

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.

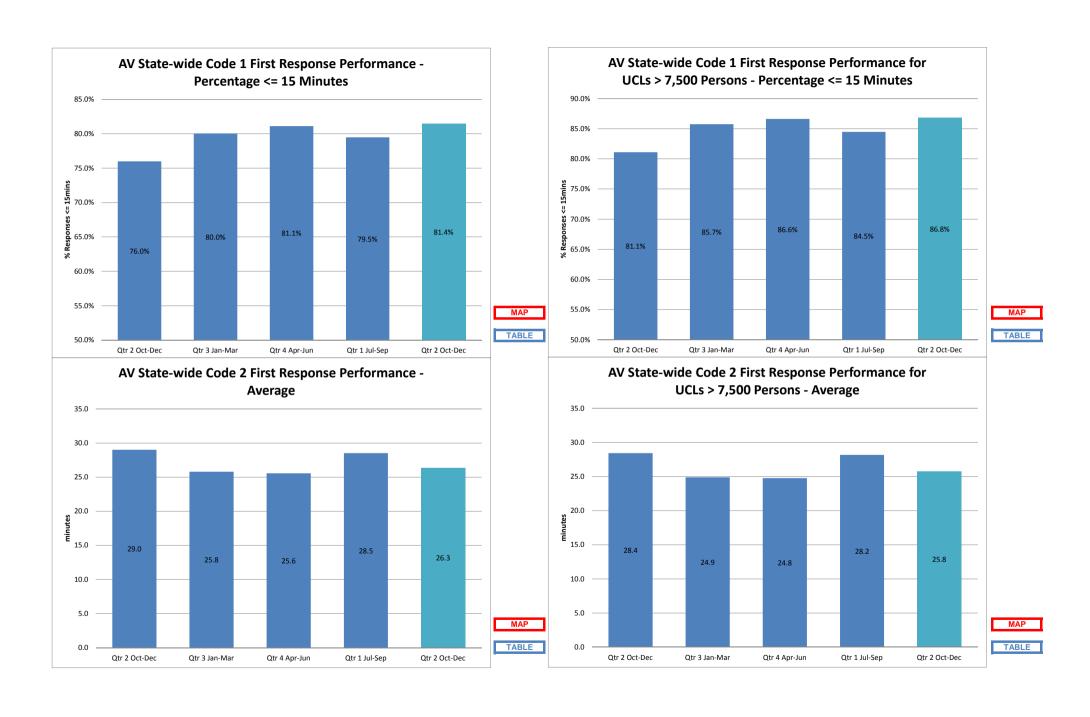
We designate those patients that require urgent paramedic and hospital care as "Code 1," and these patients receive a "lights and sirens" response. The tables below provide information about our Code 1 response time performance by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

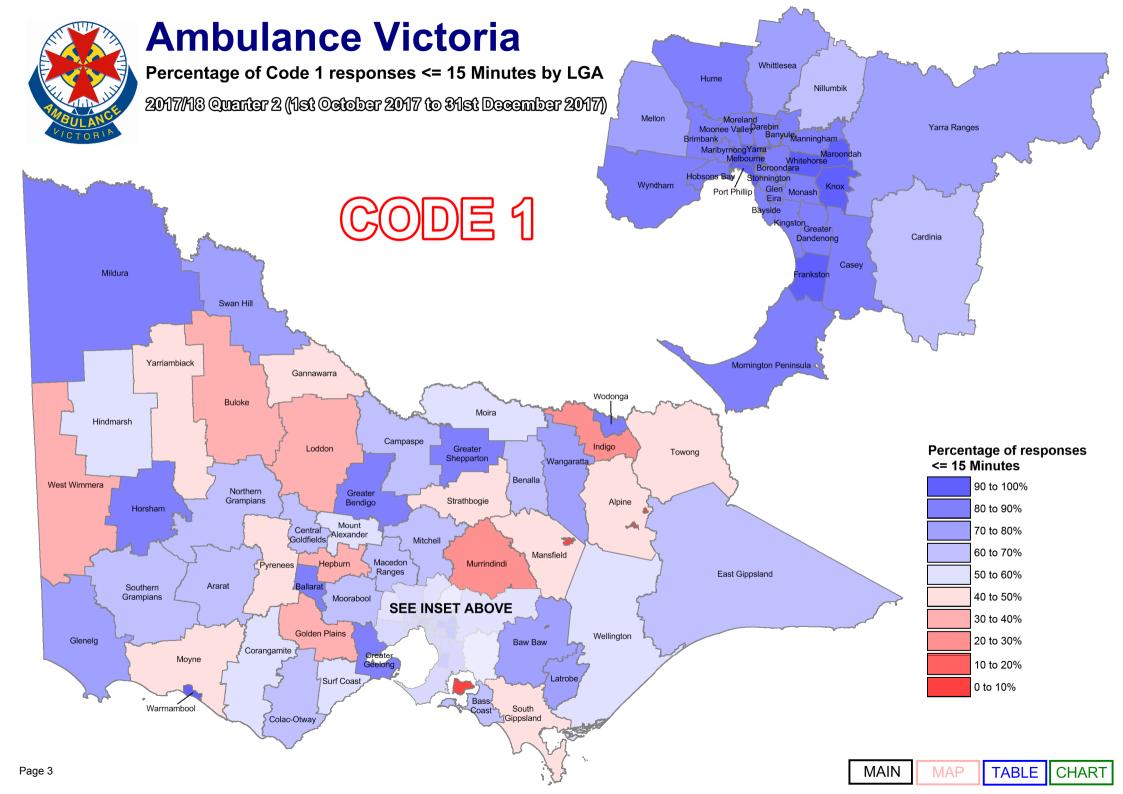
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

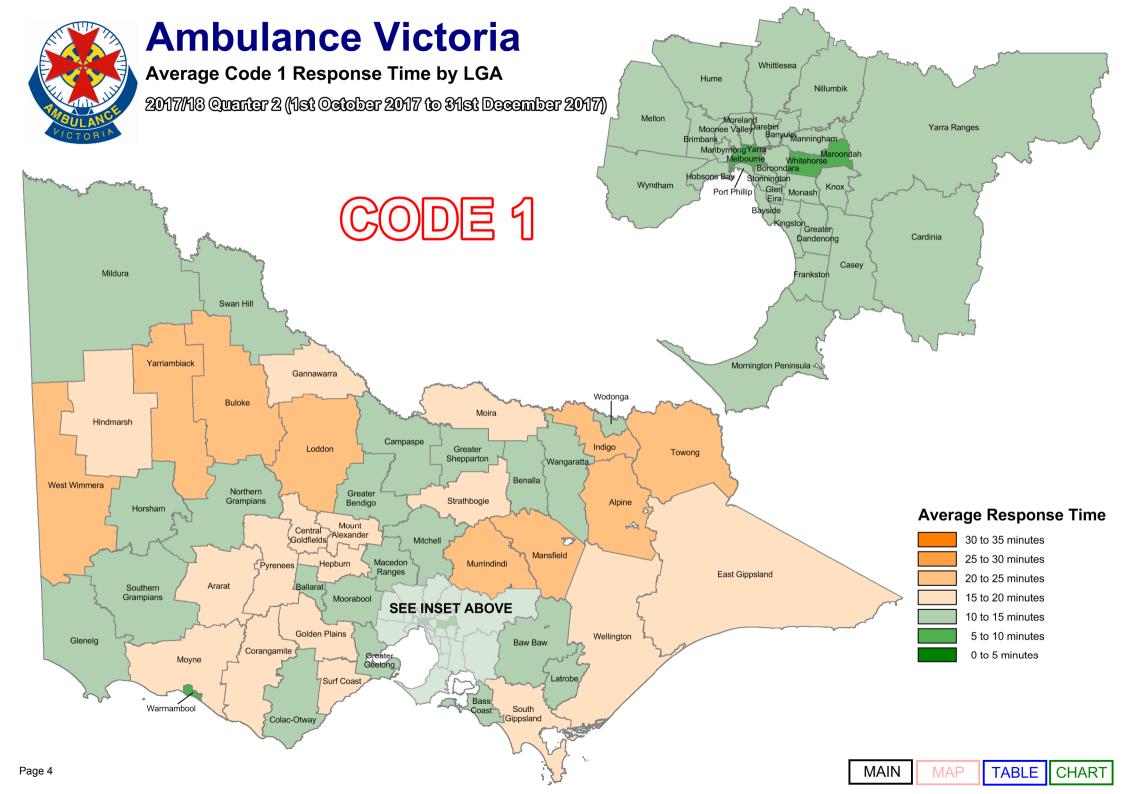
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

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.

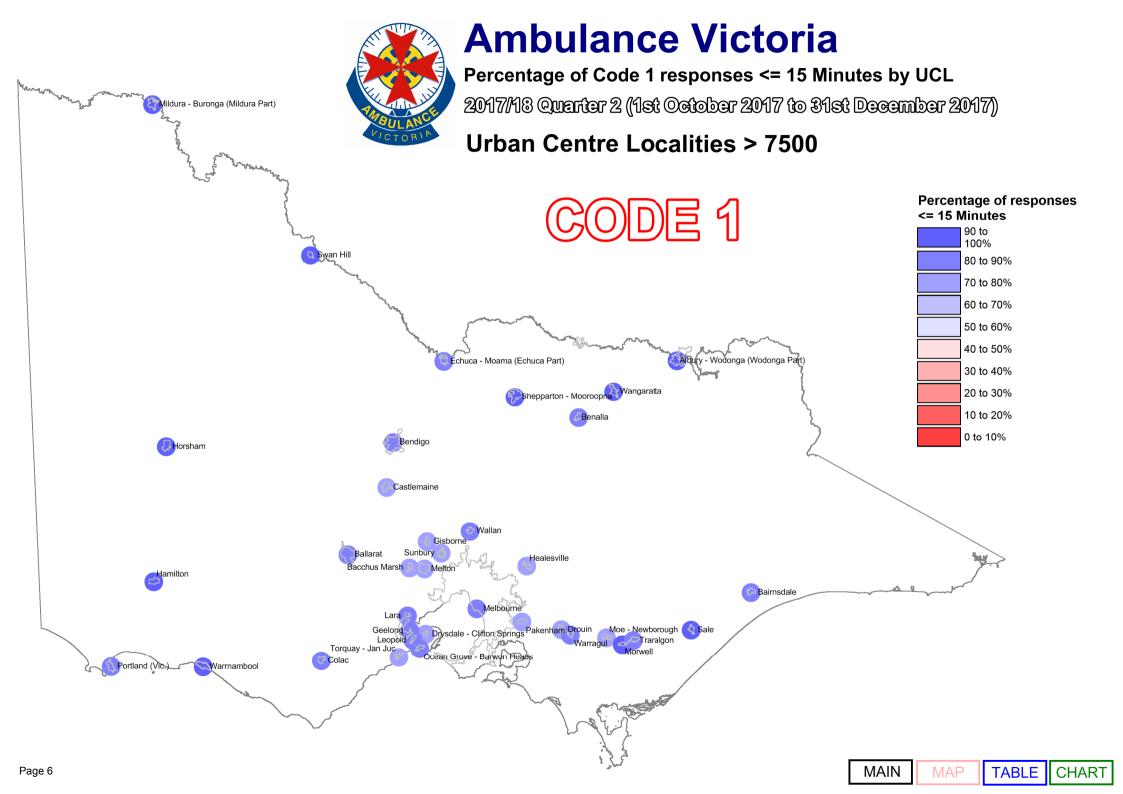
| | Local Gove | ernment Area | Urban Centre Locality | | |
|--------|----------------------------|----------------------------|------------------------------|----------------------------|--|
| CODE 1 | % <= 15 Minutes Average | MAP TABLE CHART MAP TABLE | % <= 15 Minutes Average | MAP TABLE CHART MAP TABLE | |
| CODE 2 | Average | MAP TABLE CHART | Average | MAP TABLE CHART | |

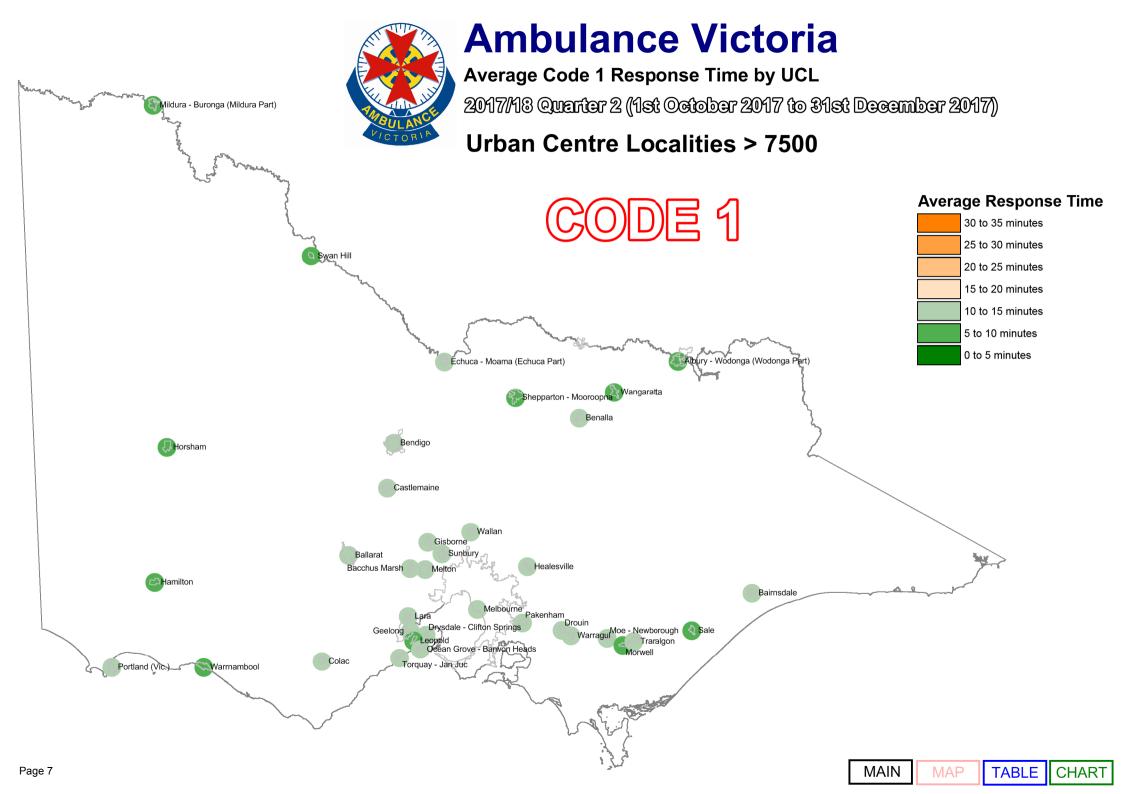






| | Qtı | r 2 201 | 6/17 | Qtr | 3 201 | 6/17 | Qtr 4 2016/17 | | 6/17 | Qtr 1 2017/18 | | | Qtr 2 20 | | |
|----------------------------------|-------------------------------|-------------------------------|------------------------------------|-------------------------------|-------------------------------|------------------------------------|------------------------------|-------------------------------|------------------------------------|------------------------------|-------------------------------|------------------------------------|-----------------------------|-------------------------------|--|
| | s s | sponse | ar of sess | Š. 8 | sponse | er of ses | δ. 80 80 | sbouse | er of | S | sponse | ses | S SE | sponse | |
| | % Responses < = 15 Minutes | Average Respo Time Minutes | Total Number of First Responses | % Responses < = 15 Minutes | Average Respo Time Minutes | Total Number of First Responses | % Responses <= 15 Minutes | Average Respr Time Minutes | Total Number of First Responses | % Responses <= 15 Minutes | Average Respo Time Minutes | Total Number of First Responses | 6 Responses = 15 Minutes | Average Respo Time Minutes | |
| LGA Name | % Re | Aver | Total | % × 8 × 1 = 1 | Aver | Tota | % s = . | Aver | Total | % Re | Avera | Total | % Re | Avera | |
| 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 | |
| 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 | |
| Ballarat Banyule | 84.0% 85.0% | 11:37 11:22 | 1,327 1,243 | 87.0% 88.4% | 10:50 | 1,250 1,155 | 90.9% | 10:30 | 1,326 1,311 | 87.5% 87.0% | 10:52 11:00 | 1,507 1,408 | 87.9% 88.5% | 10:28 10:37 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| Brimbank Buloke | 80.4% 40.8% | 12:22 23:02 | 2,405 76 | 88.4% 48.9% | 10:31 22:34 | 2,146 | 88.8% 39.7% | 10:20 25:51 | 2,170 | 85.3% 40.5% | 11:10 23:26 | 2,551 74 | 87.4% 36.5% | 10:39 24:09 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| Colac-Otway Corangamite | 50.3% 45.5% | 18:09 19:57 | 173 134 | 61.6% 37.6% | 16:38 20:05 | 159 149 | 43.8% | 14:47 21:07 | 168 162 | 66.7% 40.3% | 15:47 21:08 | 210 154 | 67.7% 51.8% | 14:47 17:34 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| Glenelg Golden Plains | 79.4% 24.9% | 12:56 20:52 | 204 177 | 76.3% 25.9% | 12:32 21:44 | 198 143 | 72.0% 35.8% | 13:25 19:32 | 200 162 | 69.0% 38.9% | 14:04 17:57 | 210 167 | 76.9% 38.4% | 12:26 18:00 | |
| Greater Bendigo | 75.3% | 13:25 | 1,425 | 75.2% | 13:04 | 1,385 | 80.4% | 19:32 | 1,471 | 77.5% | 17:57 | 1,522 | 38.4% 80.0% | 12:07 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| Hindmarsh Hobsons Bay | 56.4% 80.3% | 19:59 12:32 | 932 | 58.9% 86.2% | 18:30 10:58 | 73 910 | 40.2% 87.1% | 22:03 10:43 | 951 | 45.0% 85.5% | 22:20 11:18 | 1,058 | 55.9% 83.6% | 19:46 11:38 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| Latrobe Loddon | 68.9% 27.6% | 13:43 24:07 | 1,365 | 74.4% 32.7% | 12:38 22:43 | 1,127 | 77.8% 19.8% | 11:59 25:46 | 1,247 96 | 77.2% 29.4% | 12:06 23:56 | 1,569 | 79.3% 30.5% | 11:34 21:40 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| Melbourne Melton | 87.0% 69.3% | 10:30 13:48 | 2,416 1,552 | 89.3% 78.4% | 9:37 11:54 | 2,385 1,373 | 90.4% | 9:20 | 2,271 1,442 | 89.2% 74.4% | 9:47 | 2,323 1,857 | 90.0% | 9:31 11:51 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| Moonee Valley Moorabool | 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 | |
| Moorabool Moreland | 49.7% 83.2% | 17:13 11:54 | 2,093 | 62.0% 89.2% | 14:27 10:35 | 305 1,832 | 55.7% 89.0% | 14:07 10:41 | 289 1,957 | 57.3% 86.7% | 16:01 11:08 | 2,250 | 62.7% 88.2% | 14:24 10:38 | |
| Mornington Peninsula | 74.8% | 12:29 | 2,038 | 77.5% | 11:56 | 1,951 | 79.1% | 11:43 | 1,919 | 77.4% | 12:19 | 2,230 | 80.2% | 11:24 | |
| 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 | |
| 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 | |
| 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 | |
| Nillumbik | 55.4% 66.7% | 15:58 15:31 | 138 | 62.9% | 14:35 | 399 | 55.8% | 15:27 | 457 | 59.6% | 15:34 | 456 | 62.3% | 14:48 | |
| Northern Grampians Port Phillip | 66.7% 87.9% | 15:31 | 1,210 | 59.2% 89.9% | 15:47 10:11 | 1,181 | 56.3% 89.5% | 15:25 10:02 | 135 | 68.3% 87.6% | 14:21 | 1,161 | 67.7% 90.2% | 14:50 10:03 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| Strathhogia | 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 | |
| Strathbogie Surf Coast | 40.7% 55.4% | 19:56 16:46 | 140 314 | 34.1% 56.1% | 20:41 15:34 | 138 303 | 36.6% 65.1% | 20:02 14:40 | 134 275 | 40.9% 64.2% | 20:21 | 164 288 | 40.9% 58.1% | 18:36 15:59 | |
| Swan Hill | 74.2% | 12:30 | 233 | 73.3% | 13:34 | 210 | 71.1% | 14:40 | 197 | 75.8% | 13:15 | 288 | 72.4% | 13:59 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| West Wimmera | 39.4% | 21:58 | 1 407 | 47.2% | 20:06 | 1 308 | 33.3% | 22:16 | 1 5/15 | 45.2% | 23:23 | 1 639 | 37.5% | 20:27 | |
| Whitehorse Whittlesea | 89.0% 69.4% | 10:39 13:51 | 1,407 2,150 | 90.4% 77.6% | 10:01 | 1,308 1,899 | 90.6% 79.0% | 9:46 | 1,545 2,038 | 90.1% 75.5% | 10:19 12:47 | 1,639 2,364 | 92.1% 78.5% | 9:40 12:23 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | |
| Unincorporated | 11.1% 42.3% | 54:14 20:52 | 220 | 9.1% | 56:03 | 11 | 33.3% 60.0% | 31:03 17:05 | 215 | 61.9% 54.5% | 16:49 17:46 | 235 | .0% 49.2% | 67:59 20:51 | |
| Interstate LGAs | 42.370 | 20.32 | 220 | 55.7% | 17:06 | 183 | 00.0% | 17.00 | 213 | 34.3% | 17.40 | 233 | → 3. ∠% | ZU.31 | |







Qtr 2 2016/17

Qtr 3 2016/17

Qtr 4 2016/17

Qtr 1 2017/18

Qtr 2 2017/18

Total Number of First Responses

401

188

253

1,296

137

1,274

116

131

162

143

201

2,279

97

90

131

209

129

100

836

558

381

360

157

557

112

156

795

440

122

127

389

118

256

225

370

59,545

46,249

| UCL I | Name | |
|-------|------|----|
| A 11 | \\/l | ΛM |

| % Responses < = 15 Minutes | Average Response Time Minutes | Total Number of |
|-------------------------------|----------------------------------|-----------------|
| 8.2% | 11:12 | 449 |
| 4.20/ | 14.50 | 10 |

| % Responses <= 15 Minutes Average Response Time Minutes | , |
|--|---|
| % V 4 F | , |
| 88.8% 10:25 | 4 |

11:44

12:27

10:30

14:23

12:05

13:54

11:46

15:22

12:39

11:11

11:08

12:29

10:33

12:35

9:40

12:50

11:37

10:52

11:46

8:58

11:42

10:22

13:48

12:37

10:29

11:06

9:46

10:41

10:23

11:56

78.3%

80.4%

88.7%

71.7%

81.5%

71.2%

87.1%

61.1%

72.7%

80.8%

87.1%

74.7%

89.2%

77.1%

91.9%

77.3%

80.4%

86.2%

77.8%

95.3%

77.1%

87.2%

72.5%

78.8%

87.4%

84.6%

92.2%

85.0%

88.5%

68.7%

74.0%

75.9%

88.1%

82.2%

91.2%

85.7%

| Average Response | Total Number of |
|------------------|-----------------|
| Time Minutes | First Responses |
| 10:25 | 418 |

161

230

1,180

113

1,192

104

85

144

110

182

1,965

79

83

131

197

97

107

733

443

293

337

142

438

119

162

651

367

122

79

41,067

| % Responses < = 15 Minutes |
|-------------------------------|
| 87.9% |

81.7%

86.2%

75.5%

85.6%

60.9%

77.6%

| | Average Respons Time Minutes | Total Number of |
|---|---------------------------------|-----------------|
| 6 | 10:34 | 39 |

| Total Number of First Responses | |
|------------------------------------|--|
| 396 | |
| 152 | |

| % Respo < = 15 M | Average Time Mir | Total Nur First Res |
|---------------------|---------------------|------------------------|
| 87.9% | 10:34 | 396 |
| 73.2% | 11:39 | 153 |
| 83.0% | 11:27 | 206 |
| 90.4% | 10:16 | 1,272 |

11:13

11:05

13:15

| | Average F Time Minu | Total Nurr First Resp |
|---|------------------------|--------------------------|
| , | 10:34 | 396 |
| , | 11:39 | 153 |
| , | 11:27 | 206 |

| Average R Time Minu | Total Num First Resp |
|------------------------|-------------------------|
| 10:34 | 396 |
| 11:39 | 153 |
| 11:27 | 206 |

| Total Numb First Respo |
|---------------------------|
| 396 |
| 153 |
| 206 |

120

98

150

209

130

106

802

486

352

348

179

476

113

132

662

43,415

1,260

| Total Numbe First Respor | |
|-----------------------------|--|
| 396 | |
| 153 | |
| | |

% Responses < = 15 Minutes

| 65.59 |
|-------|
| 81.59 |
| 88.89 |
| 88.69 |
| 83.79 |
| 69.69 |
| |

| | r |
|--|---|

| 81.8% | 11:56 | 214 |
|-------|-------|-------|
| 87.7% | 10:53 | 2,214 |
| 69.9% | 12:53 | 113 |
| 93.3% | 9:18 | 104 |

| 93.3% | 9:18 | |
|-------|-------|--|
| 79.3% | 11:28 | |
| 94.7% | 9:14 | |
| 82.3% | 11:13 | |

| 87.7% | 10:32 |
|-------|-------|
| 86.9% | 10:46 |
| 80.8% | 11:07 |
| 93.2% | 9:26 |

| 80.1% | 11:11 |
|-------|-------|
| 90.2% | 9:48 |
| 77.1% | 12:30 |
| 81.7% | 11:50 |

| 85.8% | 10:25 |
|-------|-------|
| 87.1% | 10:17 |
| 90.2% | 9:59 |
| 83.1% | 10:52 |

| 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 |

| Average Respons Time Minutes | Total Number of First Responses |
|---------------------------------|------------------------------------|
| 10:45 | 474 |
| | |

| Average Re Time Minut | Total Numb First Respo |
|--------------------------|---------------------------|
| 10:45 | 474 |
| 14:48 | 226 |
| 12-10 | 276 |

| Ave | Tot Firs |
|-------|-------------|
| 10:45 | 474 |
| 14:48 | 226 |
| 12:19 | 276 |
| 10:39 | 1,438 |
| | |

| % | 14:48 | 220 |
|---|-------|------|
| % | 12:19 | 27 |
| % | 10:39 | 1,43 |
| % | 11:28 | 140 |
| % | 11:25 | 1,32 |
| | | |

| 8.8% | 10:39 | 1,438 |
|------|-------|-------|
| 8.6% | 11:28 | 140 |
| 3.7% | 11:25 | 1,326 |
| 9.6% | 17:03 | 125 |
| 5.4% | 12:48 | 137 |
| 7.2% | 14:55 | 159 |

| 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 |
| | | |

| 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 |

| 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 |

48,825

1,025

579

428

466

175

612

117

162

725

446

| 00.570 | 10.12 |
|--------|-------|
| 84.7% | 11:18 |
| 73.3% | 12:45 |
| 88.6% | 10:05 |
| 77 8% | 11.45 |

82.9%

| 77.8% | 11:45 | |
|-------|-------|--|
| 86.9% | 10:14 | |
| 84.6% | 11:22 | |
| 77.8% | 12:20 | |

| 02.570 | 11.20 | |
|--------|-------|--|
| 88.9% | 9:25 | |
| 90.3% | 10:09 | |
| 71.3% | 12:50 | |
| | | |

11.20

| 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 |
| | | |

11:19

| 88.6% |
|-------|
| 89.7% |
| 73.2% |
| 97.8% |
| 74.0% |
| 94.3% |
| 80.6% |
| 89.0% |
| 86.9% |
| 79.7% |
| 92.1% |
| 78.5% |
| 91.4% |
| 86.6% |
| 74.5% |
| 86.6% |

91.7%

92.6%

79.5%

90.2%

74.8%

82.5%

89.8%

92.6%

84.0%

93.0%

11:13

9:22

11:26

9:28

10:39

12:40

10:13

9:40

9:32

11:17

9:01

12:12

11:06

10:04

9:34

11:23

9:25

% Responses < = 15 Minutes Average Respo 91.5% 9:46 79.3% 11:30 86.2% 11:01 10:14 89.4% 81.8% 11:33 86.6% 11:06 72.4% 13:03 10:57 84.7% 77.8% 13:27 79.7% 11:48 11:13 10:22 12:49 8:08 12:12 9:05 11:42 9:53 10:45

86.8% 10:44 MAP

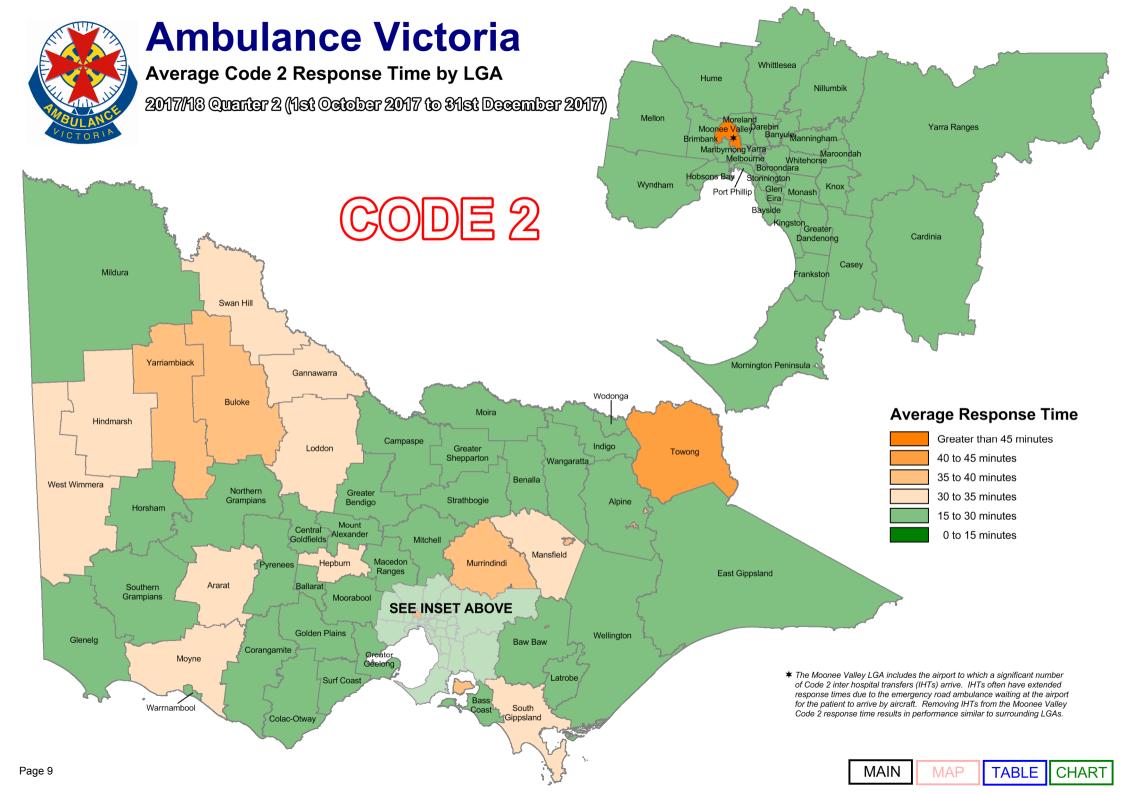


| UCL Name | % Res | Averag Time N | Total N First R |
|----------------------------------|-------|------------------|--------------------|
| Albury - Wodonga (Wodonga Part) | 88.2% | 11:12 | 449 |
| Bacchus Marsh | 64.3% | 14:58 | 182 |
| Bairnsdale | 84.9% | 11:54 | 251 |
| Ballarat | 85.5% | 11:20 | 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 - Mooroopna | 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 |
| | | | |

10:35 260 89.5% 11:54 180 86.6% 9:46 330 90.5% 10:58 52,763 86.6%

84.5%

63,181



Code 2 First Response Performance by LGA

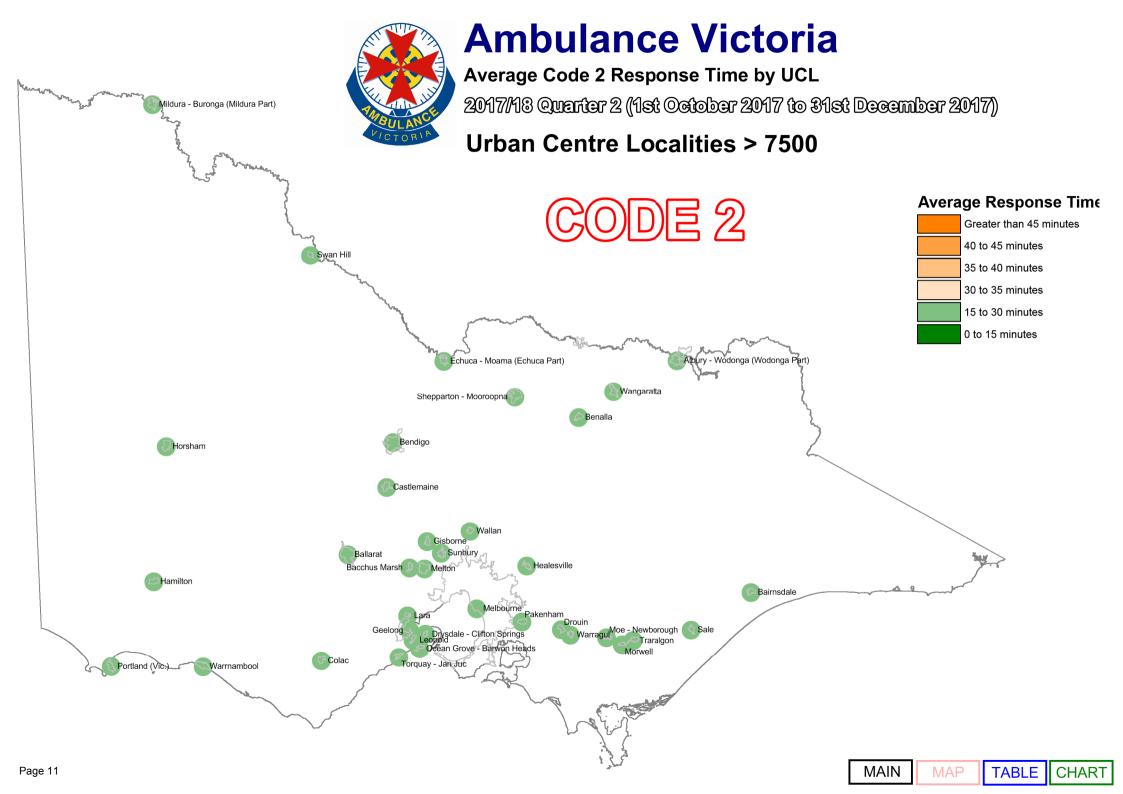
Page 10

| | Qtr | 2 2016 | 6/17 |
|---|----------------------------------|------------------------------------|------|
| | Average Response Time Minutes | Total Number of First Responses | |
| LGA Name | verage ime Min | otal Nu irst Ree | |
| Alpine | 37:30 | 153 | |
| Ararat | 33:33 | 130 | |
| Ballarat | 24:01 | 977 | |
| Banyule | 28:56 | 928 | |
| Bass Coast | 28:17 | 477 | |
| Baw Baw | 31:35 | 452 | |
| Bayside | 33:21 | 679 | |
| Benalla | 30:21 | 193 | |
| Boroondara Brimbank | 27:50 27:58 | 961 | |
| Buloke | 38:28 | 70 | |
| Campaspe | 27:47 | 387 | |
| Cardinia | 27:02 | 626 | |
| Casey | 24:21 | 1,989 | |
| Central Goldfields | 28:52 | 218 | |
| Colac-Otway | 26:36 | 183 | |
| Corangamite | 30:21 | 148 | |
| Darebin | 28:45 | 1,251 | |
| East Gippsland | 32:59 | 614 | |
| Frankston | 23:16 | 1,509 | |
| Gannawarra Clan Fira | 28:19 | 88 | |
| Glen Eira Glenelg | 29:29 29:22 | 955 | |
| Gleneig Golden Plains | 33:06 | 102 | |
| Greater Bendigo | 28:23 | 1,010 | |
| Greater Dandenong | 26:24 | 1,466 | |
| Greater Geelong | 27:16 | 2,238 | |
| Greater Shepparton | 25:50 | 671 | |
| Hepburn | 32:31 | 181 | |
| Hindmarsh | 30:40 | 64 | |
| Hobsons Bay | 29:33 | 727 | |
| Horsham | 27:49 | 239 | |
| Hume | 29:58 | 1,669 | |
| Indigo | 36:16 | 96 | |
| Kingston | 28:14 | 1,267 | |
| Knox | 25:37 | 1,105 | |
| Loddon Loddon | 29:54 41:12 | 947 | |
| Macedon Ranges | 25:58 | 460 | |
| Manningham | 29:40 | 704 | |
| Mansfield | 33:13 | 98 | |
| Maribyrnong | 28:21 | 620 | |
| Maroondah | 25:00 | 991 | |
| Melbourne | 25:42 | 1,970 | |
| Melton | 28:44 | 987 | |
| Mildura | 28:45 | 642 | |
| Mitchell | 28:55 | 454 | |
| Moira | 31:02 | 424 | |
| Monash | 27:22 | 1,338 | |
| Moonee Valley | 61:48 | 1,305 | |
| Moorabool Moraland | 27:25 | 1 280 | |
| Moreland Mornington Peninsula | 32:12 24:29 | 1,289 1,529 | |
| Mount Alexander | 34:01 | 1,529 | |
| Moyne | 32:08 | 113 | |
| Murrindindi | 33:34 | 164 | |
| Nillumbik | 33:04 | 277 | |
| Northern Grampians | 31:41 | 178 | |
| Port Phillip | 28:40 | 869 | |
| Pyrenees | 30:04 | 63 | |
| Queenscliffe | 32:36 | 73 | |
| South Gippsland | 33:07 | 293 | |
| Southern Grampians | 30:15 | 139 | |
| Stonnington | 28:59 | 701 | |
| Strathbogie | 32:15 | 143 | |
| Surf Coast Swan Hill | 28:04 28:57 | 246 | |
| Swan Hill Towong | 36:54 | 74 | |
| Wangaratta | 31:18 | 334 | |
| Warrnambool | 24:56 | 294 | |
| Wellington | 33:21 | 414 | |
| West Wimmera | 31:58 | 51 | |
| Whitehorse | 25:23 | 1,170 | |
| Whittless | 29:52 | 1,293 | |
| Whittlesea | 27:40 | 365 | |
| Whittlesea Wodonga | 27.10 | | |
| Wodonga Wyndham | 28:06 | 1,116 | |
| Wodonga Wyndham Yarra | 28:06 26:17 | 720 | |
| Wodonga Wyndham Yarra Yarra Ranges | 28:06 26:17 27:50 | 720 1,127 | |
| Wodonga Wyndham Yarra Yarra Ranges Yarriambiack | 28:06 26:17 27:50 35:06 | 720 1,127 93 | |
| Wodonga Wyndham Yarra Yarra Ranges | 28:06 26:17 27:50 | 720 1,127 | |

| | 3 2016/17 |
|--------------------------------|------------------------------------|
| verage Response ime Minutes | rotal Number of First Responses |
| Average Fime Min | Total Nur First Resi |
| ∢≓ 32:30 | 169 |
| 34:17 | 133 |
| 21:01 | 970 |
| 23:55 | 959 |
| 26:49 26:57 | 479 |
| 27:23 | 679 |
| 28:32 | 168 |
| 24:33 | 1,043 |
| 23:03 45:50 | 1,467 |
| 26:33 | 352 |
| 24:42 | 642 |
| 22:20 | 2,014 |
| 28:30 26:20 | 177 |
| 29:09 | 137 |
| 24:33 | 1,322 |
| 33:11 | 567 |
| 20:42 | 1,506 |
| 34:41 26:50 | 98 |
| 26:09 | 220 |
| 27:58 | 70 |
| 25:32 | 1,019 |
| 23:13 24:35 | 1,496 2,297 |
| 24:06 | 667 |
| 31:02 | 143 |
| 32:14 | 83 |
| 24:41 32:10 | 285 |
| 24:31 | 1,708 |
| 36:23 | 99 |
| 24:46 | 1,169 |
| 22:10 25:50 | 977 |
| 39:21 | 65 |
| 24:00 | 409 |
| 26:29 | 636 |
| 36:44 | 104 |
| 24:00 | 1,018 |
| 23:01 | 2,010 |
| 23:29 | 917 |
| 31:00 25:11 | 566 471 |
| 27:13 | 394 |
| 24:46 | 1,290 |
| 56:58 | 1,217 |
| 25:56 | 311 |
| 25:33 23:02 | 1,383 |
| 27:51 | 135 |
| 28:54 | 117 |
| 38:37 | 132 |
| 29:21 25:04 | 314 172 |
| 24:53 | 1,000 |
| 25:04 | 68 |
| 24:43 | 44 |
| 29:11 28:14 | 139 |
| 27:00 | 741 |
| 28:46 | 117 |
| 28:18 | 272 |
| 31:28 40:16 | 269 79 |
| 28:51 | 311 |
| 22:27 | 311 |
| 33:22 | 418 |
| 29:40 | 1 000 |
| 22:46 25:37 | 1,090 1,345 |
| 25:15 | 371 |
| 23:29 | 1,199 |
| 22.40 | 828 |
| 23:40 | 7 000 |
| 23:59 | 77 |
| | 1,089 77 12 |
| 23:59 34:16 | 77 |

| O4= | 4 2046 | 147 |
|----------------------------------|------------------------|---------------|
| | 4 2016 | 0/1/ |
| Average Response Time Minutes | Number of Responses | |
| Average Time Mi | Total Nu First Re | |
| 32:46 | 168 | |
| 29:37 21:37 | 1,060 | |
| 25:30 | 1,013 | |
| 27:59 | 392 | |
| 29:14 29:08 | 713 | |
| 23:34 | 190 | |
| 24:32 23:16 | 970 1,577 | |
| 42:39 | 60 | |
| 29:38 | 444 | |
| 24:10 22:44 | 2,073 | |
| 26:46 | 201 | |
| 25:47 | 240 | |
| 27:44 24:31 | 179 1,386 | |
| 32:22 | 593 | |
| 21:02 31:44 | 1,469 | |
| 27:10 | 126 1,035 | |
| 24:56 | 207 | |
| 28:16 25:22 | 104 1,053 | |
| 23:30 | 1,475 | |
| 23:39 | 2,338 | |
| 25:04 28:37 | 723 144 | |
| 30:18 | 70 | |
| 23:06 | 703 | |
| 26:41 23:44 | 276 1,820 | |
| 30:04 | 105 | |
| 25:12 21:32 | 1,211 | |
| 23:52 | 1,205 985 | |
| 39:04 | 74 | |
| 23:57 26:52 | 437 711 | |
| 34:55 | 126 | |
| 22:50 | 670 | |
| 23:29 23:12 | 1,105 2,098 | |
| 22:31 | 995 | |
| 32:19 25:59 | 608 521 | |
| 28:29 | 350 | |
| 25:09 | 1,342 | |
| 54:26 24:56 | 1,262 311 | |
| 25:10 | 1,463 | |
| 21:47 | 1,662 | |
| 31:06 30:41 | 177 112 | |
| 33:46 | 183 | |
| 28:36 28:14 | 315 146 | |
| 24:24 | 931 | |
| 30:50 | 79 | |
| 28:52 29:48 | 275 | |
| 28:26 | 137 | |
| 26:02 30:06 | 765 141 | |
| 25:11 | 203 | |
| 29:46 | 275 | |
| 34:19 26:15 | 69 322 | |
| 21:43 | 306 | |
| 30:36 | 409 | |
| 37:46 23:18 | 1,218 | |
| 24:29 | 1,350 | |
| 25:23 22:26 | 357 1,356 | |
| 25:01 | 766 | |
| 23:42 | 1,192 | |
| 39:06 37:06 | 76 26 | |
| 29:20 | 128 | |
| 25:33 | 52,766 | |
| ended resr | onse times o | lue to the em |

| Bar Bar | Qtr | 1 2017 | 7/18 | Qtr | 2 2017 | /18 |
|--|---|--------------------|------|---------------------|----------|-----|
| 3251 150 2845 169 2710 171 3028 149 2826 1,097 2805 1,097 2805 1,097 2805 1,097 2805 1,097 2805 1,097 2831 981 2537 475 3313 774 2917 688 2927 1,068 2332 1,594 3832 69 3845 72 3020 392 2744 446 2742 273 2,555 713 2713 2,209 2425 2,177 2816 192 2528 1,194 3307 601 2922 624 3307 601 2922 624 3337 601 2922 624 2,105 3323 102 2804 99 2833 1,137 2,557 1,060 2,577 1,413 3,250 1,678 3,373 133 3,346 98 3,250 1,685 2,297 1,004 2,528 2,117 2,595 1,594 3,307 1,531 3,250 1,678 3,307 1,531 3,250 1,678 3,307 1,532 2,308 2,396 2,344 786 3,307 1,552 3,325 1,679 3,333 2,331 2,366 2,344 7,86 3,307 1,352 3,325 1,679 3,333 2,331 2,366 2,344 7,86 3,307 1,352 3,325 1,679 3,333 2,331 2,366 2,344 7,86 3,307 1,352 2,368 2,344 7,86 3,307 1,352 3,325 1,679 3,333 2,331 2,366 2,344 7,86 3,307 1,352 3,325 1,679 3,333 2,331 2,366 2,344 7,86 3,307 1,352 3,325 1,679 3,333 2,333 2,334 2,396 2,344 7,86 3,307 1,352 3,325 1,679 3,333 2,331 2,366 2,344 7,86 3,365 1,378 2,364 1,371 2,365 1,378 2,364 1,371 2,365 1,378 2,364 1,371 2,365 1,378 2,364 1,371 2,365 1,378 2,364 1,371 2,365 1,378 2,364 1,378 2,364 1,378 2,364 1,378 2,364 1,378 2,364 1,379 2,338 1,44 2,316 2,271 1,423 2,364 1,379 2,333 1,34 2,369 2,364 1,379 2,333 1,34 2,369 2,364 1,378 2,364 1,379 2,364 1 | | 82 | | oonse | | |
| 3251 150 2845 169 2710 171 3028 149 2826 1,097 2805 1,097 2805 1,097 2805 1,097 2805 1,097 2805 1,097 2831 981 2537 475 3313 774 2917 688 2927 1,068 2332 1,594 3832 69 3845 72 3020 392 2744 446 2742 273 2,555 713 2713 2,209 2425 2,177 2816 192 2528 1,194 3307 601 2922 624 3307 601 2922 624 3337 601 2922 624 2,105 3323 102 2804 99 2833 1,137 2,557 1,060 2,577 1,413 3,250 1,678 3,373 133 3,346 98 3,250 1,685 2,297 1,004 2,528 2,117 2,595 1,594 3,307 1,531 3,250 1,678 3,307 1,531 3,250 1,678 3,307 1,532 2,308 2,396 2,344 786 3,307 1,552 3,325 1,679 3,333 2,331 2,366 2,344 7,86 3,307 1,352 3,325 1,679 3,333 2,331 2,366 2,344 7,86 3,307 1,352 3,325 1,679 3,333 2,331 2,366 2,344 7,86 3,307 1,352 2,368 2,344 7,86 3,307 1,352 3,325 1,679 3,333 2,331 2,366 2,344 7,86 3,307 1,352 3,325 1,679 3,333 2,331 2,366 2,344 7,86 3,307 1,352 3,325 1,679 3,333 2,333 2,334 2,396 2,344 7,86 3,307 1,352 3,325 1,679 3,333 2,331 2,366 2,344 7,86 3,365 1,378 2,364 1,371 2,365 1,378 2,364 1,371 2,365 1,378 2,364 1,371 2,365 1,378 2,364 1,371 2,365 1,378 2,364 1,371 2,365 1,378 2,364 1,378 2,364 1,378 2,364 1,378 2,364 1,378 2,364 1,379 2,338 1,44 2,316 2,271 1,423 2,364 1,379 2,333 1,34 2,369 2,364 1,379 2,333 1,34 2,369 2,364 1,378 2,364 1,379 2,364 1 | ige Resp Minutes | Number Response | | ige Resp Minutes | Number | |
| 27.10 | Average Time I | Total I | | Avera Time I | Total I | |
| 23.26 1.059 2.056 1.097 28.05 1.032 25.31 981 25.47 423 27.24 495 38.31 774 29.17 6.88 38.31 774 29.17 6.88 38.32 6.9 38.45 72 39.02 39.2 27.44 44.6 44.6 27.42 723 25.55 713 71.6 | | | | 0.000.000 | | |
| 2805 1,032 2547 423 2801 516 3813 774 2538 173 3951 1,047 2819 1,689 3832 66 3020 392 2742 723 2523 1,1594 3825 66 3827 2744 446 2712 2742 723 2525 1,172 2828 212 2845 149 2716 192 2822 1,480 3307 601 2922 2403 1,631 3373 133 3346 3373 133 3346 3252 1,085 2927 2410 2,358 2238 2343 766 2344 3307 135 3250 3035 82 3132 2410 2,358 | | | | | | |
| 2547 423 2724 495 2801 516 2637 475 3131 774 2917 688 2938 173 3051 1,047 2616 951 2839 1,594 3845 72 3020 392 2744 446 446 2713 2252 1,194 3250 196 3255 713 2,299 2425 2,127 2528 212 2917 218 2528 122 2917 218 2528 122 2917 218 2527 1,443 3307 601 2922 624 2403 1,631 2126 1,558 3733 133 3346 98 3250 1,085 2927 1,004 2627 221 2,007 208 3233 100 2,204 99 2,211 2,007 208 3233 100 2,204 3,429 2,240 3,420 3,420 2,240 | | | | | | |
| 3313 774 2917 688 2538 173 2232 196 3815 1,047 2616 951 2819 1,689 3845 72 3020 392 27:44 446 27:42 723 25:55 713 27:13 2,009 24:25 2,127 32:50 196 27:16 192 25:28 212 29:17 218 28:24 149 27:12 153 33:07 601 29:22 624 24:03 1,631 33:34 98 32:50 1,085 29:27 1,004 26:27 20:8 33:23 102 28:04 99 26:33 102 28:04 99 26:34 1,137 25:57 1,066 23:44 786 33:07 135 33:50 167 30:35 82 27:11 734 26:35 695 30:33 28:3 26:41 27:4 27:15 1,661 30:35 82 31:32 80 27:15 1,661 30:35 82 31:32 80 27:15 1,661 30:35 82 31:32 80 27:15 1,661 30:34 1,223 24:09 1,211 24:41 1,223 26:26 1,046 35:15 94 32:45 77 25:13 475 24:28 40:99 25:33 47:6 25:34 27:14 1,111 24:20 1,010 29:35 768 26:44 776 33:41 106 27:14 68:4 25:27 713 25:51 1,061 27:14 1,111 24:20 1,010 29:49 673 26:36 34:2 1,055 58:30 1,378 26:42 1,305 58:30 1,378 26:42 1,305 58:30 1,378 26:42 1,305 58:30 1,378 26:42 1,305 58:30 1,378 26:44 1,473 26:33 1,429 22:33 1,429 22:33 1,429 22:33 1,429 22:33 1,429 22:34 2,216 22:44 40:8 22:27 1,061 23:34 2,216 22:44 40:8 22:27 1,061 23:34 2,216 22:44 40:8 23:23 1,225 36:6 23:64 34:24 22:27 1,061 23:34 2,216 23:44 23:34 2,216 23:44 23:34 2,216 23:44 23:44 23:45 776 23:34 23:45 776 23:34 2,216 23:44 23:45 776 23:34 2,216 23:44 23:45 776 23:34 23:45 776 23:34 23:45 776 23:34 23:45 776 23:34 23:45 776 23:34 23:45 776 23:34 23:45 23:4 | | /- | | | | |
| 2538 173 3051 1,047 2616 951 1,594 3835 1,594 3835 72 3020 392 27.44 446 446 27.13 2.555 713 2.209 24.25 2.127 218 2.238 212 2917 218 2.238 2.245 2.127 2.245 2.127 2.245 2.127 2.245 2.127 2.245 2.127 2.245 2.127 2.245 2.127 2.245 2.247 2.245 2.247 2.245 2.247 2.245 2.247 2.245 2.247 2.245 2.247 2.245 2.247 2.245 2.247 2.245 2.247 2.245 2.247 2.245 2.247 2.2403 1,631 21.26 1,558 3.250 1,085 2.227 1,004 2.257 1,004 2.257 1,004 2.257 1,004 2.257 1,004 2.257 1,004 2.257 1,004 2.257 1,004 2.257 1,006 2.2410 2.258 2.238 2.238 2.238 2.238 2.238 2.236 2.238 | 28:01 | 516 | | 26:37 | 475 | |
| 30.51 1.047 26.16 951 28.19 1.689 38.32 69 38.45 72 72 723 27.44 446 46 47.42 723 27.14 47.46 47.42 723 27.15 1.92 27.12 153 27.13 27.13 2.209 24.25 2.127 218 28.45 1.49 27.12 153 29.22 1.480 25.27 1.443 33.07 601 29.22 6.24 2.16 1.558 37.33 1.33 33.46 98 32.50 1.085 29.27 1.004 26.27 22.1 27.07 208 32.23 1.02 28.04 99 26.34 1.137 25.57 1.060 27.47 1.592 24.03 1.429 24.10 2.358 22.38 2.396 23.44 786 33.07 135 32.50 167 30.35 82 23.34 26.24 1.274 27.11 734 26.25 695 30.33 283 26.41 27.4 27.15 1.861 27.14 2.141 1.223 26.26 1.048 23.28 1.044 35.15 94 25.27 1.061 27.14 684 23.28 1.094 27.14 684 25.27 1.061 27.14 684 25.27 1.061 27.14 684 25.27 1.061 27.14 1.111 24.20 1.001 27.14 4.08 29.93 1.372 26.26 1.081 27.27 1.061 27.14 1.111 24.20 1.001 27.15 1.305 3.105 | 33:13 | 774 | | 29:17 | 688 | |
| 28.19 1.689 38.45 72 30.20 392 27.44 446 27.42 723 25.55 713 27.13 2.209 24.25 2.127 32.50 196 27.16 192 25.28 212 29.17 218 28.45 149 27.12 153 29.21 1,480 25.27 1,443 3307 601 29.22 624 24.03 1,631 21.26 1,558 37.33 133 33.46 98 35.25 1,085 29.27 1,004 26.27 221 27.07 208 33.23 102 28.04 99 26.34 1,137 25.57 1,060 27.47 1,592 24.03 1,429 24.10 2,358 22.38 2,396 23.35 82 31.32 80 27.11 734 26.35 6.95 </td <td></td> <td></td> <td></td> <td></td> <td>20000000</td> <td></td> | | | | | 20000000 | |
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| 36:47 66 20:02 289 30:36 131 28:30 54,943 37:14 66 38:25 9 31:30 44 26:20 54,082 | | | | | | |
| 20:02 289 30:36 131 28:30 54,943 38:25 9 31:30 44 26:20 54,082 | 26:47 | - | | 23:25 | | |
| 30:36 131 28:30 54,943 31:30 44 26:20 54,082 | 36:47 | | | 37:14 | 66 | |
| 28:30 54,943 26:20 54,082 MAIN MAP TABLE | | | | | | |
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Qtr 3 2016/17

Qtr 4 2016/17

Qtr 1 2017/18

Qtr 2 2017/18

| 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 - Mooroopna | 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 |

| 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 |

| 24:45 | 44,729 |
|----------------|------------------------------------|
| 21:49 | 299 |
| 29:43 | 226 |
| 24:11 | 269 |
| 19:45 | 81 |
| 24:56 | 334 |
| 21:55 | 90 |
| 27:59 | 187 |
| 21:26 | 325 |
| 24:39 | 572 |
| 26:31 | 172 |
| 24:04 | 131 |
| 21:52 | 370 |
| 22:44 | 131 |
| 22:55 | 289 |
| 22:23 | 232 |
| 20:51 | 433 |
| | 34,051 598 |
| 17:36 25:04 | 34.051 |
| 25:47 | 94 |
| 24:04 | 239 |
| | |
| 20:49 | 95 120 |
| 21:32 | 96 |
| 22:19 | 1,659 |
| 31:24 | 207 |
| 21:53 | 84 |
| 28:17 | 112 |
| 25:23 | 172 |
| 29:25 | 123 |
| 24:20 | 932 |
| 22:32 | 161 |
| 20:18 | 1,008 |
| 32:28 | 226 |
| 24:00 | 206 |
| 25:05 | 316 |
| Average Respo | Total Number of First Responses |

| Average Respons 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 |

| Average Response Time Minutes | Total Number of First Responses |
|----------------------------------|------------------------------------|
| 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 | Response time measures the time from a triple zero (000) call being answered and registered by the Emergency Services Telecommunications Authority (ESTA), to the time the first AV resource arrives at the incident scene. Response times are based on data sourced from the Computer Aided Dispatch (CAD) system. |
|--------------------------------|---|
| Code 1 incident | Code 1 incidents require urgent paramedic and hospital care, based on information available at time of call. |
| Code 2 incident | Code 2 incidents are acute and time sensitive, but do not require a lights and sirens response. |
| % <= 15mins | This is the percentage of Code 1 first responses arriving in 15 minutes or less. This is calculated by dividing the number of Code 1 first responses arriving in 15 minutes or less by the total number of Code 1 first arrivals. When AV respond to an incident, we sometimes dispatch multiple AV resources to that incident. "First response" refers to the first AV resource to arrive at the incident scene. |
| Average Response Time | The average response time is the average response time for the area being reported, which is calculated by dividing the sum of the response times by the number of response times within the area being reported. The average response time is provided in minutes and seconds. |
| Number of First Responses | This is the total number of first arrivals within the reported time period. |
| UCL (Urban Centres Localities) | These are geographical areas based on the Australian Bureau of Statistics Urban Centres and Localities (UCLs) boundaries and residential population. Ambulance Victoria reports performance for larger UCLs where population exceeds 7,500 persons. |
| LGA (Local Government Area) | Local government in Victoria comprises of 79 municipal districts. They are often referred to as local government areas (LGAs). The number of LGAs and their boundaries can change over time. LGAs are as defined by Local Government Victoria, which is part of the Department of Transport, Planning and Local Infrastructure. |
| Interstate LGAs | Incidents responded to by AV resources outside the Victorian LGA Boundaries |