



# Ambulance Victoria's Performance

2017/18 Quarter 3 (1st January 2018 to 31st March 2018)

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 paramedics arrive 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.

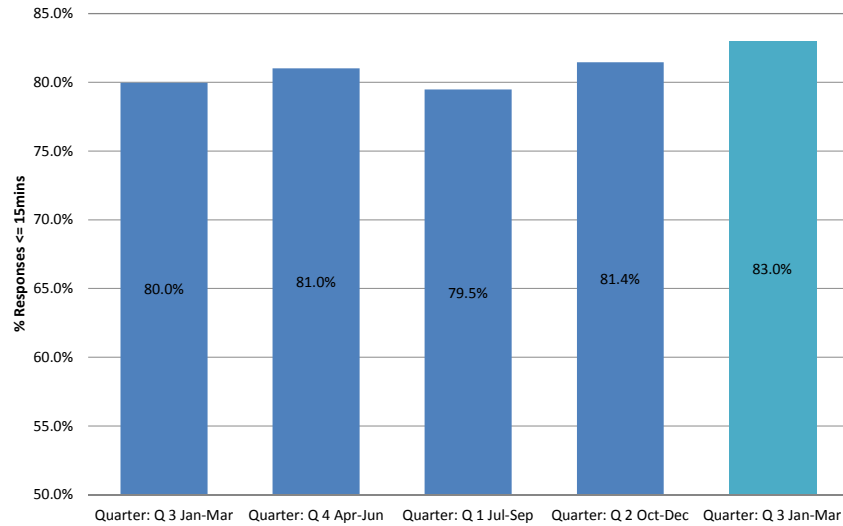
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

## 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
<b>CODE 1</b>	% <= 15 Minutes <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>	% <= 15 Minutes <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>
	Average <a href="#">MAP</a> <a href="#">TABLE</a>	Average <a href="#">MAP</a> <a href="#">TABLE</a>
<b>CODE 2</b>	Average <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>	Average <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>

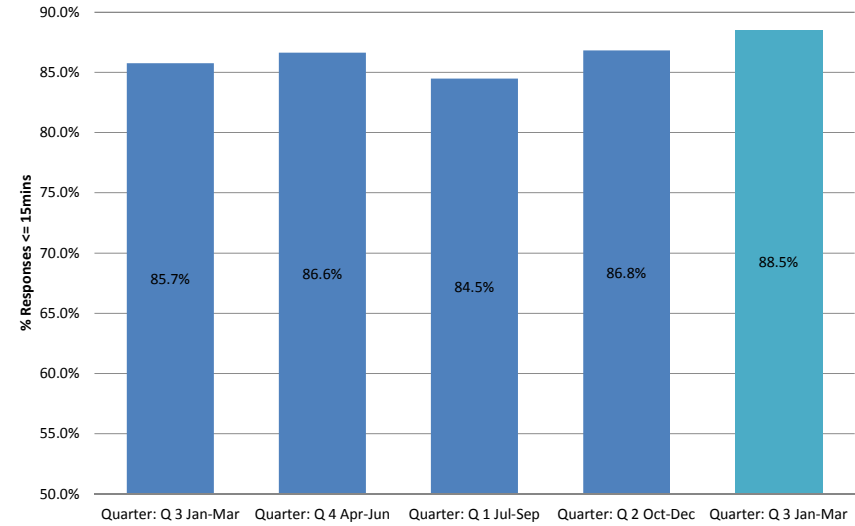
**AV State-wide Code 1 First Response Performance -  
Percentage <= 15 Minutes**



MAP

TABLE

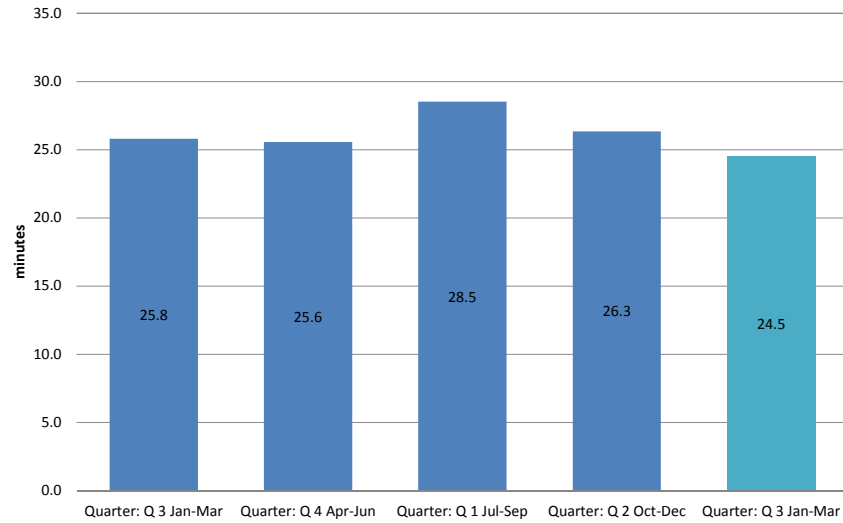
**AV State-wide Code 1 First Response Performance for  
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

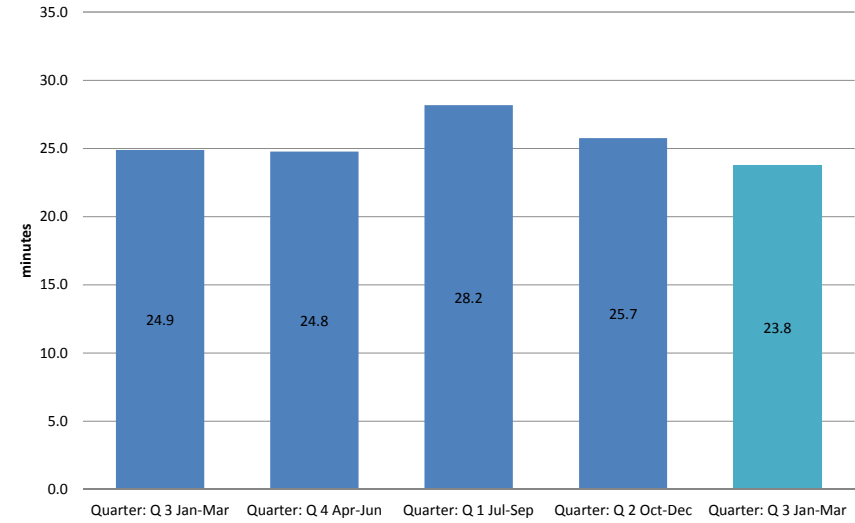
**AV State-wide Code 2 First Response Performance -  
Average**



MAP

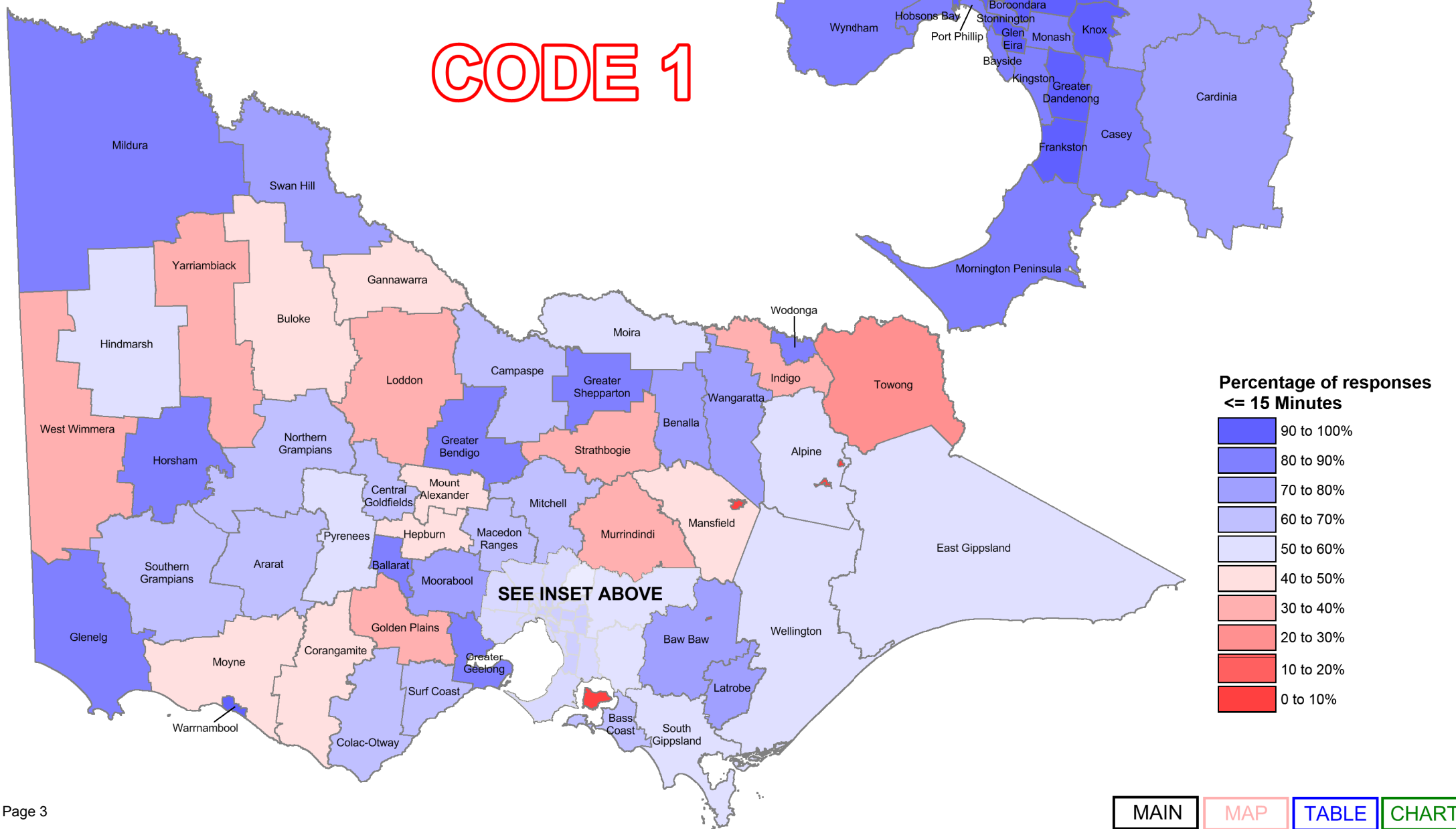
TABLE

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



MAP

TABLE

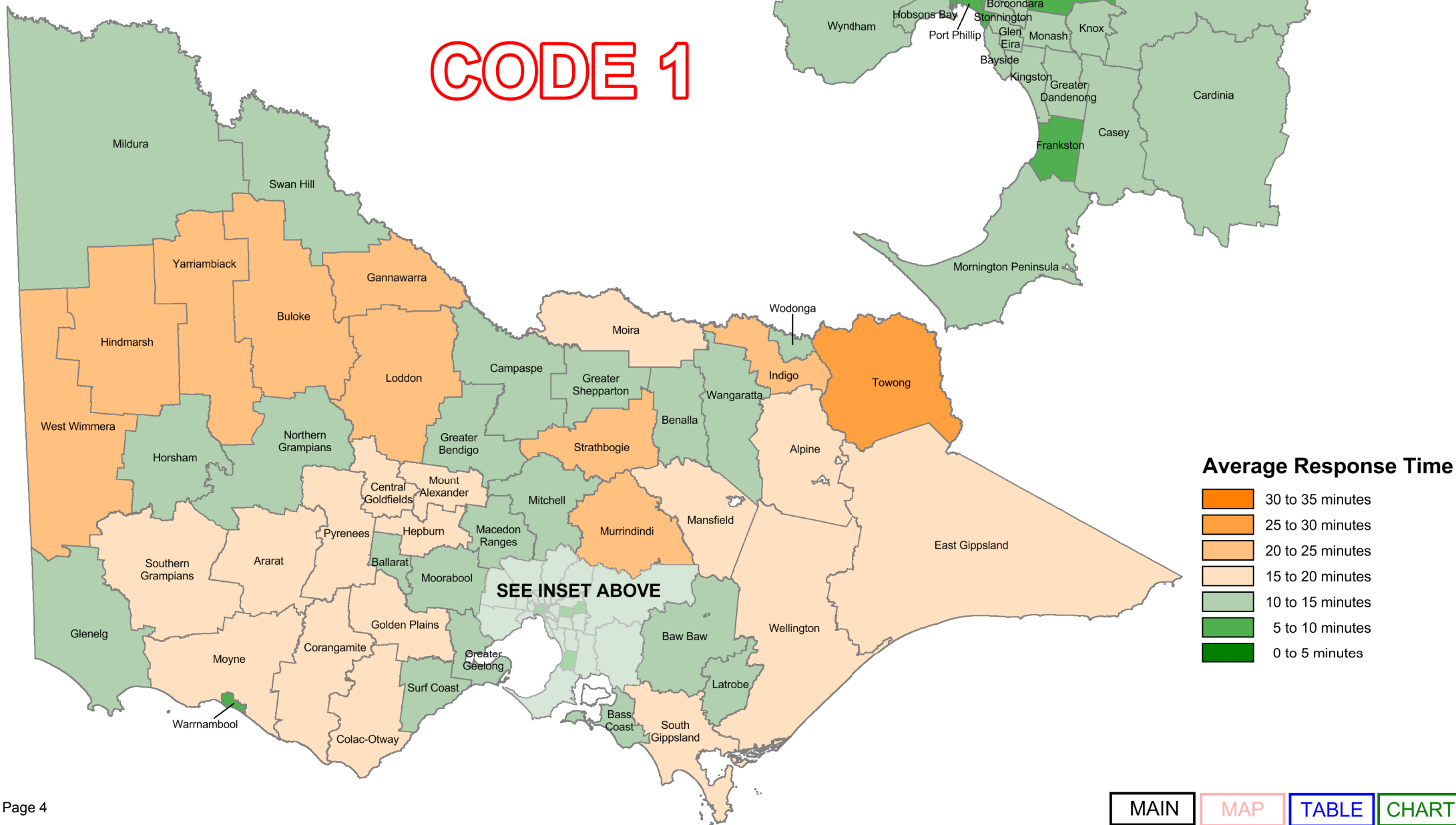


# Ambulance Victoria

### Average Code 1 Response Time by LGA

**2017/18 Quarter 3 (1st January 2018 to 31st March 2018)**

# CODE 1







Code 1 First Response Performance by LGA

LGA Name	Qtr 3 2016/17		
	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	44.1%	22:11	127
Ararat	60.5%	16:43	129
Ballarat	87.0%	10:50	1,250
Banyule	88.4%	10:20	1,155
Bass Coast	61.6%	15:03	498
Baw Baw	57.4%	16:15	533
Bayside	86.1%	11:26	748
Benalla	60.2%	15:53	161
Boroondara	86.8%	10:57	1,065
Brimbank	88.4%	10:31	2,146
Buloke	48.9%	22:34	45
Campaspe	64.3%	14:33	431
Cardinia	63.0%	14:41	910
Casey	84.1%	11:28	2,693
Central Goldfields	61.0%	16:21	141
Colac-Otway	61.6%	16:38	159
Corangamite	37.6%	20:05	149
Darebin	89.8%	10:22	1,682
East Gippsland	59.1%	16:42	695
Frankston	89.8%	10:16	1,798
Gannawarra	54.8%	18:25	93
Glen Eira	91.2%	10:09	1,210
Glenelg	76.3%	12:32	198
Golden Plains	25.9%	21:44	143
Greater Bendigo	75.2%	13:04	1,385
Greater Dandenong	86.3%	10:45	1,843
Greater Geelong	79.3%	12:13	2,802
Greater Shepparton	81.8%	11:24	831
Hepburn	43.9%	17:59	157
Hindmarsh	58.9%	18:30	73
Hobsons Bay	86.2%	10:58	910
Horsham	82.2%	11:28	236
Hume	81.5%	11:39	2,462
Indigo	25.0%	20:45	104
Kingston	90.1%	10:12	1,500
Knox	84.3%	11:24	1,333
Latrobe	74.4%	12:38	1,127
Loddon	32.7%	22:43	107
Macedon Ranges	61.9%	14:42	425
Manningham	81.3%	12:00	884
Mansfield	38.7%	23:45	93
Maribyrnong	90.5%	9:48	844
Maroondah	91.4%	10:08	1,145
Melbourne	89.3%	9:37	2,385
Melton	78.4%	11:54	1,373
Mildura	83.5%	11:18	666
Mitchell	62.9%	15:00	412
Moir	57.7%	17:12	359
Monash	86.7%	11:14	1,573
Moonee Valley	82.9%	12:00	1,127
Moorabool	62.0%	14:27	305
Moreland	89.2%	10:35	1,832
Mornington Peninsula	77.5%	11:56	1,951
Mount Alexander	53.1%	15:54	160
Moyne	42.1%	17:40	133
Murrindindi	34.6%	21:47	191
Nillumbik	62.9%	14:35	399
Northern Grampians	59.2%	15:47	125
Port Phillip	89.9%	10:11	1,181
Pyrenees	50.5%	16:57	91
Queenscliffe	27.5%	18:50	51
South Gippsland	50.2%	19:23	301
Southern Grampians	65.9%	15:21	135
Stonnington	86.9%	10:40	825
Strathbogie	34.1%	20:41	138
Surf Coast	56.1%	15:34	303
Swan Hill	73.3%	13:34	210
Towong	24.6%	27:30	61
Wangaratta	75.3%	13:10	328
Warrnambool	90.3%	9:55	350
Wellington	49.8%	18:18	546
West Wimmera	47.2%	20:06	36
Whitehorse	90.4%	10:01	1,308
Whittlesea	77.6%	12:22	1,899
Wodonga	84.6%	10:56	455
Wyndham	81.3%	11:59	1,616
Yarra	90.7%	9:23	1,111
Yarra Ranges	67.5%	13:56	1,499
Yarriambiack	30.6%	23:47	72
Unincorporated	9.1%	56:03	11
Interstate LGAs	55.7%	17:06	183
Total AV	80.0%	12:02	62,121

Qtr 4 2016/17		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
48.6%	21:10	142
62.2%	17:10	143
88.8%	10:30	1,326
90.9%	10:18	1,311
65.3%	13:58	467
60.5%	15:17	562
85.4%	11:25	859
69.3%	13:59	163
87.5%	11:01	1,179
88.8%	10:20	2,170
39.7%	25:51	58
63.3%	15:26	471
67.9%	13:46	944
82.8%	11:33	2,983
60.8%	15:34	166
66.7%	14:47	168
43.8%	21:07	162
89.6%	10:28	1,761
61.4%	16:01	650
88.4%	10:29	1,762
58.1%	19:02	74
90.7%	10:15	1,311
72.0%	13:25	200
35.8%	19:32	162
80.4%	12:08	1,471
87.3%	10:42	1,999
82.1%	11:36	3,099
80.6%	11:32	835
41.9%	17:45	148
40.2%	22:03	82
87.1%	10:43	951
82.4%	11:13	245
82.2%	11:38	2,702
21.8%	23:07	110
89.1%	10:17	1,609
87.2%	10:55	1,489
77.8%	11:59	1,247
19.8%	25:46	96
63.4%	14:28	459
83.7%	11:59	955
37.6%	25:43	85
89.8%	10:10	866
90.0%	10:09	1,285
90.4%	9:20	2,271
80.4%	11:36	1,442
81.5%	11:42	703
57.7%	15:39	478
61.2%	15:54	379
88.0%	10:48	1,649
85.3%	11:27	1,229
55.7%	14:07	289
89.0%	10:41	1,957
79.1%	11:43	1,919
49.4%	17:00	174
46.1%	17:32	128
37.2%	22:19	183
55.8%	15:27	457
56.3%	15:25	135
89.5%	10:02	1,148
39.1%	20:11	87
44.1%	16:47	34
47.7%	19:15	327
71.2%	13:35	146
85.1%	11:07	940
36.6%	20:02	134
65.1%	14:40	275
71.1%	14:28	197
32.0%	23:02	50
75.6%	12:41	303
90.7%	10:09	322
54.5%	17:32	492
33.3%	22:16	39
90.6%	9:46	1,545
79.0%	11:57	2,038
84.5%	11:12	439
84.4%	11:22	1,681
92.6%	9:15	1,035
70.0%	13:33	1,587
44.4%	21:28	72
33.3%	31:03	12
60.0%	17:05	215
81.0%	11:50	65,438

Qtr 1 2017/18		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
45.3%	21:55	139
68.2%	14:10	151
87.5%	10:52	1,507
87.0%	11:00	1,408
62.6%	14:27	554
58.3%	15:31	645
85.3%	11:26	921
72.8%	13:50	184
86.6%	11:03	1,391
85.3%	11:10	2,551
40.5%	23:26	74
65.8%	14:45	474
64.1%	14:24	1,138
81.0%	11:57	3,351
61.8%	16:15	207
66.7%	15:47	210
40.3%	21:08	154
87.2%	11:02	2,053
61.7%	16:29	778
88.8%	10:31	2,021
51.4%	19:49	105
87.7%	10:58	1,509
69.0%	14:04	210
38.9%	17:57	167
77.5%	12:29	1,522
84.7%	11:20	2,205
82.2%	11:40	3,342
82.1%	11:32	936
31.6%	20:01	155
45.0%	22:20	80
85.5%	11:18	1,058
83.5%	10:50	279
78.7%	12:16	3,038
32.5%	21:00	157
88.0%	10:48	1,780
86.1%	11:03	1,621
77.2%	12:06	1,569
29.4%	23:56	102
61.1%	14:22	496
80.8%	12:28	1,206
44.0%	20:55	91
88.2%	10:31	986
86.9%	10:43	1,354
89.2%	9:47	2,323
74.4%	12:47	1,857
81.5%	11:45	826
62.6%	14:29	500
58.2%	16:17	402
85.1%	11:38	1,861
83.5%	12:00	1,395
57.3%	16:01	384
86.7%	11:08	2,250
77.4%	12:19	2,163
46.3%	19:55	218
44.4%	17:01	126
31.8%	21:54	173
59.6%	15:34	456
68.3%	14:21	142
87.6%	10:27	1,161
39.2%	19:44	97
53.7%	15:06	41
57.7%	15:28	345
75.5%	13:32	159
85.9%	11:18	1,020
40.9%	20:21	164
64.2%	14:44	288
75.8%	13:15	231
43.8%	22:46	64
78.0%	12:39	386
92.7%	9:34	382
56.2%	16:53	536
45.2%	23:23	31
90.1%	10:19	1,639
75.5%	12:47	2,364
84.9%	11:20	518
79.7%	12:29	2,060
90.7%	9:36	1,136
67.8%	13:55	1,797
34.3%	24:57	102
61.9%	16:49	63
54.5%	17:46	235
79.5%	12:14	73,774

Qtr 2 2017/18		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
48.1%	21:24	158
64.3%	16:09	157
87.9%	10:28	1,379
88.5%	10:37	1,234
66.7%	14:07	508
70.5%	14:15	617
87.9%	11:09	849
66.5%	13:55	179
89.2%	10:40	1,240
87.4%	10:39	2,399
36.5%	24:09	74
67.0%	14:14	460
62.7%	14:19	1,082
83.0%	11:35	3,133
63.2%	15:16	201
67.7%	14:47	217
51.8%	17:34	170
87.9%	10:34	1,941
63.0%	15:45	705
90.1%	10:02	1,909
49.4%	19:20	89
89.6%	10:26	1,245
76.9%	12:26	186
38.4%	18:00	190
80.0%	12:07	1,461
88.1%	10:45	2,022
85.0%	11:03	3,229
85.3%	10:37	998
36.0%	19:01	200
55.9%	19:46	68
83.6%	11:38	931
85.7%	10:56	245
83.8%	11:22	2,971
28.8%	20:48	139
88.3%	10:29	1,703
90.7%	10:00	1,596
79.3%	11:34	1,365
30.5%	21:40	128
62.6%	14:36	470
82.8%	11:53	1,026
45.7%	21:34	81
89.0%	10:01	927
91.5%	9:46	1,202
90.0%	9:31	2,566
78.4%	11:51	1,560
82.6%	11:13	778
62.7%	14:15	517
58.9%	15:49	421
87.4%	10:55	1,746
84.2%	11:38	1,324
62.7%	14:24	357
88.2%	10:38	2,195
80.2%	11:25	2,126
53.8%	16:25	208
41.0%	18:38	144
29.8%	23:28	181
62.3%	14:48	488
67.7%	14:50	164
90.1%	10:04	1,285
42.3%	19:05	111
47.1%	15:44	34
48.9%	18:51	366
68.2%	14:33	151
86.9%	11:13	989
40.9%	18:36	164
58.1%	15:59	308
72.4%	13:21	225
40.0%	22:31	60
78.6%	11:57	341
92.0%	9:39	387
58.5%	16:32	525
37.5%	20:27	32
92.1%	9:40	1,505
78.5%	12:24	2,131
89.0%	10:08	437
83.2%	11:20	1,968
90.1%	9:35	1,269
73.9%	12:41	1,618
41.3%	22:18	92
.0%	67:59	8
54.9%	18:38	195
81.4%	11:42	69,925

Qtr 3 2017/18		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
50.0%	17:37	144
66.2%	15:26	142
87.0%	10:55	1,290
89.2%	10:07	1,190
63.9%	14:06	587
72.9%	13:21	560
88.4%	10:45	807
75.3%	12:46	166
90.6%	10:24	1,156
89.7%	10:19	2,171
40.9%	23:54	66
67.5%	14:13	493
72.4%	12:38	1,005
86.3%	10:47	2,967
62.5%	15:29	168
62.7%	15:53	233
48.5%	18:11	169
91.7%	10:02	1,812
59.1%	16:43	707
93.2%	9:19	1,780
42.4%	21:18	125
90.0%	10:06	1,304
80.9%	11:59	246
39.4%	18:05	160
80.5%	11:53	1,373
90.1%	10:11	1,922
85.4%	11:01	3,081
84.6%	10:46	882
45.6%	16:43	158
54.2%	21:59	59
85.5%	10:45	887
86.0%	10:28	271
87.5%	10:41	2,688
33.0%	22:15	109
89.9%	10:10	1,508
90.7%	10:18	1,445
78.1%	11:45	1,323
31.5%	23:17	92
64.0%	14:17	428
84.1%	11:51	987
42.7%	19:38	96
88.4%	10:11	853
92.9%	9:12	1,229
91.8%	8:49	2,485
82.0%	11:09	1,540
85.7%	10:31	740
64.7%	14:28	498
59.7%	15:56	372
86.9%	10:58	1,685
87.0%	11:19	1,246
70.9%	12:53	327
89.6%	10:28	1,895
82.2%	11:19	2,122
48.1%	17:37	208
42.7%	18:18	157
34.7%	21:17	173
69.8%	13:18	417
62.3%	14:16	122
89.9%	9:52	1,220
51.2%	18:06	86
50.8%	16:42	61
50.9%	17:43	332
65.5%	15:17	148
89.4%	10:10	913
32.2%	20:49	171
65.4%	14:15	347
72.8%	13:16	235
28.6%	25:01	77
77.2%	12:19	360
90.4%	9:45	415
57.3%	17:43	497
38.7%	23:13	31
92.2%	9:15	1,395
81.1%	11:45	1,985
86.2%	10:44	486
85.6%	10:44	1,827
94.2%	8:47	1,163
74.9%	12:18	1,545
34.4%	24:13	93
.0%	51:24	11
60.4%	17:14	227
83.0%	11:21	66,225



# Ambulance Victoria

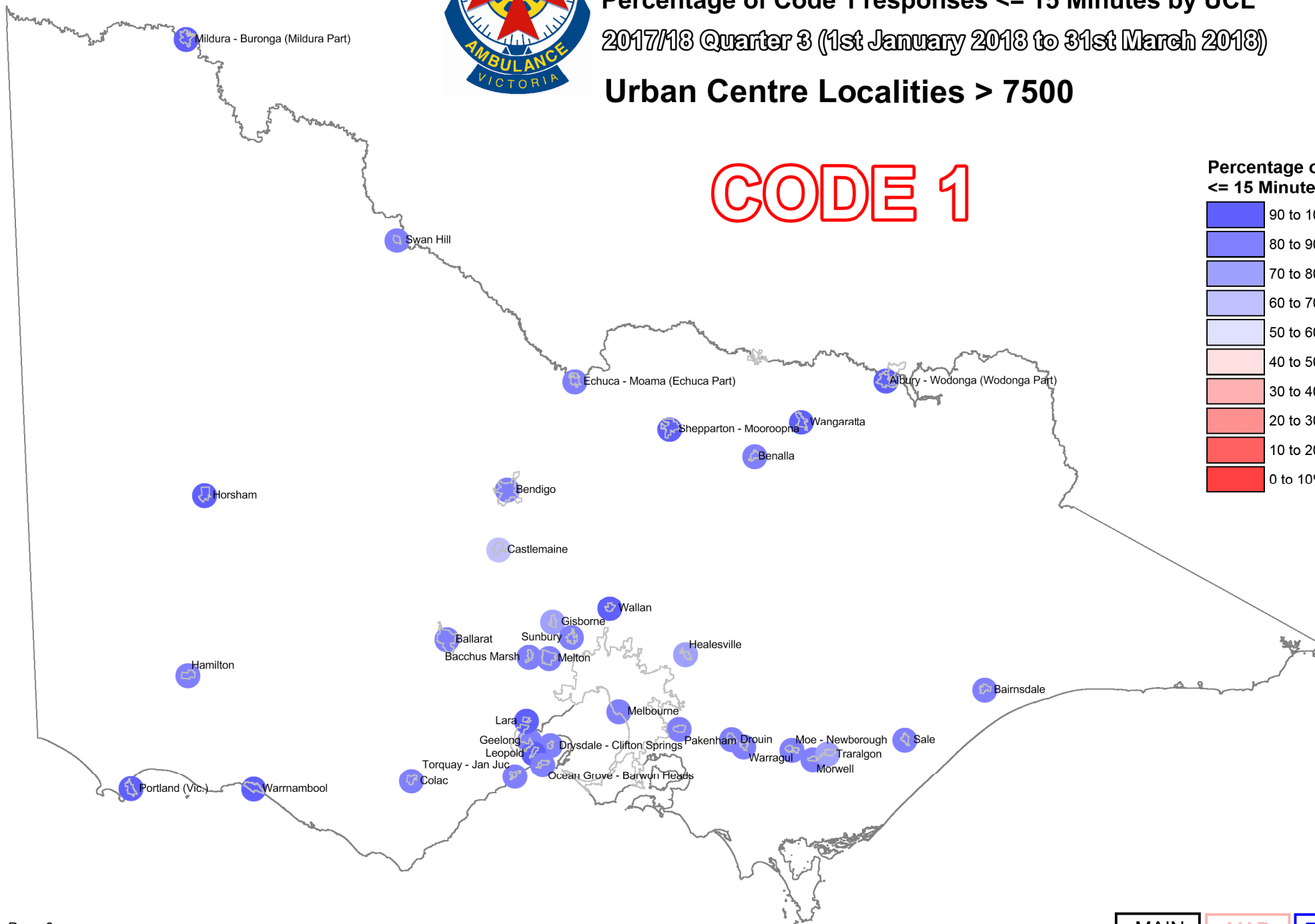
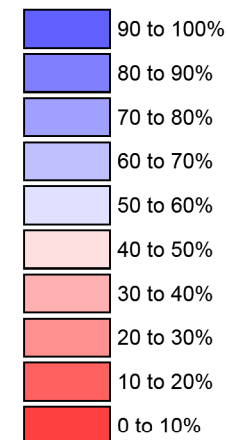
Percentage of Code 1 responses  $\leq$  15 Minutes by UCL

2017/18 Quarter 3 (1st January 2018 to 31st March 2018)

Urban Centre Localities  $>$  7500

## CODE 1

Percentage of responses  
 $\leq$  15 Minutes





# Ambulance Victoria

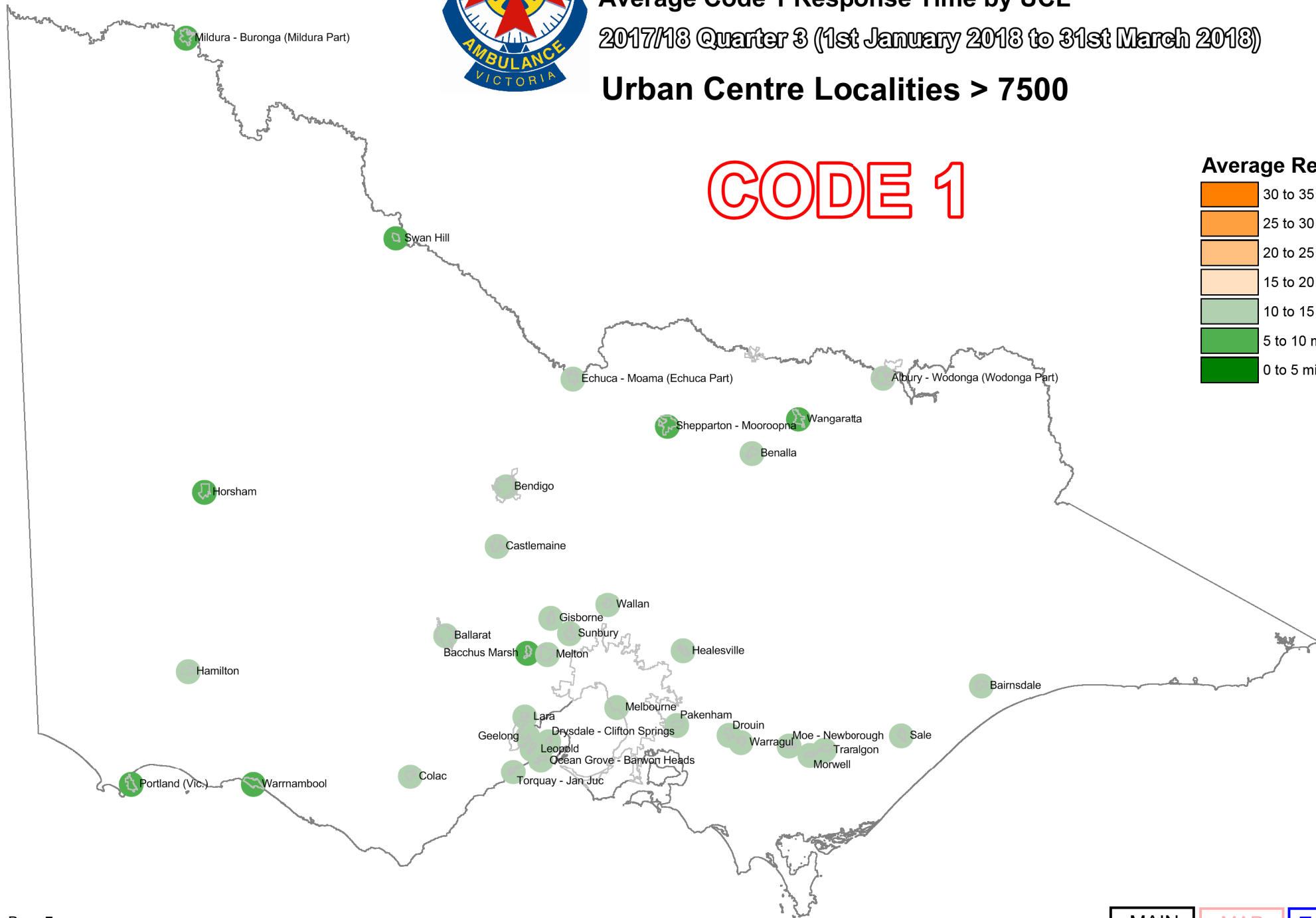
Average Code 1 Response Time by UCL

2017/18 Quarter 3 (1st January 2018 to 31st March 2018)

Urban Centre Localities > 7500

## CODE 1

### Average Response Time





## UCL Name

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	88.8%	10:25	418
Bacchus Marsh	78.3%	11:44	161
Bairnsdale	80.4%	12:27	230
Ballarat	88.7%	10:30	1,180
Benalla	71.7%	14:23	113
Bendigo	81.5%	12:05	1,192
Castlemaine	71.2%	13:54	104
Colac	87.1%	11:46	85
Drouin	61.1%	15:22	144
Drysdale - Clifton Springs	72.7%	12:39	110
Echuca - Moama (Echuca Part)	80.8%	11:11	182
Geelong	87.1%	11:08	1,965
Gisborne	74.7%	12:29	79
Hamilton	89.2%	10:33	83
Healesville	77.1%	12:35	131
Horsham	91.9%	9:40	197
Lara	77.3%	12:50	97
Leopold	80.4%	11:37	107
Melbourne	86.2%	10:52	41,067
Melton	77.8%	11:46	733
Mildura - Buronga (Mildura Part)	95.3%	8:58	443
Moe - Newborough	77.1%	11:42	293
Morwell	87.2%	10:22	337
Ocean Grove - Barwon Heads	72.5%	13:48	142
Pakenham	78.8%	12:37	438
Portland (Vic.)	87.4%	10:29	119
Sale	84.6%	11:06	162
Shepparton - Mooropna	92.2%	9:46	651
Sunbury	85.0%	10:41	367
Swan Hill	88.5%	10:23	122
Torquay - Jan Juc	68.7%	13:17	150
Traralgon	74.0%	12:43	312
Wallan	75.9%	11:56	79
Wangaratta	88.1%	10:35	260
Warragul	82.2%	11:54	180
Warrnambool	91.2%	9:46	330
Total UCLs > 7500	85.7%	10:58	52,763

## Qtr 3 2016/17

## Qtr 4 2016/17

## Qtr 1 2017/18

## Qtr 2 2017/18

## Qtr 3 2017/18

87.9%	10:34	396
73.2%	11:39	153
83.0%	11:27	206
90.4%	10:16	1,272
81.7%	11:13	120
86.2%	11:05	1,260
75.5%	13:15	98
85.6%	10:31	104
60.9%	14:45	128
77.6%	12:31	125
81.8%	11:56	214
87.7%	10:53	2,214
69.9%	12:53	113
93.3%	9:18	104
79.3%	11:28	150
94.7%	9:14	209
82.3%	11:13	130
87.7%	10:32	106
86.9%	10:46	43,415
80.8%	11:07	802
93.2%	9:26	486
80.1%	11:11	352
90.2%	9:48	348
77.1%	12:30	179
81.7%	11:50	476
85.8%	10:25	113
87.1%	10:17	132
90.2%	9:59	662
83.1%	10:52	445
90.7%	9:56	118
78.4%	11:20	139
80.2%	11:53	338
83.8%	10:38	99
89.5%	10:14	229
86.6%	10:54	201
90.5%	10:07	306
86.6%	10:47	55,942

89.2%	10:45	474
65.5%	14:48	226
81.5%	12:19	276
88.8%	10:39	1,438
88.6%	11:28	140
83.7%	11:25	1,326
69.6%	17:03	125
85.4%	12:48	137
57.2%	14:55	159
81.6%	12:18	141
81.5%	11:53	189
86.9%	11:03	2,346
70.0%	12:39	120
94.6%	8:32	112
68.1%	13:53	160
93.4%	9:15	243
80.7%	11:05	150
88.5%	10:12	139
84.7%	11:18	48,825
73.3%	12:45	1,025
88.6%	10:05	579
77.8%	11:45	428
86.9%	10:14	466
84.6%	11:22	175
77.8%	12:20	612
82.9%	11:20	117
88.9%	9:25	162
90.3%	10:09	725
71.3%	12:50	446
88.7%	10:33	133
79.7%	12:17	143
78.7%	12:11	446
88.9%	10:24	99
90.3%	10:13	310
83.3%	12:09	228
93.9%	9:24	361
84.5%	11:19	63,181

91.5%	9:46	401
79.3%	11:30	188
86.2%	11:01	253
89.4%	10:14	1,296
81.8%	11:33	137
86.6%	11:06	1,274
72.4%	13:03	116
84.7%	10:57	131
77.8%	13:27	162
79.7%	11:48	143
88.6%	11:13	201
89.7%	10:22	2,279
73.2%	12:49	97
97.8%	8:08	90
74.0%	12:12	131
94.3%	9:05	209
80.6%	11:42	129
89.0%	9:53	100
86.9%	10:45	46,263
79.7%	11:13	836
92.1%	9:22	558
78.5%	11:26	381
91.4%	9:28	360
86.6%	10:39	157
74.5%	12:40	557
86.6%	10:13	112
91.7%	9:40	156
92.6%	9:32	795
79.5%	11:17	440
90.2%	9:01	122
74.8%	12:12	127
82.5%	11:06	389
89.8%	10:04	118
92.6%	9:34	256
84.0%	11:23	225
93.0%	9:25	370
86.8%	10:44	59,559

90.8%	10:00	434
88.9%	9:41	180
87.9%	10:16	207
89.0%	10:39	1,215
85.2%	10:56	128
86.7%	10:52	1,184
68.5%	14:49	108
87.2%	10:20	125
81.8%	12:14	159
82.1%	11:46	95
88.6%	10:42	237
89.5%	10:25	2,189
76.0%	12:21	104
89.9%	10:30	99
73.9%	11:29	134
92.9%	9:17	240
90.2%	10:26	123
90.3%	10:10	93
88.8%	10:18	43,421
86.6%	10:11	797
95.1%	8:33	513
81.4%	10:50	360
88.7%	10:04	372
80.8%	11:43	156
87.7%	10:21	511
91.3%	9:28	173
88.1%	10:14	143
91.0%	9:49	690
84.1%	10:31	433
87.3%	9:43	126
81.2%	11:30	149
79.9%	11:43	373
90.0%	10:16	100
90.9%	9:39	276
84.9%	10:42	218
92.4%	9:25	395
88.5%	10:20	56,260

MAIN

MAP  
≤ 15 MinutesMAP  
Average

TABLE

CHART



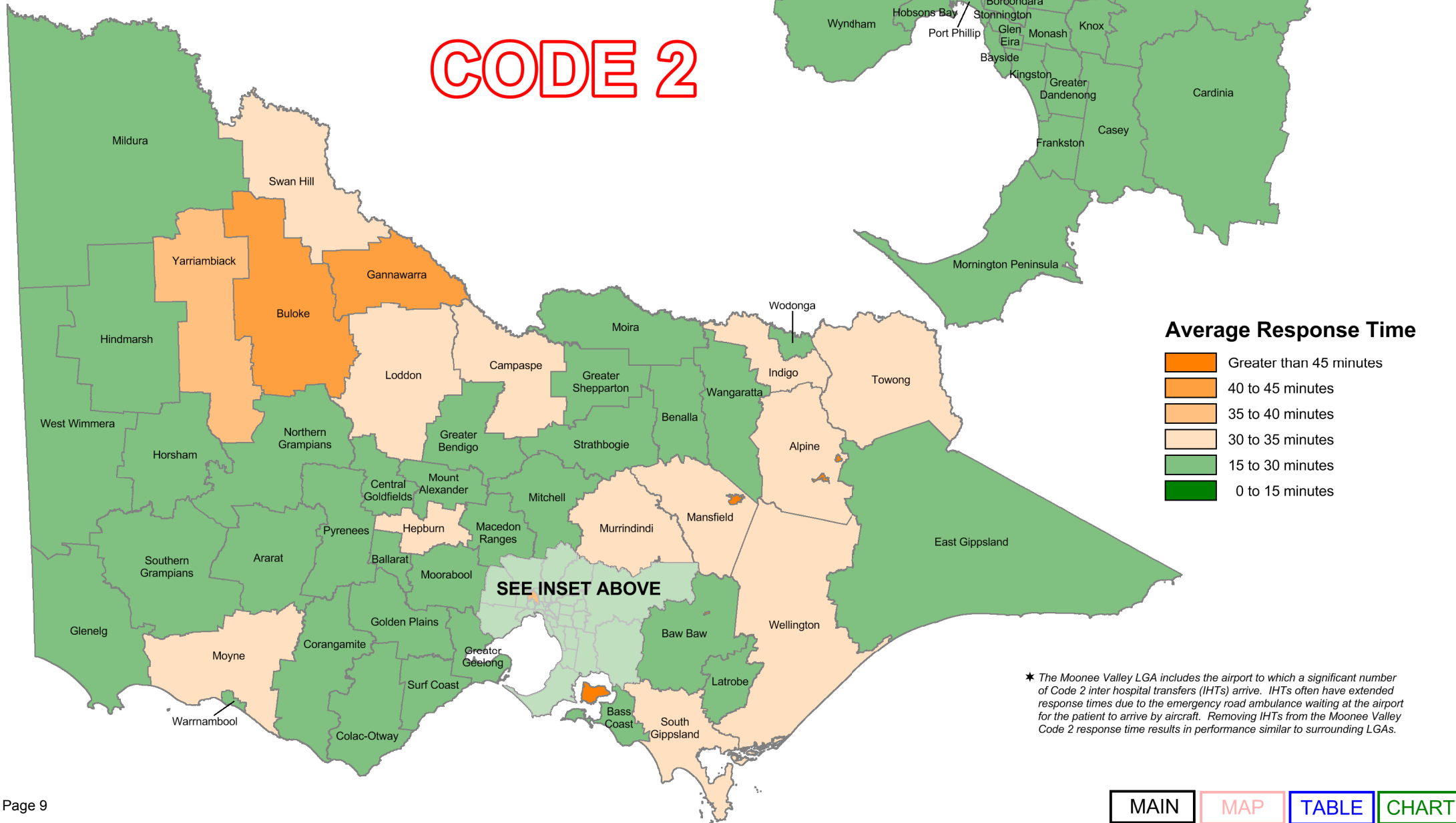


# Ambulance Victoria

## Average Code 2 Response Time by LGA

2017/18 Quarter 3 (1st January 2018 to 31st March 2018)

# CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 3 2016/17		Qtr 4 2016/17		Qtr 1 2017/18		Qtr 2 2017/18		Qtr 3 2017/18	
	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	32:30	169	32:46	168	32:51	150	28:45	169	31:52	155
Ararat	34:17	133	29:37	164	27:10	171	30:28	149	26:19	144
Ballarat	21:01	970	21:37	1,060	23:26	1,059	20:55	1,098	20:52	1,014
Banyule	23:55	959	25:30	1,013	28:05	1,032	25:31	982	23:31	955
Bass Coast	26:49	479	27:59	392	25:47	423	27:24	495	26:45	450
Baw Baw	26:57	412	29:14	471	28:01	516	26:37	475	27:38	491
Bayside	27:23	679	29:08	713	33:13	774	29:17	688	25:48	651
Benalla	28:32	168	23:34	190	25:38	173	22:32	196	24:34	191
Boroondara	24:33	1,043	24:32	970	30:51	1,047	26:16	951	24:19	922
Brimbank	23:03	1,467	23:16	1,577	28:19	1,689	25:32	1,594	22:23	1,516
Buloke	45:50	49	42:39	60	38:32	69	38:45	72	40:16	63
Campaspe	26:33	352	29:38	444	30:20	392	27:44	446	31:58	426
Cardinia	24:42	642	24:10	692	27:42	723	25:55	713	22:35	648
Casey	22:20	2,014	22:44	2,073	27:13	2,209	24:25	2,127	21:27	2,145
Central Goldfields	28:30	177	26:46	201	32:50	196	27:16	192	28:59	184
Colac-Otway	26:20	182	25:47	240	25:28	212	29:17	218	23:30	216
Corangamite	29:09	137	27:44	179	28:45	149	27:12	153	28:15	156
Darebin	24:33	1,322	24:31	1,386	29:22	1,480	25:27	1,443	23:02	1,324
East Gippsland	33:11	567	32:22	593	33:07	601	29:22	624	29:05	635
Frankston	20:42	1,506	21:02	1,469	24:03	1,631	21:26	1,558	19:33	1,493
Gannawarra	34:41	98	31:44	126	37:33	133	33:46	98	40:46	98
Glen Eira	26:50	938	27:10	1,035	32:50	1,085	29:27	1,004	26:19	954
Glenelg	26:09	220	24:56	207	26:27	221	27:07	208	24:02	226
Golden Plains	27:58	70	28:16	104	33:23	102	28:04	99	25:17	102
Greater Bendigo	25:32	1,019	25:22	1,053	26:34	1,137	25:56	1,062	24:05	1,076
Greater Dandenong	23:13	1,496	23:30	1,475	27:47	1,592	24:03	1,429	22:03	1,419
Greater Geelong	24:35	2,297	23:39	2,338	24:10	2,358	22:38	2,396	21:48	2,243
Greater Shepparton	24:06	667	25:04	723	23:43	766	23:44	786	25:02	715
Hepburn	31:02	143	28:37	144	33:07	135	32:50	167	34:05	158
Hindmarsh	32:14	83	30:18	70	30:35	82	31:32	80	28:06	92
Hobsons Bay	24:41	644	23:06	703	27:11	734	26:35	695	23:29	702
Horsham	32:10	285	26:41	276	30:33	283	26:41	274	25:37	242
Hume	24:31	1,708	23:44	1,820	27:15	1,861	24:16	1,871	21:24	1,738
Indigo	36:23	99	30:04	105	30:24	112	27:10	83	30:15	112
Kingston	24:46	1,169	25:12	1,211	28:39	1,312	26:28	1,226	23:19	1,180
Knox	22:10	1,140	21:32	1,205	24:09	1,211	21:41	1,223	19:32	1,125
Latrobe	25:50	977	23:52	985	26:26	1,048	23:28	1,044	23:36	996
Loddon	39:21	65	39:04	74	35:15	94	32:45	77	30:58	54
Macedon Ranges	24:00	409	23:57	437	25:13	475	24:28	409	23:28	430
Manningham	26:29	636	26:52	711	29:53	768	26:54	776	25:28	723
Mansfield	36:44	104	34:55	126	33:41	106	34:36	117	33:58	112
Maribyrnong	24:00	687	22:50	670	27:14	684	25:27	713	22:57	648
Maroondah	22:00	1,018	23:29	1,105	25:51	1,081	22:27	1,061	20:06	953
Melbourne	23:01	2,010	23:12	2,098	27:16	2,161	25:33	2,316	23:26	2,222
Melton	23:29	917	22:31	995	27:14	1,111	24:20	1,010	21:46	1,066
Mildura	31:00	566	32:19	608	29:49	673	28:36	625	29:38	632
Mitchell	25:11	471	25:59	521	24:12	499	26:33	522	23:06	483
Moira	27:13	394	28:29	350	27:24	408	29:25	396	29:09	415
Monash	24:46	1,290	25:09	1,342	29:03	1,378	26:41	1,306	23:22	1,287
* Moonee Valley	56:58	1,217	54:26	1,262	58:05	1,395	60:48	1,288	60:43	1,248
Moorabool	25:56	311	24:56	311	28:30	369	23:36	342	21:05	345
Moreland	25:33	1,383	25:10	1,463	30:06	1,450	27:17	1,423	24:19	1,392
Mornington Peninsula	23:02	1,720	21:47	1,662	24:14	1,598	23:03	1,721	21:31	1,665
Mount Alexander	27:51	135	31:06	177	28:02	185	26:52	192	28:51	174
Moyne	28:54	117	30:41	112	34:23	119	33:43	119	30:25	123
Murrindindi	38:37	132	33:46	183	33:59	162	35:19	172	30:10	143
Nillumbik	29:21	314	28:36	315	33:15	330	26:21	364	24:12	353
Northern Grampians	25:04	172	28:14	146	26:40	172	27:02	165	27:23	147
Port Phillip	24:53	1,000	24:24	931	29:48	906	27:53	958	24:54	1,000
Pyrenees	25:04	68	30:50	79	29:21	70	29:43	74	23:18	84
Queenscliffe	24:43	44	28:52	42	25:07	42	27:38	29	24:15	48
South Gippsland	29:11	267	29:48	275	28:09	251	32:08	262	30:35	284
Southern Grampians	28:14	139	28:26	137	32:20	137	23:38	164	27:24	133
Stonnington	27:00	741	26:02	765	31:54	774	28:47	741	25:52	703
Strathbogie	28:46	117	30:06	141	25:33	134	26:06	139	25:49	127
Surf Coast	28:18	272	25:11	203	25:02	203	25:41	226	24:14	266
Swan Hill	31:28	269	29:46	275	30:17	213	32:16	222	32:15	225
Towong	40:16	79	34:19	69	41:06	71	40:02	56	32:40	79
Wangaratta	28:51	311	26:15	322	26:51	333	27:15	347	26:36	296
Warrnambool	22:27	311	21:43	306	24:07	308	22:46	348	23:56	351
Wellington	33:22	418	30:36	409	29:09	434	29:26	404	31:16	414
West Wimmera	29:40	40	37:46	40	34:53	28	32:21	26	24:59	35
Whitehorse	22:46	1,090	23:18	1,218	26:27	1,235	24:49	1,305	21:34	1,058
Whittlesea	25:37	1,345	24:29	1,350	29:22	1,487	25:42	1,473	22:54	1,329
Wodonga	25:15	371	25:23	357	26:11	369	22:13	447	21:30	387
Wyndham	23:29	1,199	22:26	1,356	27:39	1,416	24:38	1,418	21:09	1,290
Yarra	23:40	828	25:01	766	27:28	759	26:05	864	23:06	829
Yarra Ranges	23:59	1,089	23:42	1,192	26:47	1,201	23:25	1,269	20:43	1,112
Yarriambiack	34:16	77	39:06	76	36:47	66	37:14	66	36:23	66
Unincorporated	51:05	12	37:06	26	20:02	289	38:25	9	57:36	15
Interstate LGAs	31:53	142	29:20	128	30:36	131	25:50	117	29:10	160
Total AV	25:47	50,777	25:33	52,766	28:30	54,943	26:20	54,092	24:31	51,713



# Ambulance Victoria

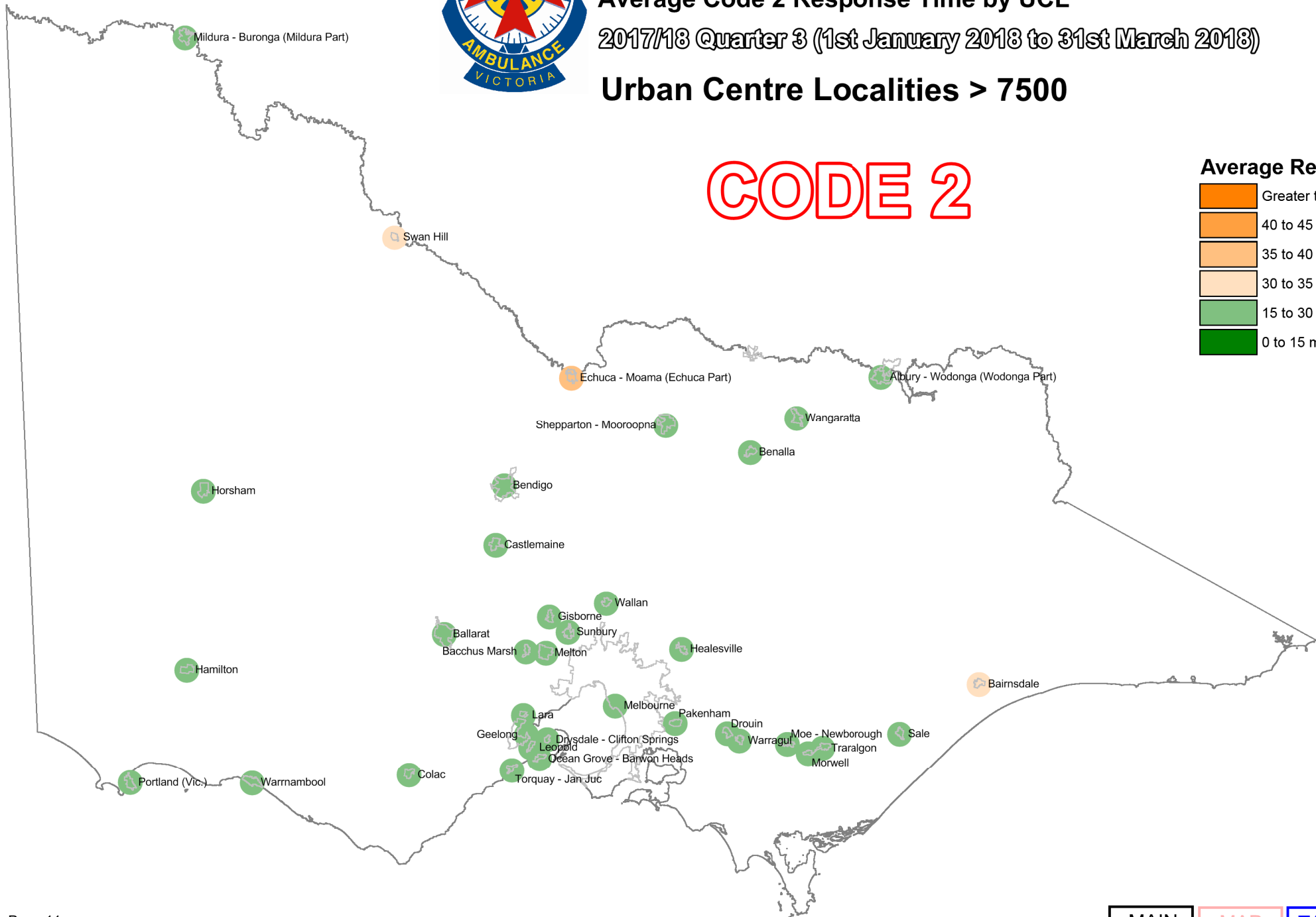
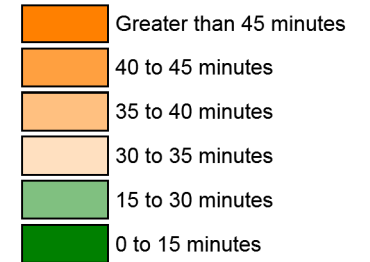
Average Code 2 Response Time by UCL

2017/18 Quarter 3 (1st January 2018 to 31st March 2018)

Urban Centre Localities > 7500

## CODE 2

### Average Response Time





## Qtr 3 2016/17

## Qtr 4 2016/17

## Qtr 1 2017/18

## Qtr 2 2017/18

## Qtr 3 2017/18

## UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	25:22	347
Bacchus Marsh	25:38	205
Bairnsdale	31:07	208
Ballarat	20:43	931
Benalla	26:24	142
Bendigo	24:48	913
Castlemaine	25:21	105
Colac	24:39	122
Drouin	27:40	95
Drysdale - Clifton Springs	22:07	98
Echuca - Moama (Echuca Part)	26:18	182
Geelong	23:01	1,625
Gisborne	23:04	93
Hamilton	22:45	98
Healesville	21:46	100
Horsham	27:25	252
Lara	23:53	74
Leopold	20:53	82
Melbourne	25:09	32,777
Melton	22:12	549
Mildura - Buronga (Mildura Part)	26:47	406
Moe - Newborough	22:48	247
Morwell	23:25	271
Ocean Grove - Barwon Heads	21:37	126
Pakenham	23:10	371
Portland (Vic.)	22:26	142
Sale	22:38	158
Shepparton - Mooropna	23:23	555
Sunbury	21:27	349
Swan Hill	32:00	152
Torquay - Jan Juc	23:44	100
Traralgon	28:54	320
Wallan	19:03	69
Wangaratta	26:17	250
Warragul	24:05	193
Warrnambool	22:44	295
Total UCLs > 7500	24:53	43,002

25:05	316
24:00	206
32:28	226
20:18	1,008
22:32	161
24:20	932
29:25	123
25:23	172
28:17	112
21:53	84
31:24	207
22:19	1,659
21:32	96
22:01	95
20:49	120
24:04	239
25:47	94
17:36	89
25:04	34,051
20:51	598
28:21	433
22:23	232
22:55	289
22:44	131
21:52	370
24:04	131
26:31	172
24:39	572
21:26	325
27:59	187
21:55	90
24:56	334
19:45	81
24:11	269
29:43	226
21:49	299
24:45	44,729

24:23	324
29:54	260
32:24	253
22:54	1,008
24:42	154
25:42	1,005
27:12	135
22:13	147
29:21	108
21:09	98
29:47	199
23:08	1,692
23:58	106
30:46	97
24:59	117
24:39	243
21:31	111
20:09	70
29:10	35,427
26:05	640
26:46	476
25:43	279
23:10	295
22:19	115
26:27	402
25:50	143
21:48	160
23:25	603
25:13	339
24:44	128
19:44	87
28:42	325
18:18	90
23:32	259
25:10	237
23:51	301
28:09	46,433

21:32	407
23:20	220
28:05	268
20:47	1,041
21:50	171
25:24	936
26:15	143
29:43	154
26:00	126
21:06	86
28:20	220
21:13	1,738
23:50	92
18:58	118
22:15	142
24:50	237
20:49	89
19:04	81
26:30	34,820
22:32	604
26:13	475
19:39	269
21:50	287
21:35	121
24:40	384
26:25	134
23:31	149
23:09	650
24:60	322
29:59	139
20:17	79
26:03	336
20:59	77
24:34	282
25:03	208
22:33	329
25:44	45,934

20:42	359
18:56	224
33:00	237
20:28	972
24:12	169
23:43	948
27:34	125
23:19	153
23:00	122
21:15	104
36:50	230
20:35	1,546
22:43	96
22:51	95
18:35	93
23:28	214
18:59	76
19:49	64
24:06	33,087
18:08	585
27:00	461
20:19	234
20:52	285
20:12	109
19:30	361
22:30	152
25:29	158
24:55	568
20:02	321
30:05	137
19:53	95
24:50	344
18:11	88
23:55	246
27:51	232
24:25	331
23:46	43,621

MAIN

MAP

TABLE

CHART

# Glossary

<b>Response Time</b>	<p><b>Response time</b> 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.</p> <p>Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.</p>
<b>Code 1 incident</b>	<p><b>Code 1</b> incidents require urgent paramedic and hospital care, based on information available at time of call.</p>
<b>Code 2 incident</b>	<p><b>Code 2</b> incidents are acute and time sensitive, but do not require a lights and sirens response.</p>
<b>% &lt;= 15mins</b>	<p>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.</p>
<b>Average Response Time</b>	<p>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.</p>
<b>Number of First Responses</b>	<p>This is the total number of first arrivals within the reported time period.</p>
<b>UCL (Urban Centres Localities)</b>	<p>These are geographical areas based on the Australian Bureau of Statistics Urban Centres and Localities (UCLs) boundaries and residential population.</p> <p>Ambulance Victoria reports performance for larger UCLs where population exceeds 7,500 persons.</p>
<b>LGA (Local Government Area)</b>	<p>Local government in Victoria comprises of 79 municipal districts. They are often referred to as <b>local government areas</b> (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.</p>
<b>Interstate LGAs</b>	<p>Incidents responded to by AV resources outside the Victorian LGA Boundaries</p>