



Ambulance Victoria's Performance

2016/17 Quarter 4 (1st April 2017 to 30th June 2017)

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).

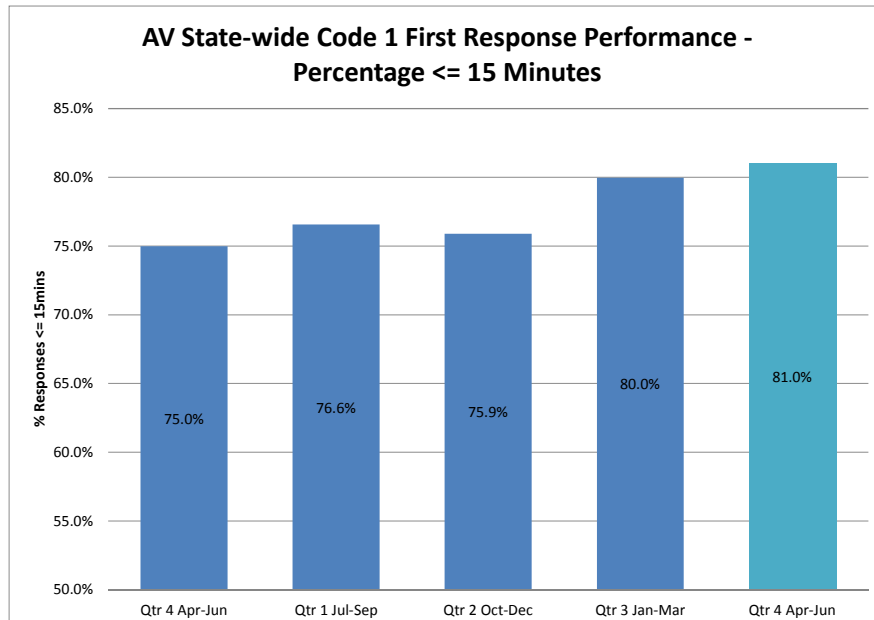
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

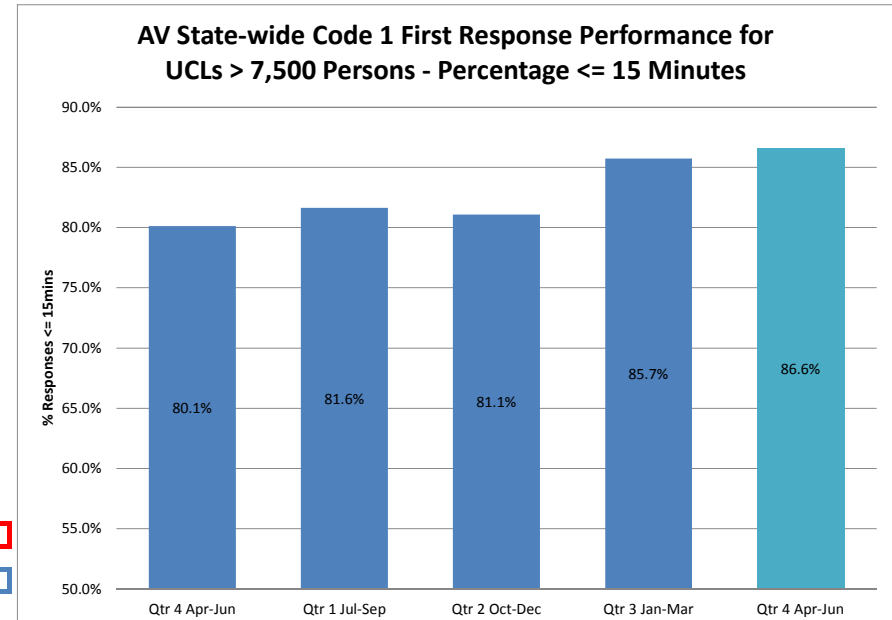
This table shows the response time measures published in this document. Clicking on the items Map, Table and Chart will take you to the appropriate page.

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



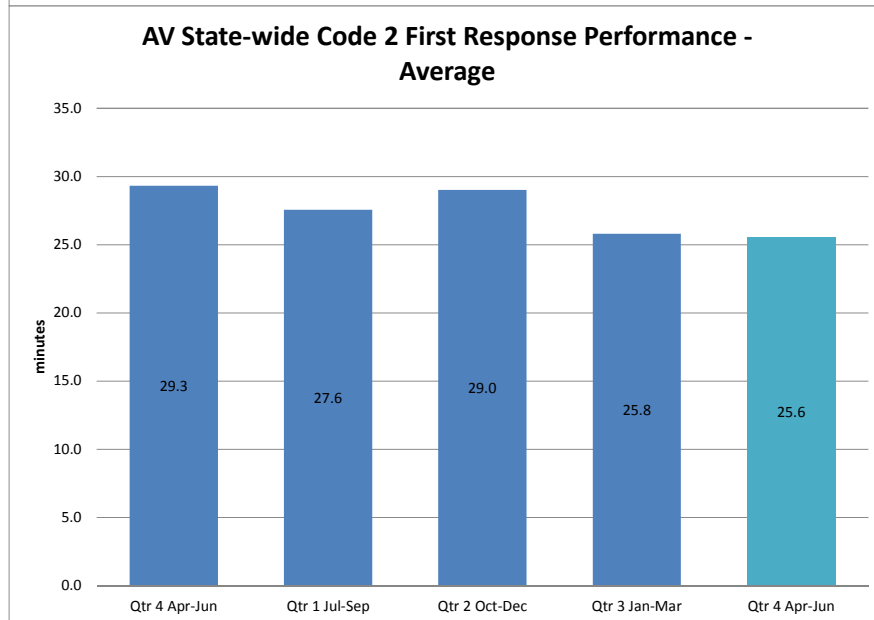
MAP

TABLE



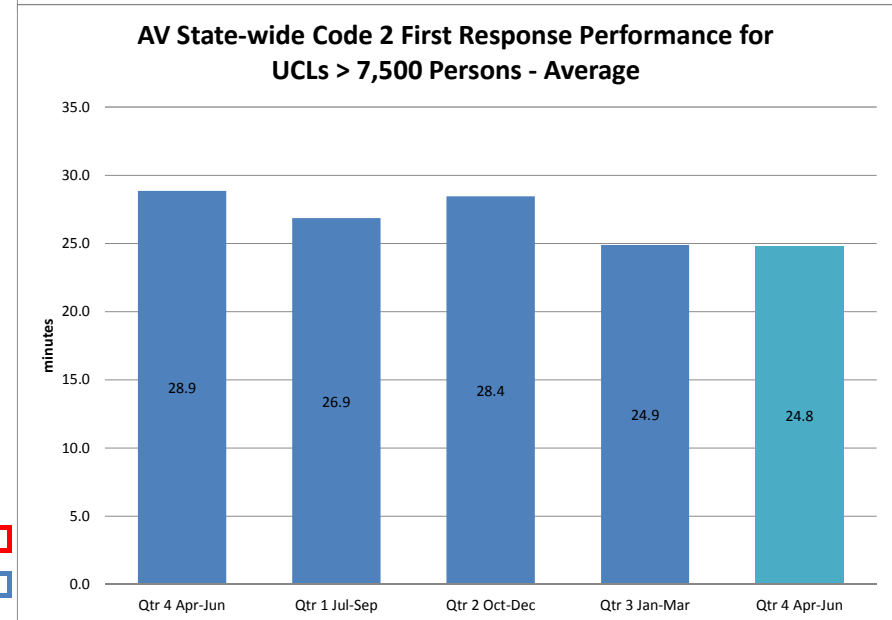
MAP

TABLE



MAP

TABLE



MAP

TABLE

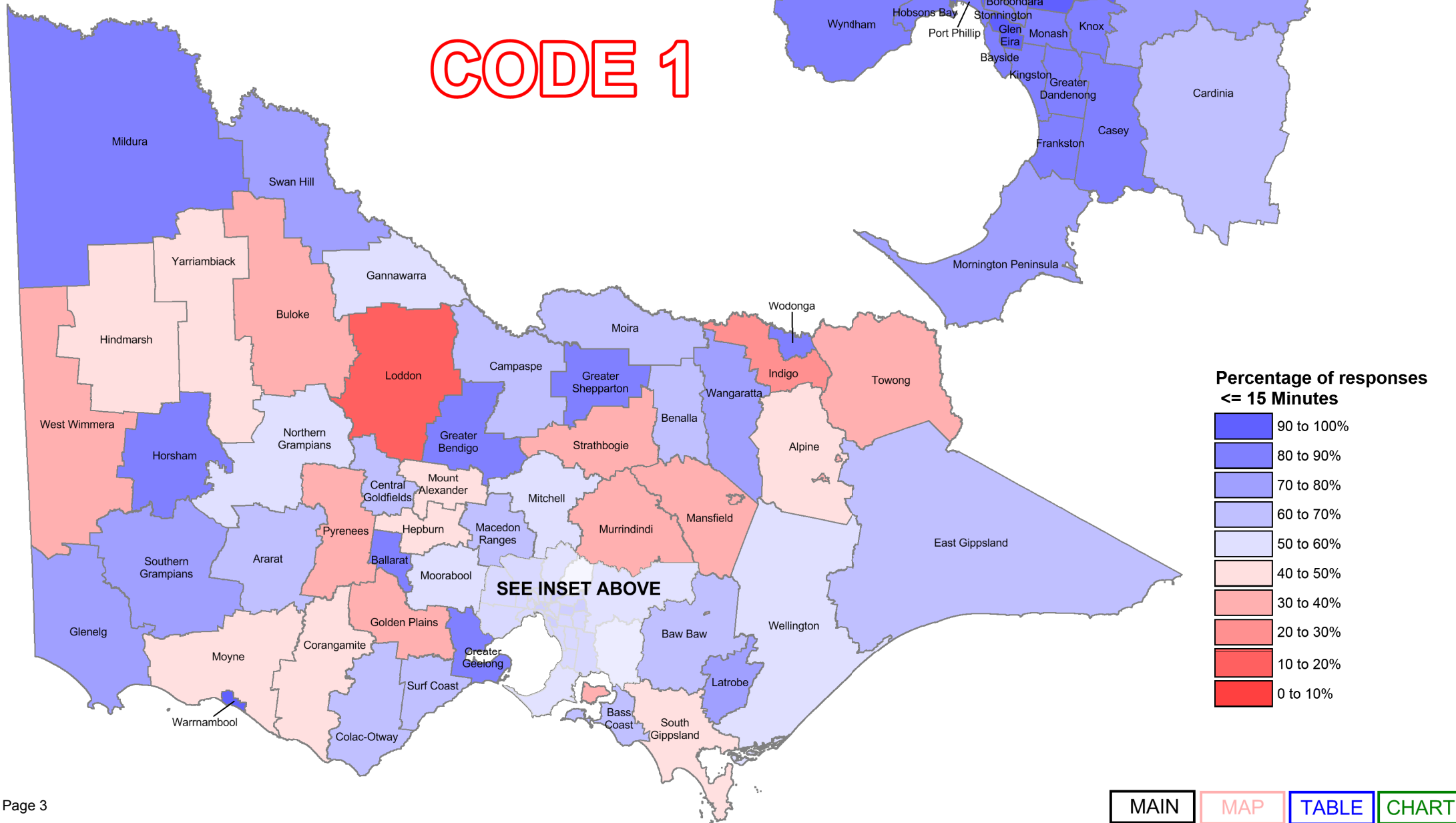


Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2016/17 Quarter 4 (1st April 2017 to 30th June 2017)

CODE 1



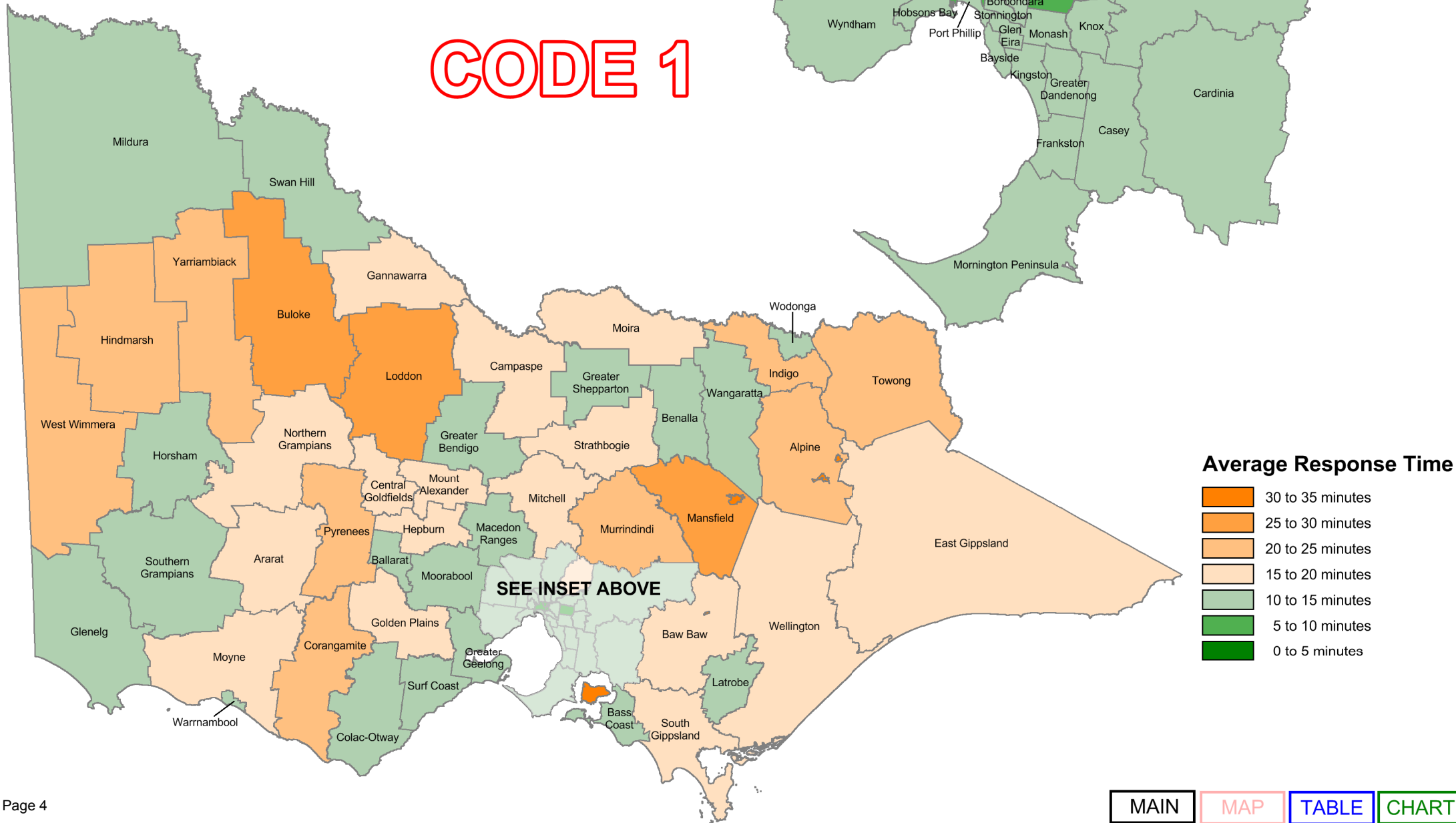


Ambulance Victoria

Average Code 1 Response Time by LGA

2016/17 Quarter 4 (1st April 2017 to 30th June 2017)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 4 2015/16		
	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	36.2%	23:09	163
Ararat	56.6%	18:50	159
Ballarat	82.9%	12:01	1,593
Banyule	82.3%	11:57	1,529
Bass Coast	66.3%	14:37	590
Baw Baw	48.7%	17:50	659
Bayside	81.7%	12:37	1,008
Benalla	59.7%	16:59	196
Boroondara	84.6%	11:43	1,478
Brimbank	79.2%	12:27	2,773
Buloke	33.8%	28:11	80
Campaspe	64.9%	15:22	538
Cardinia	61.4%	14:43	1,146
Casey	79.0%	12:21	3,432
Central Goldfields	64.5%	15:46	220
Colac-Otway	54.8%	17:53	210
Corangamite	39.3%	20:54	173
Darebin	84.1%	11:47	2,169
East Gippsland	59.2%	16:29	819
Frankston	84.4%	11:26	2,329
Gannawarra	54.1%	17:32	109
Glen Eira	84.2%	11:46	1,642
Glenelg	76.0%	13:05	242
Golden Plains	22.3%	21:34	188
Greater Bendigo	73.7%	13:28	1,699
Greater Dandenong	82.8%	11:45	2,472
Greater Geelong	72.4%	13:18	3,583
Greater Shepparton	78.4%	12:09	1,068
Hepburn	29.5%	21:10	200
Hindmarsh	47.9%	20:57	96
Hobsons Bay	80.2%	12:06	1,153
Horsham	79.9%	12:16	284
Hume	68.6%	14:03	3,143
Indigo	26.0%	23:04	146
Kingston	84.0%	11:30	1,971
Knox	82.6%	11:46	1,779
Latrobe	64.9%	14:52	1,682
Loddon	28.3%	24:23	127
Macedon Ranges	58.4%	15:12	543
Manningham	77.2%	12:54	1,286
Mansfield	31.5%	25:45	73
Maribyrnong	83.3%	11:47	1,160
Maroondah	85.7%	11:06	1,454
Melbourne	88.1%	10:13	2,839
Melton	69.9%	13:45	1,813
Mildura	82.6%	11:40	951
Mitchell	57.4%	15:45	592
Moir	57.3%	16:09	489
Monash	83.6%	11:46	2,074
Moonee Valley	81.4%	12:31	1,657
Moorabool	54.2%	16:16	373
Moreland	80.8%	12:19	2,454
Mornington Peninsula	73.5%	12:43	2,464
Mount Alexander	49.1%	18:29	230
Moyne	48.5%	17:53	169
Murrindindi	29.3%	23:33	215
Nillumbik	48.4%	16:39	574
Northern Grampians	67.0%	14:20	182
Port Phillip	85.7%	10:56	1,466
Pyrenees	48.9%	18:21	133
Queenscliffe	33.3%	18:31	42
South Gippsland	40.2%	19:39	405
Southern Grampians	64.4%	16:04	180
Stonnington	84.0%	12:03	1,199
Strathbogie	29.9%	22:20	184
Surf Coast	50.2%	17:35	321
Swan Hill	74.7%	12:59	277
Towong	39.3%	21:53	84
Wangaratta	72.5%	14:02	461
Warrnambool	90.9%	9:57	429
Wellington	54.3%	17:09	562
West Wimmera	43.1%	20:03	51
Whitehorse	88.5%	10:34	1,799
Whittlesea	66.4%	14:14	2,492
Wodonga	84.3%	11:47	578
Wyndham	72.5%	13:15	2,093
Yarra	89.1%	10:20	1,328
Yarra Ranges	60.5%	15:17	1,967
Yarriambiack	30.6%	23:15	111
Unincorporated	42.9%	37:34	14
Interstate LGAs	50.4%	18:20	258
Total AV	75.0%	13:07	80,874

Qtr 1 2016/17		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
41.7%	20:29	127
63.4%	15:33	134
83.4%	11:40	1,400
84.8%	11:26	1,454
62.7%	15:18	576
52.9%	18:07	599
85.5%	11:57	881
60.7%	15:58	178
86.7%	11:33	1,414
82.1%	12:09	2,534
40.5%	26:43	79
64.9%	14:53	502
62.9%	14:49	1,017
80.9%	12:07	3,133
59.6%	15:44	240
61.7%	17:27	196
43.4%	19:24	159
85.6%	11:08	1,945
56.2%	17:49	713
86.3%	10:59	1,987
49.3%	19:15	67
86.2%	11:02	1,454
78.2%	12:42	179
23.8%	22:11	164
73.0%	13:39	1,527
84.1%	11:29	2,254
76.6%	12:44	3,298
80.6%	11:28	923
26.9%	22:02	160
54.9%	19:02	102
80.1%	12:11	1,103
81.2%	11:57	287
67.9%	14:00	2,923
27.2%	21:08	136
85.7%	11:15	1,775
83.0%	11:48	1,683
67.5%	14:10	1,415
38.5%	20:34	109
59.0%	14:48	451
81.0%	12:31	1,071
46.3%	21:42	80
84.0%	11:20	1,088
87.8%	10:39	1,407
88.0%	10:09	2,490
69.2%	13:32	1,758
82.6%	11:33	853
56.6%	16:10	509
58.3%	16:28	446
84.3%	11:40	1,855
81.5%	12:21	1,404
53.0%	16:52	368
82.7%	11:49	2,284
74.8%	12:36	2,204
54.1%	18:16	222
42.8%	18:03	152
36.3%	21:43	171
53.0%	16:12	474
63.4%	16:44	145
87.8%	10:33	1,288
35.5%	20:42	107
42.1%	17:50	38
40.8%	20:36	333
61.4%	16:59	145
85.0%	11:16	1,053
28.5%	22:42	151
56.3%	16:02	270
70.4%	14:10	250
45.3%	22:25	53
73.1%	14:28	368
90.2%	10:23	356
55.6%	16:46	518
32.3%	23:08	31
90.2%	10:25	1,637
69.9%	13:42	2,313
83.7%	11:29	590
73.8%	13:29	2,033
88.8%	9:59	1,224
64.7%	14:30	1,713
18.9%	25:53	74
78.9%	14:04	76
48.1%	20:06	206
76.5%	12:50	73,086

Qtr 2 2016/17		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
50.0%	19:29	140
53.2%	18:31	141
84.0%	11:37	1,327
85.0%	11:22	1,245
65.2%	14:55	557
55.8%	17:22	557
82.2%	12:22	866
57.0%	17:03	186
84.4%	11:34	1,171
80.4%	12:22	2,408
40.3%	22:59	77
58.9%	16:10	475
63.2%	14:56	973
79.0%	12:16	3,050
60.5%	16:53	205
50.6%	18:05	174
45.5%	19:57	134
87.5%	11:14	1,873
64.0%	16:29	661
85.2%	11:14	1,902
39.2%	21:00	97
85.9%	11:18	1,379
79.4%	12:57	204
24.9%	20:52	177
75.3%	13:25	1,428
83.2%	11:29	2,125
75.5%	12:48	2,946
78.8%	11:52	868
34.4%	20:41	186
56.4%	20:00	110
80.2%	12:32	933
81.9%	11:20	226
73.4%	13:39	2,905
26.1%	20:33	142
83.7%	11:34	1,624
80.5%	12:16	1,501
68.9%	13:44	1,366
27.6%	24:08	98
53.4%	16:13	453
77.5%	12:57	1,005
34.1%	28:22	82
86.8%	11:14	938
86.1%	11:01	1,215
87.0%	10:30	2,442
69.3%	13:49	1,554
82.6%	11:59	742
55.3%	16:29	474
55.2%	17:09	393
83.0%	11:54	1,756
80.0%	13:03	1,280
49.6%	17:15	349
83.2%	11:54	2,099
74.8%	12:29	2,039
39.2%	20:07	199
36.0%	19:13	125
36.6%	19:50	172
55.3%	16:01	443
66.7%	15:31	138
88.0%	10:31	1,218
44.0%	18:03	84
40.5%	20:00	42
44.9%	19:02	325
64.0%	16:15	172
83.6%	11:42	933
40.7%	19:57	140
55.2%	16:46	315
74.2%	12:30	233
38.0%	23:18	71
73.4%	13:53	354
89.8%	10:12	361
51.9%	17:52	541
39.4%	21:58	33
89.0%	10:39	1,410
69.3%	13:52	2,153
83.8%	11:45	488
73.3%	13:28	1,862
89.6%	9:54	1,099
62.9%	15:05	1,596
28.3%	25:06	99
11.1%	54:15	9
42.3%	20:53	220
75.9%	13:01	68,093

Qtr 3 2016/17		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
43.8%	22:14	128
60.5%	16:44	129
87.1%	10:51	1,253
88.4%	10:20	1,160
61.7%	15:03	499
57.4%	16:23	535
86.1%	11:27	748
60.5%	15:50	162
86.8%	10:59	1,072
88.4%	10:32	2,151
48.9%	22:35	45
64.3%	14:33	434
63.0%	14:42	910
84.0%	11:28	2,701
61.0%	16:21	141
61.1%	16:38	162
37.6%	20:06	149
89.7%	10:23	1,687
59.2%	16:42	696
89.8%	10:17	1,799
55.3%	18:21	94
91.1%	10:10	1,212
76.3%	12:32	198
25.7%	21:46	144
75.2%	13:04	1,389
86.2%	10:45	1,847
79.3%	12:13	2,806
81.8%	11:24	831
43.1%	18:01	160
58.9%	18:30	73
86.2%	10:58	911
82.2%	11:29	236
81.5%	11:40	2,472
25.0%	20:45	104
90.0%	10:13	1,504
84.3%	11:24	1,335
74.1%	12:40	1,133
32.4%	22:50	108
61.7%	14:46	428
81.4%	12:01	888
38.3%	23:52	94
90.5%	9:49	846
91.3%	10:09	1,148
89.3%	9:37	2,408
78.3%	11:57	1,374
83.5%	11:18	668
63.0%	14:59	413
57.5%	17:14	360
86.7%	11:15	1,579
82.8%	12:03	1,129
62.1%	14:26	306
89.3%	10:35	1,837
77.5%	11:57	1,952
53.1%	15:55	160
41.8%	17:41	134
34.9%	21:44	192
62.4%	14:40	402
59.5%	15:43	126
90.0%	10:11	1,188
50.5%	16:57	91
27.5%	18:50	51
50.0%	19:24	302
65.9%	15:21	135
86.9%	10:42	834
34.1%	20:41	138
56.3%	15:33	304
73.3%	13:35	210
24.6%	27:31	61
75.3%	13:11	328
90.3%	9:54	351
50.0%	18:17	548
47.2%	20:07	36
90.3%	10:02	1,316
77.5%	12:22	1,902
84.6%	10:56	456
81.3%	12:00	1,622
90.8%	9:23	1,122
67.5%	13:56	1,500
30.1%	23:48	73
9.1%	56:03	11
55.4%	17:08	184
80.0%	12:03	62,325

Qtr 4 2016/17		
% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
47.9%	21:14	144
62.5%	17:07	144
88.8%	10:31	1,335
90.8%	10:21	1,317
65.3%	13:57	476
60.4%	15:17	563
85.4%	11:25	859
69.1%	14:03	165
87.6%	11:01	1,184
88.8%	10:20	2,176
39.7%	25:52	58
63.1%	15:29	474
67.9%	13:47	946
82.8%	11:33	2,993
60.1%	15:41	168
67.3%	14:37	168
43.8%	21:07	162
89.6%	10:28	1,767
61.3%	16:01	652
88.4%	10:30	1,766
58.7%	18:54	75
90.6%	10:16	1,320
71.6%	13:27	201
35.8%	19:32	162
80.2%	12:11	1,477
87.4%	10:43	2,008
82.2%	11:36	3,110
80.6%	11:32	836
42.3%	17:41	149
40.2%	22:04	82
87.1%	10:43	954
81.6%	11:29	250
82.2%	11:38	2,711
21.6%	23:13	111
89.0%	10:17	1,613
87.2%	10:55	1,496
77.6%	12:00	1,252
19.8%	25:46	96
63.3%	14:29	461
83.5%	12:02	958
37.2%	25:51	86
89.9%	10:10	867
90.1%	10:09	1,290
90.5%	9:20	2,290
80.4%	11:36	1,447
81.4%	11:45	709
57.9%	15:38	480
61.4%	15:52	381
88.0%	10:48	1,655
85.2%	11:28	1,233
55.5%	14:12	292
88.9%	10:43	1,960
79.0%	11:44	1,925
49.1%	17:05	175
46.2%	17:30	130
37.2%	22:19	183
55.8%	15:27	457
55.9%	15:27	136
89.4%	10:05	1,159
39.1%	20:11	87
44.1%	16:48	34
47.6%	19:13	330
71.4%	13:33	147
85.2%	11:07	946
37.0%	19:58	135
65.0%	14:41	274
70.7%	14:29	198
32.0%	23:02	50
75.6%	12:41	303
90.7%	10:08	324
54.0%	17:35	498
33.3%	22:16	39
90.6%	9:46	1,548
79.0%	11:59	2,049
84.7%	11:11	443
84.4%	11:22	1,686
92.7%	9:14	1,052
70.0%	13:33	1,594
44.4%	21:28	72
33.3%	31:04	12
60.0%	17:06	215
81.0%	11:51	65,731



Ambulance Victoria

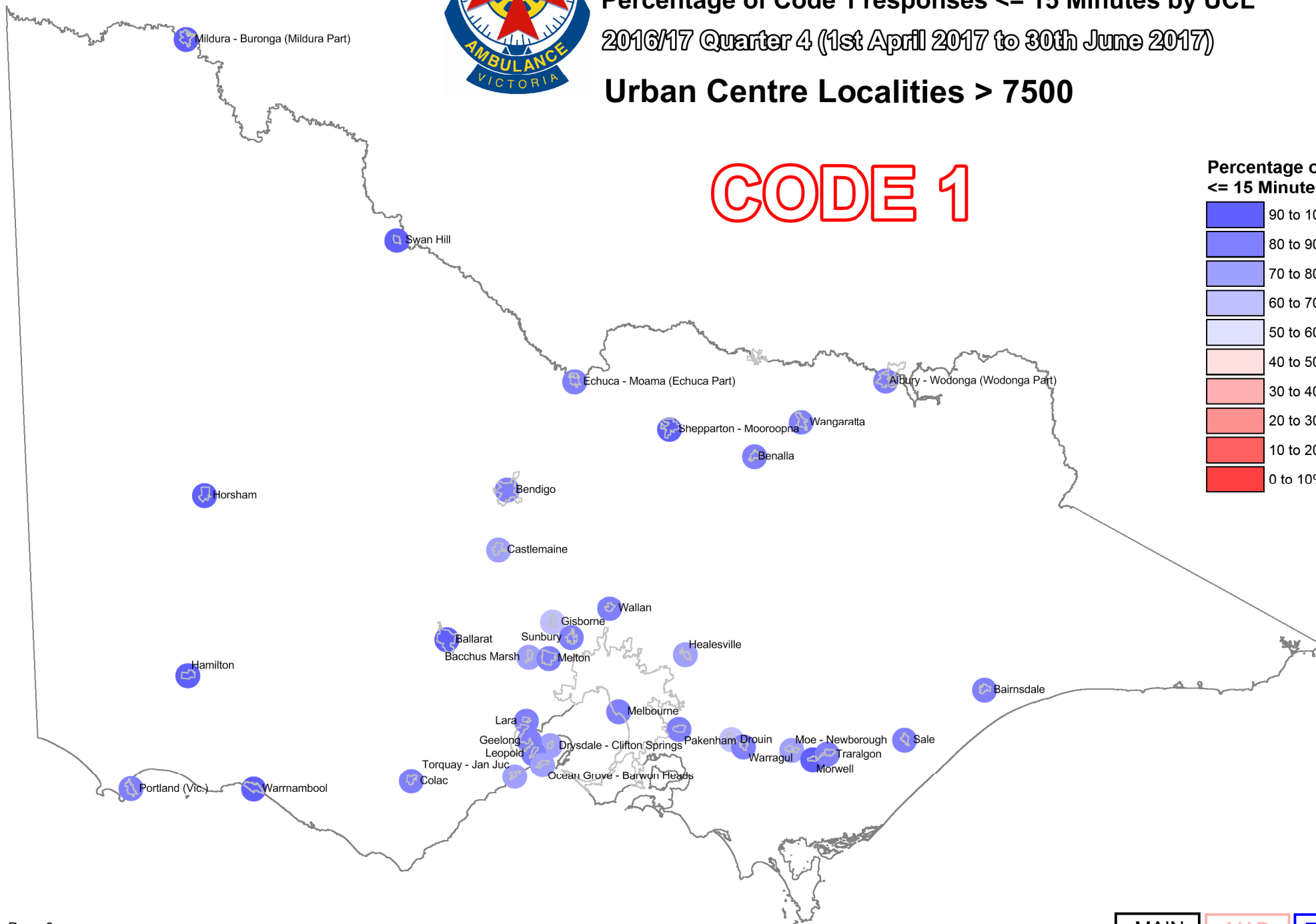
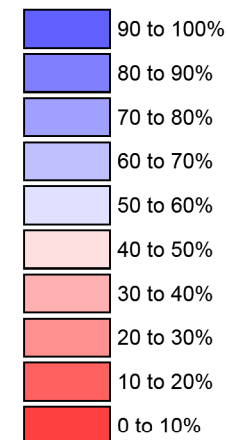
Percentage of Code 1 responses \leq 15 Minutes by UCL

2016/17 Quarter 4 (1st April 2017 to 30th June 2017)

Urban Centre Localities $>$ 7500

CODE 1

Percentage of responses
 \leq 15 Minutes





Ambulance Victoria

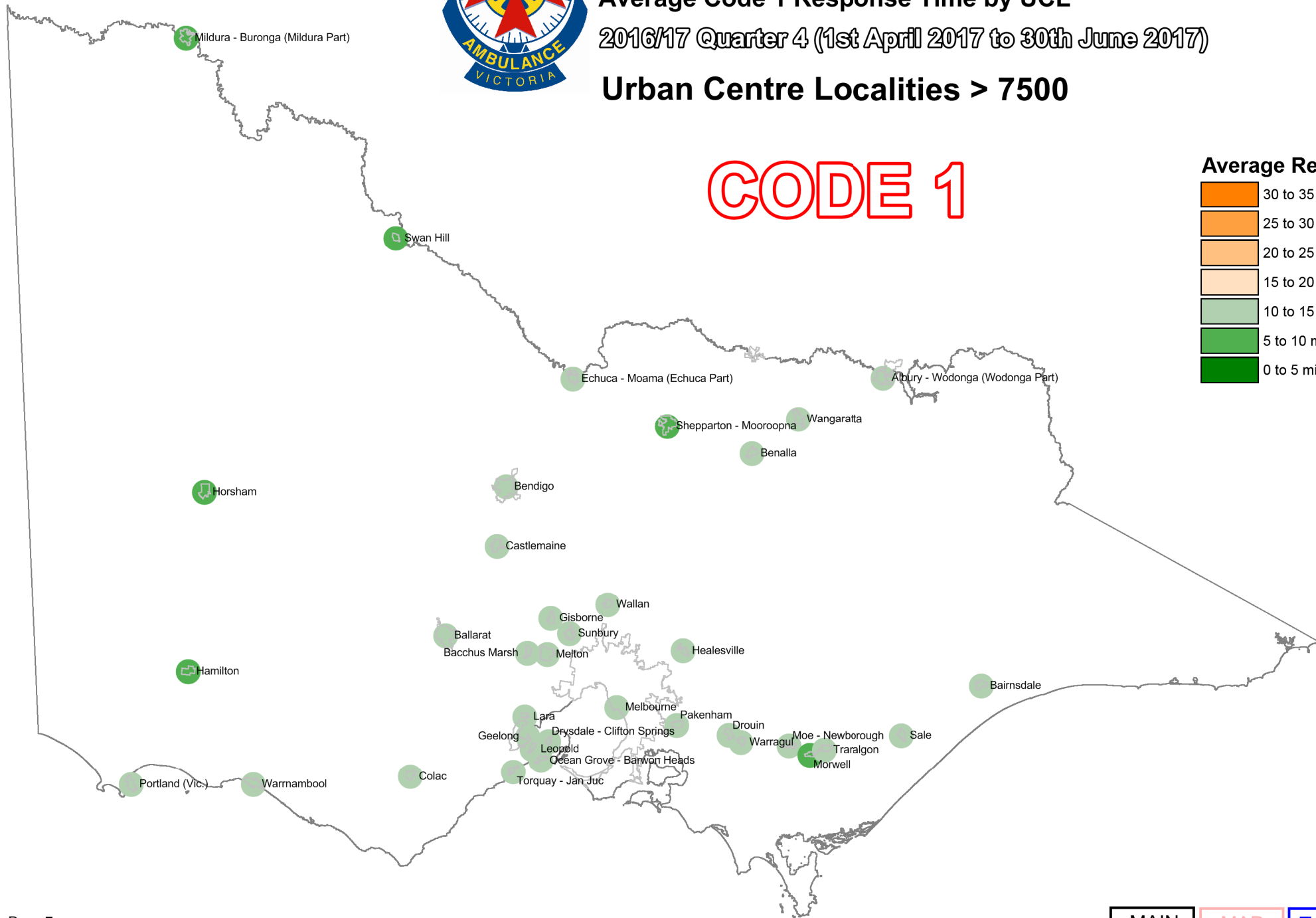
Average Code 1 Response Time by UCL

2016/17 Quarter 4 (1st April 2017 to 30th June 2017)

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)	87.0%	11:26	532
Bacchus Marsh	75.0%	13:21	200
Bairnsdale	85.8%	10:52	288
Ballarat	84.4%	11:51	1,523
Benalla	75.5%	13:13	143
Bendigo	79.3%	12:33	1,490
Castlemaine	70.0%	15:27	130
Colac	74.0%	14:19	127
Drouin	40.0%	18:41	195
Drysdale - Clifton Springs	58.8%	15:02	148
Echuca - Moama (Echuca Part)	80.3%	12:31	233
Geelong	78.7%	12:23	2,561
Gisborne	64.6%	14:11	113
Hamilton	90.1%	10:46	111
Healesville	59.0%	16:31	178
Horsham	89.5%	10:19	247
Lara	70.3%	13:26	155
Leopold	78.5%	12:50	130
Melbourne	80.5%	12:05	53,742
Melton	72.9%	13:03	1,023
Mildura - Buronga (Mildura Part)	90.3%	9:56	673
Moe - Newborough	66.6%	14:20	482
Morwell	80.0%	12:38	450
Ocean Grove - Barwon Heads	65.6%	14:10	189
Pakenham	74.2%	12:50	601
Portland (Vic.)	87.1%	10:42	155
Sale	82.1%	10:55	196
Shepparton - Mooropna	88.9%	10:41	822
Sunbury	76.9%	13:07	546
Swan Hill	94.4%	9:00	160
Torquay - Jan Juc	66.4%	13:54	140
Traralgon	60.8%	15:47	492
Wallan	67.2%	12:45	122
Wangaratta	88.4%	10:52	336
Warragul	77.2%	13:33	215
Warrnambool	92.5%	9:39	400
Total UCLs > 7500	80.1%	12:10	69,248

Qtr 4 2015/16

Qtr 1 2016/17

Qtr 2 2016/17

Qtr 3 2016/17

Qtr 4 2016/17

87.0%	10:57	538
66.5%	14:45	203
73.2%	13:33	265
85.4%	11:23	1,338
69.3%	13:56	140
78.8%	12:37	1,341
64.4%	16:31	149
78.3%	14:39	129
50.3%	18:42	159
65.9%	13:57	132
82.3%	11:40	226
82.5%	11:48	2,413
65.7%	14:01	99
85.4%	12:48	89
61.7%	15:28	154
88.1%	10:06	253
74.4%	13:16	129
82.1%	11:33	112
82.2%	11:48	48,893
71.3%	13:03	940
92.0%	9:44	626
61.2%	14:13	394
86.4%	11:29	404
66.7%	14:49	171
79.0%	12:30	542
88.4%	10:27	112
88.5%	9:38	183
89.7%	10:12	735
75.8%	12:44	450
92.3%	9:30	143
69.3%	13:20	150
65.7%	14:55	411
72.3%	12:18	112
91.1%	10:47	270
78.8%	13:30	212
90.9%	10:02	342
81.6%	11:53	62,959

88.2%	11:12	449
63.9%	15:03	183
84.9%	11:55	251
85.5%	11:21	1,266
64.3%	15:34	154
80.8%	12:35	1,259
61.4%	16:53	114
70.7%	15:04	99
54.2%	16:53	142
61.5%	15:51	122
81.1%	12:02	185
83.1%	11:37	2,123
51.6%	15:19	91
85.3%	12:49	109
67.8%	14:29	146
90.3%	9:48	195
74.6%	14:13	114
70.2%	13:17	114
81.5%	11:58	45,285
71.3%	13:14	811
91.6%	10:02	521
67.8%	13:20	370
80.9%	11:50	382
65.3%	14:24	144
78.1%	12:51	511
88.6%	9:54	123
84.0%	10:18	162
89.4%	10:32	677
70.8%	14:25	473
92.9%	8:48	140
65.6%	14:45	160
69.1%	13:58	414
68.0%	13:31	103
86.7%	11:11	271
80.9%	13:09	183
90.8%	10:02	346
81.1%	12:02	58,192

88.8%	10:25	419
78.3%	11:45	161
80.5%	12:28	231
88.8%	10:31	1,183
71.9%	14:20	114
81.4%	12:05	1,196
71.2%	13:54	104
86.2%	11:49	87
61.1%	15:23	144
72.7%	12:40	110
80.8%	11:11	182
87.1%	11:09	1,969
74.7%	12:30	79
89.2%	10:34	83
77.1%	12:36	131
91.9%	9:40	197
77.3%	12:50	97
80.4%	11:38	107
86.2%	10:53	41,209
77.7%	11:51	734
95.3%	8:58	445
76.9%	11:42	295
87.2%	10:23	337
72.5%	13:48	142
78.8%	12:38	438
87.4%	10:29	119
84.7%	11:04	163
92.2%	9:47	651
85.1%	10:41	369
88.5%	10:23	122
68.9%	13:16	151
73.3%	12:49	315
75.9%	11:57	79
88.1%	10:36	260
82.2%	11:55	180
91.2%	9:45	331
85.7%	10:58	52,934

88.0%	10:33	400
73.4%	11:40	154
83.1%	11:28	207
90.3%	10:17	1,279
81.1%	11:22	122
86.1%	11:07	1,263
75.5%	13:16	98
85.7%	10:33	105
60.9%	14:45	128
78.0%	12:27	127
81.8%	11:57	214
87.7%	10:53	2,221
69.9%	12:54	113
93.3%	9:16	105
79.3%	11:28	150
94.3%	9:30	212
82.4%	11:12	131
87.7%	10:32	106
86.9%	10:47	43,596
80.9%	11:07	805
93.3%	9:26	489
79.9%	11:13	353
90.3%	9:48	349
77.1%	12:30	179
81.8%	11:51	477
85.1%	10:30	114
87.2%	10:16	133
90.2%	9:59	663
83.2%	10:53	446
90.7%	9:56	118
78.4%	11:20	139
80.0%	11:56	340
84.0%	10:36	100
89.5%	10:14	229
86.6%	10:54	201
90.6%	10:05	308
86.6%	10:48	56,174

MAIN

MAP
≤ 15 Minutes

MAP
Average

TABLE

CHART

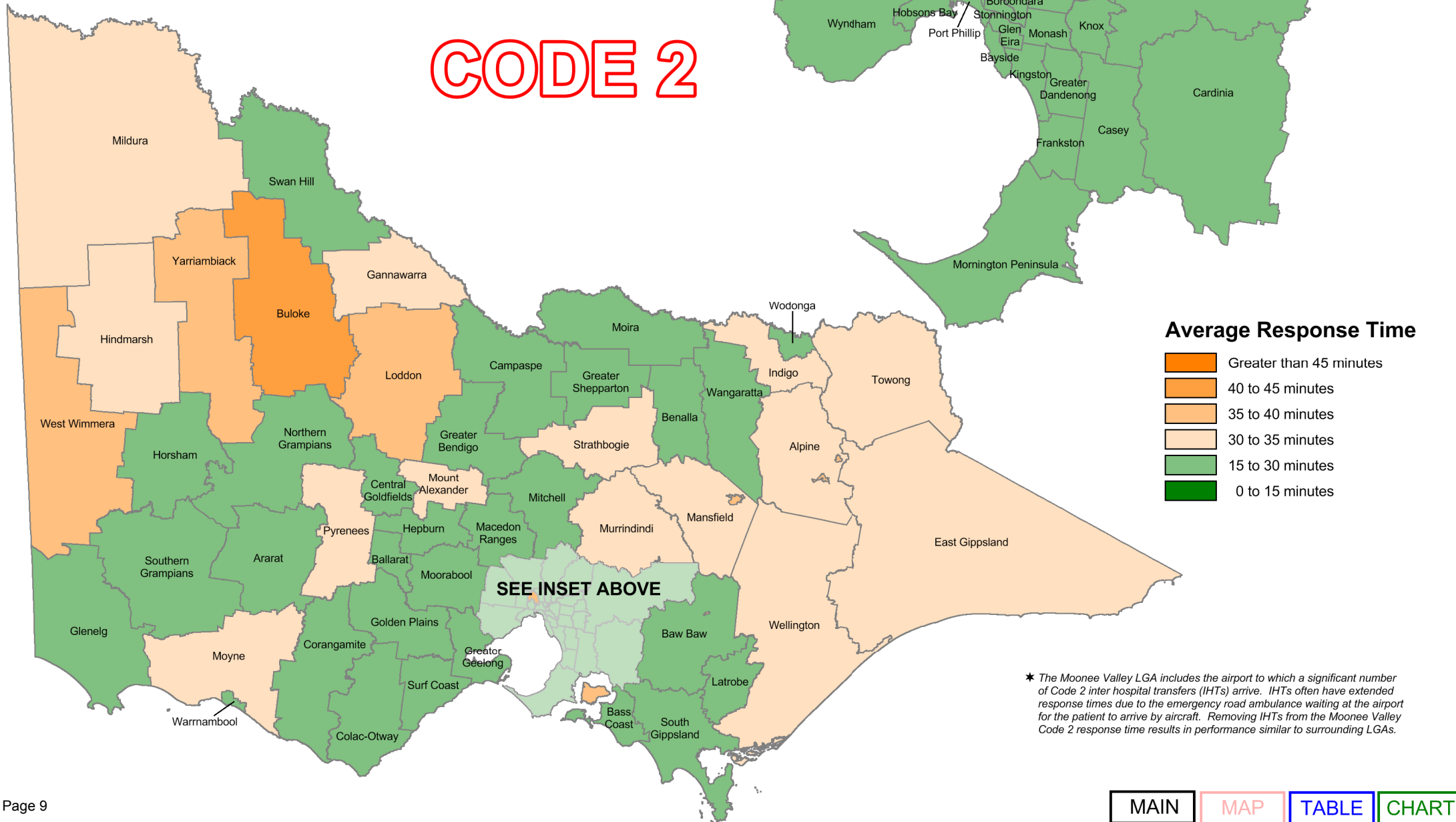


Ambulance Victoria

Average Code 2 Response Time by LGA

2016/17 Quarter 4 (1st April 2017 to 30th June 2017)

CODE 2





Code 2 First Response Performance by LGA

Qtr 4 2015/16

Qtr 1 2016/17

Qtr 2 2016/17

Qtr 3 2016/17

Qtr 4 2016/17

LGA Name	Average Response Time Minutes	Total Number of First Responses
Alpine	32:58	171
Ararat	33:36	118
Ballarat	23:18	863
Banyule	28:06	768
Bass Coast	31:47	360
Baw Baw	32:11	339
Bayside	33:00	626
Benalla	25:59	153
Boroondara	29:25	843
Brimbank	30:50	1,252
Buloke	41:04	59
Campaspe	26:53	366
Cardinia	25:22	578
Casey	24:29	1,679
Central Goldfields	28:44	157
Colac-Otway	31:33	174
Corangamite	30:45	135
Darebin	31:17	1,111
East Gippsland	30:40	470
Frankston	23:09	1,350
Gannawarra	35:03	99
Glen Eira	30:26	789
Glenelg	26:03	166
Golden Plains	32:24	81
Greater Bendigo	28:31	879
Greater Dandenong	25:38	1,338
Greater Geelong	27:21	1,913
Greater Shepparton	23:46	651
Hepburn	37:15	149
Hindmarsh	30:48	92
Hobsons Bay	30:24	655
Horsham	25:43	232
Hume	32:51	1,352
Indigo	32:19	87
Kingston	27:06	1,035
Knox	23:37	1,027
Latrobe	32:20	916
Loddon	34:53	58
Macedon Ranges	25:25	374
Manningham	29:13	602
Mansfield	34:50	84
Maribyrnong	26:29	608
Maroondah	25:46	882
Melbourne	27:20	1,604
Melton	31:19	817
Mildura	28:58	586
Mitchell	27:36	373
Moirra	28:46	344
Monash	27:53	1,125
* Moonee Valley	61:12	1,149
Moorabool	32:12	263
Moreland	32:07	1,214
Mornington Peninsula	23:34	1,413
Mount Alexander	33:19	154
Moyne	32:31	108
Murrindindi	27:54	128
Nillumbik	33:38	256
Northern Grampians	27:37	152
Port Phillip	29:01	716
Pyrenees	29:26	56
Queenscliffe	29:10	36
South Gippsland	32:53	282
Southern Grampians	27:35	118
Stonnington	31:20	606
Strathbogie	34:44	120
Surf Coast	27:59	178
Swan Hill	31:00	204
Towong	31:20	67
Wangaratta	30:12	300
Warrnambool	21:47	280
Wellington	31:10	332
West Wimmera	30:31	42
Whitehorse	25:02	1,060
Whittlesea	31:21	1,087
Wodonga	27:58	352
Wyndham	28:43	1,045
Yarra	28:13	580
Yarra Ranges	31:39	904
Yarriambiack	34:56	96
Unincorporated	29:43	16
Interstate LGAs	34:13	120
Total AV	29:18	43,924

Average Response Time Minutes	Total Number of First Responses
36:42	138
37:58	121
22:29	903
26:24	847
30:11	422
31:02	381
29:45	634
31:24	159
25:11	890
26:45	1,389
40:28	60
30:59	400
24:13	572
22:38	1,926
27:04	201
31:13	169
27:47	128
27:22	1,133
36:52	508
20:40	1,407
33:56	88
27:58	858
24:53	174
29:43	83
28:57	895
24:29	1,329
26:23	1,979
24:38	717
33:35	140
33:28	75
28:06	632
26:07	225
28:59	1,500
28:22	77
24:42	1,026
22:08	1,098
29:32	866
36:18	60
24:38	408
26:47	636
35:52	101
26:59	597
24:15	898
25:09	1,628
26:49	829
27:16	592
26:48	455
28:15	364
26:05	1,187
61:18	1,129
30:43	285
30:02	1,278
23:09	1,438
32:43	166
29:52	85
30:18	144
32:31	295
33:27	156
25:37	764
27:57	72
28:04	37
32:44	233
29:56	151
27:51	629
33:26	125
26:07	189
30:23	223
35:08	66
29:17	257
23:13	261
29:05	336
38:08	40
25:04	1,062
29:08	1,187
26:05	353
27:22	1,169
25:24	618
24:58	991
41:38	82
18:08	256
34:34	111
27:33	46,093

Average Response Time Minutes	Total Number of First Responses
37:31	153
33:34	130
24:02	977
28:57	928
28:18	477
31:36	453
33:22	679
30:22	193
27:51	961
28:01	1,431
38:29	70
27:48	387
27:03	626
24:21	1,991
28:52	218
26:37	183
30:21	148
28:44	1,254
32:59	614
23:16	1,510
28:20	88
29:30	955
29:22	204
33:06	102
28:31	1,012
26:25	1,466
27:16	2,240
25:50	671
32:31	181
30:50	65
29:33	727
27:49	239
29:59	1,673
36:17	96
28:15	1,267
25:37	1,107
29:55	947
41:13	70
25:58	460
29:41	705
33:14	98
28:22	620
25:00	991
25:41	1,975
28:44	988
28:45	643
28:55	454
31:03	424
27:22	1,338
61:48	1,305
27:26	309
32:12	1,290
24:29	1,531
34:01	168
32:08	113
33:35	164
33:05	277
31:42	178
28:41	871
30:05	63
32:37	73
33:07	293
30:15	139
28:59	701
32:15	143
28:04	246
28:58	235
36:55	74
31:18	334
24:56	294
33:21	414
31:58	51
25:23	1,171
29:56	1,297
27:40	365
28:06	1,116
26:16	722
27:51	1,127
35:07	93
69:18	6
36:13	132
29:00	50,484

Average Response Time Minutes	Total Number of First Responses
32:31	169
34:18	133
21:01	970
23:57	961
26:48	480
26:57	412
27:24	679
28:32	168
24:33	1,044
23:03	1,468
45:50	49
26:37	353
24:42	642
22:21	2,014
28:31	177
26:20	182
29:09	137
24:33	1,322
33:12	567
20:42	1,507
34:42	100
26:51	939
26:10	220
27:59	70
25:32	1,019
23:13	1,497
24:35	2,300
24:06	667
30:59	144
33:10	84
24:41	646
32:14	286
24:32	1,710
36:23	99
24:46	1,171
22:11	1,142
25:51	978
39:22	65
24:09	410
26:30	637
36:33	105
24:00	687
22:01	1,023
22:59	2,017
23:30	917
31:02	567
25:11	471
27:16	394
24:46	1,290
57:00	1,218
25:56	311
25:33	1,384
23:03	1,723
27:52	135
28:54	117
38:38	132
29:21	314
24:59	173
24:53	1,002
25:04	68
24:44	44
29:12	267
28:14	139
27:00	741
28:47	117
28:18	272
31:29	269
40:17	79
28:52	311
22:28	311
33:21	419
29:41	40
22:46	1,091
25:40	1,348
25:15	371
23:29	1,201
23:40	833
24:05	1,090
34:32	79
51:06	12
31:54	142
25:47	50,842

Average Response Time Minutes	Total Number of First Responses
32:46	168
29:38	164
21:37	1,061
25:36	1,016
27:59	392
29:09	474
29:08	713
23:34	190
24:40	974
23:17	1,579
42:40	60
29:38	444
24:11	692
22:43	2,077
26:47	201
25:47	240
27:44	179
24:32	1,388
32:31	595
21:04	1,470
31:45	126
27:11	1,039
24:56	207
28:17	104
25:23	1,054
23:33	1,477
23:41	2,341
25:04	726
28:38	144
30:19	70
23:07	704
26:42	276
23:45	1,826
30:05	105
25:11	1,212
21:33	1,206
23:52	987
39:04	74
23:59	439
26:52	714
34:55	126
22:49	672
23:30	1,107
23:14	2,104
22:33	998
32:19	609
25:59	521
28:29	353
25:09	1,344
54:30	1,265
25:04	312
25:10	1,463
21:48	1,664
31:06	177
30:42	112
33:46	183
28:37	315
28:08	147
24:26	933
30:50	79
28:52	42
29:55	276
28:27	137
26:02	765
30:07	141
25:11	203
29:45	277
34:20	69
26:13	323
21:43	306
30:39	411
37:47	40
23:18	1,219
24:34	1,355
25:23	357
22:26	1,357
25:00	767
23:43	1,193
39:06	76
37:06	26
29:21	128
25:34	52,860



Ambulance Victoria

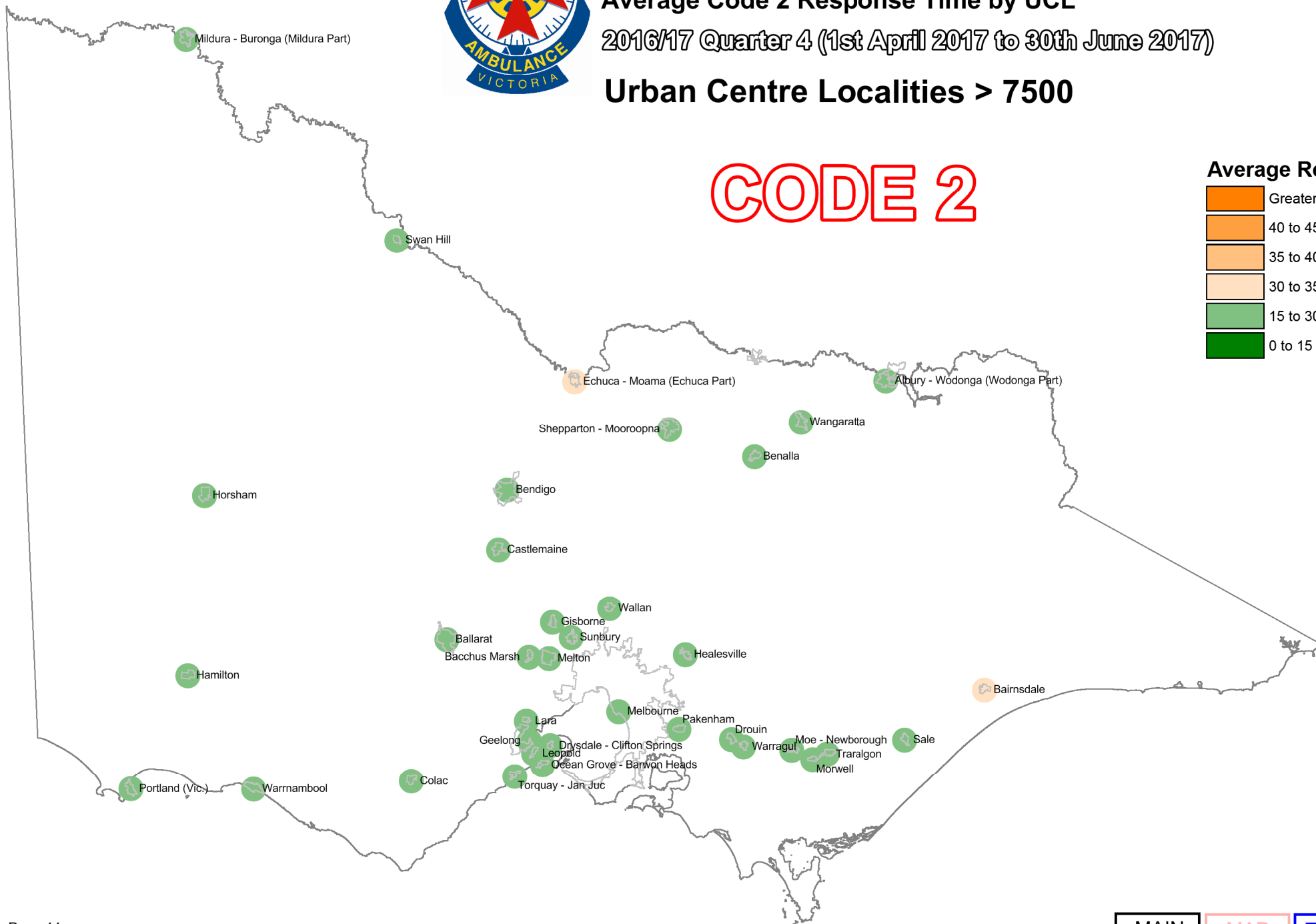
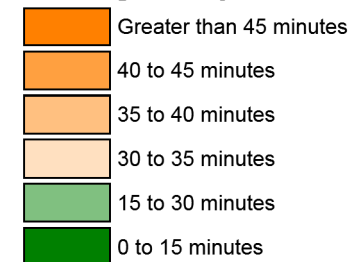
Average Code 2 Response Time by UCL

2016/17 Quarter 4 (1st April 2017 to 30th June 2017)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 4 2015/16

Qtr 1 2016/17

Qtr 2 2016/17

Qtr 3 2016/17

Qtr 4 2016/17

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	28:15	326
Bacchus Marsh	31:26	165
Bairnsdale	28:54	170
Ballarat	22:57	836
Benalla	25:31	134
Bendigo	28:00	782
Castlemaine	33:40	115
Colac	30:55	134
Drouin	33:01	95
Drysdale - Clifton Springs	23:07	66
Echuca - Moama (Echuca Part)	28:25	186
Geelong	26:18	1,442
Gisborne	24:05	84
Hamilton	22:25	81
Healesville	39:34	83
Horsham	22:27	195
Lara	28:57	52
Leopold	21:11	62
Melbourne	29:24	28,161
Melton	30:43	482
Mildura - Buronga (Mildura Part)	27:52	430
Moe - Newborough	28:08	237
Morwell	31:06	258
Ocean Grove - Barwon Heads	26:40	88
Pakenham	22:26	316
Portland (Vic.)	23:38	102
Sale	28:29	135
Shepparton - Mooropna	22:22	531
Sunbury	31:23	227
Swan Hill	32:18	115
Torquay - Jan Juc	26:57	82
Traralgon	35:36	304
Wallan	20:50	61
Wangaratta	26:16	242
Warragul	32:42	157
Warrnambool	21:51	267
Total UCLs > 7500	28:51	37,203

25:15	324
30:30	199
37:01	188
21:57	868
31:18	137
28:40	801
29:32	114
32:32	141
25:53	72
25:28	94
33:48	207
24:38	1,391
25:37	80
27:07	106
28:29	98
22:48	199
22:15	80
22:14	62
27:07	29,498
25:54	496
24:00	437
25:12	230
29:03	227
24:13	110
22:12	295
23:17	117
25:26	126
23:41	590
23:25	266
32:18	122
25:27	96
30:47	288
19:34	73
25:44	206
31:52	197
23:14	250
26:51	38,785

26:55	339
26:44	206
31:36	228
23:58	945
29:39	164
27:41	864
31:50	117
27:04	140
31:54	93
26:40	77
28:00	189
25:38	1,568
26:00	101
25:07	93
23:25	93
23:46	203
26:32	85
24:12	83
28:56	32,219
26:37	567
26:51	469
24:09	245
27:14	246
25:18	119
25:22	345
28:53	125
27:06	159
25:13	542
28:16	293
27:48	131
29:55	107
33:49	347
21:33	48
29:50	280
30:31	225
24:46	285
28:26	42,340

25:23	347
25:39	205
31:08	208
20:44	931
26:24	142
24:48	913
25:21	105
24:39	122
27:40	95
22:08	98
26:19	182
23:00	1,627
23:05	93
22:45	98
21:47	100
27:30	253
23:54	74
20:54	82
25:10	32,819
22:12	549
26:47	406
22:48	247
23:27	272
21:45	127
23:11	371
22:27	142
22:39	158
23:23	555
21:28	350
32:00	152
23:45	100
28:55	320
19:04	69
26:17	250
24:05	193
22:44	295
24:53	43,050

25:06	316
24:12	207
32:49	228
20:18	1,009
22:32	161
24:21	933
29:25	123
25:24	172
28:18	112
21:53	84
31:25	207
22:21	1,662
21:32	96
22:01	95
20:49	120
24:04	239
25:48	94
17:36	89
25:06	34,113
20:55	600
28:21	433
22:24	232
22:54	291
22:45	131
21:52	370
24:04	131
26:31	172
24:39	575
21:26	325
27:59	189
21:56	90
24:56	334
19:45	81
24:11	269
29:38	227
21:50	299
24:46	44,809

MAIN

MAP

TABLE

CHART

Glossary

Response Time	<p>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.</p> <p>Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.</p>
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	<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.</p> <p>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>
Average Response Time	<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>
Number of First Responses	This is the total number of first arrivals within the reported time period.
UCL (Urban Centres Localities)	<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>
LGA (Local Government Area)	<p>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.</p>
Interstate LGAs	Incidents responded to by AV resources outside the Victorian LGA Boundaries