

## **Ambulance Victoria's Performance**

## 2017/18 Quarter 4 (1st April 2018 to 30th June 2018)

Ambulance Victoria has two official response time targets:

Respond to Code 1 incidents within 15 minutes for 85% of incidents state-wide, and Respond to Code 1 incidents within 15 minutes for 90% of incidents in centres with populations greater than 7,500.

Response times are an important measure of the service we provide, but are only one of a number of measures used to gauge the effective delivery of an ambulance service.

Our response times are measured from the receipt of the triple zero (000) call until paramedics arrive on scene. Response times are influenced by many factors including traffic, distance required to travel, availability of ambulances and demand for our services.

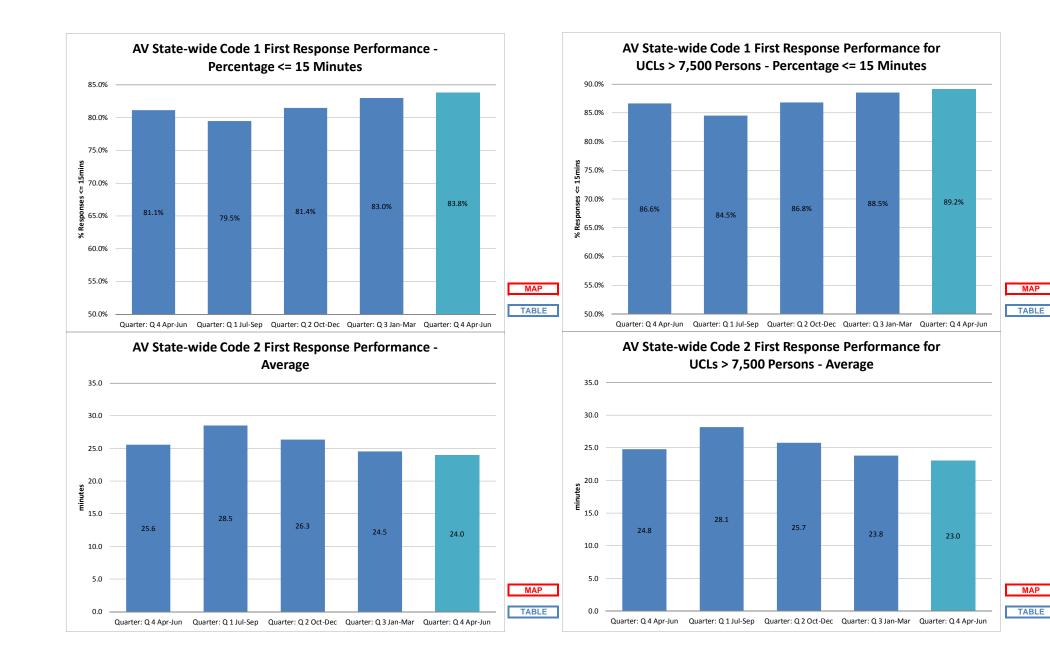
We designate those patients that require urgent paramedic and hospital care as "Code 1," and these patients receive a "lights and sirens" response. The tables below provide information about our Code 1 response time performance by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

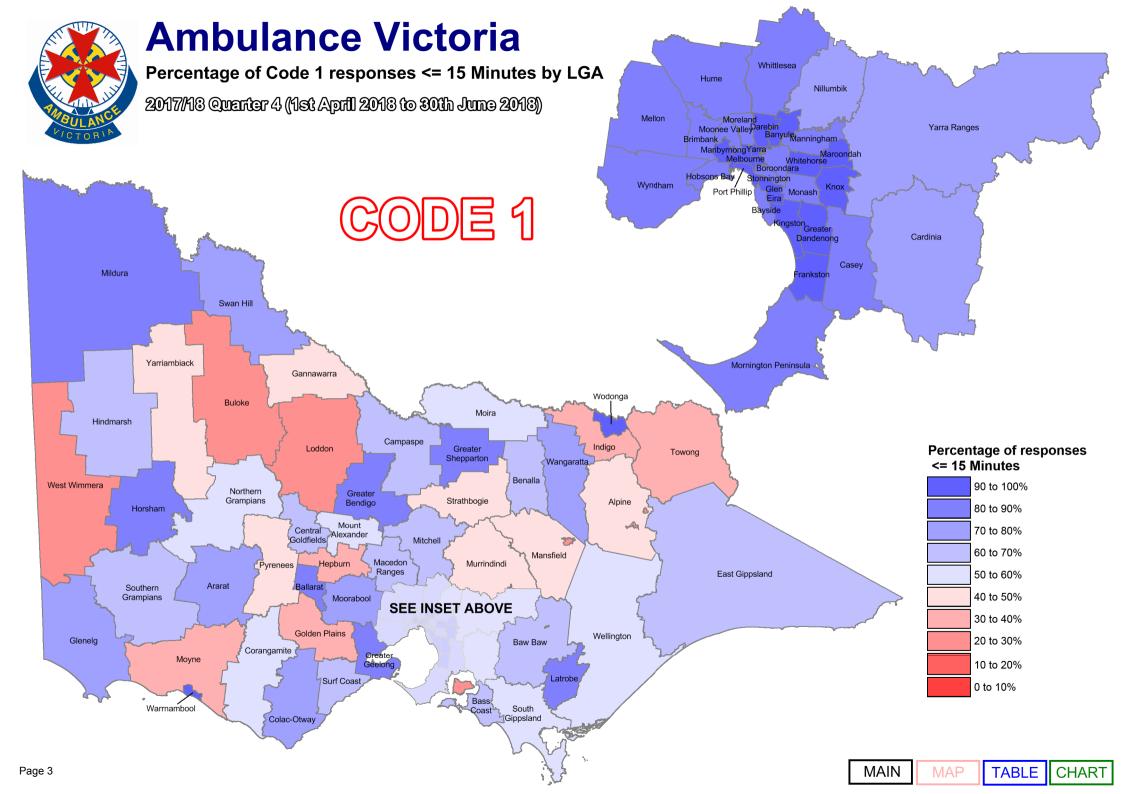
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

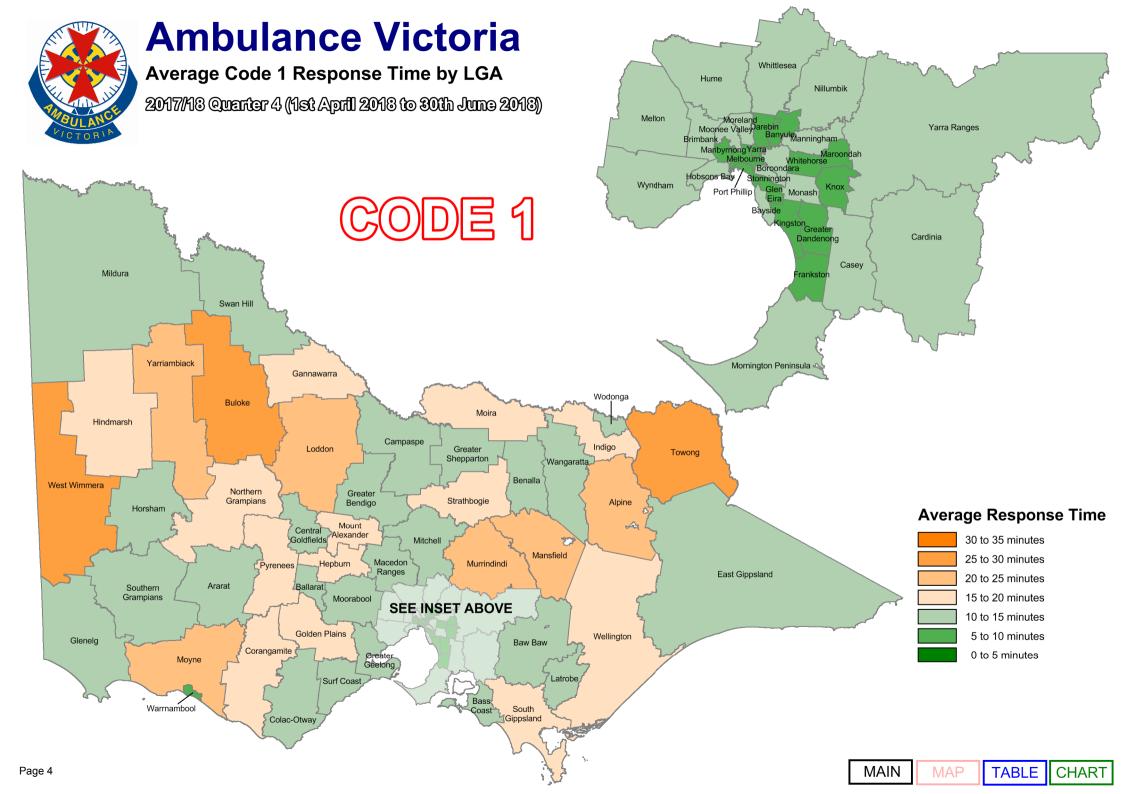
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

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

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.







			Qtr 4 2016/17	
A ALLEY		<i>a</i> 8	bonse	r of ses
ANO		% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	LGA Name	% Resp < = 15	4verag Time №	Fotal N ≓irst Re
	Alpine	48.6%	21:10	142
	Ararat	62.2%	17:10	143
	Ballarat	88.8%	10:30	1,326
	Banyule	90.9%	10:18	1,311
	Bass Coast	65.3%	13:58	467
	Baw Baw	60.5%	15:17	562
	Bayside	85.4%	11:25	859
	Benalla	69.3%	13:59	163
	Boroondara	87.5%	11:01	1,179
	Brimbank	88.8%	10:20	2,170
	Buloke	39.7%	25:51	58
	Campaspe	63.3%	15:26	471
	Cardinia	67.9%	13:46	944
	Casey	82.8%	11:33	2,983
	Central Goldfields	60.8% 66.7%	15:34 14:47	166
	Colac-Otway Corangamite	43.8%	21:07	162
	Darebin	89.6%	10:28	1,761
	East Gippsland	61.4%	16:01	650
	Frankston	88.4%	10:29	1,762
	Gannawarra	58.1%	19:02	74
	Glen Eira	90.7%	10:15	1,311
	Glenelg	72.0%	13:25	200
	Golden Plains	35.8%	19:32	162
	Greater Bendigo	80.4%	12:08	1,471
	Greater Dandenong	87.3%	10:42	1,999
	Greater Geelong	82.1%	11:36	3,099
	Greater Shepparton	80.6%	11:32	835
	Hepburn	41.9%	17:45	148
	Hindmarsh	40.2%	22:03	82
	Hobsons Bay	87.1%	10:43	951
	Horsham	82.4%	11:13	245
	Hume	82.2%	11:38	2,702
	Indigo	21.8%	23:07	110
	Kingston	89.1%	10:17	1,609
	Knox	87.2%	10:55	1,489
	Latrobe	77.8%	11:59	1,247
	Loddon	19.8%	25:46	96
	Macedon Ranges	63.4%	14:28	459
	Manningham Mansfield	83.7%	11:59 25:43	955
	Maribyrnong	89.8%	10:10	866
	Maroondah	90.0%	10:09	1,285
	Melbourne	90.4%	9:20	2,271
	Melton	80.4%	11:36	1,442
	Mildura	81.5%	11:42	703
	Mitchell	57.7%	15:39	478
	Moira	61.2%	15:54	379
	Monash	88.0%	10:48	1,649
	Moonee Valley	85.3%	11:27	1,229
	Moorabool	55.7%	14:07	289
	Moreland	89.0%	10:41	1,957
	Mornington Peninsula	79.1%	11:43	1,919
	Mount Alexander	49.4%	17:00	174
	Moyne	46.1%	17:32	128
	Murrindindi	37.2%	22:19	183
	Nillumbik	55.8%	15:27	457
	Northern Grampians	56.3%	15:25	135
	Port Phillip	89.5%	10:02	1,148
	Pyrenees Ouecneeliffe	39.1%	20:11	87
	Queenscliffe	44.1%	16:47	34
	South Gippsland	47.7%	19:15 13:35	327
	Southern Grampians Stonnington	85.1%	13:35 11:07	146 940
	Strathbogie	36.6%	20:02	134
	Surf Coast	65.1%	14:40	275
	Swan Hill	71.1%	14:28	197
	Towong	32.0%	23:02	50
	Wangaratta	75.6%	12:41	303
	Warrnambool	90.7%	10:09	322
	Wellington	54.5%	17:32	492
	West Wimmera	33.3%	22:16	39
	Whitehorse	90.6%	9:46	1,545
	Whittlesea	79.0%	11:57	2,038
	Wodonga	84.5%	11:12	439
	Wyndham	84.4%	11:22	1,681
	Yarra	92.6%	9:15	1,035
	Yarra Ranges	70.0%	13:33	1,587
	Yarriambiack	44.4%	21:28	72
	Unincorporated	33.3%	31:03	12
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86.7%     11:09     2,252       77.4%     12:19     2,168       46.3%     19:55     218       44.9%     16:58     127       31.8%     21:54     4.173       59.6%     15:34     4.456       68.3%     14:21     142       87.5%     10:28     1,164       39.2%     19:44     97       53.7%     15:06     41       57.8%     15:27     346       75.6%     13:29     160       85.9%     11:18     1,020       40.9%     20:21     164       64.2%     14:44     288       75.9%     13:12     23:23       43.8%     22:46     64       78.0%     12:38     383       56.2%     16:51     537       45.2%     23:23     31       90.1%     10:19     1,639       91.5%     12:47     2,367       75.5%     12:47     2,061       90.1%     12:29<			
77.4%     12:19     2.168       46.3%     19:55     2.18       44.9%     16:58     1.27       31.8%     21:54     1.73       59.6%     15:34     4.456       68.3%     14:21     1.42       87.5%     10:28     1.164       39.2%     19:44     .97       53.7%     15:06     41       57.8%     15:27     346       75.6%     13:29     160       85.9%     11:18     1.020       40.9%     20:21     164       64.2%     14:44     288       75.9%     13:12     232       43.8%     22:46     64       78.0%     12:38     383       56.2%     16:51     537       45.2%     23:23     31       90.1%     10:19     1.639       75.5%     12:47     2,367       85.0%     11:20     520       79.6%     12:29     2,061       90.7%     9:36 <td>57.3%</td> <td>16:01</td> <td>384</td>	57.3%	16:01	384
46.3%     19:55     218       44.9%     16:58     127       31.8%     21:54     173       59.6%     15:34     4456       68.3%     14:21     142       87.5%     10:28     1,164       39.2%     19:44     97       53.7%     15:06     41       57.8%     15:27     346       75.6%     13:29     160       85.9%     11:18     1,020       40.9%     20:21     164       64.2%     14:44     288       75.9%     13:12     232       43.8%     22:46     64       78.0%     12:38     383       56.2%     16:51     537       92.7%     9:34     383       56.2%     16:51     537       92.7%     12:47     2,367       85.0%     12:29     2,061       90.1%     12:29     2,061       90.7%     9:36     1,136       91:29     2,061			
44.9%     16:58     127       31.8%     21:54     173       59.6%     15:34     456       68.3%     14:21     142       87.5%     10:28     1,164       39.2%     19:44     97       53.7%     15:06     41       57.8%     15:27     346       75.6%     13:29     160       85.9%     11:18     1,020       40.9%     20:21     164       64.2%     14:44     288       75.9%     13:12     23:2       43.8%     22:46     64       78.0%     12:38     383       56.2%     16:51     537       90.1%     10:19     1,639       91.12     2,367     35.0%       12:47     2,367     35.0%       93.6     12:29     2,061       90.7%     9:36     1,136       90.7%     9:36     1,136       90.7%     9:36     1,136       90.7%     9:36			
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68.3%     14:21     142       87.5%     10:28     1,164       39.2%     19:44     97       53.7%     15:06     41       57.8%     15:27     346       75.6%     13:29     160       85.9%     11:18     1,020       40.9%     20:21     164       64.2%     14:44     288       75.9%     13:12     232       43.8%     22:46     64       78.0%     12:38     383       96.2%     16:51     537       92.7%     9:34     383       96.2%     16:51     537       95.4%     12:29     2,361       90.1%     12:29     2,061       95.5%     12:29     2,061       90.7%     9:36     1,136       93.4%     13:25     1,136       90.7%     9:36     1,136       90.7%     9:36     1,136       91.55%     12:29     2,061       90.7%     9:36 <td></td> <td></td> <td></td>			
87.5%     10:28     1,164       39.2%     19:44     97       53.7%     15:06     41       57.8%     15:27     346       75.6%     13:29     160       85.9%     11:18     1,020       40.9%     20:21     164       64.2%     14:44     288       75.9%     13:12     232       43.8%     22:46     64       78.0%     12:38     383       56.2%     16:51     537       92.7%     23:23     31       90.1%     10:19     1,639       75.5%     12:47     2,367       85.0%     11:20     5200       79.6%     12:29     2,061       90.7%     9:36     1,136       90.7%     9:36     1,136       90.7%     9:36     1,136       90.7%     9:36     1,136       90.7%     9:36     1,136       9:36     1,136     1,136       9:37     1,355			
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85.9%     11:18     1,020       40.9%     20:21     164       64.2%     14:44     288       75.9%     13:12     232       43.8%     22:46     64       78.0%     12:38     387       92.7%     9:34     383       56.2%     16:51     537       45.2%     23:23     31       90.1%     10:19     1,639       75.5%     12:47     2,367       85.0%     11:20     520       79.6%     12:29     2,061       90.7%     9:36     1,136       67.8%     13:55     1,797       84.3%     24:57     102	57.8%	15:27	346
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75.5%     12:47     2,367       85.0%     11:20     520       79.6%     12:29     2,061       90.7%     9:36     1,136       67.8%     13:55     1,797       34.3%     24:57     102			
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Responses = 15 Minutes	/erage Response me Minutes	otal Number of rst Responses
≈ " 48.1%	₹Ē 21:24	은 분 158
40.1 <i>%</i>	16:09	158
87.9%	10:28	1,379
88.4%	10:37	1,235
66.7%	14:07	510
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66.5%	11:10 13:55	850 179
89.2%	10:40	1,240
87.3%	10:39	2,402
36.5%	24:09	74
67.0% 62.5%	14:14 14:21	461
82.9%	14.21	1,084 3,137
63.4%	15:14	202
67.3%	14:55	220
51.5%	17:35	171
87.9%	10:34	1,942
62.9% 90.0%	15:46 10:03	706 1,914
49.4%	19:20	89
89.5%	10:27	1,249
76.5%	12:29	187
38.4%	18:00	190
80.0% 88.0%	12:07 10:46	1,463 2,024
85.0%	10.46	3,237
85.3%	10:37	999
36.0%	19:01	200
55.9%	19:46	68
83.5% 85.7%	11:40 10:56	933 245
83.8%	11:22	2,972
28.8%	20:48	139
88.3%	10:29	1,708
90.7%	9:59	1,597
79.3%	11:34	1,367
30.5% 62.6%	21:40 14:36	128 470
82.8%	11:55	1,028
45.7%	21:34	81
89.0%	10:01	928
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78.4%	11:51	1,560
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62.7%	14:15	517
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87.4% 84.2%	10:55 11:38	1,746 1,326
62.7%	14:24	357
88.2%	10:38	2,196
79.9%	11:26	2,133
53.8%	16:25	208
40.7%	18:42 23:28	145
29.8% 62.3%	23:28 14:48	181 488
67.7%	14:50	164
90.0%	10:05	1,288
42.3%	19:05	111
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48.4% 68.2%	19:16	151
86.8%	11:14	990
40.6%	18:39	165
58.0%	15:57	312
72.6% 40.0%	13:19 22:31	226 60
40.0%	22:31 11:57	60 341
92.0%	9:39	387
58.5%	16:32	525
37.5%	20:27	32
92.0%	9:41	1,508
78.4% 89.0%	12:24 10:08	2,135 437
83.0%	11:21	1,975
90.1%	9:36	1,272
73.8%	12:42	1,623
41.3%	22:18	92
.0%	67:59	8
54.9%	18:38	195

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66.2%15:261.4287.0%10:551.2289.2%10:071.19163.5%12:2656388.4%10:4580975.3%12:46161690.5%10:251.16189.7%10:192.17240.9%23:5466667.3%14:1449572.4%12:391.00786.3%10:472.96862.5%15:29168362.6%15:5223548.5%18:1317191.7%10:021.81359.2%16:42710093.1%9.191.78190.0%10:061.30780.2%12:192.4890.1%10:111.92685.4%10:243.09584.5%10:4488854.2%21:5955985.4%10:45888985.7%10:3327287.5%10:412.68832.7%22:20111089.9%10:101.50990.7%10:181.44578.0%11:471.32531.5%23:179290.7%10:283.6832.7%12:2911084.1%17:3720882.9%10:283.6890.7%15:5637284.5%10:413.6391.9%8:482.50384.5%10:413.6192.9%12:183.6<	esponse 15 Minu	rage Re e Minute	I Numb
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49.2%     16:49     63       50.7%     17:43     335       65.5%     15:17     148       89.4%     10:10     914       32.2%     20:49     1711       65.6%     14:13     352       72.6%     13:20     2377       28.6%     25:01     77       77.0%     12:25     361       90.4%     9:45     417       57.1%     17:44     501       38.7%     23:13     31       92.2%     9:15     1,395       81.1%     11:45     1,987       86.3%     10:44     488       85.5%     10:44     1,831       94.1%     8:47     1,166       74.9%     12:18     1,547       34.4%     24:13     93       .0%     51:24     11       60.4%     17:14     227       83.0%     11:23     66,612			
50.7%     17:43     335       65.5%     15:17     148       89.4%     10:10     914       32.2%     20:49     171       65.6%     14:13     352       72.6%     13:20     237       28.6%     25:01     77       77.0%     12:25     361       90.4%     9:45     417       57.1%     17:44     501       38.7%     23:13     31       92.2%     9:15     1,395       81.1%     11:45     1,987       86.3%     10:44     488       85.5%     10:44     1,831       94.1%     8:47     1,166       74.9%     12:18     1,547       34.4%     24:13     93       .0%     51:24     11       60.4%     17:14     227       83.0%     11:23     66,612			
89.4%     10:10     914       32.2%     20:49     171       65.6%     14:13     352       72.6%     13:20     237       28.6%     25:01     77       77.0%     12:25     361       90.4%     9:45     417       57.1%     17:44     501       38.7%     23:13     31       92.2%     9:15     1,395       81.1%     11:45     1,987       86.3%     10:44     488       85.5%     10:44     1,831       94.1%     8:47     1,166       74.9%     12:18     1,547       34.4%     24:13     93       .0%     51:24     11       60.4%     17:14     227       83.0%     11:23     66,612			
32.2%   20:49   171     65.6%   14:13   352     72.6%   13:20   237     28.6%   25:01   77     77.0%   12:25   361     90.4%   9:45   417     57.1%   17:44   501     38.7%   23:13   31     92.2%   9:15   1,395     81.1%   11:45   1,987     86.3%   10:44   488     85.5%   10:44   1,831     94.1%   8:47   1,166     74.9%   12:18   1,547     34.4%   24:13   93     .0%   51:24   11     60.4%   17:14   227     83.0%   11:23   66,612	65.5%	15:17	148
65.6%   14:13   352     72.6%   13:20   237     28.6%   25:01   77     77.0%   12:25   361     90.4%   9:45   417     57.1%   17:44   501     38.7%   23:13   31     92.2%   9:15   1,395     81.1%   11:45   1,987     86.3%   10:44   488     85.5%   10:44   1,831     94.1%   8:47   1,166     74.9%   12:18   1,547     34.4%   24:13   93     .0%   51:24   11     60.4%   17:14   227     83.0%   11:23   66,612			
72.6%   13:20   237     28.6%   25:01   77     28.6%   25:01   77     77.0%   12:25   361     90.4%   9:45   417     57.1%   17:44   501     38.7%   23:13   31     92.2%   9:15   1,395     81.1%   11:45   1,987     86.3%   10:44   488     85.5%   10:44   1,831     94.1%   8:47   1,166     74.9%   12:18   1,547     34.4%   24:13   93     .0%   51:24   11     60.4%   17:14   227     83.0%   11:23   66,612			
28.6%     25:01     77       77.0%     12:25     361       90.4%     9:45     417       57.1%     17:44     501       38.7%     23:13     31       92.2%     9:15     1,395       81.1%     11:45     1,987       86.3%     10:44     488       85.5%     10:44     1,831       94.1%     8:47     1,166       74.9%     12:18     1,547       34.4%     24:13     93       .0%     51:24     11       60.4%     17:14     227       83.0%     11:23     66,612			
90.4%     9:45     417       57.1%     17:44     501       38.7%     23:13     31       92.2%     9:15     1,395       81.1%     11:45     1,987       86.3%     10:44     488       85.5%     10:44     1,831       94.1%     8:47     1,166       74.9%     12:18     1,547       34.4%     24:13     93       .0%     51:24     11       60.4%     17:14     227       83.0%     11:23     66,612			
57.1%   17:44   501     38.7%   23:13   31     92.2%   9:15   1,395     81.1%   11:45   1,987     86.3%   10:44   488     85.5%   10:44   1,831     94.1%   8:47   1,166     74.9%   12:18   1,547     34.4%   24:13   93     .0%   51:24   11     60.4%   17:14   227     83.0%   11:23   66,612	77.0%		361
38.7%   23:13   31     92.2%   9:15   1,395     81.1%   11:45   1,987     86.3%   10:44   488     85.5%   10:44   1,831     94.1%   8:47   1,166     74.9%   12:18   1,547     34.4%   24:13   93     .0%   51:24   11     60.4%   17:14   227     83.0%   11:23   66,612			
92.2%     9:15     1,395       81.1%     11:45     1,987       86.3%     10:44     488       85.5%     10:44     1,831       94.1%     8:47     1,166       74.9%     12:18     1,547       34.4%     24:13     93       .0%     51:24     11       60.4%     17:14     227       83.0%     11:23     66,612			
81.1%   11:45   1,987     86.3%   10:44   488     85.5%   10:44   1,831     94.1%   8:47   1,166     74.9%   12:18   1,547     34.4%   24:13   93     .0%   51:24   11     60.4%   17:14   227     83.0%   11:23   66,612			
85.5%   10:44   1,831     94.1%   8:47   1,166     74.9%   12:18   1,547     34.4%   24:13   93     .0%   51:24   11     60.4%   17:14   227     83.0%   11:23   66,612			
94.1%     8:47     1,166       74.9%     12:18     1,547       34.4%     24:13     93       .0%     51:24     11       60.4%     17:14     227       83.0%     11:23     66,612			
74.9%   12:18   1,547     34.4%   24:13   93     .0%   51:24   11     60.4%   17:14   227     83.0%   11:23   66,612			
34.4%     24:13     93       .0%     51:24     11       60.4%     17:14     227       83.0%     11:23     66,612			
60.4%     17:14     227       83.0%     11:23     66,612			
83.0% 11:23 66,612	.0%	51:24	11

HAP

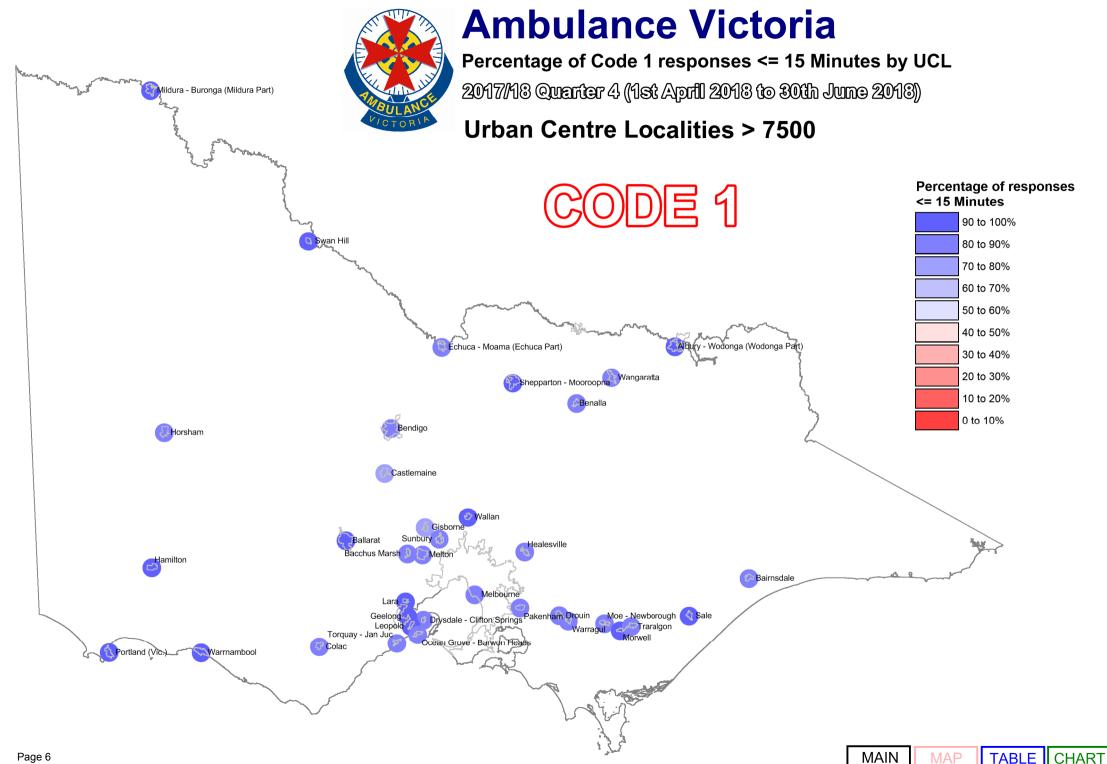
MAP

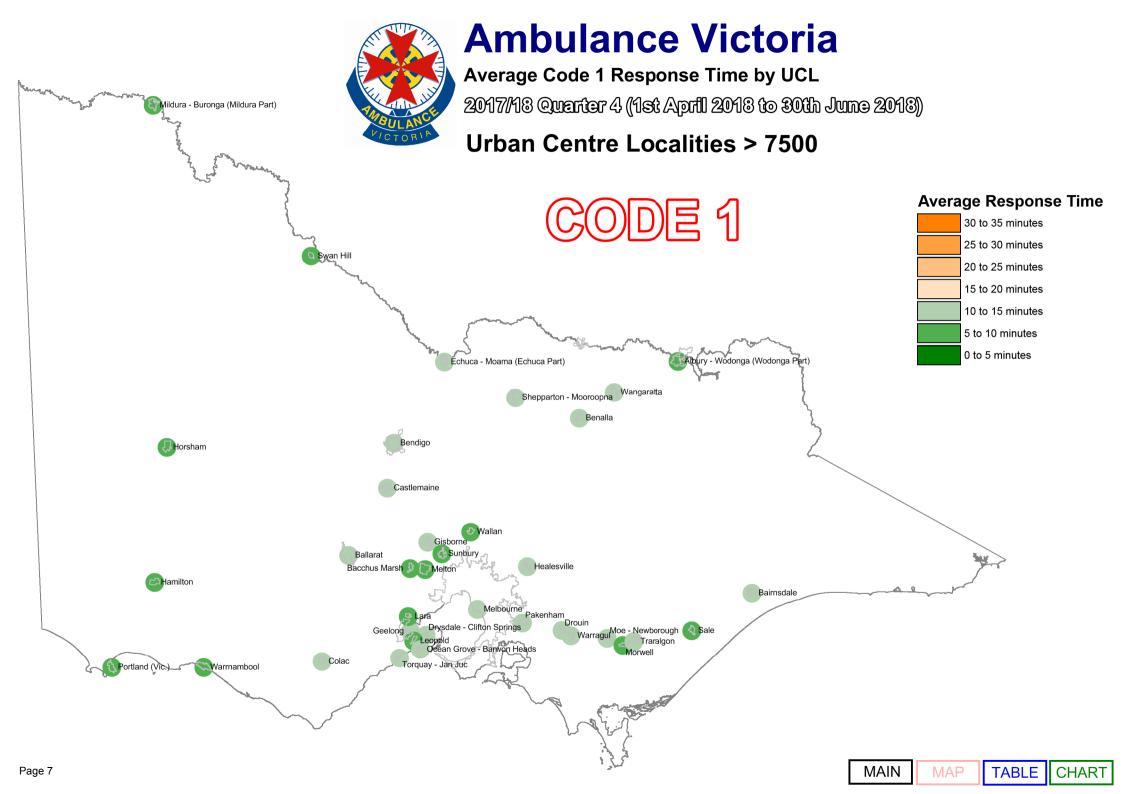
MAIN

CHART

Qtr	4 201	7/18
ses utes	esponse tes	ber of onses
= 15 Min	Average Resp Time Minutes	Total Num First Resp
¥ v 42.3%	∢⊢ 21:33	нц 149
70.8%	13:30	168
88.8% 90.4%	10:25 9:58	1,387 1,207
68.1%	13:57	504
68.6%	14:21	547
88.2% 69.0%	10:58 13:46	823 171
89.8%	10:24	1,253
88.3% 25.4%	10:25 28:25	2,210 63
68.2%	14:03	488
71.8%	12:44	1,004
86.8% 68.8%	10:39 13:54	3,048 189
70.0%	13:37	217
50.3% 91.6%	18:10 9:59	143
66.6%	9.59 14:32	1,785 668
92.2%	9:40	1,783
46.5% 91.7%	18:56 9:48	114 1,279
77.4%	12:32	243
31.0%	18:46	174
83.1% 92.0%	11:20 9:40	1,470 1,938
87.4%	10:48	3,138
83.7% 38.3%	11:16 18:09	985 162
38.3% 64.4%	18:09 18:21	162 59
87.6%	10:34	952
82.2% 87.7%	10:49 10:37	275 2,810
31.1%	19:59	119
91.2%	9:52	1,624
90.9% 80.8%	9:56 11:24	1,529 1,330
24.8%	21:29	105
65.2% 85.3%	13:34 11:36	448 1,058
44.9%	23:35	69
91.0%	9:43	853
94.4% 90.8%	9:02 8:55	1,255 2,203
85.0%	10:46	1,533
84.0% 66.9%	10:49 13:36	693 510
57.2%	16:35	376
88.8%	10:54	1,610
87.3% 71.6%	10:55 13:12	1,281 328
89.9%	10:07	2,048
82.1% 54.9%	11:12 16:21	1,920 164
54.9% 35.4%	20:20	164
40.9%	20:25	186
71.9% 58.3%	13:03 16:12	502 127
91.7%	9:32	1,151
49.1% 41.0%	18:04 16:07	106 39
41.0% 50.7%	16:07 17:07	39 365
66.7%	14:52	117
87.9% 41.2%	10:44 18:58	859 131
62.0%	14:38	300
75.5% 31.4%	12:42	229 70
31.4% 78.0%	26:26 12:20	70 337
91.1%	9:37	372
57.9% 29.7%	16:55 25:21	539 37
92.5%	9:15	1,449
81.1%	11:31 10:02	2,156
90.5% 86.0%	10:02 10:38	464 1,807
93.1%	9:02	1,108
77.1% 40.6%	11:59 20:57	1,508 96
25.0%	37:15	8
56.1%	17:43	214
83.8%	11:12	66,866

NOTE: The "Total AV" result includes a small number of incidents for which we are unable to determine the LGA.





WILLANCE PICTORIA	ANCE

	Qtr 4 2016/17		
UCL Name	% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	87.9%	10:34	396
Bacchus Marsh	73.2%	11:39	153
Bairnsdale	83.0%	11:27	206
Ballarat	90.4%	10:16	1,272
Benalla	81.7%	11:13	120
Bendigo	86.2%	11:05	1,260
Castlemaine	75.5%	13:15	98
Colac	85.6%	10:31	104
Drouin	60.9%	14:45	128
Drysdale - Clifton Springs	77.6%	12:31	125
Echuca - Moama (Echuca Part)	81.8%	11:56	214
Geelong	87.7%	10:53	2,214
Gisborne	69.9%	12:53	113
Hamilton	93.3%	9:18	104
Healesville	79.3%	11:28	150
Horsham	94.7%	9:14	209
Lara	82.3%	11:13	130
Leopold	87.7%	10:32	106
Melbourne	86.9%	10:46	43,415
Melton	80.8%	11:07	802
Mildura - Buronga (Mildura Part)	93.2%	9:26	486
Moe - Newborough	80.1%	11:11	352
Morwell	90.2%	9:48	348
Ocean Grove - Barwon Heads	77.1%	12:30	179
Pakenham	81.7%	11:50	476
Portland (Vic.)	85.8%	10:25	113
Sale	87.1%	10:17	132
Shepparton - Mooroopna	90.2%	9:59	662
Sunbury	83.1%	10:52	445
Swan Hill	90.7%	9:56	118
Torquay - Jan Juc	78.4%	11:20	139
Traralgon	80.2%	11:53	338
Wallan	83.8%	10:38	99
Wangaratta	89.5%	10:14	229
Warragul	86.6%	10:54	201
Warrnambool	90.5%	10:07	306
Total UCLs > 7500	86.6%	10:47	55,942

Qtr 1 2017/18		
% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses
89.3%	10:44	476
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	1,327
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%	11:02	2,350
70.0%	12:39	120
94.6%	8:32	112
68.1%	13:53	160
93.4%	9:15	243
80.8%	11:04	151
88.5%	10:12	139
84.7%	11:18	48,866
73.2%	12:47	1,026
88.6%	10:04	580
77.9%	11:44	430
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
90.4%	10:08	726
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
90.4%	10:13	311
83.3%	12:09	228
93.9%	9:24	362
84.5%	11:19	63,237

Qtr 2 2017/18			
% 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	1,276	
72.4%	13:03	116	
84.7%	10:57	131	
77.8%	13:27	162	
79.7%	11:48	143	
88.6%	11:13	202	
89.7%	10:22	2,284	
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	
89.1%	9:52	101	
86.9%	10:46	46,339	
79.7%	11:13	836	
92.1%	9:22	559	
78.5%	11:26	381	
91.4%	9:28	361	
85.5%	10:46	159	
74.5%	12:40	557	
85.8%	10:20	113	
91.7%	9:40	156	
92.6%	9:32	796	
79.5%	11:17	440	
90.2%	9:01	123	
74.4%	12:16	129	
82.6%	11:04	390	
89.8%	10:04	118	
92.6%	9:34	256	
83.6%	11:28	226	
93.0%	9:25	370	
86.8%	10:44	59,655	

88.9%9:4118088.9%10:1520888.0%10:1520889.0%10:401,21685.2%10:541,19068.5%10:4410886.6%10:2412681.9%12:1216082.1%10:4223788.6%10:242,20176.0%12:2110489.9%10:309973.9%11:2913490.2%0:2224190.2%10:109388.8%10:1179795.1%8:3351381.2%10:2437380.8%10:1179795.1%8:3351381.2%10:2443,49486.6%10:1179795.1%8:3351381.2%10:2443,49480.8%10:1379795.1%8:3351381.2%10:2443,49490.9%10:2437380.8%10:1479795.1%3:3351381.2%10:2441490.9%9:4117490.9%9:4312684.1%10:3143387.3%9:4312681.0%11:3515390.0%10:4221990.9%9:3927684.9%10:4221992.4%9:25397	Qtr 3 2017/18		
88.9%9:4118088.9%10:1520888.0%10:1520889.0%10:401,21685.2%10:541,19068.5%10:4410886.6%10:2412681.9%12:1216082.1%10:4223788.6%10:242,20176.0%12:2110489.9%10:309973.9%11:2913490.2%0:2224190.2%10:109388.8%10:1179795.1%8:3351381.2%10:2437380.8%10:1179795.1%8:3351381.2%10:2443,49486.6%10:1179795.1%8:3351381.2%10:2443,49480.8%10:1379795.1%8:3351381.2%10:2443,49490.9%10:2437380.8%10:1479795.1%3:3351381.2%10:2441490.9%9:4117490.9%9:4312684.1%10:3143387.3%9:4312681.0%11:3515390.0%10:4221990.9%9:3927684.9%10:4221992.4%9:25397	% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses
88.0%10:1520889.0%10:401,21685.2%10:5612886.6%10:541,19068.5%10:2410886.6%10:2412681.9%12:1216082.1%10:4223788.6%10:422,20176.0%12:2110489.9%10:309973.9%11:2913490.2%0:2224190.3%10:109388.8%10:1843,49486.6%10:1179795.1%8:3351381.2%10:2437380.8%10:14437381.2%10:2437380.8%10:2437381.2%10:24434490.9%9:4171495.1%8:3351381.2%10:2437380.8%10:2443490.9%9:4117495.1%36143381.2%10:24121490.9%9:4117490.9%9:4312681.0%11:3515381.0%11:3515390.0%10:1610090.9%9:3927684.9%10:4221990.9%9:3927684.9%10:42397	90.8%	10:00	436
89.0%10:401,21685.2%10:5612.886.6%10:541,19068.5%10:2410.886.5%10:2410.681.9%12.1216082.1%10:422.3788.6%10:422.3788.6%10:422.3789.6%10:262.20176.0%12.2110489.9%10:309973.9%11:2913490.2%10:2612390.3%10:109388.8%10:1843,49486.6%10:1179795.1%8:3351381.2%10:2437380.8%11:4315687.7%10:2151290.8%9:4117490.9%9:4969384.1%10:3143387.3%9:4315581.0%11:3515381.0%11:3515390.9%9:4321681.0%11:4337390.0%10:1610090.9%9:3927684.9%10:4221992.4%925397	88.9%	9:41	180
B5.2%     10:56     1.1.4       85.2%     10:54     1.1.90       68.5%     10:24     1.08       86.5%     10:24     126       81.9%     12:12     160       82.1%     11:46     95       88.6%     10:24     2.37       89.6%     10:26     2.201       76.0%     12:21     104       89.9%     10:30     99       73.9%     11:29     134       92.5%     9:22     241       90.2%     10:10     93       88.8%     10:18     43,494       86.6%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       81.2%     10:21     512       90.8%     9:41     174       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35	88.0%	10:15	208
86.6%     10:54     1,190       68.5%     14:49     108       86.5%     10:24     126       81.9%     12:12     160       82.1%     10:42     237       88.6%     10:42     237       88.6%     10:42     237       89.6%     10:26     2,201       76.0%     12:21     104       89.9%     10:30     99       73.9%     11:29     134       92.5%     9:22     241       90.2%     10:10     93       88.8%     10:13     43,494       86.6%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       81.7%     10:21     512       90.8%     11:43     156       87.7%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35 <t< td=""><td>89.0%</td><td>10:40</td><td>1,216</td></t<>	89.0%	10:40	1,216
68.5%     14:49     108       86.5%     10:24     126       81.9%     12:12     160       82.1%     11:46     95       88.6%     10:42     237       89.6%     10:26     2,201       76.0%     12:21     104       89.9%     10:30     99       73.9%     11:29     134       92.5%     9:22     241       90.2%     10:10     93       88.8%     10:18     43,494       86.6%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       88.7%     10:21     512       90.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     174       90.9%     9:49     693       84.1%     10:31     433       90.9%     9:43     126       81.0%     11:35     153       81.0%     11:43     37	85.2%	10:56	128
86.5%     10:24     1212       81.9%     12:12     160       82.1%     11:46     95       88.6%     10:42     237       88.6%     10:42     237       88.6%     10:26     2,201       76.0%     12:21     104       89.9%     10:30     99       73.9%     11:29     134       92.5%     9:22     241       90.2%     10:10     93       88.8%     10:18     43,494       86.6%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       88.7%     10:21     512       90.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     174       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       90.9%     9:43     21	86.6%	10:54	1,190
81.9%     12:12     160       82.1%     11:46     95       88.6%     10:42     237       89.6%     10:26     2,201       76.0%     12:21     104       89.9%     10:30     99       73.9%     11:29     134       92.5%     9:22     241       90.2%     10:10     93       88.8%     10:18     43,494       86.6%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       88.7%     10:21     512       90.8%     11:43     156       87.7%     10:22     144       90.9%     9:41     174       90.8%     9:41     174       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       90.9%     9:39     276<	68.5%	14:49	108
82.1%     11:46     95       88.6%     10:42     237       88.6%     10:26     2,201       76.0%     12:21     104       89.9%     10:30     99       73.9%     11:29     134       92.5%     9:22     241       90.2%     10:26     123       90.3%     10:10     93       88.8%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       87.7%     10:21     373       80.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     174       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     125       81.0%     11:35     153       90.9%     9:43     126       81.0%     11:35     153       90.9%     9:43     126       81.0%     11:43     373 <td>86.5%</td> <td>10:24</td> <td>126</td>	86.5%	10:24	126
88.6%     10:42     237       89.6%     10:26     2,201       76.0%     12:21     104       89.9%     10:30     99       73.9%     11:29     134       92.5%     9:22     241       90.2%     10:26     123       90.3%     10:10     93       88.8%     10:18     43,494       86.6%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       87.7%     10:21     512       90.8%     9:41     174       90.9%     9:49     693       84.1%     10:31     433       90.9%     9:49     693       84.1%     10:31     433       90.9%     9:43     156       81.0%     11:35     153       90.9%     9:43     216       81.0%     11:35     153       90.9%     9:39     276       84.9%     10:42     219<	81.9%	12:12	160
No.     No.     No.       88.6%     10:26     2,201       76.0%     12:21     104       89.9%     10:30     99       73.9%     11:29     134       92.5%     9:22     241       90.2%     10:26     123       90.3%     10:10     93       88.8%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       88.7%     10:04     373       80.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     714       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       81.0%     11:35     153       90.9%     9:43     216       81.0%     11:35     153       90.9%     9:39     276       81.0%     10:16     100	82.1%	11:46	95
76.0%     12:21     104       89.9%     10:30     99       73.9%     11:29     134       92.5%     9:22     241       90.2%     10:26     123       90.3%     10:10     93       88.8%     10:18     43,494       86.6%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       88.7%     10:24     373       80.8%     11:43     156       87.7%     10:22     144       90.9%     9:41     714       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     125       81.0%     11:35     153       79.9%     11:43     373       90.0%     9:39     276       84.9%     10:42     219       90.9%     9:39     276       84.9%     10:42     397 </td <td>88.6%</td> <td>10:42</td> <td>237</td>	88.6%	10:42	237
89.9%     10:30     99       73.9%     11:29     134       92.5%     9:22     241       90.2%     10:26     123       90.3%     10:10     93       88.8%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       87.7%     10:21     512       90.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     714       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     125       90.9%     9:43     125       81.0%     11:35     153       87.3%     9:43     125       81.0%     11:35     153       90.9%     11:43     373       90.0%     10:16     100       90.9%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	89.6%	10:26	2,201
73.9%     11:29     134       92.5%     9:22     241       90.2%     10:26     123       90.3%     10:10     93       88.8%     10:18     43,494       86.6%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       88.7%     10:04     373       80.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     174       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       90.9%     11:43     373       90.0%     10:16     100       90.9%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	76.0%	12:21	104
92.5%     9:22     241       90.2%     10:26     123       90.3%     10:10     93       88.8%     10:18     43,494       86.6%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       88.7%     10:04     373       80.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     714       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       90.9%     11:43     373       90.0%     10:16     100       90.9%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	89.9%	10:30	99
90.2%     10:26     123       90.3%     10:10     93       88.8%     10:11     797       88.8%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       88.7%     10:04     373       80.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     174       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     125       90.9%     9:49     693       81.0%     11:35     153       90.9%     9:43     126       81.0%     11:35     153       90.9%     11:43     373       90.0%     10:16     100       90.9%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	73.9%	11:29	134
90.3%     10:10     93       88.8%     10:18     43,494       86.6%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       88.7%     10:04     373       80.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     174       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       79.9%     11:43     373       90.0%     10:16     100       90.9%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	92.5%	9:22	241
88.8%     10:18     43,494       86.6%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       88.7%     10:04     373       80.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     714       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       90.9%     9:43     216       81.0%     11:35     153       90.9%     9:43     216       81.0%     11:35     153       90.9%     9:43     216       90.9%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	90.2%	10:26	123
86.6%     10:11     797       95.1%     8:33     513       81.2%     10:58     361       88.7%     10:04     373       80.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     74       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       90.9%     9:43     216       81.0%     11:35     153       90.9%     9:43     216       81.0%     11:43     373       90.0%     10:16     100       90.9%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	90.3%	10:10	93
95.1%     8:33     513       81.2%     10:58     361       88.7%     10:04     373       80.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     174       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       79.9%     11:43     373       90.0%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	88.8%	10:18	43,494
81.2%     10:58     361       88.7%     10:04     373       80.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     174       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       79.9%     11:43     373       90.0%     9:39     276       84.9%     10:42     219	86.6%	10:11	797
88.7%     10:04     373       80.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     174       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       79.9%     11:43     373       90.0%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	95.1%	8:33	513
80.8%     11:43     156       87.7%     10:21     512       90.8%     9:41     174       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       79.9%     11:43     373       90.0%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	81.2%	10:58	361
87.7%     10:21     512       90.8%     9:41     174       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       79.9%     11:43     373       90.0%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	88.7%	10:04	373
90.8%     9:41     1.74       87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       79.9%     11:43     373       90.0%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	80.8%	11:43	156
87.5%     10:22     144       90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       79.9%     11:43     373       90.0%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	87.7%	10:21	512
90.9%     9:49     693       84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       79.9%     11:43     373       90.0%     0:16     100       90.9%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	90.8%	9:41	174
84.1%     10:31     433       87.3%     9:43     126       81.0%     11:35     153       79.9%     11:43     373       90.0%     10:16     100       90.9%     9:39     276       84.9%     10:42     219       92.4%     9:25     397	87.5%	10:22	144
87.3%   9:43   126     81.0%   11:35   153     79.9%   11:43   373     90.0%   10:16   100     90.9%   9:39   276     84.9%   10:42   219     92.4%   9:25   397	90.9%	9:49	693
81.0% 11:35 153   79.9% 11:43 373   90.0% 10:16 100   90.9% 9:39 276   84.9% 10:42 219   92.4% 9:25 397	84.1%	10:31	433
79.9% 11:43 373   90.0% 10:16 100   90.9% 9:39 276   84.9% 10:42 219   92.4% 9:25 397	87.3%	9:43	126
90.0%10:1610090.9%9:3927684.9%10:4221992.4%9:25397	81.0%	11:35	153
90.9%9:3927684.9%10:4221992.4%9:25397	79.9%	11:43	373
84.9%10:4221992.4%9:25397	90.0%	10:16	100
92.4% 9:25 397	90.9%	9:39	276
	84.9%	10:42	219
88.5% 10:20 56,373	92.4%	9:25	397
	88.5%	10:20	56,373

MAP

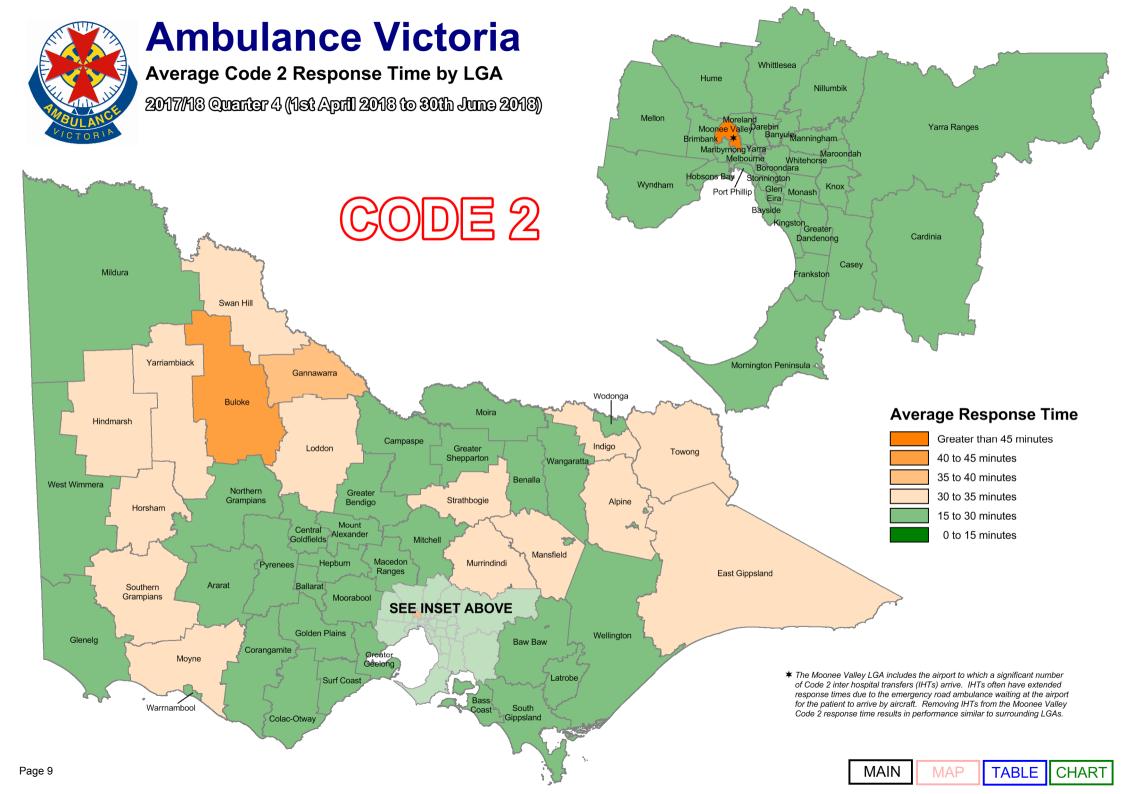
MAIN

MAP Average

CHART

TABLE

Qtr	4 2017	7/18
% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses
94.1%	9:29	422
88.9%	9:26	190
87.8%	10:35	229
90.2%	10:14	1,322
80.6%	11:30	129
88.2%	10:30	1,305
76.1%	14:05	92
85.0%	11:05	153
83.9%	12:03	143
86.5%	11:10	126
87.2%	10:10	226
91.5%	10:11	2,195
79.1%	11:12	91
94.9%	8:57	78
82.1%	10:13	140
89.7%	9:07	243
93.2%	9:48	132
92.3%	9:29	117
89.1%	10:13	43,821
88.7%	9:45	777
92.8%	9:05	471
83.1%	10:51	360
90.7%	9:22	398
85.8%	11:11	148
86.8%	10:37	532
93.0%	8:50	157
90.6%	8:35	160
91.4%	10:00	764
89.8%	9:43	450
93.4%	8:20	122
80.9%	11:00	136
87.8%	10:35	353
90.5%	9:19	116
89.5%	10:13	266
81.7%	11:18	191
92.6%	9:25	351
89.2%	10:12	56,906



PHOULANCE -

		QU	4
		Average Response Time Minutes	
	LGA Name	werage F ime Minu	
	Alpine	32:46	
	Ararat	29:37	
	Ballarat	21:37	
	Banyule	25:30	
	Bass Coast	27:59	
	Baw Baw	29:14	
	Bayside	29:08	
	Benalla	23:34	
	Boroondara	24:32	
	Brimbank	23:16	
	Buloke	42:39	
	Campaspe	29:38	
	Cardinia	24:10	
	Casey	22:44	
	Central Goldfields	26:46	
	Colac-Otway	25:47	-
	Corangamite Darebin	27:44	
	East Gippsland	24:31 32:22	-
	Frankston	21:02	
	Gannawarra	31:44	
	Glen Eira	27:10	
	Glenelg	24:56	
	Golden Plains	28:16	
	Greater Bendigo	25:22	
	Greater Dandenong	23:30	
	Greater Geelong	23:39	
	Greater Shepparton	25:04	
	Hepburn	28:37	
	Hindmarsh	30:18	
	Hobsons Bay	23:06	
	Horsham	26:41	
	Hume	23:44	
	Indigo	30:04	
	Kingston	25:12	
	Кпох	21:32	
	Latrobe	23:52	
	Loddon	39:04	
	Macedon Ranges	23:57	
	Manningham	26:52	
	Mansfield	34:55	
	Maribyrnong	22:50	-
	Maroondah	23:29	
	Melbourne Melton	23:12 22:31	
	Mildura	32:19	
	Mitchell	25:59	
	Moira	28:29	
	Monash	25:09	
*		54:26	
	Moorabool	24:56	
	Moreland	25:10	
	Mornington Peninsula	21:47	
	Mount Alexander	31:06	
	Moyne	30:41	
	Murrindindi	33:46	
	Nillumbik	28:36	
	Northern Grampians	28:14	
	Port Phillip	24:24	
	Pyrenees	30:50	
	Queenscliffe	28:52	
	South Gippsland	29:48	
	Southern Grampians	28.26	

Qtr 4 2016/17

Total Number of First Responses

168

164

1,060

1,013

392

471

713

190

970

1,577

60

444

692

2,073

201

240

179

1,386

593

1,469

126

1,035

207

104

1,053

1,475

2,338

723

144

70

703

276

1,820

105

1,211

1,205

985

74

437

711

126

670

1,105

2,098

995

608

521

350

1,342

1,262

311

1,463

1,662

177

112

183

315

146

931

79

42

275

Qtr	1 2017	/18
ponse	r of ses	
verage Response ime Minutes	Total Number of First Responses	
Averaç Time N	Total N First R	
32:51	150	
27:10	171	
23:24	1,061	
28:05	1,032	
25:47	423	
27:56	518	
33:13 25:38	774 173	
30:51	1,047	
28:19	1,689	
38:32	69	
30:21	393	
27:42	723	
27:13	2,209	
32:50	196	
25:28	212	
28:45 29:21	149 1,482	
29:21 33:06	602	
24:02	1,632	
37:33	133	
32:50	1,085	
26:27	221	
33:23	102	
26:34	1,137	
27:46	1,594	
24:09	2,360	
23:42 33:07	767 135	
30:35	82	
27:11	734	
30:33	283	
27:14	1,863	
30:24	112	
28:39	1,312	
24:09	1,211	
26:24	1,050	
35:15 25:13	94 475	
29:53	768	
33:41	106	
27:14	684	
25:51	1,082	
27:15	2,162	
27:14	1,111	
29:49	675	
24:09	500	
27:24 29:03	408 1,378	
58:04	1,396	
28:30	369	
30:06	1,451	
24:13	1,600	
28:02	185	
34:29	120	
33:59	162	
33:15	330	
26:40	907	
29:47 29:21	907 70	
29:21	42	
28:09	251	
22.20		

	0.004-140
0	2 2017/18
Werage Response Fime Minutes	Total Number of First Responses
₹ ⊨ 28:45	169
30:28	149
20:55	1,098
25:31	982
27:23	496
26:34	476
29:15	689
22:32	196
26:14	953
25:31 38:45	1,596
27:44	446
25:54	714
24:25	2,128
26:59	194
29:17	218
27:12	153
25:27	1,444
29:22	625
21:26	1,559
33:46	98
29:28 27:07	1,006
27:57	98
25:56	1,062
24:02	1,431
22:38	2,399
23:44	787
32:50	167
31:32	80
26:35	695
26:41	274
24:16 27:10	1,871
26:27	1,227
21:42	1,225
23:28	1,044
33:28	78
24:28	409
26:55	778
34:36	117
25:26	714
22:27	1,063
25:34	2,319
24:19 28:35	1,012
26:33	523
29:25	396
26:41	1,307
60:48	1,288
23:36	342
27:17	1,423
23:03	1,724
26:52	192
33:34	120
35:19	172
26:21 26:57	364
26:57	959
29:43	74
27:38	29
32:08	262
22.20	164

Qtr	3	2017/18

Total Number of First Responses

157

145

1,016

956

452

492

652

192

923

1,517

63

429

648

2,145

184

217

157

1,324

641

1,495

98

954

229

103

1,080

1,420

2,258

717

158

92

703

244

1,739

112

1,180

1,125

998

54

430

723

112

648

953

2,253

1,069

632

483

416

1,289

1,251

346

1,393

1,669

174

123

143

353

147

1,004

84

48

284

Average Response Time Minutes

31:55

26:12

20:56

23:30

26:43

27:36

25:47

24:29

24:19

22:24

40:16

32:22

22:35

21:27

28:59

23:27

28:13

23:02

29:00

19:33

40:46

26:19

24:36

25:12

24:13

22:03

21:50

25:04

34:05

28:06

23:28

25:58

21:24

30:15

23:19

19:32

23:36

30:58

23:28

25:28

33:58

22:57

20:06

23:16

21:44

29:38

23:06

29:11

23:21

60:51

21:07

24:19

21:30

28:51

30:25

30:10

24:12

27:23

24:53

23:18

24:15

30:35

164

743

139

228

222 56

347

348

405 26

1,306

1,475

447

1,422

864 1,270

> 66 9

117

54,223

Qtr 4 2017/18

U	Sec.	+ 2011
	Average Response Time Minutes	ss of
	lesp tes	Number of Responses
	Mint	~ n′
	vera	Total First F
	31:38	182
	24:55	107
	20:32	1,015
	22:50	1,011
	28:45	412
	24:51	473
	25:24	703
	26.24	
	26:34	166
	23:53	991
	21:57	1,484
	40:09	56
	28:11	428
	21:09	690
	20:44	2,158
	25.47	
	25:47	200
	23:09	259
	27:45	158
	21:18	1,288
	31:08	596
	19:25	1,436
	36:07	140
	25:08	941
	22:02	209
	28:20	112
	23:32	1,041
	20:30	1,333
	21:43	2,276
	24:22	774
	28:29	148
	34:05	70
	21:09	652
	32:32	276
	20:39	1,736
	32:35	98
	22:09	1,233
	22.09	
	19:29	1,121
	23:13	961
	33:33	75
	23:37	412
	24:58	672
	33:23	97
	22:24	662
	20:10	924
	22:37	2,124
	20:35	1,068
	27:57	630
	24:36	519
	27:54	396
	22:52	1,270
	56:48	1,328
	21:44	312
	23:03	1,405
	20:15	1,582
	26:39	165
	34:56	104
	32:39	148
	24:29	343
	27:27	174
	23:36	897
	26:11	72
	25:43	29
	29:27	240
	31:05	148
	25:04	770
	30:47	122
	25:43	219
	31:39	204
	34:53	99
	28:37	290
	21:20	299
	27:41	467
	28:52	47
	20:58	1,170
	22:58	1,410
	23:19	392
	20:50	1,318
	22:29	794
	21:04	1,071
	30:57	70
	22:58	31
	29:10	138
	23:57	51,641
		_

## Code 2 First Response Performance by LGA

Southern Grampians	28:26	137
Stonnington	26:02	765
Strathbogie	30:06	141
Surf Coast	25:11	203
Swan Hill	29:46	275
Towong	34:19	69
Wangaratta	26:15	322
Warrnambool	21:43	306
Wellington	30:36	409
West Wimmera	37:46	40
Whitehorse	23:18	1,218
Whittlesea	24:29	1,350
Wodonga	25:23	357
Wyndham	22:26	1,356
Yarra	25:01	766
Yarra Ranges	23:42	1,192
Yarriambiack	39:06	76
Unincorporated	37:06	26
Interstate LGAs	29:20	128
Total AV	25:33	52,766

23:38
28:47
26:06
25:32
32:16
40:02
27:15
22:46
29:24
32:21
24:49
25:42
22:13
24:39
26:05
23:26
37:14
38:25
25:50
26:19

137

774

134

204

214

71

334

308

434

28

1,235

1,487

370

1,417

759

1,202

66

292

131

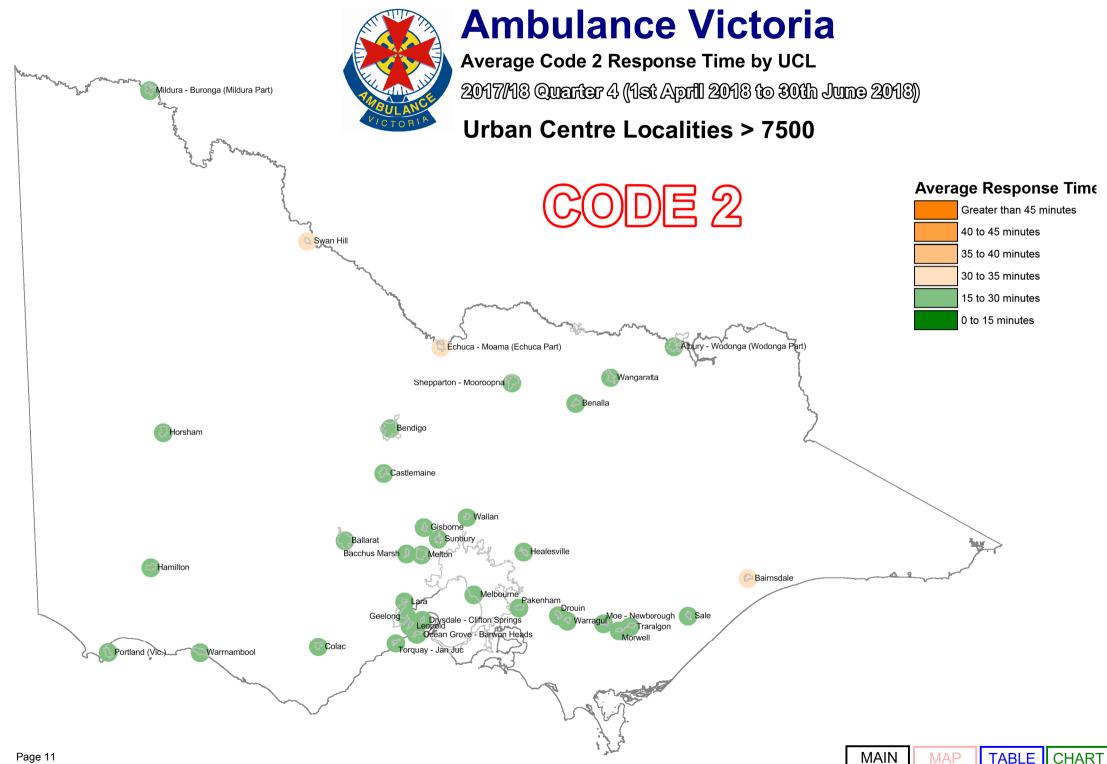
54,981

27:57	134
25:52	703
25:49	127
24:20	270
32:25	226
32:30	80
26:44	297
23:56	351
31:16	418
24:59	35
21:34	1,058
22:54	1,329
21:34	392
21:10	1,292
23:06	830
20:43	1,112
36:23	66
54:00	16
29:01	162
24:32	51,994

NOTE: The "Total AV" result includes a small number of incidents for which we are unable to determine the LGA.

Page 10 \* The Moonee Valley LGA includes the airport to which a significant number of Code 2 inter hospital transfers (IHTs) arrive. IHTs often have extended response times due to the emergency road ambulance waiting at the airport for the patient to arrive by aircraft. Removing IHTs from the Moonee Valley Code 2 response time results in performance similar to surrounding LGAs.







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UCL Name	Average Response Time Minutes	Total Number of First Responses	
Albury - Wodonga (Wodonga Part)	25:05	316	
Bacchus Marsh	24:00	206	
Bairnsdale	32:28	226	
Ballarat	20:18	1,008	
Benalla	22:32	161	
Bendigo	24:20	932	
Castlemaine	29:25	123	
Colac	25:23	172	
Drouin	28:17	112	
Drysdale - Clifton Springs	21:53	84	
Echuca - Moama (Echuca Part)	31:24	207	
Geelong	22:19	1,659	
Gisborne	21:32	96	
Hamilton	22:01	95	
Healesville	20:49	120	
Horsham	24:04	239	
Lara	25:47	94	
Leopold	17:36	89	
Melbourne	25:04	34,051	
Melton	20:51	598	
Mildura - Buronga (Mildura Part)	28:21	433	
Moe - Newborough	22:23	232	
Morwell	22:55	289	
Ocean Grove - Barwon Heads	22:44	131	
Pakenham	21:52	370	
Portland (Vic.)	24:04	131	
Sale	26:31	172	
Shepparton - Mooroopna	24:39	572	
Sunbury	21:26	325	
Swan Hill	27:59	187	
Torquay - Jan Juc	21:55	90	
Traralgon	24:56	334	
Wallan	19:45	81	
Wangaratta	24:11	269	
Warragul	29:43	226	
Warrnambool	21:49	299	
Total UCLs > 7500	24:45	44,729	

Qtr 4 2016/17

Otr	1 2017	7/18
-	1 2017	/10
Average Response Time Minutes	Total Number of First Responses	_
24:24	325	
29:54	260	
32:24	253	
22:52	1,010	
24:42	154	
25:42	1,005	
27:12	135	
22:13	147	
28:54	110	
21:09	98	
29:47	199	
23:08	1,693	
23:58	106	
30:46	97	
24:59	117	
24:39	243	
21:23	112	
20:09	70	
29:09	35,443	
26:05	640	
26:46	478	
25:40	280	
23:10	295	
22:19	115	
26:27	402	
25:50	143	
21:48	160	
23:23	604	
25:13	339	
24:36	129	
19:44	87	
28:42	325	
18:18	90	
23:28	260	
25:10	237	
23:51	301	
28:08	46,462	

01	0.004	
	2 2017	/18
Average Response Time Minutes	Total Number of First Responses	
21:32	407	
23:20	220	
28:05	268	
20:47	1,041	
21:50	171	
25:24	936	
26:15	143	
29:43	154	
26:00	126	
21:06	86	
28:20	220	
21:12	1,740	
23:50	92	
18:58	118	
22:15	142	
24:50	237	
20:49	89	
19:04	81	
26:30	34,859	
22:32	604	
26:12	476	
19:39	269	
21:50	287	
21:35	121	
24:39	385	
26:25	134	
23:28	150	
23:08	651	
24:60	322	
29:59	139	
20:17	79	
26:03	336	
20:49	78	
24:34	282	
25:03	208	
22:33	329	
25:44	45,980	

Qtr	3 2017	7/18	Qt
Average Response Time Minutes	Total Number of First Responses		Average Response Time Minutes
0:47	364		21:52
8:59	225		20:45
3:03	238		30:16
0:33	974		20:20
4:06	170		25:29
3:52	952		22:26
7:34	125		24:20
3:19	153		22:54
3:00	122		22:24
1:15	104		20:18
7:36	232		30:55
0:32	1,558		20:12
2:43	96		21:50
3:39	96		27:45
8:35	93		17:20
3:28	214		27:25
8:58	77		19:48
9:49	64		20:32
4:05	33,144		23:21
8:07	586		18:43
7:00	461		23:22
0:17	235		20:49
0:55	286		21:29
0:12	109		16:34
9:30	361		18:01
3:17	154		20:02
5:29	158		22:46
4:58	570		24:07
0:02	321		17:35
0:23	138		33:09
9:49	96		22:58
4:50	344		25:29
8:11	88		18:08
3:55	246		26:30
7:47	233		22:38
4:25	331		21:32

Average Respor Time Minutes

18:59

33:03

20:33

24:06

23:52

27:34

23:19

23:00

21:15

37:36

20:32

22:43

23:39

18:35

23:28

18:58

19:49

24:05

18:07

27:00

20:17

20:55

20:12

19:30

23:17

25:29

24:58

20:02

30:23

19:49

24:50

18:11

23:55

27:47

24:25

23:47

43,718

Qtr 4 2017/18

Total Number of First Responses

341

198

248

971

144

927

116

200

122

106

230

1,595

103

103

99

232

88

79

621

440

249

288

120

369

141

179

613

290

124

91

301

82

234

212

287

CHART

43,551

33,008

23:02

## Glossary

Response Time	<b>Response time</b> measures the time from a triple zero (000) call being answered and registered by the Emergency Services Telecommunications Authority (ESTA), to the time the first AV resource arrives at the incident scene.
	Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.
Code 1 incident	<b>Code 1</b> incidents require urgent paramedic and hospital care, based on information available at time of call.
Code 2 incident	<b>Code 2</b> 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 <b>local</b> <b>government areas</b> (LGAs). The number of LGAs and their boundaries can change over time. LGAs are as defined by Local Government Victoria, which is part of the Department of Transport, Planning and Local Infrastructure.
Interstate LGAs	Incidents responded to by AV resources outside the Victorian LGA Boundaries