



Ambulance Victoria's Performance

2017/18 Quarter 1 (1st July 2017 to 30th September 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).

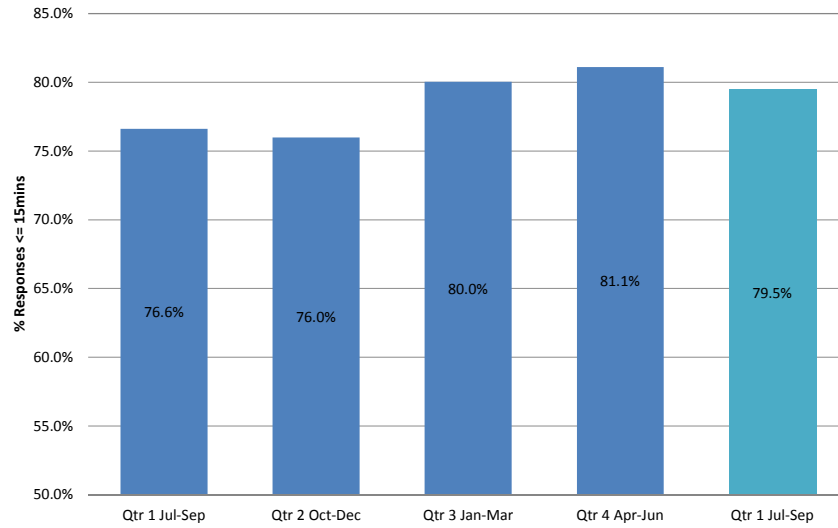
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

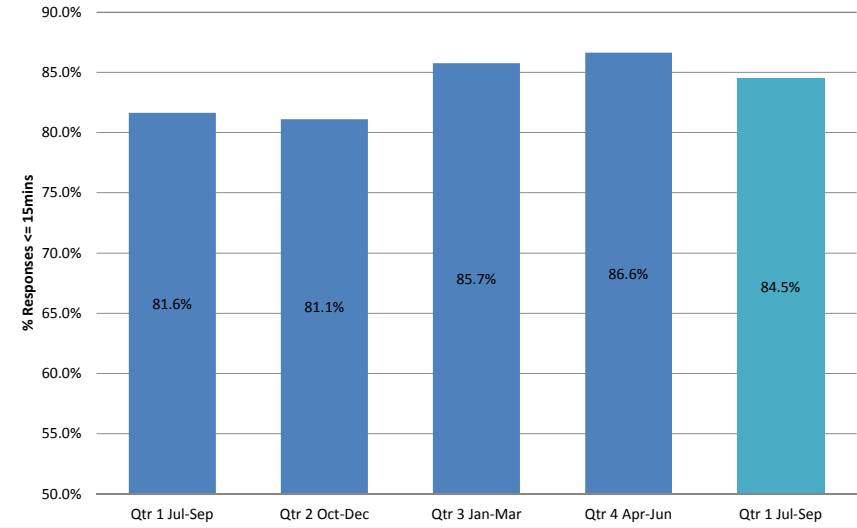
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

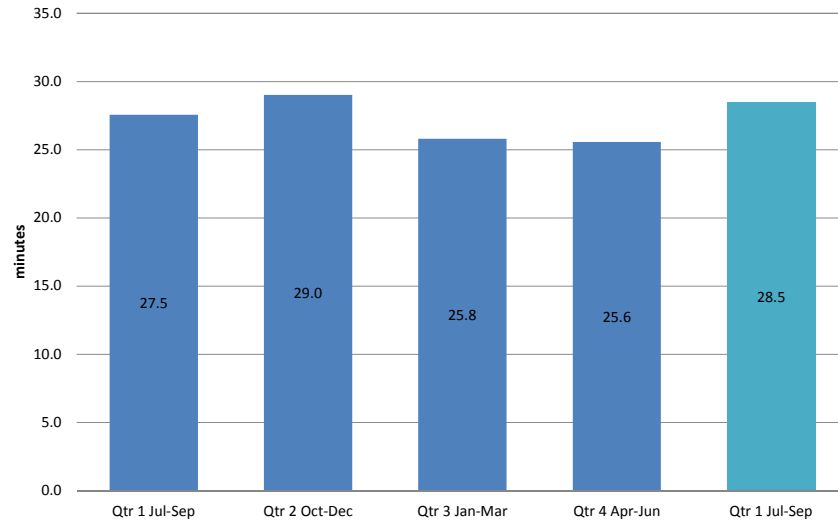
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

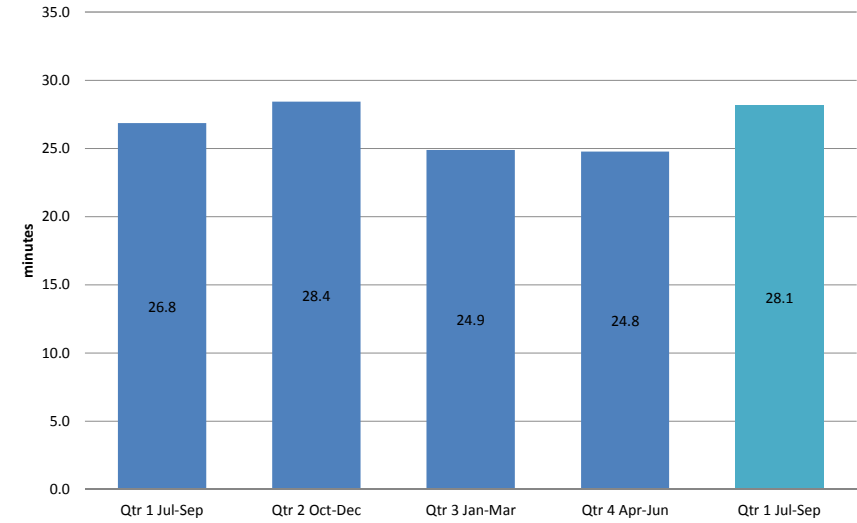
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

TABLE

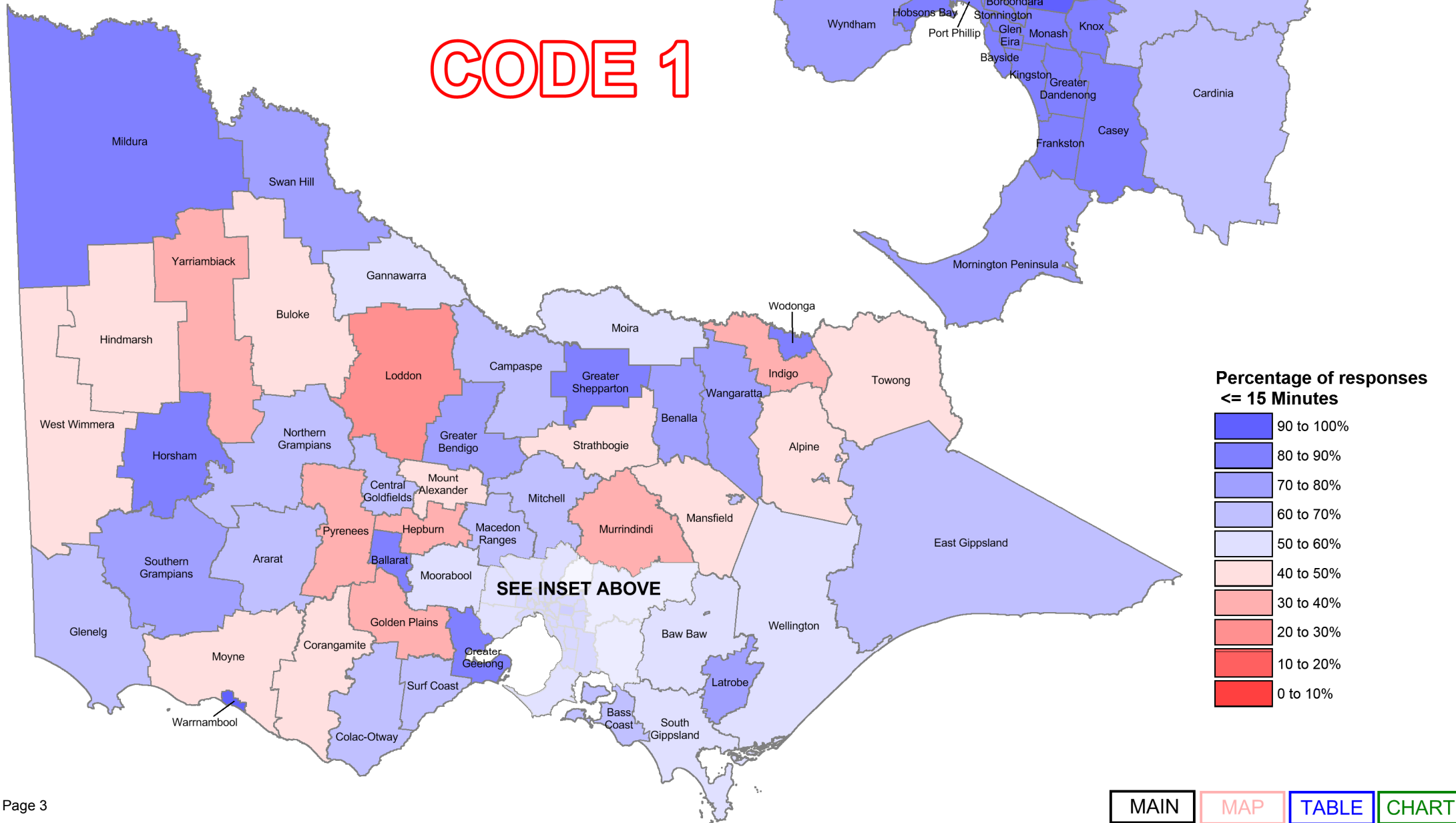


Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2017/18 Quarter 1 (1st July 2017 to 30th September 2017)

CODE 1



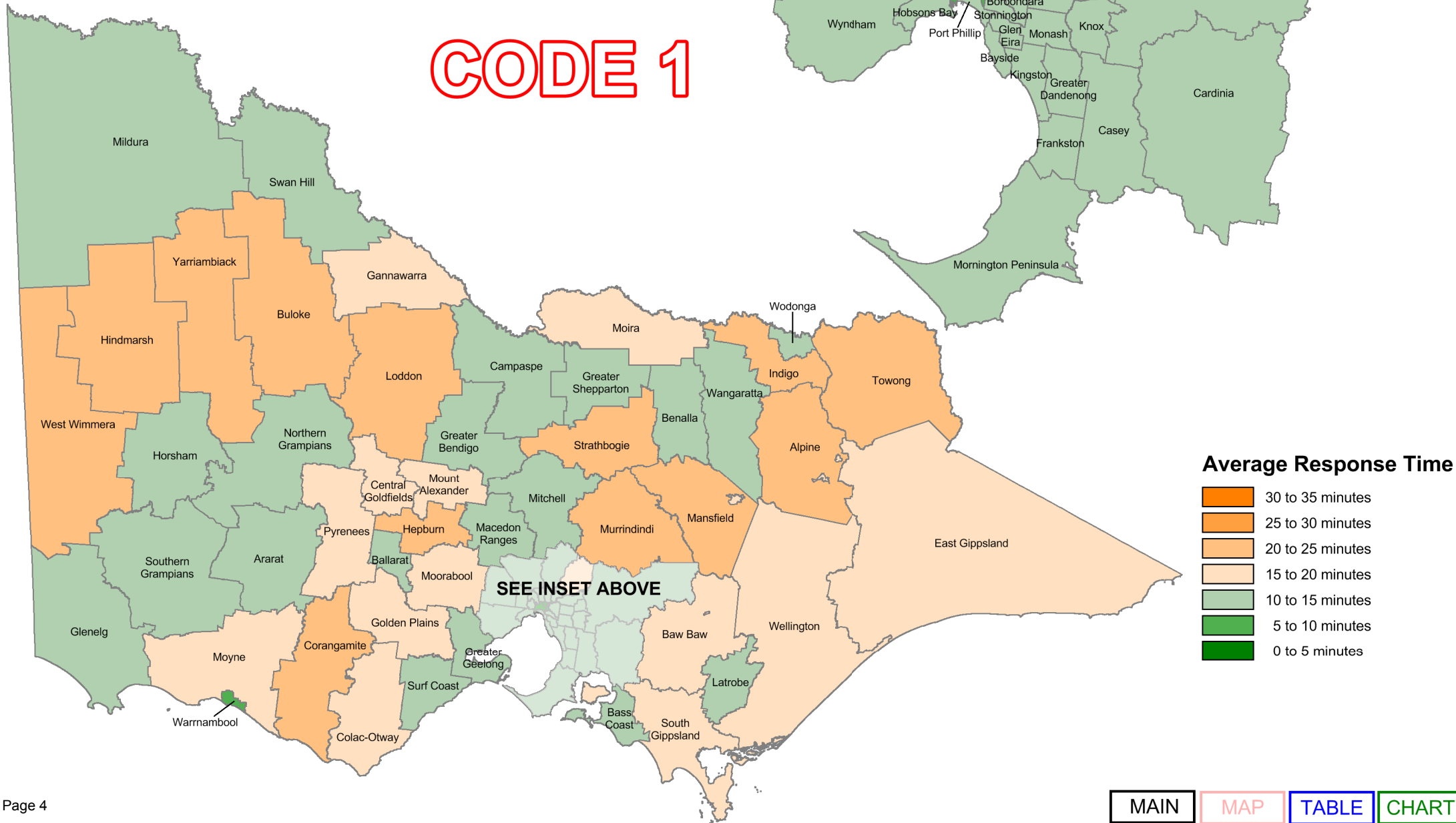


Ambulance Victoria

Average Code 1 Response Time by LGA

2017/18 Quarter 1 (1st July 2017 to 30th September 2017)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 1 2016/17		
	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	41.7%	20:29	127
Ararat	63.4%	15:32	134
Ballarat	83.4%	11:40	1,398
Banyule	84.7%	11:25	1,449
Bass Coast	62.8%	15:17	575
Baw Baw	52.9%	18:06	599
Bayside	85.6%	11:56	880
Benalla	60.7%	15:58	178
Boroondara	86.8%	11:32	1,411
Brimbank	82.1%	12:08	2,531
Buloke	40.5%	26:42	79
Campaspe	64.9%	14:52	502
Cardinia	62.9%	14:49	1,017
Casey	80.9%	12:07	3,130
Central Goldfields	59.6%	15:44	240
Colac-Otway	61.5%	17:29	195
Corangamite	43.4%	19:24	159
Darebin	85.6%	11:08	1,940
East Gippsland	56.2%	17:49	713
Frankston	86.3%	10:59	1,984
Gannawarra	49.3%	19:15	67
Glen Eira	86.1%	11:02	1,448
Glenelg	78.2%	12:41	179
Golden Plains	23.8%	22:10	164
Greater Bendigo	72.9%	13:39	1,525
Greater Dandenong	84.2%	11:28	2,249
Greater Geelong	76.6%	12:43	3,298
Greater Shepparton	80.6%	11:28	921
Hepburn	26.9%	22:01	160
Hindmarsh	54.9%	19:01	102
Hobsons Bay	80.1%	12:11	1,098
Horsham	81.2%	11:56	287
Hume	67.8%	14:00	2,921
Indigo	27.2%	21:07	136
Kingston	85.7%	11:14	1,770
Knox	83.0%	11:48	1,681
Latrobe	67.4%	14:10	1,413
Loddon	38.5%	20:33	109
Macedon Ranges	59.0%	14:48	451
Manningham	81.0%	12:29	1,066
Mansfield	46.8%	21:05	79
Maribyrnong	84.1%	11:19	1,086
Maroondah	87.8%	10:39	1,399
Melbourne	88.1%	10:09	2,474
Melton	69.3%	13:30	1,756
Mildura	82.6%	11:33	853
Mitchell	56.6%	16:10	509
Moir	58.3%	16:28	446
Monash	84.2%	11:39	1,847
Moonee Valley	81.5%	12:20	1,403
Moorabool	53.6%	16:42	364
Moreland	82.9%	11:47	2,277
Mornington Peninsula	74.8%	12:35	2,203
Mount Alexander	54.1%	18:15	222
Moyne	42.8%	18:03	152
Murrindindi	36.3%	21:42	171
Nillumbik	52.9%	16:12	473
Northern Grampians	63.4%	16:44	145
Port Phillip	87.8%	10:33	1,284
Pyrenees	35.5%	20:42	107
Queenscliffe	42.1%	17:50	38
South Gippsland	41.0%	20:35	332
Southern Grampians	61.4%	16:58	145
Stonnington	85.1%	11:15	1,046
Strathbogie	28.5%	22:41	151
Surf Coast	56.3%	16:01	270
Swan Hill	70.4%	14:09	250
Towong	45.3%	22:25	53
Wangaratta	73.1%	14:27	368
Warrnambool	90.2%	10:23	356
Wellington	55.6%	16:45	518
West Wimmera	32.3%	23:07	31
Whitehorse	90.2%	10:24	1,629
Whittlesea	69.9%	13:42	2,309
Wodonga	83.7%	11:29	590
Wyndham	73.8%	13:29	2,030
Yarra	88.8%	9:58	1,207
Yarra Ranges	64.6%	14:31	1,701
Yarriambiack	18.9%	25:53	74
Unincorporated	78.9%	14:04	76
Interstate LGAs	48.1%	20:05	206
Total AV	76.6%	12:49	72,916

Qtr 2 2016/17		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
50.0%	19:28	140
53.2%	18:31	141
84.0%	11:37	1,327
85.0%	11:22	1,243
65.2%	14:54	557
55.9%	17:20	556
82.3%	12:20	863
57.0%	17:02	186
84.4%	11:33	1,170
80.4%	12:22	2,405
40.8%	23:02	76
58.9%	16:09	475
63.3%	14:55	972
79.0%	12:15	3,045
60.3%	16:55	204
50.3%	18:09	173
45.5%	19:57	134
87.5%	11:12	1,868
64.0%	16:29	661
85.2%	11:14	1,900
39.2%	21:00	97
85.8%	11:17	1,372
79.4%	12:56	204
24.9%	20:52	177
75.3%	13:25	1,425
83.2%	11:29	2,117
75.5%	12:47	2,944
78.8%	11:52	868
34.4%	20:41	186
56.4%	19:59	110
80.3%	12:32	932
81.8%	11:19	225
73.5%	13:38	2,898
26.1%	20:32	142
83.8%	11:33	1,616
80.5%	12:15	1,499
68.9%	13:43	1,365
27.6%	24:07	98
53.5%	16:11	452
77.5%	12:56	1,003
34.1%	28:21	82
86.8%	11:14	938
86.1%	11:01	1,214
87.0%	10:30	2,416
69.3%	13:48	1,552
82.6%	11:59	742
55.3%	16:29	474
55.2%	17:08	393
83.0%	11:54	1,753
80.1%	13:01	1,274
49.7%	17:13	348
83.2%	11:54	2,093
74.8%	12:29	2,038
39.2%	20:07	199
36.0%	19:13	125
36.6%	19:49	172
55.4%	15:58	442
66.7%	15:31	138
87.9%	10:31	1,210
44.0%	18:02	84
40.5%	19:59	42
44.9%	19:02	325
64.0%	16:15	172
83.6%	11:41	929
40.7%	19:56	140
55.4%	16:46	314
74.2%	12:30	233
38.0%	23:18	71
73.4%	13:53	354
89.8%	10:11	361
51.9%	17:52	541
39.4%	21:58	33
89.0%	10:39	1,407
69.4%	13:51	2,150
83.8%	11:45	488
73.3%	13:28	1,860
89.5%	9:55	1,085
62.9%	15:05	1,596
28.3%	25:06	99
11.1%	54:14	9
42.3%	20:52	220
76.0%	13:00	67,942

Qtr 3 2016/17		
% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
44.1%	22:11	127
60.5%	16:43	129
87.0%	10:50	1,250
88.4%	10:20	1,155
61.6%	15:03	498
57.4%	16:15	533
86.1%	11:26	748
60.2%	15:53	161
86.8%	10:57	1,065
88.4%	10:31	2,146
48.9%	22:34	45
64.3%	14:33	431
63.0%	14:41	910
84.1%	11:28	2,693
61.0%	16:21	141
61.6%	16:38	159
37.6%	20:05	149
89.8%	10:22	1,682
59.1%	16:42	695
89.8%	10:16	1,798
54.8%	18:25	93
91.2%	10:09	1,210
76.3%	12:32	198
25.9%	21:44	143
75.2%	13:04	1,385
86.3%	10:45	1,843
79.3%	12:13	2,802
81.8%	11:24	831
43.9%	17:59	157
58.9%	18:30	73
86.2%	10:58	910
82.2%	11:28	236
81.5%	11:39	2,462
25.0%	20:45	104
90.1%	10:12	1,500
84.3%	11:24	1,333
74.4%	12:38	1,127
32.7%	22:43	107
61.9%	14:42	425
81.3%	12:00	884
38.7%	23:45	93
90.5%	9:48	844
91.4%	10:08	1,145
89.3%	9:37	2,385
78.4%	11:54	1,372
83.5%	11:18	666
62.9%	15:00	412
57.7%	17:12	359
86.7%	11:14	1,573
82.9%	12:00	1,127
62.0%	14:27	305
89.2%	10:35	1,832
77.5%	11:56	1,951
53.1%	15:54	160
42.1%	17:40	133
34.6%	21:47	191
62.9%	14:35	399
59.2%	15:47	125
89.9%	10:11	1,181
50.5%	16:57	91
27.5%	18:50	51
50.2%	19:23	301
65.9%	15:21	135
86.9%	10:40	825
34.1%	20:41	138
56.1%	15:34	303
73.3%	13:34	210
24.6%	27:30	61
75.3%	13:10	328
90.3%	9:55	350
49.8%	18:18	546
47.2%	20:06	36
90.4%	10:01	1,308
77.6%	12:22	1,899
84.6%	10:56	455
81.3%	11:59	1,616
90.7%	9:23	1,111
67.5%	13:56	1,499
30.6%	23:47	72
9.1%	56:03	11
55.7%	17:06	183
80.0%	12:02	62,120

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
81.6%	11:42	702
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
81.1%	11:50	65,437

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
87.4%	10:52	1,505
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
86.5%	11:03	1,389
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%	10:30	2,020
51.4%	19:49	105
87.8%	10:58	1,508



Ambulance Victoria

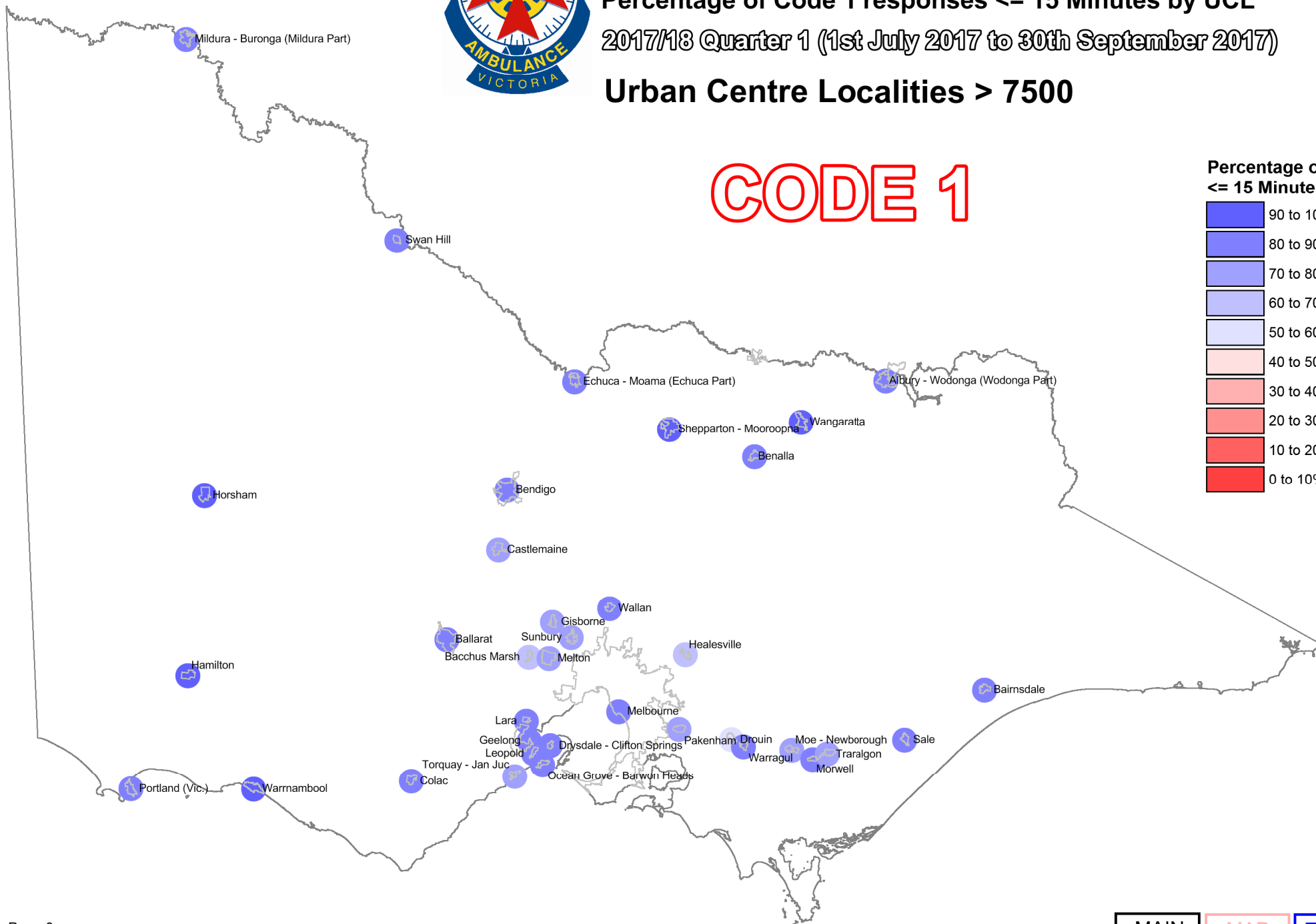
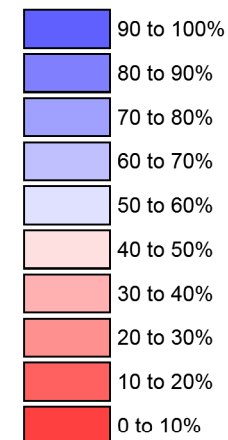
Percentage of Code 1 responses ≤ 15 Minutes by UCL

2017/18 Quarter 1 (1st July 2017 to 30th September 2017)

Urban Centre Localities > 7500

CODE 1

Percentage of responses
 ≤ 15 Minutes





Ambulance Victoria

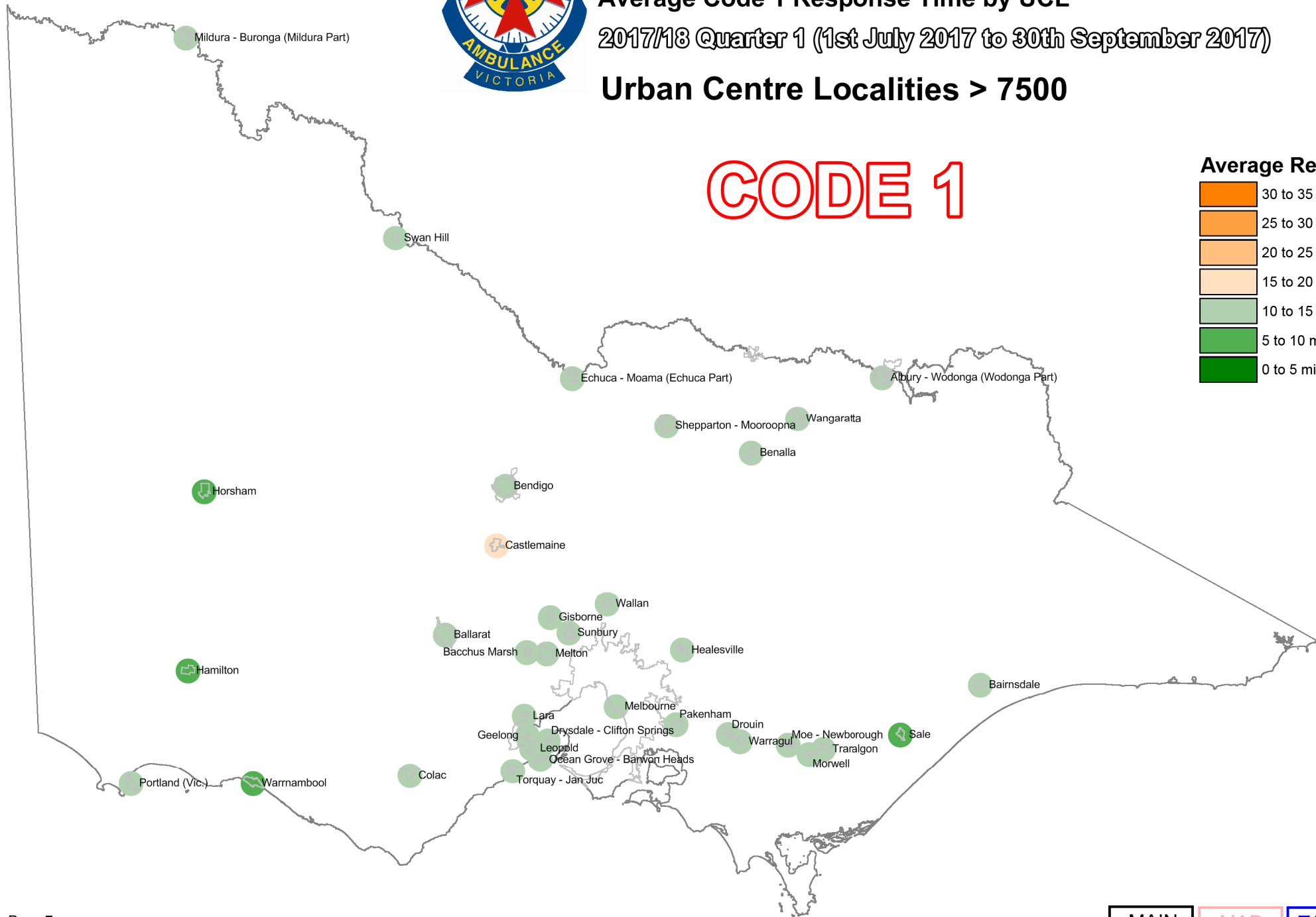
Average Code 1 Response Time by UCL

2017/18 Quarter 1 (1st July 2017 to 30th September 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%	10:56	538
Bacchus Marsh	67.2%	14:36	201
Bairnsdale	73.2%	13:32	265
Ballarat	85.4%	11:23	1,336
Benalla	69.3%	13:55	140
Bendigo	78.8%	12:37	1,339
Castlemaine	64.4%	16:30	149
Colac	78.3%	14:38	129
Drouin	50.3%	18:42	159
Drysdale - Clifton Springs	65.9%	13:57	132
Echuca - Moama (Echuca Part)	82.3%	11:40	226
Geelong	82.5%	11:48	2,413
Gisborne	65.7%	14:00	99
Hamilton	85.4%	12:47	89
Healesville	61.7%	15:28	154
Horsham	88.1%	10:06	253
Lara	74.4%	13:15	129
Leopold	82.1%	11:33	112
Melbourne	82.2%	11:47	48,743
Melton	71.4%	13:00	938
Mildura - Buronga (Mildura Part)	92.0%	9:43	626
Moe - Newborough	61.2%	14:13	394
Morwell	86.4%	11:28	404
Ocean Grove - Barwon Heads	66.7%	14:49	171
Pakenham	79.0%	12:29	542
Portland (Vic.)	88.4%	10:27	112
Sale	88.5%	9:37	183
Shepparton - Mooropna	89.6%	10:12	733
Sunbury	75.7%	12:43	449
Swan Hill	92.3%	9:30	143
Torquay - Jan Juc	69.3%	13:19	150
Traralgon	65.7%	14:54	411
Wallan	72.3%	12:18	112
Wangaratta	91.1%	10:46	270
Warragul	78.8%	13:30	212
Warrnambool	90.9%	10:02	342
Total UCLs > 7500	81.6%	11:52	62,798

Qtr 1 2016/17

Qtr 2 2016/17

Qtr 3 2016/17

Qtr 4 2016/17

Qtr 1 2017/18

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	88.2%	11:12	449
	64.3%	14:58	182
	84.9%	11:54	251
	85.5%	11:20	1,266
	64.3%	15:34	154
	80.7%	12:34	1,257
	61.4%	16:52	114
	70.7%	15:03	99
	54.2%	16:52	142
	61.2%	15:53	121
	81.1%	12:01	185
	83.1%	11:37	2,122
	52.2%	15:13	90
	85.3%	12:48	109
	67.8%	14:29	146
	90.2%	9:47	194
	74.6%	14:13	114
	70.2%	13:17	114
	81.5%	11:58	45,154
	71.2%	13:14	810
	91.6%	10:01	521
	68.0%	13:19	369
	80.9%	11:50	382
	65.3%	14:23	144
	78.1%	12:50	511
	88.6%	9:53	123
	84.0%	10:17	162
	89.4%	10:32	677
	71.0%	14:24	472
	92.9%	8:47	140
	66.0%	14:44	159
	69.1%	13:57	414
	68.0%	13:30	103
	86.7%	11:10	271
	80.9%	13:08	183
	90.8%	10:02	346
	81.1%	12:02	58,050

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	88.8%	10:25	418
	78.3%	11:44	161
	80.4%	12:27	230
	88.7%	10:30	1,180
	71.7%	14:23	113
	81.5%	12:05	1,192
	71.2%	13:54	104
	87.1%	11:46	85
	61.1%	15:22	144
	72.7%	12:39	110
	80.8%	11:11	182
	87.1%	11:08	1,965
	74.7%	12:29	79
	89.2%	10:33	83
	77.1%	12:35	131
	91.9%	9:40	197
	77.3%	12:50	97
	80.4%	11:37	107
	86.2%	10:52	41,067
	77.7%	11:46	732
	95.3%	8:58	443
	77.1%	11:42	293
	87.2%	10:22	337
	72.5%	13:48	142
	78.8%	12:37	438
	87.4%	10:29	119
	84.6%	11:06	162
	92.2%	9:46	651
	85.0%	10:41	367
	88.5%	10:23	122
	68.7%	13:17	150
	74.0%	12:43	312
	75.9%	11:56	79
	88.1%	10:35	260
	82.2%	11:54	180
	91.2%	9:46	330
	85.7%	10:58	52,762

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	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
	93.4%	9:25	485
	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	55,941

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	89.2%	10:45	473
	65.8%	14:47	225
	81.8%	12:10	275
	88.7%	10:40	1,431
	88.6%	11:28	140
	83.7%	11:25	1,326
	70.2%	16:56	124
	85.3%	12:50	136
	57.2%	14:55	159
	81.6%	12:18	141
	81.5%	11:53	189
	86.8%	11:03	2,326
	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
	84.8%	11:17	48,700
	73.3%	12:45	1,021
	88.6%	10:05	578
	77.8%	11:45	428
	86.9%	10:14	466
	84.6%	11:22	175
	77.8%	12:21	609
	82.9%	11:20	117
	88.9%	9:25	162
	90.3%	10:09	724
	71.4%	12:50	444
	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
	83.7%	12:07	227
	93.9%	9:24	361
	84.5%	11:18	63,012

MAIN

MAP
≤ 15 MinutesMAP
Average

TABLE

CHART

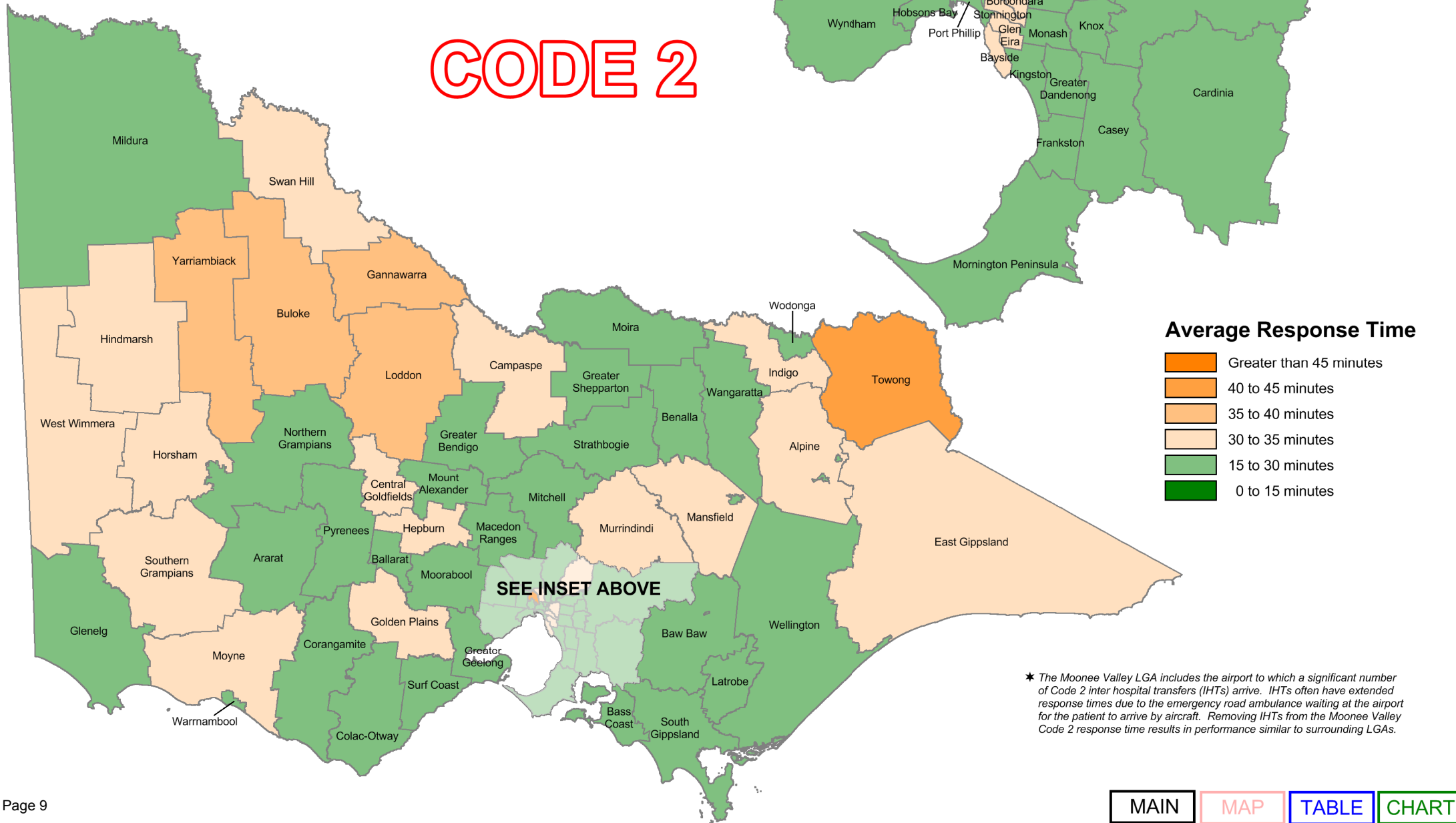


Ambulance Victoria

Average Code 2 Response Time by LGA

2017/18 Quarter 1 (1st July 2017 to 30th September 2017)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 1 2016/17		Qtr 2 2016/17		Qtr 3 2016/17		Qtr 4 2016/17		Qtr 1 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	36:42	138	37:30	153	32:30	169	32:46	168	32:51	150
Ararat	37:58	121	33:33	130	34:17	133	29:37	164	27:10	171
Ballarat	22:29	901	24:01	977	21:01	970	21:37	1,060	23:26	1,059
Banyule	26:23	847	28:56	928	23:55	959	25:30	1,013	28:05	1,032
Bass Coast	30:10	422	28:17	477	26:49	479	27:59	392	25:47	423
Baw Baw	31:01	381	31:35	452	26:57	412	29:14	471	28:01	516
Bayside	29:44	634	33:21	679	27:23	679	29:08	713	33:13	774
Benalla	31:24	159	30:21	193	28:32	168	23:34	190	25:38	173
Boroondara	25:11	888	27:50	961	24:33	1,043	24:32	970	30:51	1,045
Brimbank	26:43	1,388	27:58	1,429	23:03	1,467	23:16	1,577	28:19	1,688
Buloke	40:28	60	38:28	70	45:50	49	42:39	60	38:32	69
Campaspe	30:59	400	27:47	387	26:33	352	29:38	444	30:20	392
Cardinia	24:12	572	27:02	626	24:42	642	24:10	692	27:42	723
Casey	22:36	1,924	24:21	1,989	22:20	2,014	22:44	2,073	27:13	2,209
Central Goldfields	26:59	200	28:52	218	28:30	177	26:46	201	32:50	196
Colac-Otway	31:13	169	26:36	183	26:20	182	25:47	240	25:28	212
Corangamite	27:46	128	30:21	148	29:09	137	27:44	179	28:45	149
Darebin	27:19	1,131	28:45	1,251	24:33	1,322	24:31	1,386	29:22	1,479
East Gippsland	36:52	508	32:59	614	33:11	567	32:22	593	33:07	601
Frankston	20:40	1,407	23:16	1,509	20:42	1,506	21:02	1,469	24:03	1,631
Gannawarra	33:55	88	28:19	88	34:41	98	31:44	126	37:33	133
Glen Eira	27:57	858	29:29	955	26:50	938	27:10	1,035	32:50	1,085
Glenelg	24:57	173	29:22	204	26:09	220	24:56	207	26:27	221
Golden Plains	29:43	83	33:06	102	27:58	70	28:16	104	33:23	102
Greater Bendigo	28:57	896	28:23	1,010	25:32	1,019	25:22	1,053	26:35	1,136
Greater Dandenong	24:27	1,327	26:24	1,466	23:13	1,496	23:30	1,475	27:47	1,591
Greater Geelong	26:23	1,978	27:16	2,238	24:35	2,297	23:39	2,338	24:10	2,351
Greater Shepparton	24:38	717	25:50	671	24:06	667	25:04	723	23:43	766
Hepburn	33:35	140	32:31	181	31:02	143	28:37	144	33:07	135
Hindmarsh	33:27	75	30:40	64	32:14	83	30:18	70	30:35	82
Hobsons Bay	28:06	632	29:33	727	24:41	644	23:06	703	27:11	734
Horsham	26:06	225	27:49	239	32:10	285	26:41	276	30:33	283
Hume	28:58	1,498	29:58	1,669	24:31	1,708	23:44	1,820	27:15	1,861
Indigo	28:21	77	36:16	96	36:23	99	30:04	105	30:24	112
Kingston	24:41	1,026	28:14	1,267	24:46	1,169	25:12	1,211	28:39	1,311
Knox	22:07	1,098	25:37	1,105	22:10	1,140	21:32	1,205	24:09	1,210
Latrobe	29:29	865	29:54	947	25:50	977	23:52	985	26:26	1,048
Loddon	36:18	60	41:12	70	39:21	65	39:04	74	35:15	94
Macedon Ranges	24:37	408	25:58	460	24:00	409	23:57	437	25:13	475
Manningham	26:46	634	29:40	704	26:29	636	26:52	711	29:53	768
Mansfield	35:51	101	33:13	98	36:44	104	34:55	126	33:41	106
Maribyrnong	26:59	596	28:21	620	24:00	687	22:50	670	27:14	684
Maroondah	24:14	897	25:00	991	22:00	1,018	23:29	1,105	25:51	1,081
Melbourne	25:04	1,623	25:42	1,970	23:01	2,010	23:12	2,098	27:16	2,161
Melton	26:49	828	28:44	987	23:29	917	22:31	995	27:14	1,111
Mildura	27:20	593	28:45	642	31:00	566	32:19	608	29:49	673
Mitchell	26:48	455	28:55	454	25:11	471	25:59	521	24:12	499
Moir	28:18	363	31:02	424	27:13	394	28:29	350	27:24	408
Monash	26:05	1,187	27:22	1,338	24:46	1,290	25:09	1,342	29:03	1,378
* Moonee Valley	61:21	1,127	61:48	1,305	56:58	1,217	54:26	1,262	58:05	1,395
Moorabool	30:43	285	27:25	309	25:56	311	24:56	311	28:30	369
Moreland	30:03	1,275	32:12	1,289	25:33	1,383	25:10	1,463	30:06	1,450
Mornington Peninsula	23:08	1,437	24:29	1,529	23:02	1,720	21:47	1,662	24:14	1,598
Mount Alexander	32:42	166	34:01	168	27:51	135	31:06	177	28:02	185
Moyne	29:52	85	32:08	113	28:54	117	30:41	112	34:23	119
Murrindindi	30:22	143	33:34	164	38:37	132	33:46	183	33:59	162
Nillumbik	32:30	295	33:04	277	29:21	314	28:36	315	33:15	330
Northern Grampians	33:26	156	31:41	178	25:04	172	28:14	146	26:40	172
Port Phillip	25:38	763	28:40	869	24:53	1,000	24:24	931	29:48	906
Pyrenees	27:57	72	30:04	63	25:04	68	30:50	79	29:21	70
Queenscliffe	28:04	37	32:36	73	24:43	44	28:52	42	25:07	42
South Gippsland	32:49	232	33:07	293	29:11	267	29:48	275	28:09	251
Southern Grampians	29:56	151	30:15	139	28:14	139	28:26	137	32:20	137
Stonnington	27:52	627	28:59	701	27:00	741	26:02	765	31:54	774
Strathbogie	33:26	125	32:15	143	28:46	117	30:06	141	25:33	134
Surf Coast	26:07	189	28:04	246	28:18	272	25:11	203	25:02	203
Swan Hill	30:22	223	28:57	235	31:28	269	29:46	275	30:17	213
Towong	35:07	66	36:54	74	40:16	79	34:19	69	41:06	71
Wangaratta	29:16	257	31:18	334	28:51	311	26:15	322	26:51	333
Warrnambool	23:12	261	24:56	294	22:27	311	21:43	306	24:07	308
Wellington	29:05	336	33:21	414	33:22	418	30:36	409	29:09	434
West Wimmera	38:08	40	31:58	51	29:40	40	37:46	40	34:53	28
Whitehorse	24:57	1,062	25:23	1,170	22:46	1,090	23:18	1,218	26:28	1,233
Whittlesea	29:07	1,187	29:52	1,293	25:37	1,345	24:29	1,350	29:22	1,487
Wodonga	26:04	353	27:40	365	25:15	371	25:23	357	26:11	369
Wyndham	27:17	1,168	28:06	1,116	23:29	1,199	22:26	1,356	27:39	1,415
Yarra	25:22	616	26:17	720	23:40	828	25:01	766	27:28	759
Yarra Ranges	24:57	982	27:50	1,127	23:59	1,089	23:42	1,192	26:47	1,201
Yarriambiack	41:38	82	35:06	93	34:16	77	39:06	76	36:47	66
Unincorporated	18:07	256	69:17	6	51:05	12	37:06	26	20:02	289
Interstate LGAs	34:34	111	36:12	132	31:53	142	29:20	128	30:36	131
Total AV	27:32	46,044	28:59	50,444	25:47	50,777	25:33	52,766	28:30	54,925



Ambulance Victoria

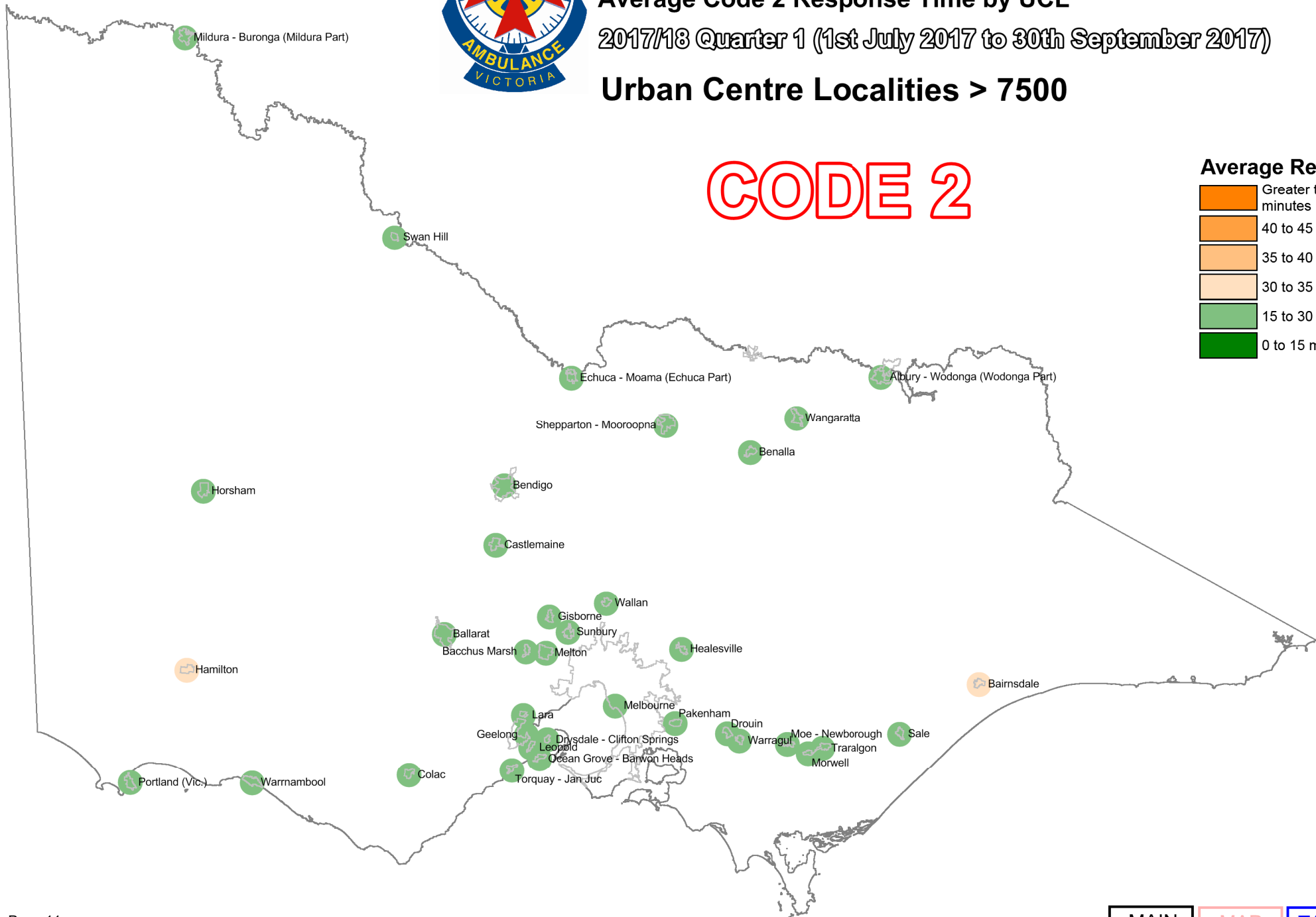
Average Code 2 Response Time by UCL

2017/18 Quarter 1 (1st July 2017 to 30th September 2017)

Urban Centre Localities > 7500

CODE 2

Average Response Time





UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	25:15	324
Bacchus Marsh	30:29	199
Bairnsdale	37:00	188
Ballarat	21:56	866
Benalla	31:17	137
Bendigo	28:39	802
Castlemaine	29:31	114
Colac	32:31	141
Drouin	25:52	72
Drysdale - Clifton Springs	25:27	94
Echuca - Moama (Echuca Part)	33:48	207
Geelong	24:38	1,390
Gisborne	25:37	80
Hamilton	27:07	106
Healesville	28:23	97
Horsham	22:47	199
Lara	22:15	80
Leopold	22:14	62
Melbourne	27:06	29,461
Melton	25:54	496
Mildura - Buronga (Mildura Part)	24:00	437
Moe - Newborough	25:11	230
Morwell	29:03	227
Ocean Grove - Barwon Heads	24:12	110
Pakenham	22:12	295
Portland (Vic.)	23:21	116
Sale	25:25	126
Shepparton - Mooropna	23:40	590
Sunbury	23:24	266
Swan Hill	32:17	122
Torquay - Jan Juc	25:26	96
Traralgon	30:40	287
Wallan	19:33	73
Wangaratta	25:44	206
Warragul	31:51	197
Warrnambool	23:13	250
Total UCLs > 7500	26:50	38,743

Qtr 1 2016/17

Qtr 2 2016/17

Qtr 3 2016/17

Qtr 4 2016/17

Qtr 1 2017/18

Average Response Time Minutes	Total Number of First Responses
26:54	339
26:43	206
31:35	228
23:58	945
29:39	164
27:33	863
31:50	117
27:04	140
31:54	93
26:40	77
28:00	189
25:38	1,566
25:59	101
25:06	93
23:25	93
23:46	203
26:31	85
24:12	83
28:56	32,187
26:37	567
26:51	469
24:09	245
27:13	246
25:17	119
25:22	345
28:52	125
27:05	159
25:12	542
28:16	293
27:47	131
29:55	107
33:48	347
21:33	48
29:49	280
30:30	225
24:45	285
28:25	42,305

	Average Response Time Minutes	Total Number of First Responses
	25:22	347
	25:38	205
	31:07	208
	20:43	931
	26:24	142
	24:48	913
	25:21	105
	24:39	122
	27:40	95
	22:07	98
	26:18	182
	23:01	1,625
	23:04	93
	22:45	98
	21:46	100
	27:25	252
	23:53	74
	20:53	82
	25:09	32,777
	22:12	549
	26:47	406
	22:48	247
	23:25	271
	21:37	126
	23:10	371
	22:26	142
	22:38	158
	23:23	555
	21:27	349
	32:00	152
	23:44	100
	28:54	320
	19:03	69
	26:17	250
	24:05	193
	22:44	295
	24:53	43,002

	Average Response Time Minutes	Total Number of First Responses
	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
29:53	259
32:24	253
22:51	1,002
24:42	154
25:42	1,003
27:12	135
22:02	145
29:21	108
21:08	97
29:47	199
23:08	1,659
23:58	106
30:46	97
25:08	116
24:39	243
21:31	111
20:09	70
29:10	35,301
25:53	639
26:46	476
25:43	279
23:10	295
22:19	115
26:27	401
25:50	143
21:48	160
23:25	598
25:13	338
24:44	128
19:44	87
28:42	325
18:18	90
23:32	259
25:10	237
23:51	301
28:08	46,253

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	<p>Code 1 incidents require urgent paramedic and hospital care, based on information available at time of call.</p>
Code 2 incident	<p>Code 2 incidents are acute and time sensitive, but do not require a lights and sirens response.</p>
% <= 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. 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	<p>This is the total number of first arrivals within the reported time period.</p>
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	<p>Incidents responded to by AV resources outside the Victorian LGA Boundaries</p>