



Ambulance Victoria's Performance

2017/18 Quarter 2 (1st October 2017 to 31st December 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).

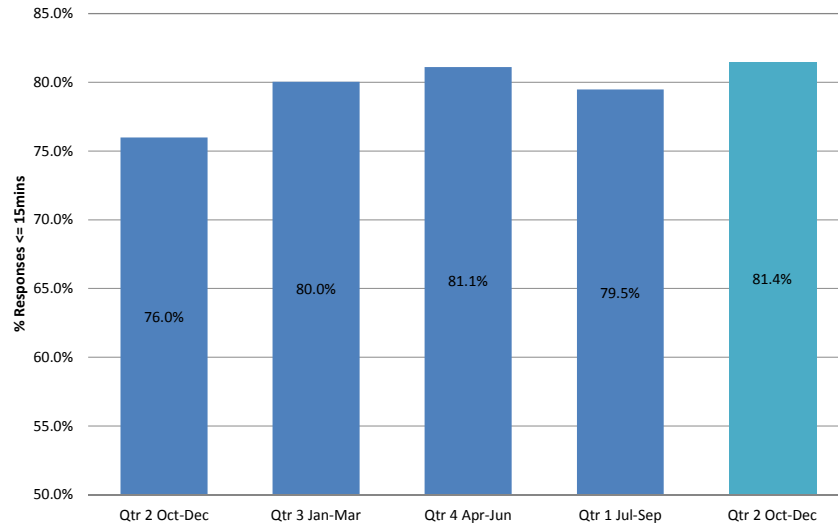
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

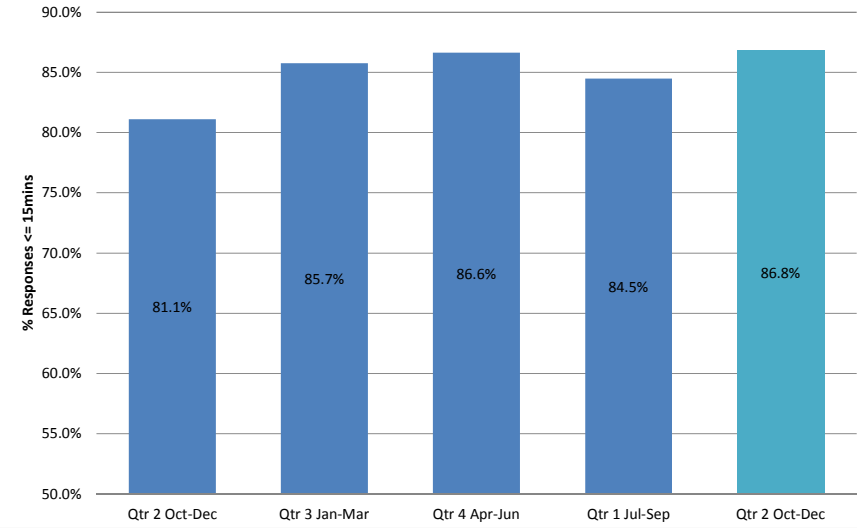
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

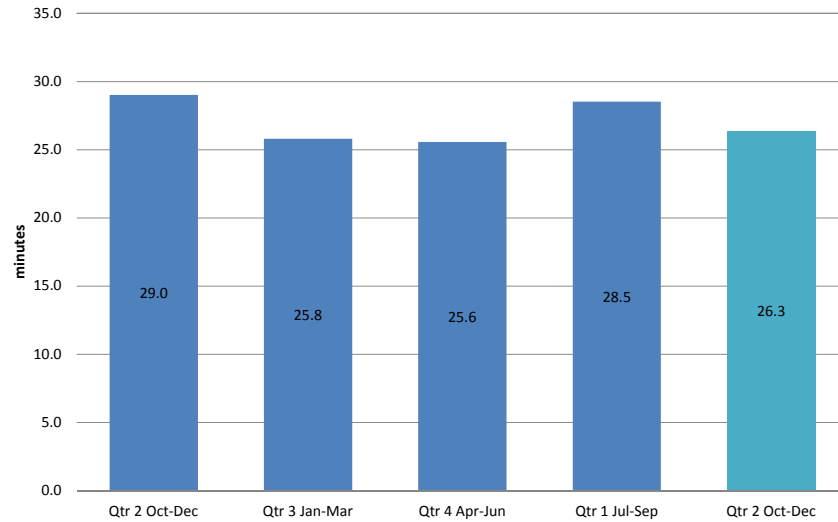
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

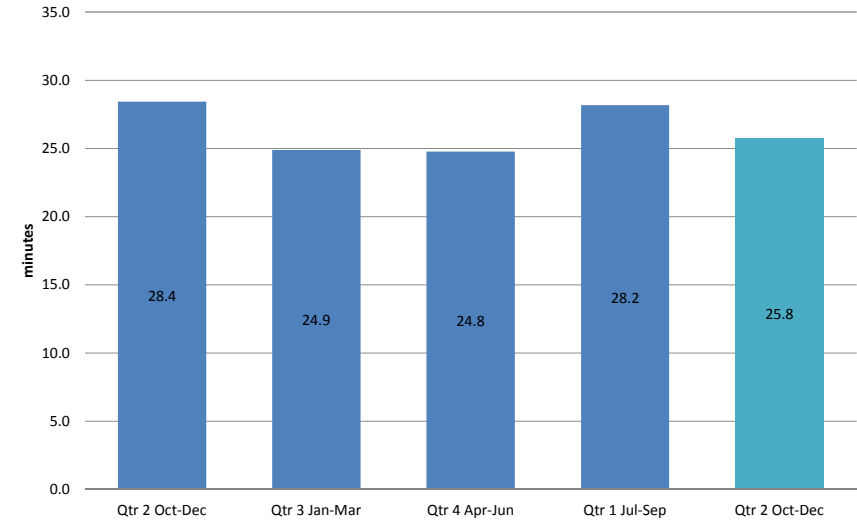
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

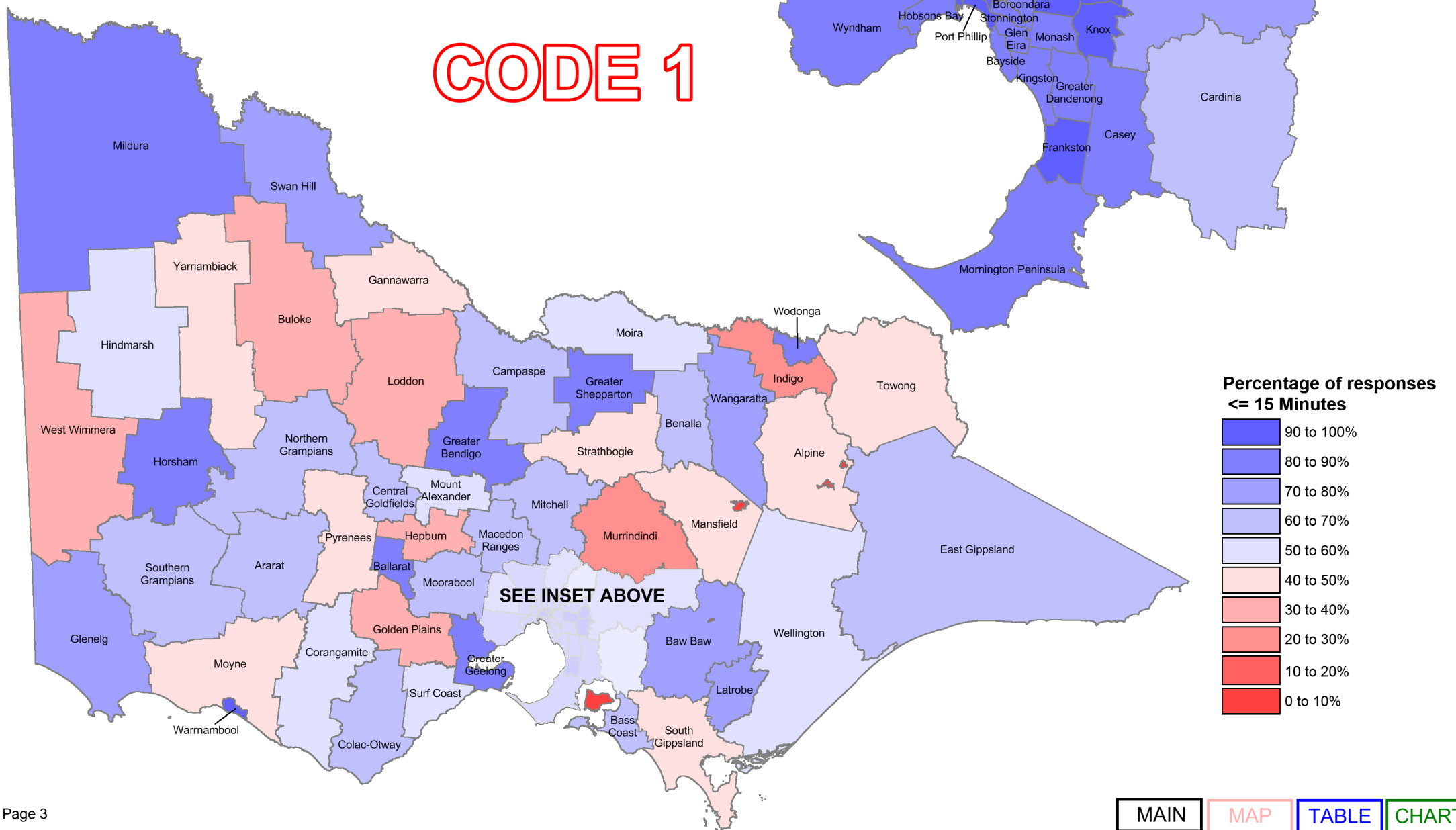
TABLE

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2017/18 Quarter 2 (1st October 2017 to 31st December 2017)

CODE 1

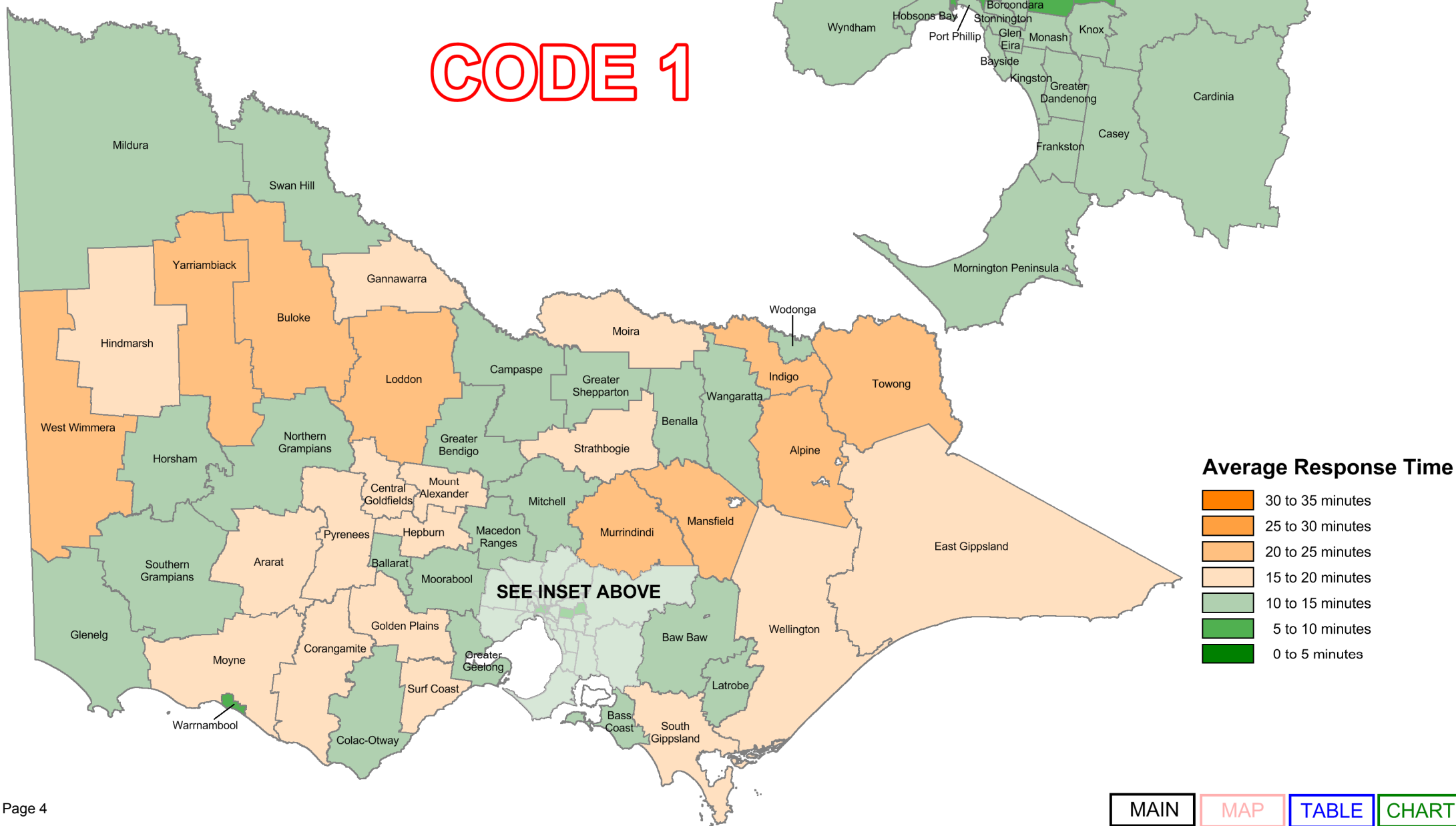


Ambulance Victoria

Average Code 1 Response Time by LGA

2017/18 Quarter 2 (1st October 2017 to 31st December 2017)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 2 2016/17			Qtr 3 2016/17			Qtr 4 2016/17			Qtr 1 2017/18			Qtr 2 2017/18		
	% 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	50.0%	19:28	140	44.1%	22:11	127	48.6%	21:10	142	45.3%	21:55	139	48.1%	21:24	158
Ararat	53.2%	18:31	141	60.5%	16:43	129	62.2%	17:10	143	68.2%	14:10	151	64.3%	16:09	157
Ballarat	84.0%	11:37	1,327	87.0%	10:50	1,250	88.8%	10:30	1,326	87.5%	10:52	1,507	87.9%	10:28	1,379
Banyule	85.0%	11:22	1,243	88.4%	10:20	1,155	90.9%	10:18	1,311	87.0%	11:00	1,408	88.5%	10:37	1,234
Bass Coast	65.2%	14:54	557	61.6%	15:03	498	65.3%	13:58	467	62.6%	14:27	554	66.7%	14:07	508
Baw Baw	55.9%	17:20	556	57.4%	16:15	533	60.5%	15:17	562	58.3%	15:31	645	70.5%	14:15	617
Bayside	82.3%	12:20	863	86.1%	11:26	748	85.4%	11:25	859	85.3%	11:26	921	87.9%	11:09	848
Benalla	57.0%	17:02	186	60.2%	15:53	161	69.3%	13:59	163	72.8%	13:50	184	66.5%	13:55	179
Boroondara	84.4%	11:33	1,170	86.8%	10:57	1,065	87.5%	11:01	1,179	86.6%	11:03	1,391	89.2%	10:40	1,240
Brimbank	80.4%	12:22	2,405	88.4%	10:31	2,146	88.8%	10:20	2,170	85.3%	11:10	2,551	87.4%	10:39	2,399
Buloke	40.8%	23:02	76	48.9%	22:34	45	39.7%	25:51	58	40.5%	23:26	74	36.5%	24:09	74
Campaspe	58.9%	16:09	475	64.3%	14:33	431	63.3%	15:26	471	65.8%	14:45	474	67.0%	14:14	460
Cardinia	63.3%	14:55	972	63.0%	14:41	910	67.9%	13:46	944	64.1%	14:24	1,138	62.7%	14:19	1,082
Casey	79.0%	12:15	3,045	84.1%	11:28	2,693	82.8%	11:33	2,983	81.0%	11:57	3,351	83.0%	11:35	3,133
Central Goldfields	60.3%	16:55	204	61.0%	16:21	141	60.8%	15:34	166	61.8%	16:15	207	63.2%	15:16	201
Colac-Otway	50.3%	18:09	173	61.6%	16:38	159	66.7%	14:47	168	66.7%	15:47	210	67.7%	14:47	217
Corangamite	45.5%	19:57	134	37.6%	20:05	149	43.8%	21:07	162	40.3%	21:08	154	51.8%	17:34	170
Darebin	87.5%	11:12	1,868	89.8%	10:22	1,682	89.6%	10:28	1,761	87.2%	11:02	2,053	87.9%	10:35	1,940
East Gippsland	64.0%	16:29	661	59.1%	16:42	695	61.4%	16:01	650	61.7%	16:29	778	63.0%	15:45	705
Frankston	85.2%	11:14	1,900	89.8%	10:16	1,798	88.4%	10:29	1,762	88.8%	10:31	2,021	90.1%	10:02	1,909
Gannawarra	39.2%	21:00	97	54.8%	18:25	93	58.1%	19:02	74	51.4%	19:49	105	49.4%	19:20	89
Glen Eira	85.8%	11:17	1,372	91.2%	10:09	1,210	90.7%	10:15	1,311	87.7%	10:58	1,509	89.6%	10:26	1,245
Glenelg	79.4%	12:56	204	76.3%	12:32	198	72.0%	13:25	200	69.0%	14:04	210	76.9%	12:26	186
Golden Plains	24.9%	20:52	177	25.9%	21:44	143	35.8%	19:32	162	38.9%	17:57	167	38.4%	18:00	190
Greater Bendigo	75.3%	13:25	1,425	75.2%	13:04	1,385	80.4%	12:08	1,471	77.5%	12:29	1,522	80.0%	12:07	1,461
Greater Dandenong	83.2%	11:29	2,117	86.3%	10:45	1,843	87.3%	10:42	1,999	84.7%	11:20	2,205	88.1%	10:45	2,022
Greater Geelong	75.5%	12:47	2,944	79.3%	12:13	2,802	82.1%	11:36	3,099	82.2%	11:40	3,342	85.0%	11:03	3,229
Greater Shepparton	78.8%	11:52	868	81.8%	11:24	831	80.6%	11:32	835	82.1%	11:32	936	85.3%	10:37	998
Hepburn	34.4%	20:41	186	43.9%	17:59	157	41.9%	17:45	148	31.6%	20:01	155	36.0%	19:01	200
Hindmarsh	56.4%	19:59	110	58.9%	18:30	73	40.2%	22:03	82	45.0%	22:20	80	55.9%	19:46	68
Hobsons Bay	80.3%	12:32	932	86.2%	10:58	910	87.1%	10:43	951	85.5%	11:18	1,058	83.6%	11:38	931
Horsham	81.8%	11:19	225	82.2%	11:28	236	82.4%	11:13	245	83.5%	10:50	279	85.7%	10:56	245
Hume	73.5%	13:38	2,898	81.5%	11:39	2,462	82.2%	11:38	2,702	78.7%	12:16	3,038	83.8%	11:22	2,971
Indigo	26.1%	20:32	142	25.0%	20:45	104	21.8%	23:07	110	32.5%	21:00	157	28.8%	20:48	139
Kingston	83.8%	11:33	1,616	90.1%	10:12	1,500	89.1%	10:17	1,609	88.0%	10:48	1,780	88.4%	10:28	1,702
Knox	80.5%	12:15	1,499	84.3%	11:24	1,333	87.2%	10:55	1,489	86.1%	11:03	1,621	90.7%	10:00	1,596
Latrobe	68.9%	13:43	1,365	74.4%	12:38	1,127	77.8%	11:59	1,247	77.2%	12:06	1,569	79.3%	11:34	1,365
Loddon	27.6%	24:07	98	32.7%	22:43	107	19.8%	25:46	96	29.4%	23:56	102	30.5%	21:40	128
Macedon Ranges	53.5%	16:11	452	61.9%	14:42	425	63.4%	14:28	459	61.1%	14:22	496	62.6%	14:36	470
Manningham	77.5%	12:56	1,003	81.3%	12:00	884	83.7%	11:59	955	80.8%	12:28	1,206	82.8%	11:53	1,026
Mansfield	34.1%	28:21	82	38.7%	23:45	93	37.6%	25:43	85	44.0%	20:55	91	45.7%	21:34	81
Maribyrnong	86.8%	11:14	938	90.5%	9:48	844	89.8%	10:10	866	88.2%	10:31	986	89.0%	10:01	927
Maroondah	86.1%	11:01	1,214	91.4%	10:08	1,145	90.0%	10:09	1,285	86.9%	10:43	1,354	91.5%	9:46	1,202
Melbourne	87.0%	10:30	2,416	89.3%	9:37	2,385	90.4%	9:20	2,271	89.2%	9:47	2,323	90.0%	9:31	2,564
Melton	69.3%	13:48	1,552	78.4%	11:54	1,373	80.4%	11:36	1,442	74.4%	12:47	1,857	78.4%	11:51	1,560
Mildura	82.6%	11:59	742	83.5%	11:18	666	81.5%	11:42	703	81.5%	11:45	826	82.6%	11:13	778
Mitchell	55.3%	16:29	474	62.9%	15:00	412	57.7%	15:39	478	62.6%	14:29	500	62.7%	14:15	517
Moira	55.2%	17:08	393	57.7%	17:12	359	61.2%	15:54	379	58.2%	16:17	402	58.9%	15:49	421
Monash	83.0%	11:54	1,753	86.7%	11:14	1,573	88.0%	10:48	1,649	85.1%	11:38	1,861	87.4%	10:55	1,745
Moonee Valley	80.1%	13:01	1,274	82.9%	12:00	1,127	85.3%	11:27	1,229	83.5%	12:00	1,395	84.2%	11:38	1,322
Moorabool	49.7%	17:13	348	62.0%	14:27	305	55.7%	14:07	289	57.3%	16:01	384	62.7%	14:24	357
Moreland	83.2%	11:54	2,093	89.2%	10:35	1,832	89.0%	10:41	1,957	86.7%	11:08	2,250	88.2%	10:38	2,194
Mornington Peninsula	74.8%	12:29	2,038	77.5%	11:56	1,951	79.1%	11:43	1,919	77.4%	12:19	2,163	80.2%	11:24	2,125
Mount Alexander	39.2%	20:07	199	53.1%	15:54	160	49.4%	17:00	174	46.3%	19:55	218	53.8%	16:25	208
Moyne	36.0%	19:13	125	42.1%	17:40	133	46.1%	17:32	128	44.4%	17:01	126	41.0%	18:38	144
Murrindindi	36.6%	19:49	172	34.6%	21:47	191	37.2%	22:19	183	31.8%	21:54	173	29.8%	23:28	181
Nillumbik	55.4%	15:58	442	62.9%	14:35	399	55.8%	15:27	457	59.6%	15:34	456	62.3%	14:48	488
Northern Grampians	66.7%	15:31	138	59.2%	15:47	125	56.3%	15:25	135	68.3%	14:21	142	67.7%	14:50	164
Port Phillip	87.9%	10:31	1,210	89.9%	10:11	1,181	89.5%	10:02	1,148	87.6%	10:27	1,161	90.2%	10:03	1,282
Pyrenees	44.0%	18:02	84	50.5%	16:57	91	39.1%	20:11	87	39.2%	19:44	97	42.3%	19:05	111
Queenscliffe	40.5%	19:59	42	27.5%	18:50	51	44.1%	16:47	34	53.7%	15:06	41	47.1%	15:44	34
South Gippsland	44.9%	19:02	325	50.2%	19:23	301	47.7%	19:15	327	57.7%	15:28	345	48.9%	18:51	366
Southern Grampians	64.0%	16:15	172	65.9%	15:21	135	71.2%	13:35	146	75.5%	13:32	159	68.2%	14:33	151
Stonnington	83.6%	11:41	929	86.9%	10:40	825	85.1%	11:07	940	85.9%	11:18	1,020	86.8%	11:13	988
Strathbogie	40.7%	19:56	140	34.1%	20:41	138	36.6%	20:02	134	40.9%	20:21	164	40.9%	18:36	164
Surf Coast	55.4%	16:46	314	56.1%	15:34	303	65.1%	14:40	275	64.2%	14:44	288	58.1%	15:59	308
Swan Hill	74.2%	12:30	233	73.3%	13:34	210	71.1%	14:28	197	75.8%	13:15	231	72.4%	13:21	225
Towong	38.0%	23:18	71	24.6%	27:30	61	32.0%	23:02	50	43.8%	22:46	64	40.0%	22:31	60
Wangaratta	73.4%	13:53	354	75.3%	13:10	328	75.6%	12:41	303	78.0%	12:39	386	78.6%	11:57	341
Warrnambool	89.8%	10:11	361	90.3%	9:55	350	90.7%	10:09	322	92.7%	9:34	382	92.0%	9:39	387
Wellington	51.9%	17:52	541	49.8%	18:18	546	54.5%	17:32	492	56.2%	16:53	536	58.6%	16:27	524
West Wimmera	39.4%	21:58	33	47.2%	20:06	36	33.3%	22:16	39	45.2%	23:23	31	37.5%	20:27	32
Whitehorse	89.0%	10:39	1,407	90.4%	10:01	1,308	90.6%	9:46	1,545	90.1%	10:19	1,639	92.1%	9:40	1,505
Whittlesea	69.4%	13:51	2,150	77.6%	12:22	1,899	79.0%	11:57	2,038	75.5%	12:47	2,364	78.5%	12:23	2,132
Wodonga	83.8%	11:45	488	84.6%	10:56	455	84.5%	11:12	439	84.9%	11:20	518	89.0%	10:08	437
Wyndham	73.3%	13:28	1,860	81.3%	11:59	1,616	84.4%	11:22	1,681	79.7%	12:29	2,060	83.2%	11:20	1,968
Yarra	89.5%	9:55	1,085	90.7%	9:23	1,111	92.6%	9:15	1,035	90.7%	9:36	1,136	90.2%	9:35	1,268
Yarra Ranges	62.9%	15:05	1,596	67.5%	13:56	1,499	70.0%	13:33	1,587	67.8%	13:55	1,797	73.9%	12:41	1,618
Yarriambiack	28.3%	25:06	99	30.6%	23:47	72	44.4%	21:28	72	34.3%	24:57	102	41.3%	22:18	92



Ambulance Victoria

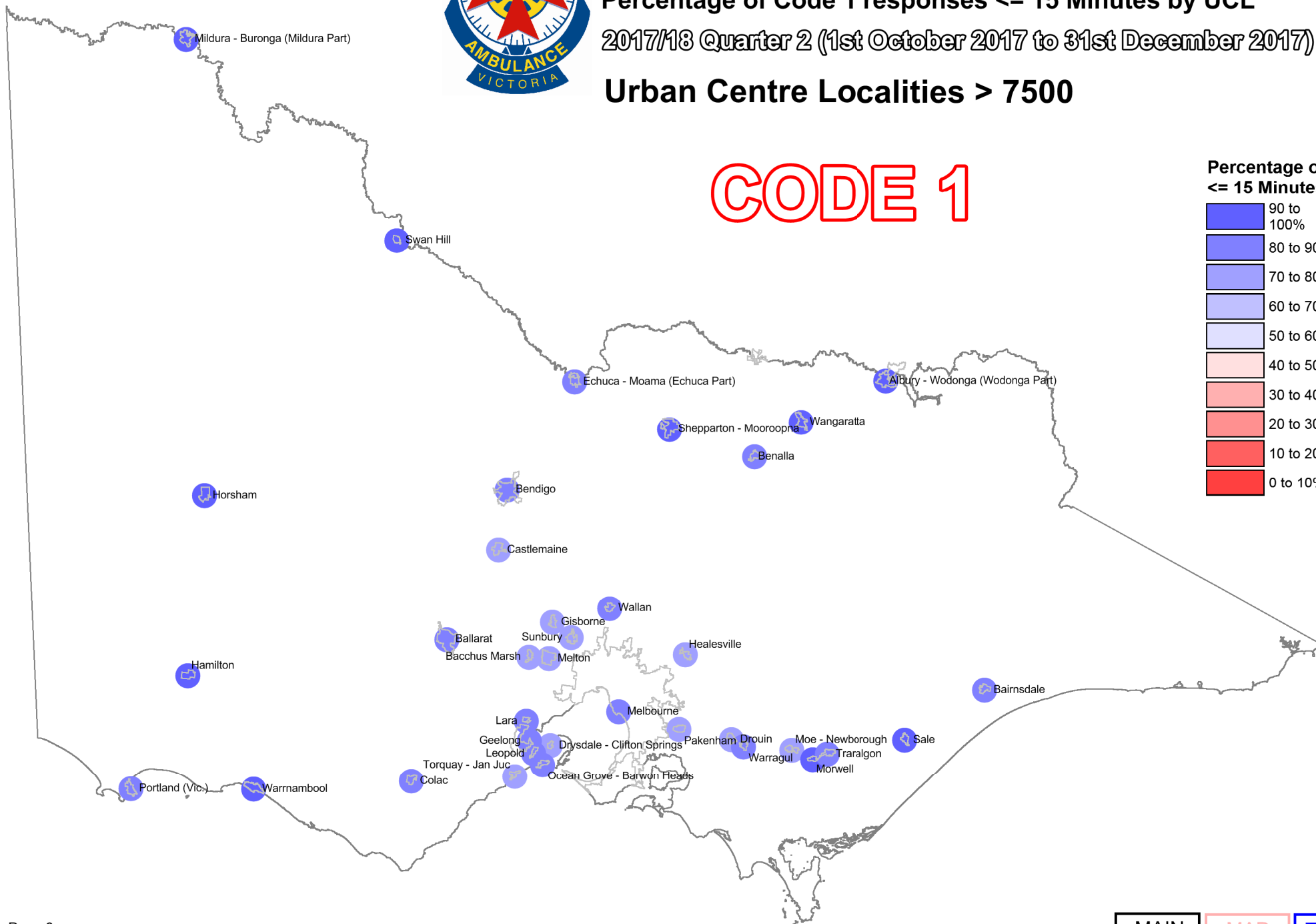
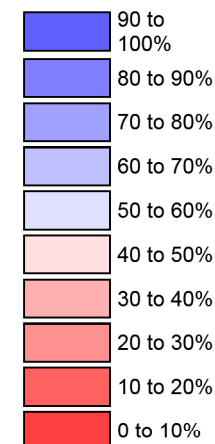
Percentage of Code 1 responses \leq 15 Minutes by UCL

2017/18 Quarter 2 (1st October 2017 to 31st December 2017)

Urban Centre Localities $>$ 7500

CODE 1

Percentage of responses
 \leq 15 Minutes





Ambulance Victoria

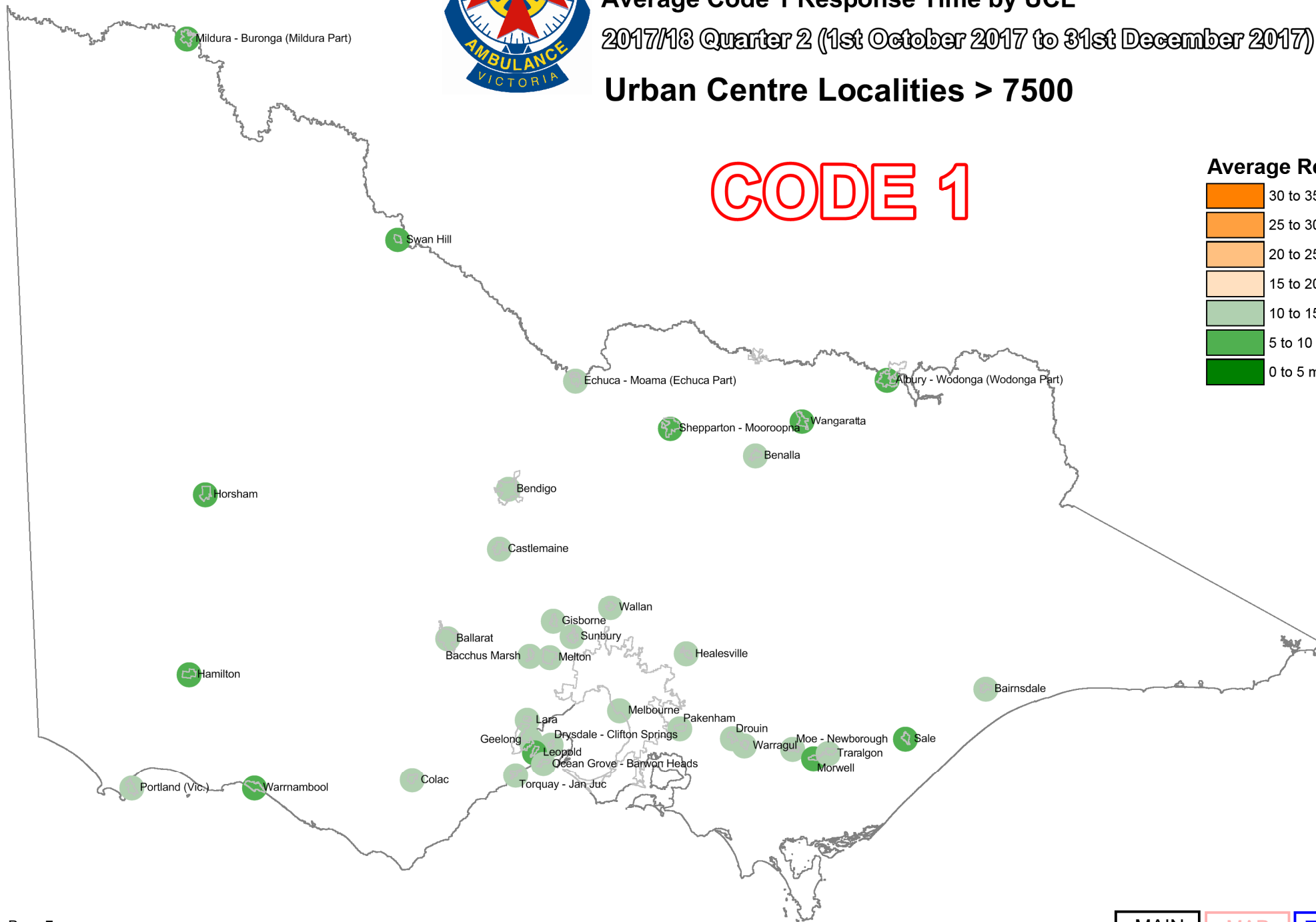
Average Code 1 Response Time by UCL

2017/18 Quarter 2 (1st October 2017 to 31st December 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)	88.2%	11:12	449
Bacchus Marsh	64.3%	14:58	182
Bairnsdale	84.9%	11:54	251
Ballarat	85.5%	11:20	1,266
Benalla	64.3%	15:34	154
Bendigo	80.7%	12:34	1,257
Castlemaine	61.4%	16:52	114
Colac	70.7%	15:03	99
Drouin	54.2%	16:52	142
Drysdale - Clifton Springs	61.2%	15:53	121
Echuca - Moama (Echuca Part)	81.1%	12:01	185
Geelong	83.1%	11:37	2,122
Gisborne	52.2%	15:13	90
Hamilton	85.3%	12:48	109
Healesville	67.8%	14:29	146
Horsham	90.2%	9:47	194
Lara	74.6%	14:13	114
Leopold	70.2%	13:17	114
Melbourne	81.5%	11:58	45,154
Melton	71.2%	13:14	810
Mildura - Buronga (Mildura Part)	91.6%	10:01	521
Moe - Newborough	68.0%	13:19	369
Morwell	80.9%	11:50	382
Ocean Grove - Barwon Heads	65.3%	14:23	144
Pakenham	78.1%	12:50	511
Portland (Vic.)	88.6%	9:53	123
Sale	84.0%	10:17	162
Shepparton - Mooropna	89.4%	10:32	677
Sunbury	71.0%	14:24	472
Swan Hill	92.9%	8:47	140
Torquay - Jan Juc	66.0%	14:44	159
Traralgon	69.1%	13:57	414
Wallan	68.0%	13:30	103
Wangaratta	86.7%	11:10	271
Warragul	80.9%	13:08	183
Warrnambool	90.8%	10:02	346
Total UCLs > 7500	81.1%	12:02	58,050

Qtr 2 2016/17

Qtr 3 2016/17

Qtr 4 2016/17

Qtr 1 2017/18

Qtr 2 2017/18

	% 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
	77.8%	11:46	733
	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	52,763

	% 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
	93.2%	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

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	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

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	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	46,249
	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	59,545

MAIN

MAP
≤ 15 MinutesMAP
Average

TABLE

CHART

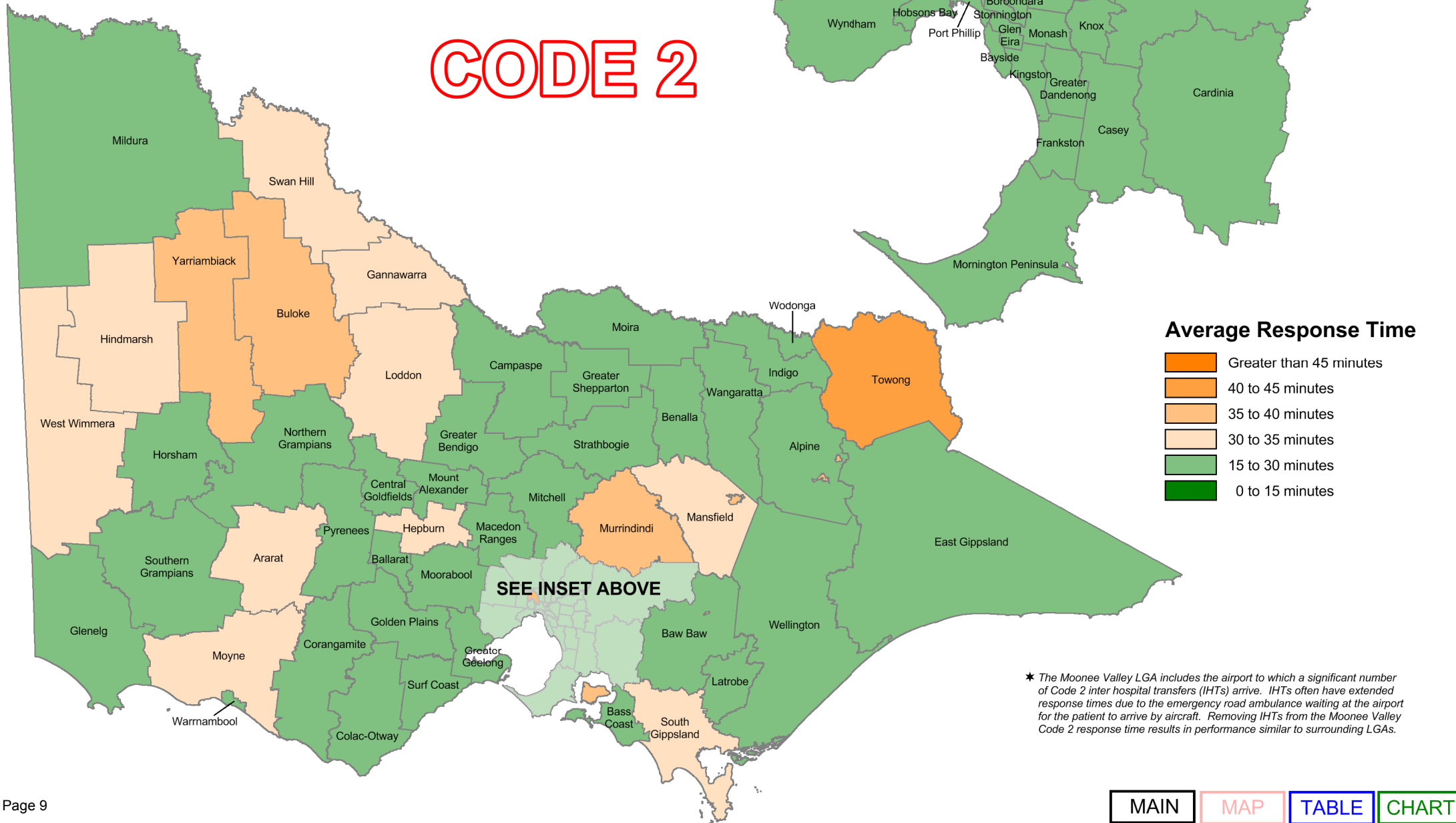


Ambulance Victoria

Average Code 2 Response Time by LGA

2017/18 Quarter 2 (1st October 2017 to 31st December 2017)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 2 2016/17		Qtr 3 2016/17		Qtr 4 2016/17		Qtr 1 2017/18		Qtr 2 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	37:30	153	32:30	169	32:46	168	32:51	150	28:45	169
Ararat	33:33	130	34:17	133	29:37	164	27:10	171	30:28	149
Ballarat	24:01	977	21:01	970	21:37	1,060	23:26	1,059	20:56	1,097
Banyule	28:56	928	23:55	959	25:30	1,013	28:05	1,032	25:31	981
Bass Coast	28:17	477	26:49	479	27:59	392	25:47	423	27:24	495
Baw Baw	31:35	452	26:57	412	29:14	471	28:01	516	26:37	475
Bayside	33:21	679	27:23	679	29:08	713	33:13	774	29:17	688
Benalla	30:21	193	28:32	168	23:34	190	25:38	173	22:32	196
Boroondara	27:50	961	24:33	1,043	24:32	970	30:51	1,047	26:16	951
Brimbank	27:58	1,429	23:03	1,467	23:16	1,577	28:19	1,689	25:32	1,594
Buloke	38:28	70	45:50	49	42:39	60	38:32	69	38:45	72
Campaspe	27:47	387	26:33	352	29:38	444	30:20	392	27:44	446
Cardinia	27:02	626	24:42	642	24:10	692	27:42	723	25:55	713
Casey	24:21	1,989	22:20	2,014	22:44	2,073	27:13	2,209	24:25	2,127
Central Goldfields	28:52	218	28:30	177	26:46	201	32:50	196	27:16	192
Colac-Otway	26:36	183	26:20	182	25:47	240	25:28	212	29:17	218
Corangamite	30:21	148	29:09	137	27:44	179	28:45	149	27:12	153
Darebin	28:45	1,251	24:33	1,322	24:31	1,386	29:22	1,480	25:27	1,443
East Gippsland	32:59	614	33:11	567	32:22	593	33:07	601	29:22	624
Frankston	23:16	1,509	20:42	1,506	21:02	1,469	24:03	1,631	21:26	1,558
Gannawarra	28:19	88	34:41	98	31:44	126	37:33	133	33:46	98
Glen Eira	29:29	955	26:50	938	27:10	1,035	32:50	1,085	29:27	1,004
Glenelg	29:22	204	26:09	220	24:56	207	26:27	221	27:07	208
Golden Plains	33:06	102	27:58	70	28:16	104	33:23	102	28:04	99
Greater Bendigo	28:23	1,010	25:32	1,019	25:22	1,053	26:34	1,137	25:57	1,060
Greater Dandenong	26:24	1,466	23:13	1,496	23:30	1,475	27:47	1,592	24:03	1,429
Greater Geelong	27:16	2,238	24:35	2,297	23:39	2,338	24:10	2,358	22:38	2,396
Greater Shepparton	25:50	671	24:06	667	25:04	723	23:43	766	23:44	786
Hepburn	32:31	181	31:02	143	28:37	144	33:07	135	32:50	167
Hindmarsh	30:40	64	32:14	83	30:18	70	30:35	82	31:32	80
Hobsons Bay	29:33	727	24:41	644	23:06	703	27:11	734	26:35	695
Horsham	27:49	239	32:10	285	26:41	276	30:33	283	26:41	274
Hume	29:58	1,669	24:31	1,708	23:44	1,820	27:15	1,861	24:16	1,871
Indigo	36:16	96	36:23	99	30:04	105	30:24	112	27:10	83
Kingston	28:14	1,267	24:46	1,169	25:12	1,211	28:39	1,312	26:28	1,225
Knox	25:37	1,105	22:10	1,140	21:32	1,205	24:09	1,211	21:41	1,223
Latrobe	29:54	947	25:50	977	23:52	985	26:26	1,048	23:28	1,044
Loddon	41:12	70	39:21	65	39:04	74	35:15	94	32:45	77
Macedon Ranges	25:58	460	24:00	409	23:57	437	25:13	475	24:28	409
Manningham	29:40	704	26:29	636	26:52	711	29:53	768	26:54	776
Mansfield	33:13	98	36:44	104	34:55	126	33:41	106	34:36	117
Maribyrnong	28:21	620	24:00	687	22:50	670	27:14	684	25:27	713
Maroondah	25:00	991	22:00	1,018	23:29	1,105	25:51	1,081	22:27	1,061
Melbourne	25:42	1,970	23:01	2,010	23:12	2,098	27:16	2,161	25:34	2,316
Melton	28:44	987	23:29	917	22:31	995	27:14	1,111	24:20	1,010
Mildura	28:45	642	31:00	566	32:19	608	29:49	673	28:38	624
Mitchell	28:55	454	25:11	471	25:59	521	24:12	499	26:33	522
Moira	31:02	424	27:13	394	28:29	350	27:24	408	29:25	396
Monash	27:22	1,338	24:46	1,290	25:09	1,342	29:03	1,378	26:42	1,305
* Moonee Valley	61:48	1,305	56:58	1,217	54:26	1,262	58:05	1,395	60:50	1,287
Moorabool	27:25	309	25:56	311	24:56	311	28:30	369	23:36	342
Moreland	32:12	1,289	25:33	1,383	25:10	1,463	30:06	1,450	27:17	1,423
Mornington Peninsula	24:29	1,529	23:02	1,720	21:47	1,662	24:14	1,598	23:03	1,721
Mount Alexander	34:01	168	27:51	135	31:06	177	28:02	185	26:58	191
Moyne	32:08	113	28:54	117	30:41	112	34:23	119	33:43	119
Murrindindi	33:34	164	38:37	132	33:46	183	33:59	162	35:19	172
Nillumbik	33:04	277	29:21	314	28:36	315	33:15	330	26:21	364
Northern Grampians	31:41	178	25:04	172	28:14	146	26:40	172	27:02	165
Port Phillip	28:40	869	24:53	1,000	24:24	931	29:48	906	27:54	956
Pyrenees	30:04	63	25:04	68	30:50	79	29:21	70	29:43	74
Queenscliffe	32:36	73	24:43	44	28:52	42	25:07	42	27:38	29
South Gippsland	33:07	293	29:11	267	29:48	275	28:09	251	32:08	262
Southern Grampians	30:15	139	28:14	139	28:26	137	32:20	137	23:38	164
Stonnington	28:59	701	27:00	741	26:02	765	31:54	774	28:47	741
Strathbogie	32:15	143	28:46	117	30:06	141	25:33	134	26:06	139
Surf Coast	28:04	246	28:18	272	25:11	203	25:02	203	25:41	226
Swan Hill	28:57	235	31:28	269	29:46	275	30:17	213	32:16	222
Towong	36:54	74	40:16	79	34:19	69	41:06	71	40:02	56
Wangaratta	31:18	334	28:51	311	26:15	322	26:51	333	27:15	347
Warrnambool	24:56	294	22:27	311	21:43	306	24:07	308	22:46	348
Wellington	33:21	414	33:22	418	30:36	409	29:09	434	29:26	404
West Wimmera	31:58	51	29:40	40	37:46	40	34:53	28	32:21	26
Whitehorse	25:23	1,170	22:46	1,090	23:18	1,218	26:27	1,235	24:49	1,305
Whittlesea	29:52	1,293	25:37	1,345	24:29	1,350	29:22	1,487	25:42	1,473
Wodonga	27:40	365	25:15	371	25:23	357	26:11	369	22:13	447
Wyndham	28:06	1,116	23:29	1,199	22:26	1,356	27:39	1,416	24:38	1,418
Yarra	26:17	720	23:40	828	25:01	766	27:28	759	26:05	864
Yarra Ranges	27:50	1,127	23:59	1,089	23:42	1,192	26:47	1,201	23:25	1,269
Yarriambiack	35:06	93	34:16	77	39:06	76	36:47	66	37:14	66
Unincorporated	69:17	6	51:05	12	37:06	26	20:02	289	38:25	9
Interstate LGAs	36:12	132	31:53	142	29:20	128	30:36	131	31:30	44
Total AV	28:59	50,444	25:47	50,777	25:33	52,766	28:30	54,943	26:20	54,082



Ambulance Victoria

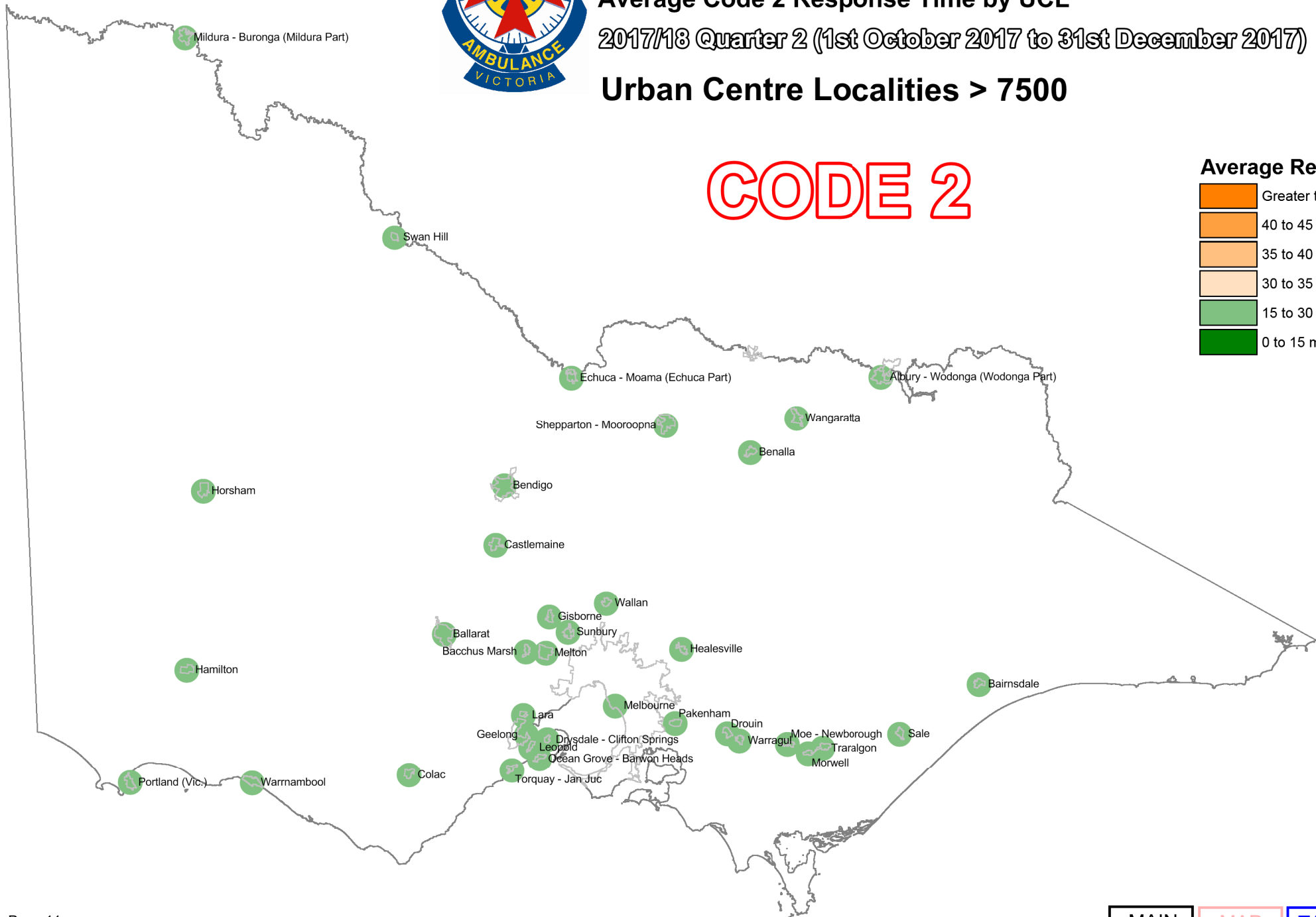
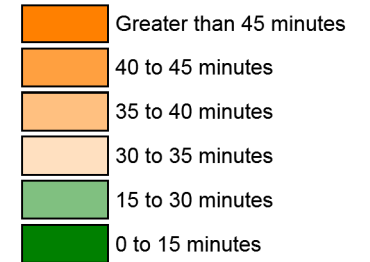
Average Code 2 Response Time by UCL

2017/18 Quarter 2 (1st October 2017 to 31st December 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)	26:54	339
Bacchus Marsh	26:43	206
Bairnsdale	31:35	228
Ballarat	23:58	945
Benalla	29:39	164
Bendigo	27:33	863
Castlemaine	31:50	117
Colac	27:04	140
Drouin	31:54	93
Drysdale - Clifton Springs	26:40	77
Echuca - Moama (Echuca Part)	28:00	189
Geelong	25:38	1,566
Gisborne	25:59	101
Hamilton	25:06	93
Healesville	23:25	93
Horsham	23:46	203
Lara	26:31	85
Leopold	24:12	83
Melbourne	28:56	32,187
Melton	26:37	567
Mildura - Buronga (Mildura Part)	26:51	469
Moe - Newborough	24:09	245
Morwell	27:13	246
Ocean Grove - Barwon Heads	25:17	119
Pakenham	25:22	345
Portland (Vic.)	28:52	125
Sale	27:05	159
Shepparton - Mooropna	25:12	542
Sunbury	28:16	293
Swan Hill	27:47	131
Torquay - Jan Juc	29:55	107
Traralgon	33:48	347
Wallan	21:33	48
Wangaratta	29:49	280
Warragul	30:30	225
Warrnambool	24:45	285
Total UCLs > 7500	28:25	42,305

Qtr 2 2016/17

Qtr 3 2016/17

Qtr 4 2016/17

Qtr 1 2017/18

Qtr 2 2017/18

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

Average Response Time Minutes	Total Number of First Responses
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
20:48	1,040
21:50	171
25:25	934
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	34,814
22:32	604
26:15	474
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
25:45	45,924

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>