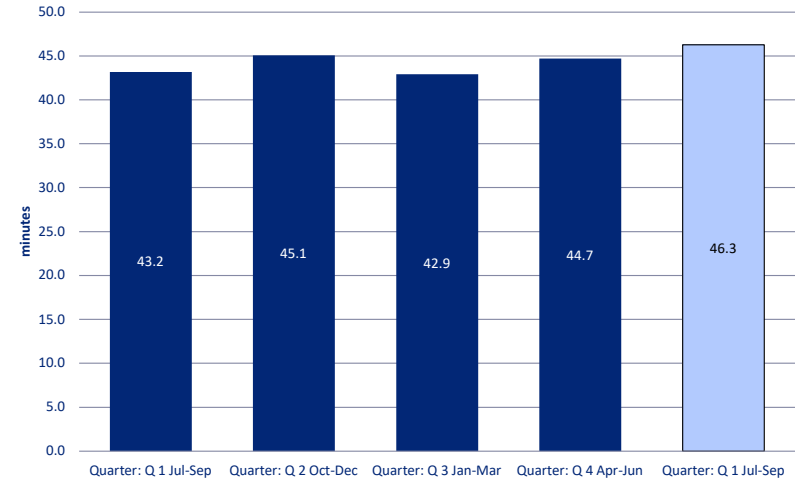
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**


[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**

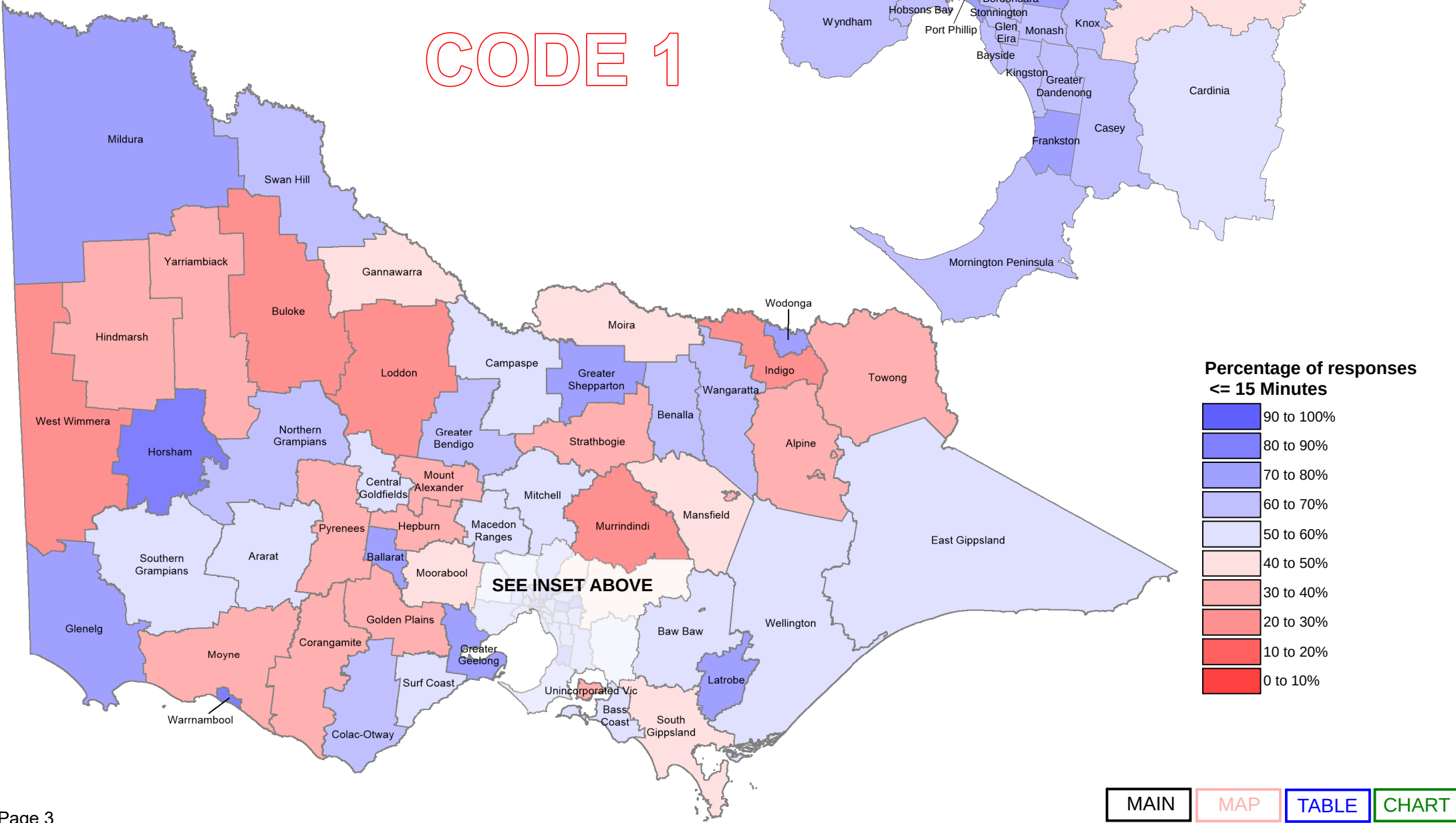

[MAP](#)
[TABLE](#)



Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2025/26 Quarter 1 (1st July 2025 to 30th September)



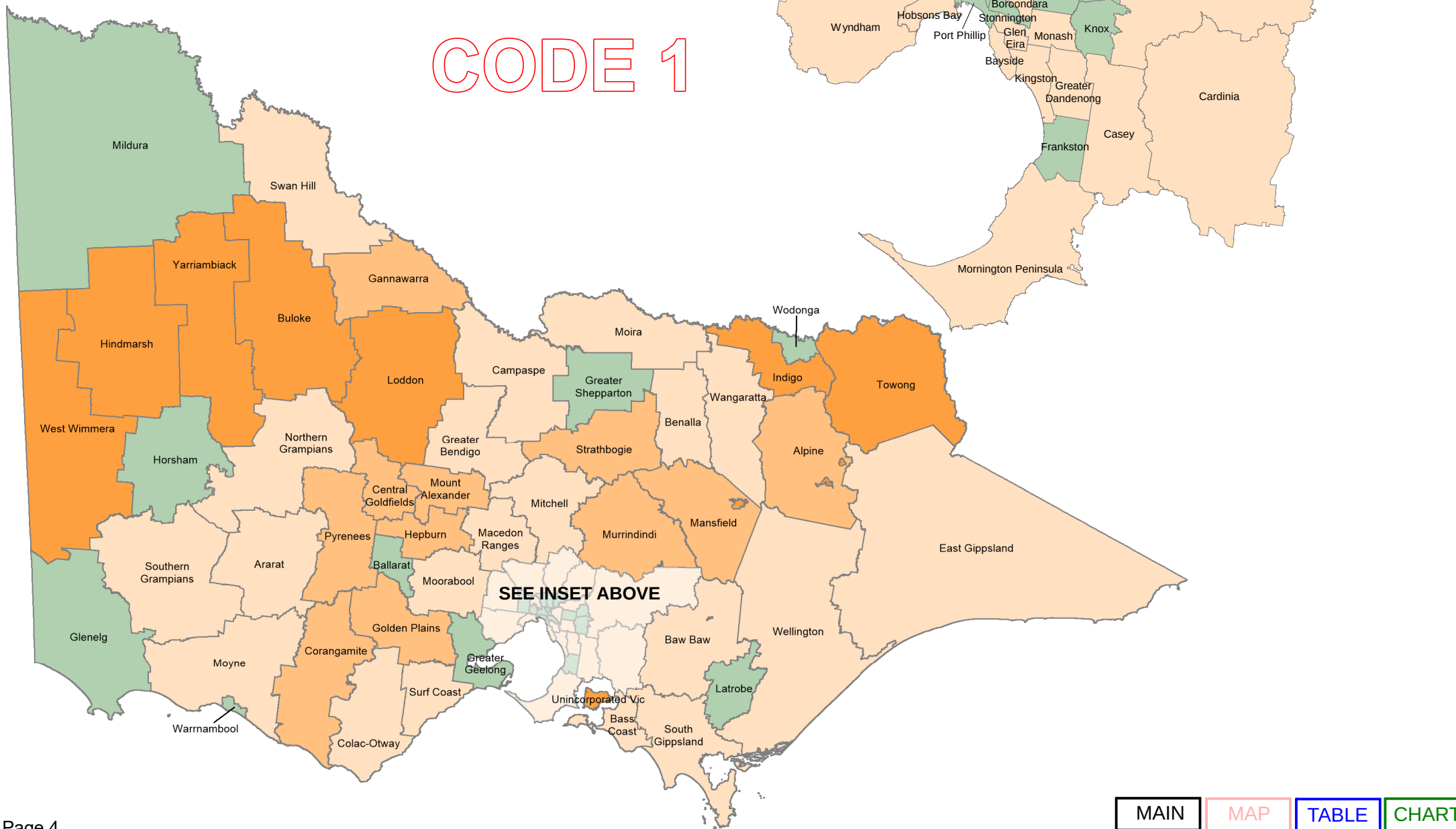


Ambulance Victoria

Average Code 1 Response Time by LGA

2025/26 Quarter 1 (1st July 2025 to 30th September)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 1 2024/25			Qtr 2 2024/25			Qtr 3 2024/25			Qtr 4 2024/25			Qtr 1 2025/26		
	% 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	43.5%	22:17	184	41.9%	23:56	217	44.3%	22:32	203	44.9%	22:05	216	39.7%	23:00	194
Ararat	60.7%	17:40	219	70.7%	15:20	174	62.9%	15:52	186	65.9%	16:23	205	57.9%	18:59	216
Ballarat	72.8%	13:59	2,256	76.9%	13:41	2,326	77.7%	13:23	2,112	75.1%	13:49	2,225	76.9%	13:46	2,429
Banyule	74.5%	13:37	1,738	70.5%	14:23	1,730	73.3%	13:53	1,676	74.4%	13:31	1,814	72.4%	13:49	1,740
Bass Coast	57.8%	16:27	727	53.9%	17:46	781	54.6%	17:48	793	59.5%	16:58	723	59.0%	16:42	715
Baw Baw	59.4%	16:32	1,032	62.5%	16:01	918	61.6%	16:25	904	57.3%	17:18	971	59.5%	16:47	1,005
Bayside	68.5%	15:18	970	63.6%	16:17	986	66.3%	15:29	1,008	62.6%	15:57	1,002	65.4%	15:48	1,050
Benalla	58.7%	18:25	293	54.2%	18:01	308	59.7%	16:52	300	55.8%	19:31	265	62.3%	17:36	297
Boroondara	69.6%	15:02	1,510	68.7%	15:20	1,597	69.3%	15:14	1,433	70.3%	14:44	1,664	69.6%	15:39	1,646
Brimbank	69.8%	14:26	3,279	68.3%	15:04	3,132	71.0%	14:31	2,969	69.4%	14:24	3,121	68.5%	14:40	3,174
Buloke	28.2%	25:57	103	29.8%	27:25	94	34.8%	24:40	89	28.0%	30:16	93	28.4%	27:41	102
Campaspe	57.9%	16:56	706	55.7%	18:00	698	60.6%	16:38	678	55.0%	17:15	711	53.9%	17:34	760
Cardinia	55.1%	17:04	1,700	54.8%	17:05	1,656	54.0%	17:18	1,615	55.6%	17:04	1,661	52.2%	17:53	1,721
Casey	63.4%	15:16	5,234	61.3%	15:46	5,000	63.7%	15:29	4,813	63.0%	15:37	4,983	61.7%	15:57	5,441
Central Goldfields	57.2%	18:15	360	51.3%	20:53	335	58.8%	17:49	284	57.0%	19:11	302	51.4%	20:38	329
Colac-Otway	62.6%	16:46	281	61.4%	17:51	306	57.4%	18:34	282	59.2%	18:25	326	60.1%	18:57	291
Corangamite	35.7%	22:25	235	42.8%	19:50	243	38.1%	22:15	270	43.1%	21:23	267	34.4%	23:09	256
Darebin	74.3%	14:10	2,522	73.0%	14:19	2,621	74.2%	13:54	2,369	77.0%	13:18	2,434	74.2%	14:18	2,503
East Gippsland	48.8%	20:08	1,010	53.3%	19:07	1,114	52.4%	19:34	1,146	54.5%	18:37	1,021	53.3%	19:29	1,109
Frankston	74.2%	13:35	2,592	72.8%	14:05	2,643	74.3%	13:40	2,505	71.8%	13:58	2,590	72.1%	14:10	2,662
Gannawarra	46.6%	21:24	133	42.1%	23:31	145	40.3%	22:25	181	44.7%	23:37	150	44.8%	21:15	163
Glen Eira	70.3%	14:28	1,533	70.1%	15:11	1,608	68.5%	14:34	1,500	69.3%	14:59	1,566	67.4%	15:10	1,615
Glenelg	74.7%	14:20	300	73.4%	14:30	290	72.8%	14:25	290	72.1%	14:29	298	72.3%	14:41	358
Golden Plains	27.3%	22:00	256	28.6%	21:59	255	37.5%	19:35	240	28.0%	22:19	254	30.2%	21:21	235
Greater Bendigo	61.5%	16:17	2,395	62.6%	16:21	2,339	63.8%	15:42	2,209	64.9%	15:30	2,248	62.6%	16:16	2,452
Greater Dandenong	70.3%	14:08	2,599	66.1%	14:55	2,481	68.2%	14:36	2,371	68.6%	14:25	2,627	65.3%	15:31	2,595
Greater Geelong	70.9%	14:19	4,985	73.3%	14:02	4,860	73.0%	13:50	4,814	71.8%	14:08	4,991	73.8%	14:01	5,089
Greater Shepparton	71.9%	14:26	1,389	71.2%	15:02	1,501	71.8%	14:28	1,436	73.4%	13:43	1,385	75.2%	13:43	1,413
Hepburn	42.3%	19:29	248	41.1%	19:42	304	38.1%	19:50	273	40.5%	19:45	259	37.4%	20:56	243
Hindmarsh	46.2%	26:42	91	48.1%	24:27	79	63.0%	18:43	92	37.5%	25:57	96	38.4%	26:43	86
Hobsons Bay	58.7%	15:58	1,360	58.9%	16:45	1,366	60.8%	15:50	1,202	60.2%	16:06	1,297	61.0%	15:27	1,389
Horsham	79.2%	12:28	365	81.3%	12:20	369	83.2%	11:40	346	77.8%	12:49	356	81.9%	12:34	359
Hume	58.1%	16:16	4,656	60.2%	16:12	4,565	60.1%	16:00	4,513	59.2%	16:04	4,706	57.3%	16:32	4,750
Indigo	29.4%	21:00	187	22.6%	24:36	190	21.8%	23:43	170	22.0%	25:17	205	23.7%	25:52	177
Kingston (C) (V)	66.7%	14:38	2,061	66.5%	15:06	2,223	66.4%	15:19	2,030	64.4%	15:06	2,072	63.9%	15:22	2,108
Knox	71.1%	14:08	1,982	70.5%	14:21	2,095	72.1%	13:55	1,963	69.2%	14:43	2,071	69.5%	14:39	2,137
Latrobe (C) (V)	71.9%	13:53	2,114	74.5%	13:34	1,991	72.5%	13:56	1,885	71.4%	13:57	1,966	70.2%	14:04	2,072
Loddon	32.5%	23:10	169	31.2%	24:23	157	26.3%	25:45	167	25.8%	25:29	159	26.2%	26:19	172
Macedon Ranges	58.3%	16:17	737	55.4%	16:47	693	60.2%	16:05	601	53.9%	16:44	777	53.9%	17:00	807
Manningham	66.1%	15:29	1,410	65.4%	15:21	1,409	63.8%	16:10	1,296	64.9%	15:44	1,321	64.2%	15:56	1,432
Mansfield	40.8%	24:36	98	50.5%	23:12	105	40.5%	26:04	116	44.3%	25:34	140	41.1%	24:58	112
Maribyrnong	66.8%	15:23	1,321	63.7%	15:33	1,315	66.9%	15:11	1,229	69.6%	14:26	1,173	65.4%	14:59	1,168
Maroondah	72.2%	14:27	1,579	71.9%	14:26	1,675	71.6%	14:18	1,548	69.6%	15:03	1,595	72.3%	14:13	1,572
Melbourne	76.4%	12:57	2,847	74.0%	13:36	3,190	76.8%	13:02	3,158	79.1%	12:33	2,882	76.1%	12:54	2,903
Melton	55.4%	16:47	3,218	54.9%	17:19	3,058	56.3%	16:42	2,863	56.0%	16:33	3,102	53.1%	17:25	3,408
Mildura	76.8%	13:33	1,088	76.8%	13:50	1,076	76.1%	13:32	1,093	75.2%	13:45	1,098	75.9%	13:54	1,075
Mitchell	51.9%	18:41	916	51.5%	18:18	892	52.3%	17:53	800	55.0%	17:14	918	51.7%	18:15	976
Moir	53.8%	17:43	624	49.0%	19:38	643	57.2%	17:56	617	55.0%	18:39	591	49.7%	19:17	650
Monash	67.8%	14:56	2,256	66.4%	15:32	2,168	67.5%	14:52	2,083	66.3%	15:15	2,254	65.5%	15:25	2,185
Moonee Valley	66.8%	14:59	1,842	66.5%	15:33	1,747	65.6%	15:23	1,631	67.6%	15:16	1,746	63.5%	15:50	1,821
Moorabool	52.8%	17:13	563	49.3%	17:58	535	51.7%	17:25	484	48.3%	18:36	574	46.6%	18:51	564
Merri-bek	68.2%	15:11	2,680	69.3%	14:51	2,621	69.7%	14:47	2,419	69.8%	14:57	2,579	66.9%	14:59	2,730
Mornington Peninsula	65.8%	14:47	2,847	60.1%	16:11	2,912	62.0%	15:56	2,801	64.1%	15:04	2,818	62.0%	15:40	2,865
Mount Alexander	48.5%	19:42	264	42.5%	21:42	285	52.1%	18:05	267	45.8%	18:45	312	39.0%	20:53	295
Moyne	39.2%	18:48	171	33.2%	20:31	220	37.2%	19:21	234	38.8%	20:20	183	38.3%	19:52	183
Murrindindi	40.7%	22:21	216	31.1%	25:45	241	32.7%	25:44	272	33.3%	24:15	273	29.3%	24:39	266
Nillumbik	46.8%	18:47	708	48.2%	18:32	681	52.0%	17:48	629	57.4%	16:39	578	49.7%	18:16	719
Northern Grampians	61.5%	17:18	286	55.1%	19:39	245	69.1%	15:12	256	61.6%	17:16	292	61.5%	16:47	244
Port Phillip	72.2%	14:06	1,386	71.0%	14:13	1,557	69.6%	14:25	1,565	70.2%	14:19	1,452	71.7%	14:37	1,429
Pyrenees	25.4%	23:00	169	29.1%	24:58	172	37.1%	21:22	159	29.7%	22:57	158	34.6%	21:53	136
Queenscliffe	54.0%	16:16	50	65.6%	15:51	64	58.1%	16:09	43	59.5%	15:07	42	66.7%	15:45	54
South Gippsland	48.7%	18:07	503	48.2%	18:47	483	42.5%	19:23	520	46.2%	19:13	507	47.4%	19:11	506
Southern Grampians	60.6%	17:28	203	60.5%	17:29	215	60.7%	16:54	224	61.1%	17:40	221	57.4%	18:45	209
Stonnington	69.8%	14:25	1,166	69.4%	15:07	1,351	69.2%	14:34	1,216	69.9%	14:40	1,264	67.3%	14:46	1,182
Strathbogie	36.6%	22:39	246	30.3%	24:18	251	37.9%	22:06	227	35.2%	22:39	247	33.9%	23:28	254
Surf Coast	57.2%	16:27	409	60.9%	16:03	466	58.2%	16:25	486	54.8%	17:02	440	54.0%	17:17	439
Swan Hill	67.6%	15:21	336	68.3%	14:55	353	71.0%	14:05	328	68.7%	14:52	361	68.4%	16:21	345
Towong	37.6%	28:20	85	33.7%	31:16	95	23.1%	32:47	78	34.2%	26:42	73	38.2%	26:39	76
Wangaratta	71.5%	14:31	547	70.8%	15:24	614	68.5%	15:38	511	71.5%	15:18	565	69.0%	15:37	590
Warrnambool	83.8%	12:04	531	84.5%	12:29	566	85.6%	11:40	542	84.1%	12:02	555	85.2%	12:07	535
Wellington	57.2%	17:45	797	53.9%	18:33	843	48.5%	19:34	790	50.0%	19:19	868	53.1%	18:10	769
West Wimmera	31.5%	28:21	54	40.4%	25:09	57	34.1%	26:43	41	33.3%	25:23	72	26.8%	26:22	56
Whitehorse	73.0%	13:49	1,921	71.4%	14:10	1,959	70.1%	14:17	1,766	71.7%	14:31	1,956	70.2%	14:37	1,957
Whittlesea	65.5%	15:10	3,622	65.1%	15:19	3,430	65.8%	15:18	3,217	66.5%	14:49	3,413	62.1%	15:43	3,679
Wodonga	75.3%	14:17	717	77.7%	13:55	780	74.0%	14:24	764	74.0%	14:03	676	72.4%	14:17	771
Wyndham	68.0%	14:23	3,653	65.4%	15:13	3,271	66.2%	14:52	3,274	65.6%	15:05	3,659	64.3%	15:28	3,732
Yarra	76.0%	13:30	1,245	76.4%	13:39	1,358	77.0%	13:25	1,369	77.2%	13:02	1,357	76.2%	13:09	1,308
Yarra Ranges	53.0%	17:14	2,080	55.2%	17:41	2,030	54.7%	17:19	2,012	52.5%	17:51	2,045	49.2%	18:28	2,065
Yarriambiack	29.2%	28:30	120	43											



Ambulance Victoria

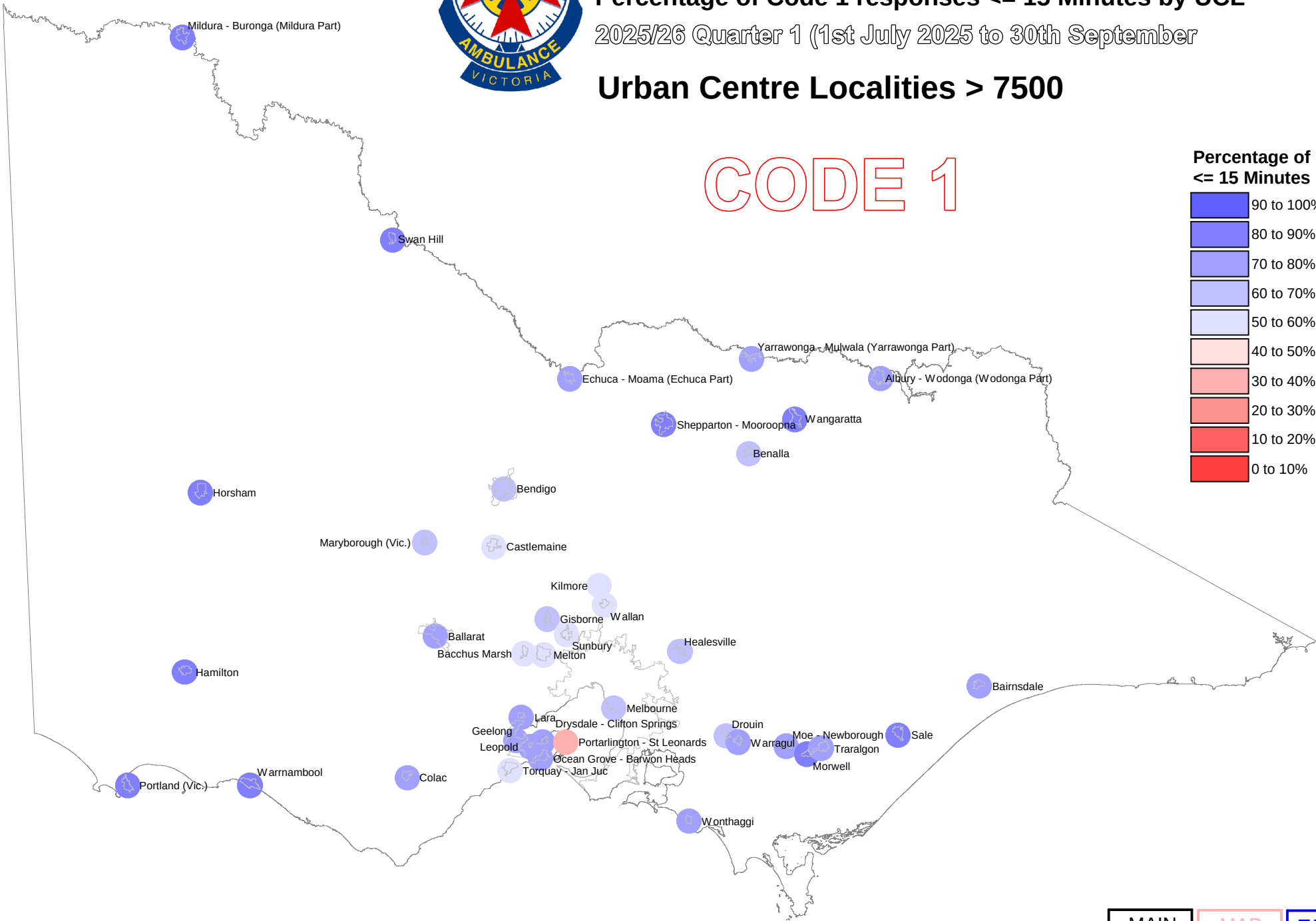
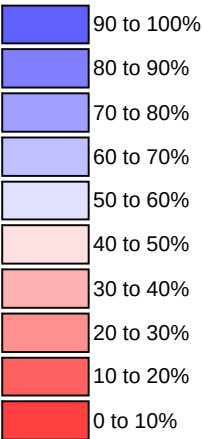
Percentage of Code 1 responses <= 15 Minutes by UCL

2025/26 Quarter 1 (1st July 2025 to 30th September)

Urban Centre Localities > 7500

CODE 1

Percentage of responses
<= 15 Minutes





Ambulance Victoria

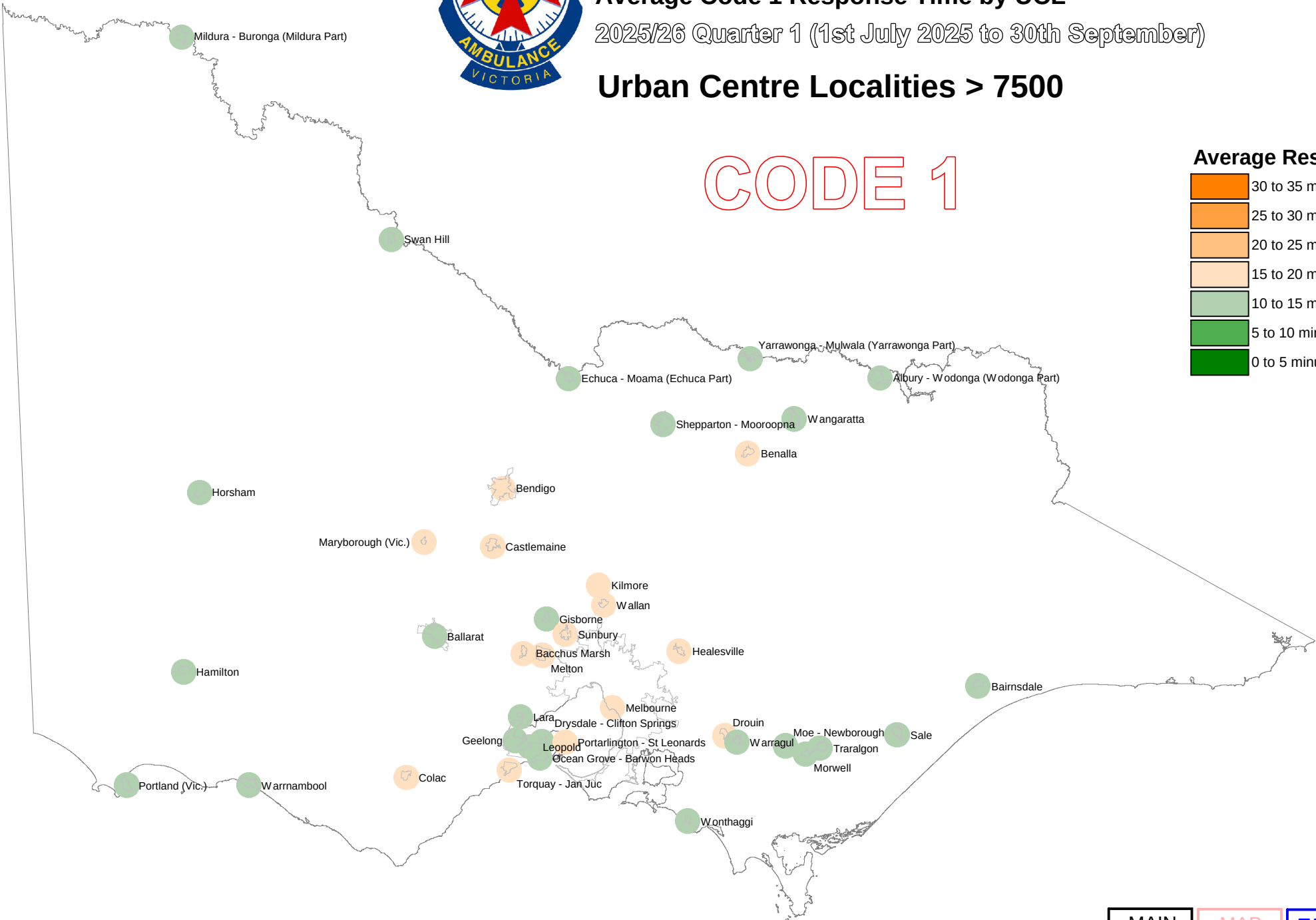
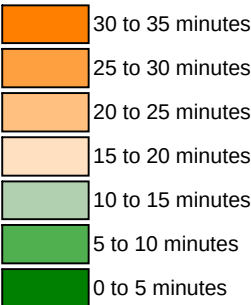
Average Code 1 Response Time by UCL

2025/26 Quarter 1 (1st July 2025 to 30th September)

Urban Centre Localities > 7500

CODE 1

Average Response Time





UCL Name

Qtr 1 2024/25

Qtr 2 2024/25

Qtr 3 2024/25

Qtr 4 2024/25

Qtr 1 2025/26

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	77.7%	14:03	663
Bacchus Marsh	57.9%	15:46	354
Bairnsdale	70.6%	15:14	330
Ballarat	74.2%	13:47	2,140
Benalla	67.6%	16:47	225
Bendigo	68.4%	14:56	2,036
Castlemaine	66.5%	17:10	173
Colac	74.4%	13:56	203
Drouin	67.5%	15:39	277
Drysdale - Clifton Springs	68.8%	15:01	224
Echuca - Moama (Echuca Part)	80.7%	12:25	264
Geelong	75.0%	13:42	3,604
Gisborne	71.7%	13:19	159
Hamilton	83.2%	12:34	137
Healesville	60.8%	17:20	194
Horsham	87.2%	10:52	305
Kilmore	61.5%	17:16	161
Lara	68.3%	15:07	221
Leopold	79.2%	11:56	159
Maryborough (Vic.)	70.1%	15:39	264
Melbourne	68.0%	14:43	65,004
Melton	60.4%	16:06	1,629
Mildura - Buronga (Mildura Part)	86.3%	11:28	786
Moe - Newborough	75.5%	13:00	535
Morwell	87.1%	11:53	559
Ocean Grove - Barwon Heads	70.6%	13:56	265
Portarlington - St Leonards	30.9%	20:12	191
Portland (Vic.)	86.0%	11:22	179
Sale	86.0%	10:49	314
Shepparton - Mooropna	79.5%	13:30	1,085
Sunbury	52.1%	17:38	653
Swan Hill	84.5%	11:36	207
Torquay - Jan Juc	66.7%	14:42	240
Traralgon	70.3%	14:19	664
Wallan	59.8%	16:24	266
Wangaratta	82.3%	12:35	451
Warragul	77.2%	12:49	382
Warrnambool	84.9%	11:56	509
Wonthaggi	77.0%	12:35	209
Yarrawonga - Mulwala (Yarrawonga Part)	78.5%	13:13	163

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
80.4%	13:23	715
55.6%	16:23	331
71.4%	15:20	374
78.2%	13:30	2,214
65.1%	15:51	232
68.5%	15:11	2,014
61.3%	18:39	163
78.5%	14:25	191
69.8%	14:48	252
72.0%	14:05	271
85.2%	11:31	243
76.3%	13:44	3,527
71.0%	14:43	155
84.8%	12:48	145
66.3%	18:01	178
90.3%	10:53	319
63.5%	17:00	167
72.5%	13:15	178
78.8%	12:29	132
66.0%	17:50	244
66.9%	15:07	65,225
60.7%	16:45	1,519
87.3%	11:22	770
77.8%	12:51	519
85.5%	11:37	538
71.8%	14:08	252
38.5%	18:15	182
86.1%	11:18	173
82.8%	12:16	320
78.1%	14:07	1,185
52.9%	17:27	607
83.9%	11:14	217
68.2%	14:04	245
73.6%	14:08	625
59.7%	16:39	253
81.8%	13:11	501
78.5%	13:07	354
85.3%	12:09	543
71.7%	15:11	180
72.2%	16:19	194

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
78.8%	13:55	685
59.4%	15:58	308
72.3%	14:58	368
79.2%	13:11	2,021
66.5%	15:23	233
69.7%	14:40	1,898
71.0%	14:36	145
80.1%	13:57	166
76.8%	14:55	211
75.5%	13:15	273
80.1%	12:47	272
76.4%	13:20	3,272
71.3%	15:03	129
85.9%	10:55	142
67.3%	16:01	171
90.1%	10:19	312
65.9%	15:57	129
65.2%	14:33	230
76.3%	13:31	177
70.0%	15:42	207
67.9%	14:50	61,866
61.1%	16:16	1,430
89.1%	11:06	736
77.6%	13:40	500
84.2%	11:56	512
77.7%	13:14	309
41.4%	18:36	220
87.0%	11:24	177
81.4%	12:26	258
79.2%	13:30	1,151
52.5%	17:17	615
87.2%	10:45	203
69.5%	14:23	279
73.7%	13:41	570
61.0%	15:51	228
81.3%	13:18	396
77.3%	12:49	353
86.7%	11:33	525
79.9%	13:07	189
78.1%	14:08	178

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
78.8%	13:25	613
55.2%	16:38	348
76.9%	13:21	342
76.6%	13:38	2,114
68.9%	16:47	196
70.7%	14:28	1,963
66.0%	15:24	188
72.4%	15:46	203
68.0%	16:50	253
70.3%	15:18	279
78.1%	13:35	247
75.4%	13:43	3,460
62.6%	15:25	190
83.2%	12:32	149
61.1%	18:14	167
87.9%	10:55	297
72.2%	14:40	162
70.9%	13:49	244
76.6%	12:16	171
69.8%	16:32	222
67.9%	14:48	64,491
62.0%	15:32	1,513
86.7%	11:39	745
77.2%	13:11	504
85.1%	11:48	511
71.7%	13:08	300
28.3%	19:36	173
82.9%	12:05	181
75.5%	13:41	318
82.6%	12:32	1,071
49.9%	17:32	641
86.8%	10:52	220
62.0%	15:30	234
72.2%	14:00	604
59.0%	15:59	273
82.6%	12:36	447
74.1%	13:56	351
85.3%	11:55	537
78.1%	14:16	187
68.2%	16:49	170

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
76.5%	13:45	705
52.2%	17:58	335
76.8%	14:03	379
78.3%	13:35	2,325
68.4%	16:34	247
68.5%	15:15	2,144
55.4%	19:26	184
70.3%	16:45	209
68.5%	15:15	260
75.8%	14:23	281
76.8%	14:35	263
77.6%	13:24	3,559
69.8%	13:50	179
82.2%	12:54	135
60.2%	17:22	171
89.2%	11:03	314
59.7%	17:34	159
70.3%	14:46	256
77.6%	13:00	174
65.8%	17:21	231
66.1%	15:11	66,140
59.5%	16:55	1,653
87.1%	11:28	729
79.0%	12:39	539
81.9%	12:34	509
74.7%	13:45	269
35.2%	19:15	182
84.9%	12:34	212
83.1%	12:22	266
81.3%	13:00	1,136
50.7%	17:57	592
85.9%	11:42	206
58.7%	16:00	259
71.6%	13:55	670
55.3%	16:52	313
83.1%	12:55	451
77.7%	13:42	368
86.8%	11:53	515
76.1%	13:33	213
71.4%	14:59	189

MAIN

MAP
≤ 15 Minutes

MAP
Average

TABLE

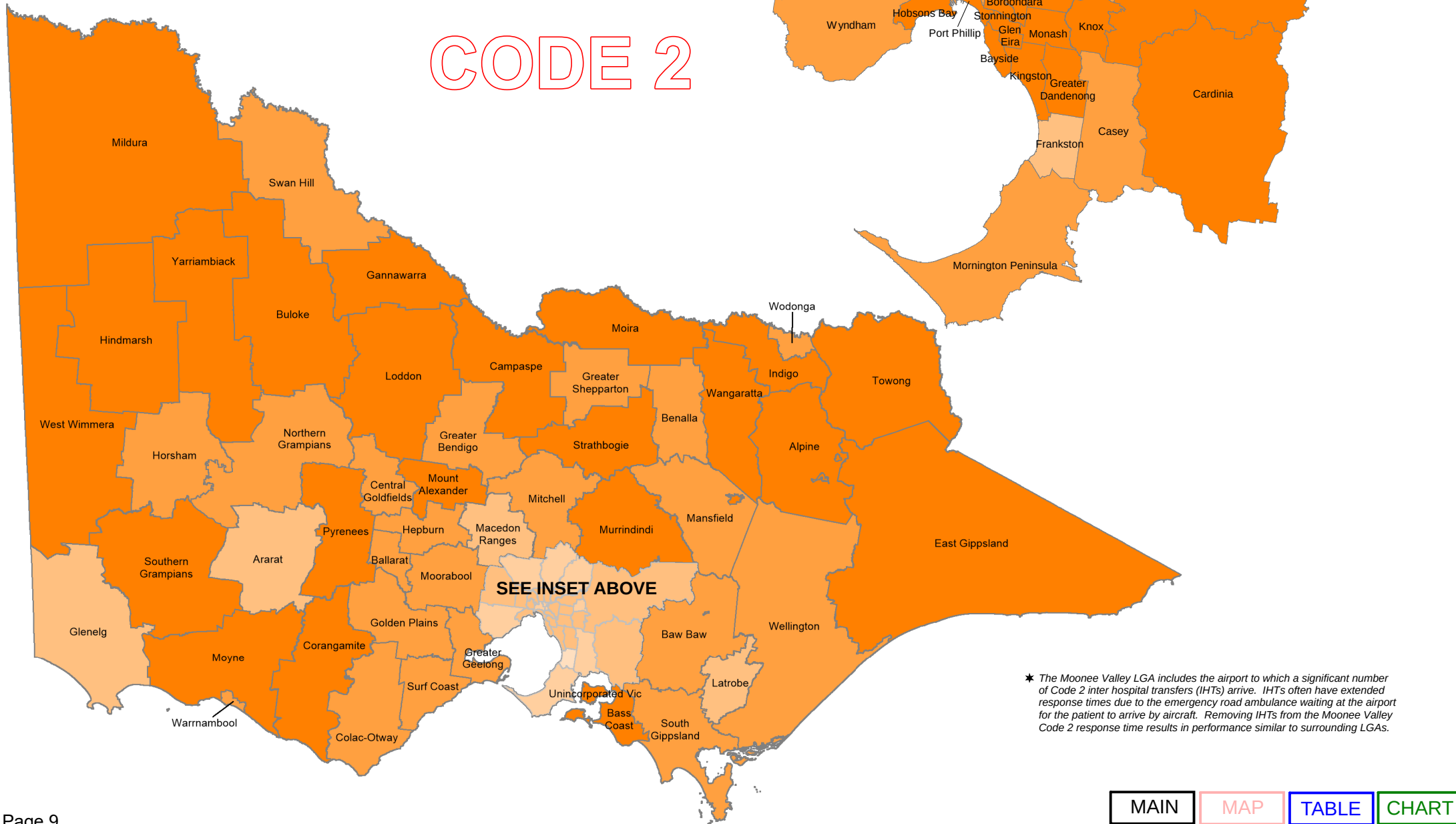
CHART



Ambulance Victoria

Average Code 2 Response Time by LGA

2025/26 Quarter 1 (1st July 2025 to 30th September)





Code 2 First Response Performance by LGA

LGA Name	Qtr 1 2024/25		Qtr 2 2024/25		Qtr 3 2024/25		Qtr 4 2024/25		Qtr 1 2025/26	
	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	45:40	148	53:29	187	44:19	175	47:56	156	53:51	146
Ararat	45:24	161	43:48	140	36:41	193	44:35	176	37:59	172
Ballarat	41:28	1,132	45:08	1,177	41:24	1,126	46:12	1,166	44:18	1,078
Banyule	41:10	849	44:58	859	45:01	826	43:53	895	46:00	835
Bass Coast	44:35	528	46:15	577	44:31	607	43:35	545	45:15	533
Baw Baw	36:35	544	39:23	530	37:38	539	42:39	551	40:24	559
Bayside	48:36	601	51:45	557	48:21	557	51:41	552	56:53	577
Benalla	43:38	196	47:21	188	44:26	213	46:43	239	43:02	206
Boroondara	47:49	817	50:49	811	45:43	751	47:57	796	49:56	834
Brimbank	41:50	1,373	43:43	1,391	40:26	1,377	41:58	1,364	46:15	1,332
Buloke	56:35	80	60:34	59	52:37	63	56:03	62	56:15	66
Campaspe	45:28	477	43:35	466	46:29	487	51:17	468	46:02	467
Cardinia	42:14	759	42:34	763	39:22	726	41:55	787	45:53	682
Casey	41:15	2,158	43:26	2,219	40:50	2,153	41:34	2,143	44:31	2,180
Central Goldfields	44:03	238	47:19	267	38:33	227	45:17	250	44:17	272
Colac-Otway	42:43	237	41:30	274	43:36	241	46:35	255	43:01	250
Corangamite	47:26	158	47:18	173	52:03	160	54:47	204	45:59	174
Darebin	45:20	1,249	45:34	1,140	43:42	1,153	44:37	1,154	45:15	1,120
East Gippsland	46:24	664	47:23	674	50:00	685	47:03	699	49:02	628
Frankston	36:42	1,413	39:30	1,402	37:04	1,421	37:10	1,480	39:51	1,378
Gannawarra	52:32	117	55:12	104	47:25	120	55:40	132	55:57	145
Glen Eira	51:39	708	55:23	703	49:22	716	53:01	790	56:07	726
Glenelg	45:15	236	39:14	230	38:01	245	37:57	217	35:39	230
Golden Plains	50:20	114	49:27	102	50:23	123	48:22	102	44:02	96
Greater Bendigo	44:35	1,109	46:57	1,158	44:44	1,070	43:00	1,125	43:33	1,015
Greater Dandenong	40:21	1,298	41:58	1,342	38:43	1,288	40:27	1,235	45:16	1,204
Greater Geelong	45:19	2,622	42:39	2,556	42:53	2,546	44:48	2,519	43:49	2,451
Greater Shepparton	41:10	802	42:27	806	40:49	817	39:51	792	42:17	770
Hepburn	40:08	151	46:55	152	38:17	164	43:54	148	43:03	163
Hindmarsh	49:29	58	36:19	76	42:02	68	42:34	62	51:52	80
Hobsons Bay	40:50	592	43:36	652	45:10	616	43:58	660	46:28	637
Horsham	39:06	268	39:02	267	39:24	278	46:46	250	41:09	282
Hume	42:43	1,752	42:56	1,708	41:33	1,734	42:48	1,785	43:28	1,783
Indigo	44:22	100	53:11	107	57:22	113	49:49	94	66:18	90
Kingston (C) (V	43:07	1,009	46:47	1,051	42:28	1,042	46:23	1,000	47:57	947
Knox	39:20	1,107	41:43	1,087	38:41	1,057	42:36	1,082	45:00	1,055
Lalrobo (C) (V	37:16	1,093	33:24	973	35:10	1,043	35:05	1,073	37:10	1,057
Loddon	49:04	89	54:20	83	52:54	98	59:54	98	54:07	69
Macedon Ranges	35:59	443	39:06	474	36:32	453	39:56	503	38:46	480
Manningham	44:33	685	44:10	698	47:03	668	45:12	658	49:11	608
Mansfield	51:18	135	38:33	120	52:33	102	50:44	99	40:19	123
Maribyrnong	44:12	698	49:39	693	43:23	676	43:25	644	48:23	602
Maroondah	41:07	850	43:51	863	39:56	885	42:47	904	44:58	791
Melbourne	40:13	1,720	43:22	1,717	40:27	1,717	41:27	1,594	41:18	1,545
Melton	41:45	1,199	45:08	1,251	42:02	1,204	45:54	1,323	46:57	1,293
Mildura	42:55	674	45:23	657	46:14	635	47:22	641	48:19	680
Mitchell	41:47	550	46:00	611	43:52	556	44:39	609	44:33	538
Moira	45:55	455	48:09	473	43:03	450	42:57	494	46:39	457
Monash	47:01	1,123	48:06	1,142	45:21	1,046	47:07	1,112	51:34	1,121
* Moonee Valley	77:23	1,260	83:45	1,273	81:52	1,313	87:53	1,288	88:30	1,217
Moorabool	42:04	372	44:32	366	39:41	344	42:58	354	44:51	360
Merri-bek	45:59	1,242	49:30	1,167	45:00	1,106	48:49	1,169	48:33	1,114
Mornington Peninsula	36:23	1,605	40:24	1,717	38:25	1,614	37:06	1,626	41:07	1,484
Mount Alexander	44:48	157	49:50	244	46:21	215	49:14	210	49:03	202
Moyne	53:59	100	52:09	104	50:13	116	50:22	99	55:24	86
Murrindindi	45:26	169	46:15	182	49:06	200	54:07	188	52:12	173
Nillumbik	46:11	320	41:05	289	41:21	300	40:19	329	42:47	290
Northern Grampians	45:32	212	42:58	202	39:47	230	39:24	200	44:15	226
Port Phillip	45:23	729	51:20	762	45:41	817	48:42	711	52:22	656
Pyrenees	51:12	74	53:21	68	50:42	75	50:57	67	54:12	66
Queenscliffe	35:23	35	31:35	47	38:31	41	38:20	42	42:09	24
South Gippsland	35:51	320	36:54	303	37:29	302	40:15	331	40:37	289
Southern Grampians	46:34	176	44:40	165	42:07	178	42:36	168	46:24	152
Stonnington	44:52	678	49:40	607	47:27	617	49:45	588	53:42	561
Strathbogie	49:06	154	53:32	150	55:02	141	57:11	169	52:08	137
Surf Coast	39:27	201	38:25	249	36:37	263	38:01	224	42:19	229
Swan Hill	44:17	260	44:08	267	41:41	300	43:35	281	42:39	243
Towong	52:15	47	50:17	74	48:40	72	55:20	71	63:05	65
Wangaratta	38:45	364	45:02	355	42:58	405	44:05	377	49:23	366
Warrnambool	43:07	364	35:41	340	36:40	311	41:48	322	42:34	339
Wellington	41:07	546	43:02	477	40:26	479	43:49	465	43:53	468
West Wimmera	55:16	38	41:57	41	41:31	36	46:12	38	55:23	34
Whitehorse	42:55	1,013	48:20	1,014	44:07	1,057	49:10	986	51:19	973
Whittlesea	41:31	1,473	41:29	1,456	40:41	1,509	42:53	1,536	43:01	1,423
Wodonga	44:57	447	44:22	417	41:27	440	45:15	397	44:39	404
Wyndham	40:06	1,525	38:59	1,479	40:43	1,466	41:28	1,486	42:33	1,482
Yarra	45:24	666	45:29	653	43:03	658	44:27	644	43:52	599
Yarra Ranges	41:31	1,049	43:26	1,035	39:47	1,100	42:51	1,052	45:00	987
Yarriambiack	48:55	82	47:02	89	46:53	65	52:04	80	49:53	92
Unincorporated	47:06	125	82:02	3	36:22	6	39:12	15	47:23	130
Interstate LGAs	43:16	139	50:19	153	47:49	150	48:54	152	47:44	124
Total AV	43:32	51,481	45:16	51,458	43:14	51,136	45:04	51,352	46:29	49,522

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

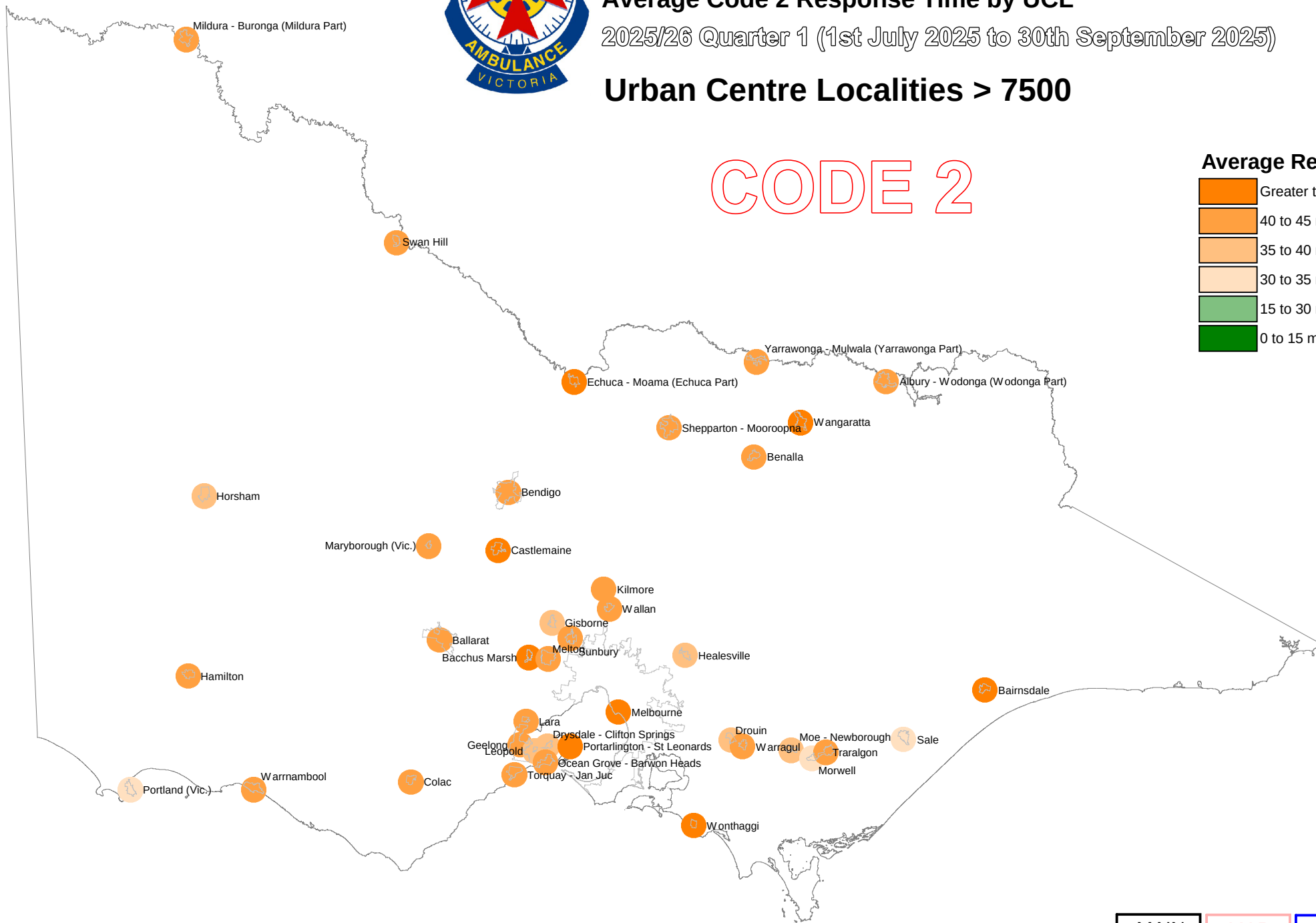
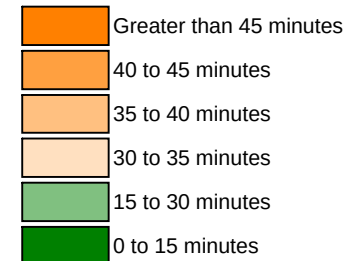
Average Code 2 Response Time by UCL

2025/26 Quarter 1 (1st July 2025 to 30th September 2025)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 1 2024/25

Qtr 2 2024/25

Qtr 3 2024/25

Qtr 4 2024/25

Qtr 1 2025/26

Code 2 First Response Performance by UCL

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	44:52	413
Bacchus Marsh	41:45	296
Bairnsdale	51:15	260
Ballarat	41:44	1,097
Benalla	41:01	172
Bendigo	42:30	959
Castlemaine	44:21	113
Colac	43:59	184
Drouin	34:02	134
Drysdale - Clifton Springs	37:55	130
Echuca - Moama (Echuca Part)	43:28	245
Geelong	44:23	1,922
Gisborne	37:02	72
Hamilton	44:20	120
Healesville	36:47	99
Horsham	36:19	237
Kilmore	33:46	133
Lara	44:54	113
Leopold	40:18	72
Maryborough (Vic.)	40:50	183
Melbourne	43:48	31,603
Melton	39:07	679
Mildura - Buronga (Mildura Part)	41:58	502
Moe - Newborough	32:50	242
Morwell	35:09	303
Ocean Grove - Barwon Heads	40:23	129
Portarlington - St Leonards	48:06	93
Portland (Vic.)	44:05	168
Sale	33:28	238
Shepparton - Mooroopna	41:23	661
Sunbury	45:47	278
Swan Hill	43:19	193
Torquay - Jan Juc	37:25	107
Traralgon	40:41	383
Wallan	39:43	110
Wangaratta	36:25	301
Warragul	38:27	260
Warrnambool	43:16	358
Wonthaggi	45:53	212
Yarrawonga - Mulwala (Yarrawonga Part)	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
38:43	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

Average Response Time Minutes	Total Number of First Responses
44:10	367
45:18	258
49:32	267
44:32	1,036
43:05	180
42:20	911
49:02	140
43:16	183
36:37	112
39:32	136
48:28	226
42:02	1,750
35:14	88
44:14	116
39:51	108
38:33	248
44:40	158
44:07	89
39:37	83
42:59	225
47:50	30,106
42:10	712
44:08	492
35:12	304
34:04	269
40:03	124
47:26	72
31:23	161
33:20	179
42:15	646
41:40	282
42:31	166
40:17	131
41:03	359
41:52	120
47:20	313
41:55	300
42:25	333
46:19	216
44:10	129

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