



# Ambulance Victoria's Performance

## 2021/22 Quarter 2 (1st October 2021 to 31st December 2021)

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 the first AV resource arrives on scene. Response times are influenced by many factors including traffic, distance required to travel, availability of ambulances and demand for our services.

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

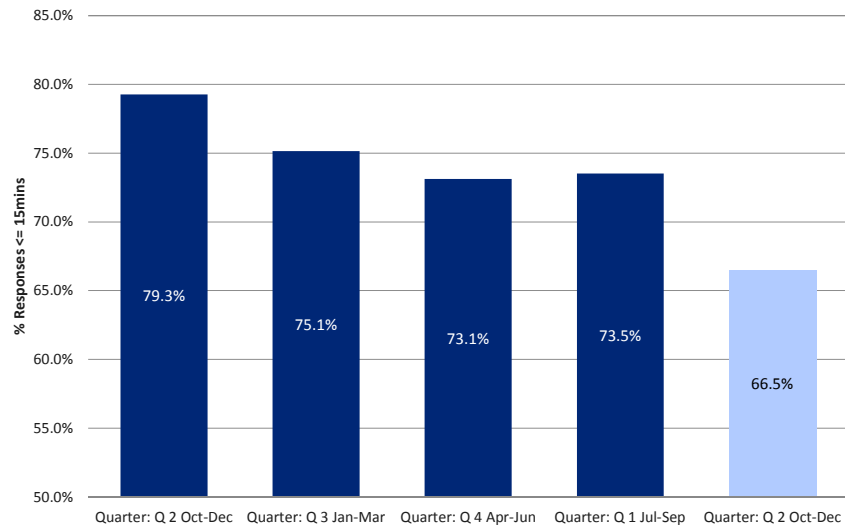
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

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

	Local Government Area	Urban Centre Locality
<b>CODE 1</b>	% <= 15 Minutes <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>	% <= 15 Minutes <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>
	Average <a href="#">MAP</a> <a href="#">TABLE</a>	Average <a href="#">MAP</a> <a href="#">TABLE</a>
<b>CODE 2</b>	Average <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>	Average <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>

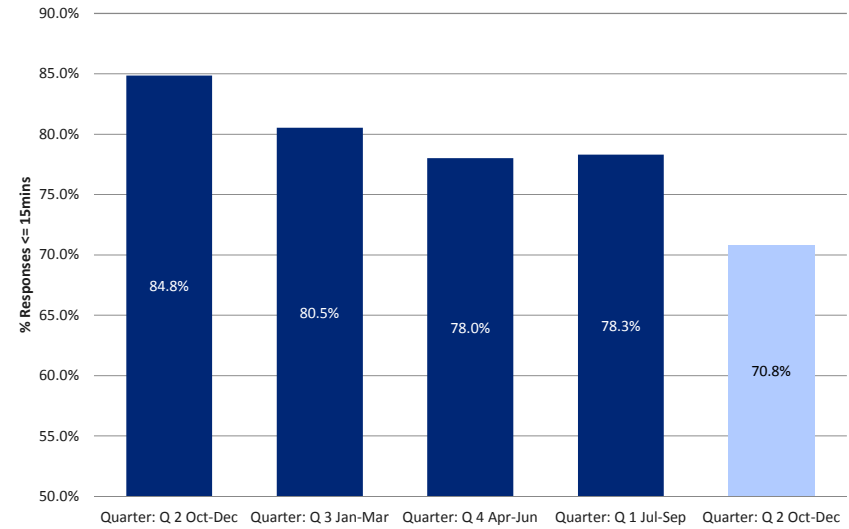
**AV State-wide Code 1 First Response Performance -  
Percentage <= 15 Minutes**



MAP

TABLE

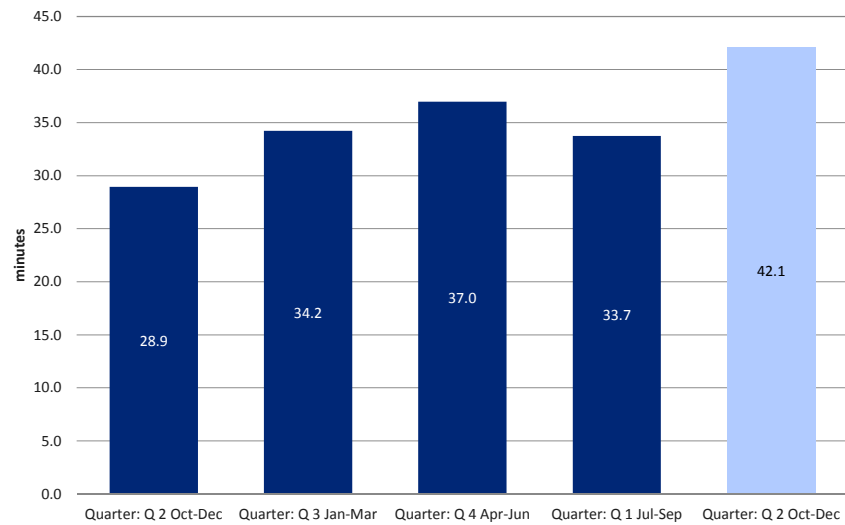
**AV State-wide Code 1 First Response Performance for  
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

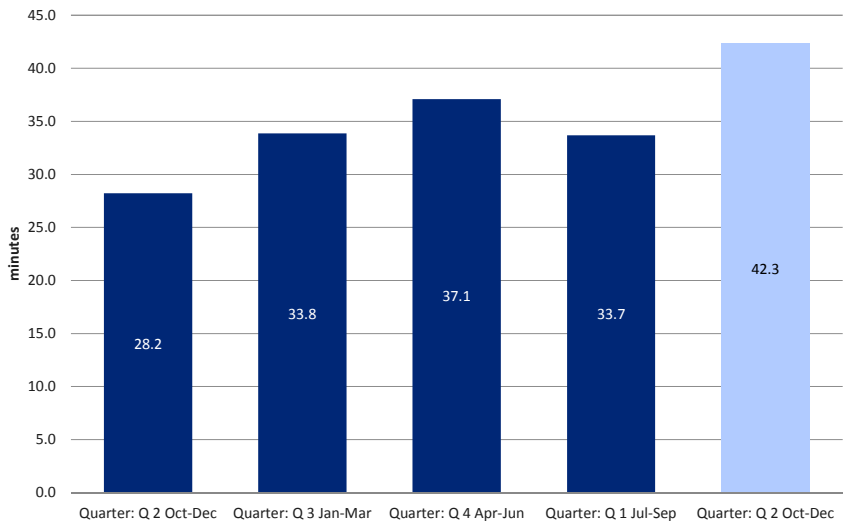
**AV State-wide Code 2 First Response Performance -  
Average**



MAP

TABLE

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



MAP

TABLE

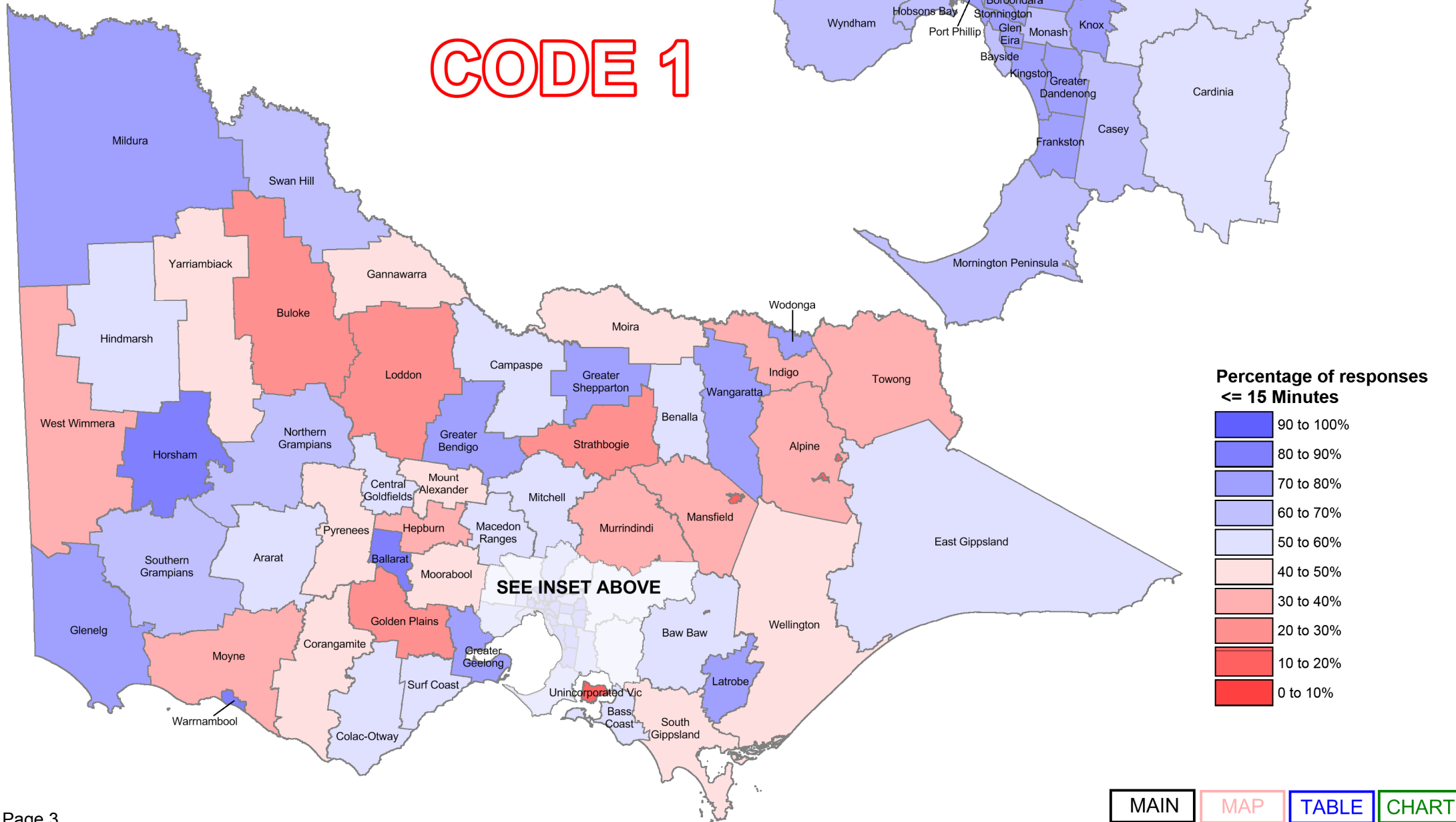


# Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2021/22 Quarter 2 (1st October 2021 to 31st December 2021)

## CODE 1



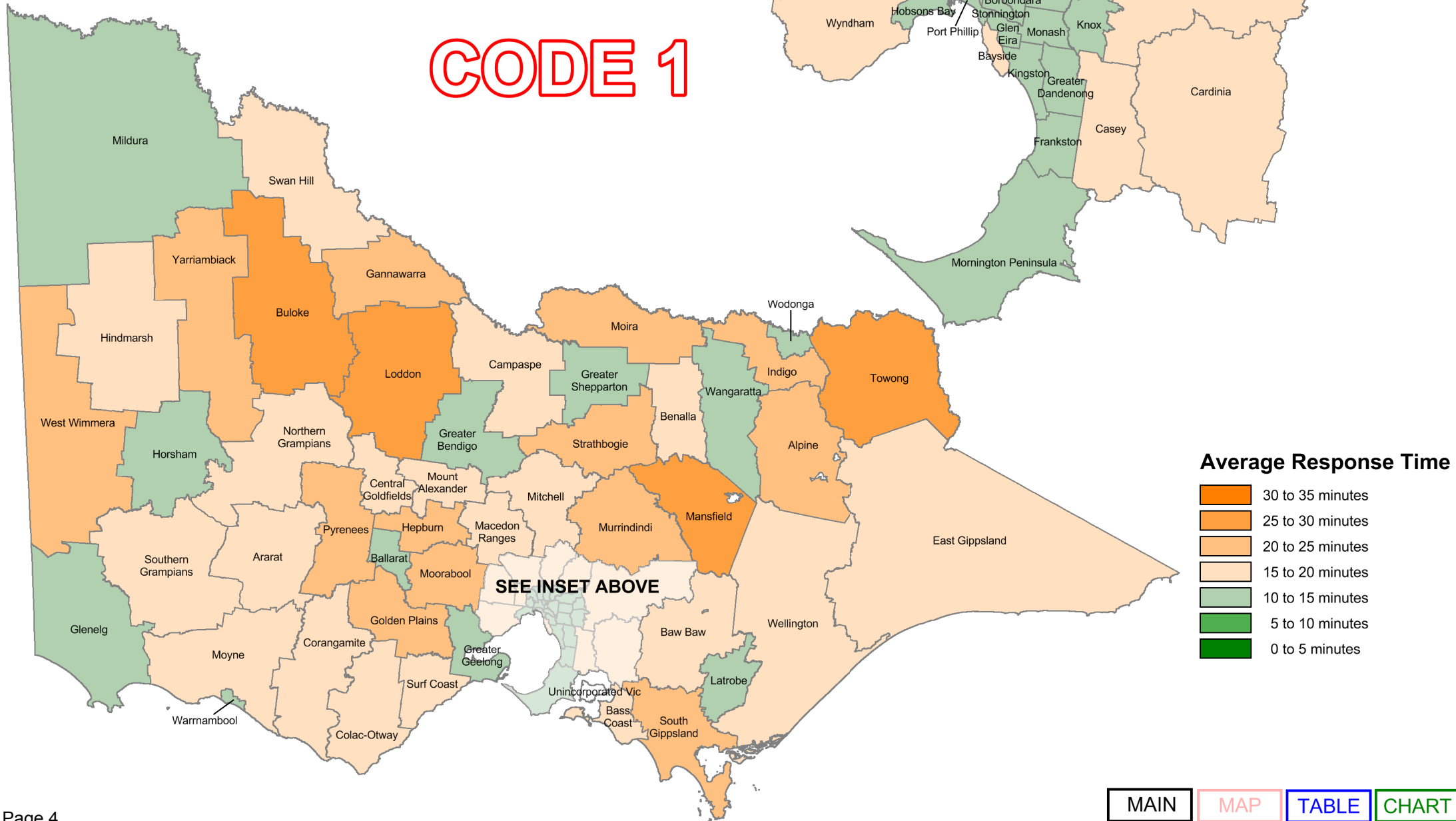


# Ambulance Victoria

Average Code 1 Response Time by LGA

2021/22 Quarter 2 (1st October 2021 to 31st December 2021)

## CODE 1







Code 1 First Response Performance by LGA

LGA Name	Qtr 2 2020/21			Qtr 3 2020/21			Qtr 4 2020/21			Qtr 1 2021/22			Qtr 2 2021/22		
	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	46.1%	20:47	191	40.0%	23:49	210	47.3%	22:04	169	43.8%	19:46	160	37.4%	24:43	182
Ararat	62.8%	14:53	172	58.9%	17:14	158	60.4%	16:57	159	61.2%	16:49	152	59.9%	17:34	167
Ballarat	85.8%	11:18	1,770	84.3%	11:51	1,725	85.0%	11:39	1,948	82.7%	11:51	1,847	80.4%	12:53	1,904
Banyule	88.8%	10:51	1,480	84.0%	11:33	1,543	79.2%	12:21	1,626	79.1%	12:46	1,498	72.8%	14:05	1,572
Bass Coast	66.1%	14:54	654	60.7%	16:10	708	63.4%	16:07	725	62.8%	15:45	615	57.5%	17:03	711
Baw Baw	67.8%	14:48	779	66.1%	15:04	859	66.3%	14:41	843	63.6%	15:30	800	55.5%	17:09	847
Bayside	84.4%	11:49	788	79.1%	13:11	856	74.6%	14:17	881	81.8%	12:31	850	67.9%	15:26	878
Benalla	58.3%	16:42	216	58.9%	17:59	224	56.2%	18:22	274	62.1%	15:57	203	55.7%	17:21	255
Boroondara	88.6%	10:36	1,355	84.7%	12:09	1,338	81.8%	12:55	1,458	83.1%	12:36	1,314	75.4%	13:59	1,409
Brimbank	86.3%	11:09	2,523	80.0%	12:33	2,702	77.4%	13:04	2,690	76.5%	13:07	2,616	67.0%	15:09	3,162
Buloke	34.0%	24:39	94	34.1%	24:53	85	29.3%	28:10	99	34.6%	25:03	81	27.1%	26:10	70
Campaspe	63.3%	14:27	607	64.5%	14:19	595	58.5%	16:04	626	59.8%	15:12	517	57.0%	16:51	623
Cardinia	70.4%	13:16	1,333	64.6%	14:54	1,405	61.3%	15:10	1,389	61.4%	15:22	1,429	53.5%	17:21	1,573
Casey	80.8%	11:52	3,600	76.3%	12:50	3,898	71.4%	13:41	4,178	75.5%	13:16	3,839	63.3%	15:26	4,856
Central Goldfields	60.2%	15:47	231	56.0%	17:50	252	55.6%	17:52	239	53.1%	18:22	224	51.5%	18:31	231
Colac-Otway	64.7%	15:41	269	64.0%	16:24	275	64.4%	15:50	253	65.5%	15:40	235	53.3%	19:41	240
Corangamite	51.4%	17:34	218	60.7%	15:27	196	54.3%	17:11	230	54.1%	17:33	229	49.2%	17:34	252
Darebin	90.9%	10:15	1,875	84.9%	11:44	1,982	82.2%	12:28	2,004	80.9%	12:40	1,915	75.2%	13:52	2,244
East Gippsland	61.8%	16:17	820	58.4%	17:20	819	58.5%	16:38	905	57.4%	16:59	814	53.2%	18:51	885
Frankston	87.8%	10:33	2,188	84.5%	11:27	2,184	80.8%	12:24	2,356	81.9%	11:55	2,064	74.2%	13:37	2,406
Gannawarra	52.3%	18:49	151	41.0%	21:28	134	46.6%	20:07	131	49.2%	20:10	124	45.6%	21:25	136
Glen Eira	89.1%	10:42	1,294	83.2%	11:54	1,321	82.5%	12:07	1,412	82.9%	12:11	1,410	76.1%	13:41	1,533
Glenelg	80.1%	12:22	241	71.2%	14:25	260	75.2%	12:55	270	74.2%	13:27	240	79.0%	13:10	238
Golden Plains	27.7%	20:54	235	26.4%	21:30	216	35.4%	19:09	237	31.9%	20:04	232	29.9%	20:23	234
Greater Bendigo	74.0%	13:29	1,923	74.5%	13:19	1,908	75.3%	13:49	2,068	75.2%	13:18	1,897	70.8%	14:26	1,983
Greater Dandenong	88.4%	10:36	2,023	84.2%	11:29	2,067	80.8%	11:56	2,176	84.2%	11:47	2,017	73.5%	13:58	2,623
Greater Geelong	79.6%	12:14	3,943	78.4%	12:28	3,835	78.5%	12:35	4,090	77.2%	12:45	3,900	74.8%	13:13	4,138
Greater Shepparton	81.7%	11:33	1,196	80.4%	12:16	1,197	77.0%	12:51	1,244	77.7%	12:39	1,124	73.2%	14:02	1,398
Hepburn	42.6%	19:39	242	38.2%	19:13	228	33.9%	20:48	233	45.2%	18:11	228	39.0%	20:35	246
Hindmarsh	59.8%	19:02	107	56.6%	20:10	83	51.9%	19:33	104	55.2%	19:28	87	53.6%	19:27	112
Hobsons Bay	81.5%	11:54	1,061	76.5%	12:54	1,083	76.9%	12:50	1,130	76.6%	13:07	1,149	66.2%	14:34	1,280
Horsham	84.2%	10:52	304	79.1%	11:39	297	83.3%	11:20	324	82.8%	11:41	302	81.2%	12:00	340
Hume	78.8%	12:03	3,412	72.1%	13:43	3,585	68.4%	14:26	3,599	65.5%	15:12	4,304	57.5%	16:45	5,004
Indigo	21.5%	23:12	158	27.6%	22:39	199	26.3%	21:51	171	34.1%	20:32	170	35.0%	21:50	180
Kingston (C) (V)	86.4%	11:04	1,767	79.4%	12:30	1,754	77.5%	12:45	1,843	79.5%	12:14	1,789	70.0%	14:37	1,870
Knox	90.0%	10:29	1,654	85.3%	11:26	1,779	79.5%	12:29	1,877	80.9%	12:16	1,727	74.3%	13:52	1,787
Latrobe (C) (V)	79.5%	11:32	1,643	77.2%	12:11	1,594	77.9%	11:56	1,650	75.5%	12:14	1,648	71.2%	13:33	1,829
Loddon	29.7%	23:41	128	27.3%	23:32	128	28.8%	25:07	146	32.5%	22:59	123	20.6%	25:18	107
Macedon Ranges	60.5%	14:55	607	61.3%	15:14	560	58.0%	15:50	600	62.0%	15:22	589	57.4%	16:22	589
Manningham	83.5%	12:07	1,147	80.1%	13:07	1,160	76.6%	13:31	1,261	75.0%	13:54	1,155	68.5%	14:51	1,319
Mansfield	44.6%	25:24	121	32.4%	28:17	105	35.4%	27:56	113	39.0%	27:39	82	38.8%	26:11	121
Maribyrnong	87.4%	10:34	894	81.7%	12:04	968	81.6%	12:09	1,011	80.1%	12:35	885	74.3%	13:53	1,084
Maroondah	90.5%	9:50	1,373	87.0%	10:51	1,374	86.0%	11:06	1,474	83.0%	11:37	1,339	77.0%	13:12	1,408
Melbourne	92.0%	9:06	2,005	85.3%	11:06	2,371	83.6%	11:32	2,240	85.3%	11:09	1,981	79.2%	12:31	2,637
Melton	75.9%	12:49	2,216	67.4%	14:22	2,252	62.9%	15:00	2,265	63.5%	15:24	2,275	53.2%	17:36	2,905
Mildura	80.9%	12:10	891	80.1%	12:14	871	77.7%	12:51	1,000	77.4%	12:48	836	78.8%	13:05	950
Mitchell	63.6%	14:36	635	60.2%	15:16	716	52.8%	16:57	699	60.2%	16:03	668	52.6%	17:17	722
Moirra	53.7%	17:42	561	46.1%	20:12	623	51.7%	18:54	575	47.7%	19:04	493	43.7%	21:27	593
Monash	85.9%	11:15	1,771	80.6%	12:17	1,834	77.4%	13:02	1,939	80.9%	12:52	1,800	69.8%	14:39	2,003
Moonee Valley	85.6%	11:26	1,425	82.8%	12:08	1,430	76.6%	13:45	1,486	78.6%	13:06	1,419	68.5%	14:57	1,666
Moorabool	59.8%	15:12	433	58.5%	15:28	448	49.8%	16:45	456	52.4%	17:06	441	43.7%	20:01	449
Moreland	88.0%	11:05	1,993	82.6%	12:30	2,295	79.6%	13:05	2,374	78.2%	13:03	2,440	70.6%	14:39	2,634
Mornington Peninsula	76.1%	12:15	2,510	71.7%	13:19	2,669	67.6%	14:13	2,670	70.8%	13:18	2,343	66.3%	14:36	2,627
Mount Alexander	43.9%	19:12	230	43.9%	20:19	253	46.6%	19:41	262	53.2%	17:25	231	46.5%	18:24	217
Moyne	50.6%	16:33	160	40.5%	18:50	173	39.8%	18:13	191	44.7%	17:57	132	34.6%	19:52	182
Murrindindi	48.7%	20:05	197	33.5%	22:28	251	31.7%	22:50	240	42.0%	20:58	205	39.8%	21:58	259
Nillumbik	63.4%	14:17	574	57.4%	16:16	589	51.0%	17:32	624	54.0%	16:44	598	52.6%	17:02	565
Northern Grampians	59.4%	16:23	219	58.3%	15:53	204	61.9%	16:59	181	67.7%	15:06	226	62.9%	16:55	197
Port Phillip	91.2%	9:49	1,187	85.9%	11:26	1,267	83.7%	11:52	1,255	85.4%	11:29	1,169	75.4%	13:24	1,429
Pyrenees	42.0%	19:29	112	38.7%	20:15	150	49.6%	19:09	131	42.3%	21:01	104	46.2%	20:11	119
Queenscliffe	59.6%	17:10	57	57.7%	15:30	71	56.1%	16:25	66	60.9%	16:35	46	59.5%	15:27	42
South Gippsland	49.9%	18:06	419	40.0%	21:00	482	44.5%	18:55	431	48.8%	18:20	426	43.0%	20:12	456
Southern Grampians	61.5%	16:27	182	62.4%	16:00	173	62.1%	16:32	211	58.7%	18:02	172	61.0%	17:14	187
Stonnington	88.4%	10:33	929	84.2%	12:16	1,117	81.6%	12:27	992	80.7%	12:53	885	75.4%	14:05	1,058
Strathbogie	44.5%	18:55	218	34.0%	20:31	203	34.8%	21:19	204	33.0%	21:55	209	28.6%	23:40	210
Surf Coast	61.1%	15:16	429	57.9%	15:22	418	56.9%	16:04	392	59.9%	14:55	369	57.7%	16:28	421
Swan Hill	70.0%	14:26	327	67.3%	14:46	281	68.1%	14:58	310	69.4%	15:17	301	64.9%	16:20	319
Towong	26.3%	30:20	80	32.6%	26:13	92	45.2%	22:44	73	41.1%	23:16	73	32.0%	25:48	75
Wangaratta	73.6%	13:46	470	72.2%	14:48	489	70.7%	14:55	454	73.3%	14:29	480	74.9%	13:08	506
Warrnambool	90.5%	10:21	442	90.4%	10:17	450	90.5%	10:03	465	88.3%	10:31	443	86.4%	11:01	485
Wellington	56.6%	16:03	702	57.1%	17:31	674	59.4%	15:59	695	56.6%	17:16	656	48.8%	19:25	707
West Wimmera	34.9%	22:04	43	32.1%	25:23	28	37.3%	21:26	67	39.2%	23:17	51	30.0%	23:44	40
Whitehorse	90.3%	10:10	1,581	85.5%	11:12	1,651	83.1%	11:53	1,714	85.8%	11:09	1,615	74.2%	13:46	1,607
Whittlesea	78.8%	12:06	2,596	74.2%	13:29	2,693	71.7%	13:57	2,845	68.4%	14:20	2,944	62.1%	15:29	3,512
Wodonga	83.5%	11:33	626	84.1%	11:45	634	82.7%	12:01	620	77.4%	13:20	588	72.2%	14:59	672
Wyndham	78.0%	12:19	2,396	72.9%	13:21	2,510	74.6%	13:18	2,613	74.2%	13:32	2,704	63.5%	15:33	3,358
Yarra	91.7%	9:32	940	89.4%	10:57	1,154	84.4%	11:42	1,131	86.0%	11:09	983	78.2%	12:52	1,182
Yarra Ranges	72.0%	13:03	1,911	66.5%	14:36	1,860	62.8%	15:13	1,893	65.6%	14:25	1,831	59.1%	16:13	1,943
Yarriambiack	37.4%	22:41	115	31.5%	21:50	111	36.6%	22:15	142	37.7%					



# Ambulance Victoria

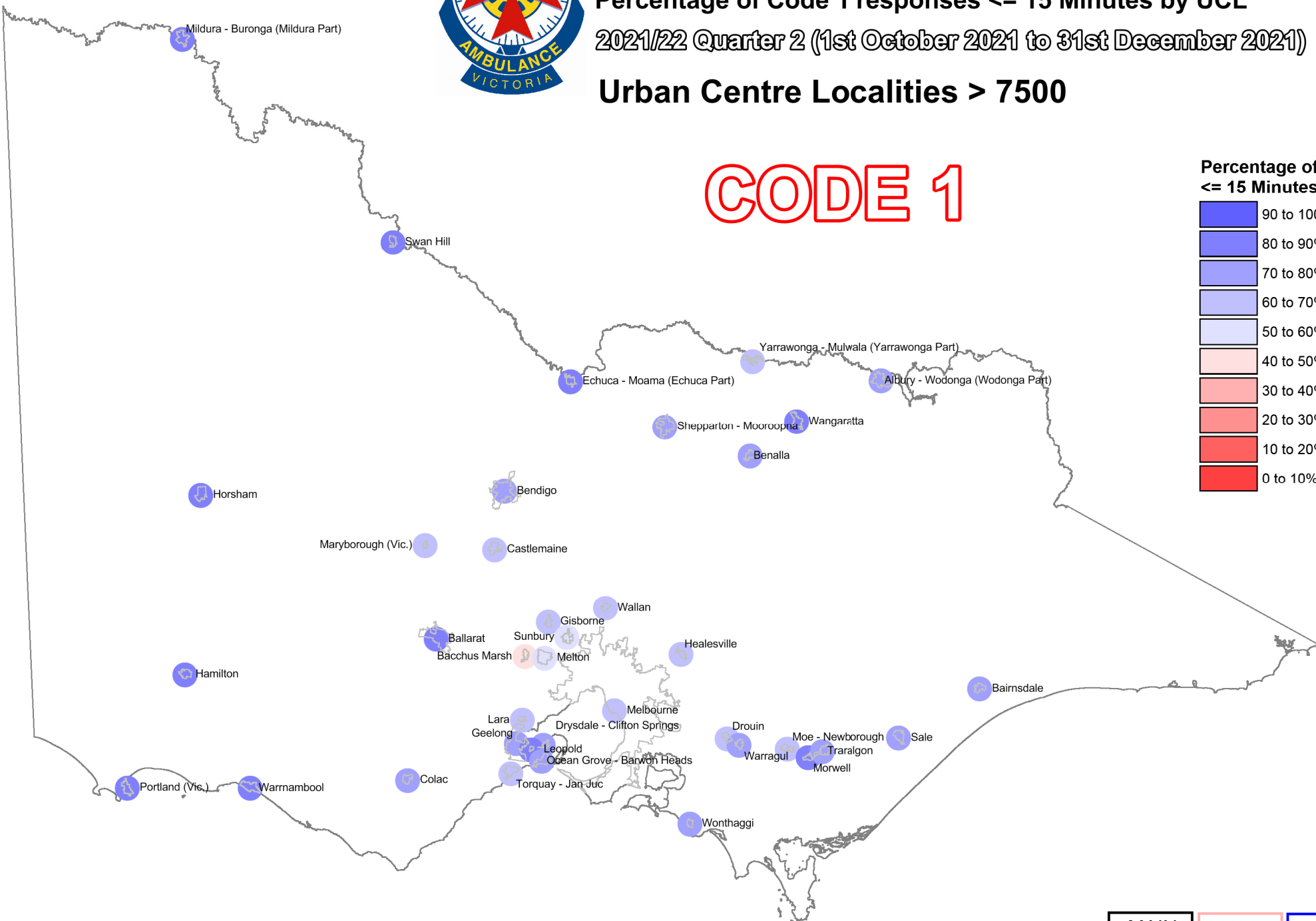
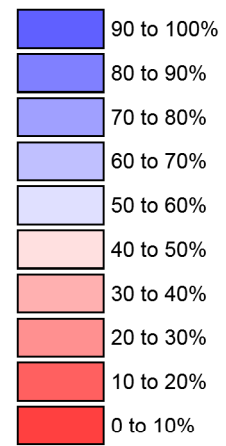
Percentage of Code 1 responses <= 15 Minutes by UCL

2021/22 Quarter 2 (1st October 2021 to 31st December 2021)

Urban Centre Localities > 7500

CODE 1

Percentage of responses  
<= 15 Minutes





# Ambulance Victoria

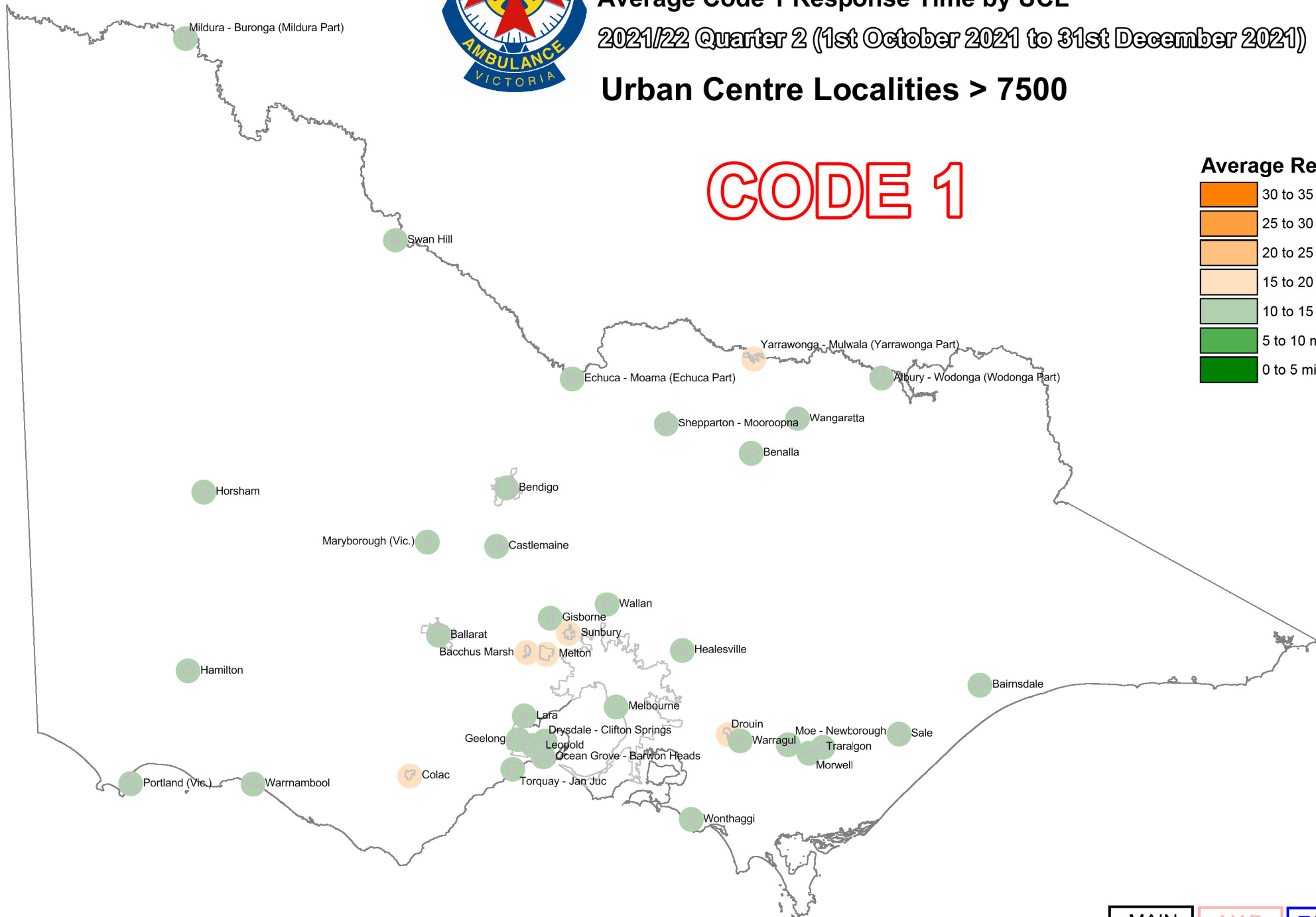
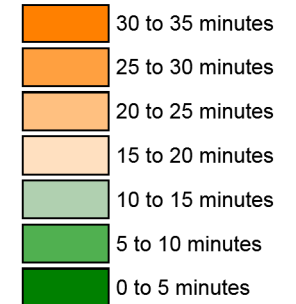
Average Code 1 Response Time by UCL

2021/22 Quarter 2 (1st October 2021 to 31st December 2021)

Urban Centre Localities > 7500

## CODE 1

### Average Response Time







## UCL Name

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	87.8%	10:44	574
Bacchus Marsh	78.1%	11:56	228
Bairnsdale	84.4%	11:15	295
Ballarat	87.4%	11:02	1,673
Benalla	72.3%	14:47	148
Bendigo	79.9%	12:24	1,684
Castlemaine	64.1%	15:54	131
Colac	83.0%	12:05	171
Drouin	81.1%	12:40	212
Drysdale - Clifton Springs	79.0%	12:17	224
Echuca - Moama (Echuca Part)	84.0%	10:26	231
Geelong	83.9%	11:31	2,724
Gisborne	71.1%	13:02	135
Hamilton	89.1%	9:30	110
Healesville	82.2%	11:10	157
Horsham	89.7%	9:54	273
Lara	77.5%	12:03	182
Leopold	85.5%	10:24	166
Maryborough (Vic.)	73.9%	13:30	165
Melbourne	85.4%	11:05	49,763
Melton	77.0%	12:31	1,117
Mildura - Buronga (Mildura Part)	92.4%	9:48	605
Moe - Newborough	77.1%	11:15	468
Morwell	91.5%	10:06	446
Ocean Grove - Barwon Heads	78.7%	13:34	230
Portland (Vic.)	89.2%	10:06	148
Sale	87.0%	10:02	238
Shepparton - Mooroopna	88.5%	10:36	966
Sunbury	74.7%	12:08	479
Swan Hill	83.6%	10:29	159
Torquay - Jan Juc	67.4%	13:41	227
Traralgon	84.5%	10:46	476
Wallan	71.7%	12:49	138
Wangaratta	85.9%	11:46	368
Warragul	86.5%	10:24	244
Warrnambool	91.5%	10:11	424
Wonthaggi	80.7%	11:46	150
Yarrawonga - Mulwala (Yarrawonga Part)	69.4%	15:35	186
Total UCLs > 7500	84.8%	11:12	66,315

## Qtr 2 2020/21

## Qtr 3 2020/21

## Qtr 4 2020/21

## Qtr 1 2021/22

## Qtr 2 2021/22

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
87.6%	11:13	582
69.0%	14:13	232
81.8%	12:34	253
85.9%	11:40	1,640
65.7%	16:24	175
80.6%	12:17	1,647
56.0%	18:28	134
80.5%	13:03	174
79.4%	13:26	267
74.6%	12:57	201
85.4%	10:28	226
83.4%	11:44	2,598
66.7%	13:26	126
83.6%	12:07	110
75.2%	12:34	137
88.5%	10:06	261
70.3%	13:43	185
83.3%	10:51	150
65.2%	15:54	178
80.6%	12:18	52,573
67.5%	14:01	1,116
89.4%	10:33	625
78.6%	11:21	448
88.9%	10:26	422
76.5%	12:46	260
82.9%	11:34	152
81.4%	11:09	226
86.8%	11:20	941
64.8%	14:02	497
82.8%	11:20	157
67.9%	13:17	221
79.3%	12:11	469
73.2%	13:04	157
84.7%	12:15	398
77.1%	11:52	266
91.4%	10:05	429
80.7%	12:59	181
53.9%	20:03	167
80.5%	12:18	68,981

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
86.9%	11:36	563
58.8%	15:29	257
76.9%	13:28	316
85.9%	11:25	1,841
67.1%	15:53	213
80.5%	12:48	1,816
57.1%	18:01	163
77.2%	13:05	162
72.6%	13:34	248
80.9%	12:20	230
78.6%	12:51	252
82.6%	11:52	2,818
63.6%	13:33	143
87.0%	11:33	131
74.1%	13:42	158
90.4%	10:00	291
73.8%	13:49	206
84.1%	12:20	157
67.9%	16:00	168
77.5%	12:54	54,173
61.3%	15:04	1,106
89.9%	10:16	674
73.4%	12:14	458
92.9%	9:33	451
74.2%	13:15	267
86.8%	10:27	151
89.1%	9:43	239
84.7%	11:41	970
61.8%	15:48	555
85.5%	10:47	166
69.9%	14:02	209
79.4%	11:33	490
63.0%	14:15	135
86.8%	11:30	348
82.6%	11:29	258
92.1%	9:28	433
82.5%	12:19	200
62.2%	18:24	164
78.0%	12:47	71,580

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
82.2%	12:39	533
62.4%	15:06	255
72.8%	14:07	294
84.5%	11:35	1,738
74.0%	13:05	154
80.6%	12:22	1,683
69.8%	14:56	139
79.8%	12:52	163
74.3%	13:37	237
76.3%	12:53	236
81.8%	12:05	187
80.8%	12:08	2,675
72.2%	12:57	158
84.5%	11:52	103
69.9%	13:42	166
91.0%	10:04	266
68.7%	14:02	163
83.1%	11:26	172
65.4%	15:52	156
78.0%	12:52	52,031
64.8%	14:50	1,065
90.0%	10:10	561
71.5%	12:08	505
88.2%	10:54	399
78.4%	13:13	241
88.8%	10:06	134
87.8%	10:24	213
85.5%	11:27	901
61.3%	14:52	540
87.1%	10:41	171
66.5%	13:36	215
85.3%	10:36	482
72.1%	13:23	147
86.5%	11:54	377
77.8%	12:29	239
88.1%	10:28	420
85.8%	11:31	169
64.0%	18:16	150
78.3%	12:45	68,438

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
75.2%	14:37	614
48.2%	19:16	255
73.5%	14:58	287
82.3%	12:38	1,788
70.3%	14:45	182
76.1%	13:31	1,725
69.2%	14:23	120
74.1%	15:49	139
63.2%	15:09	220
74.2%	13:43	213
84.8%	12:12	211
78.9%	12:34	2,862
66.9%	14:16	130
81.7%	12:47	120
69.2%	14:57	156
88.4%	10:23	294
69.6%	14:37	194
84.9%	10:56	152
67.4%	14:44	141
69.6%	14:33	60,066
54.2%	17:20	1,296
87.0%	11:42	692
68.0%	13:57	503
85.0%	11:15	526
77.7%	12:48	238
88.1%	10:08	143
75.8%	12:22	223
79.6%	13:14	1,107
50.6%	17:28	599
84.8%	11:32	178
68.5%	14:50	241
74.8%	12:47	489
64.0%	13:57	150
86.4%	11:04	411
71.4%	14:13	280
86.7%	10:57	473
76.6%	13:11	188
62.4%	17:54	186
70.8%	14:20	77,792

MAIN

MAP  
≤ 15 MinutesMAP  
Average

TABLE

CHART

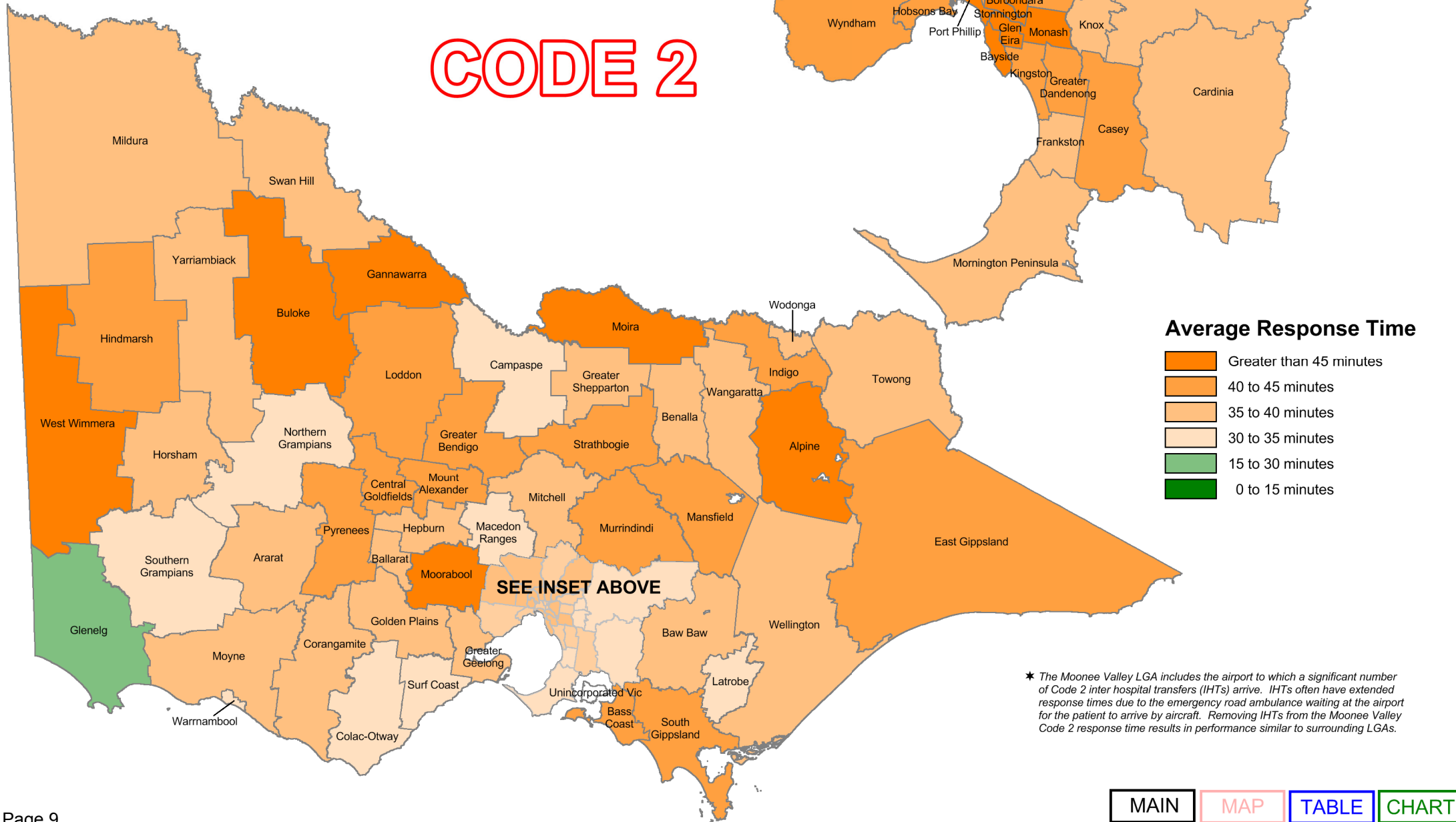


# Ambulance Victoria

## Average Code 2 Response Time by LGA

2021/22 Quarter 2 (1st October 2021 to 31st December 2021)

# CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 2 2020/21		Qtr 3 2020/21		Qtr 4 2020/21		Qtr 1 2021/22		Qtr 2 2021/22	
	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses
Alpine	32:37	198	40:02	192	45:14	176	38:42	178	47:19	180
Ararat	29:14	169	27:17	154	34:09	183	30:07	221	38:11	176
Ballarat	29:13	1,165	31:56	1,228	31:17	1,267	29:51	1,326	39:21	1,095
Banyule	27:24	1,111	35:08	962	41:46	1,018	34:01	971	45:46	789
Bass Coast	32:15	582	37:15	586	39:45	587	35:26	584	41:42	513
Baw Baw	27:59	600	33:11	535	32:45	625	30:34	643	37:28	507
Bayside	32:37	655	39:06	644	44:48	611	38:06	682	51:54	540
Benalla	35:51	239	34:43	193	34:25	196	28:45	224	36:10	204
Boroondara	27:53	979	35:41	890	42:08	883	36:00	1,008	46:43	686
Brimbank	27:47	1,621	34:28	1,514	37:29	1,491	36:03	1,550	45:37	1,318
Buloke	42:36	73	47:16	64	41:50	78	43:50	66	58:25	68
Campaspe	31:12	517	30:55	490	30:35	511	29:59	520	34:59	463
Cardinia	25:28	888	30:37	901	31:30	838	30:19	876	39:12	709
Casey	26:34	2,563	32:31	2,480	36:41	2,290	31:23	2,655	40:33	2,122
Central Goldfields	33:11	230	34:00	251	36:14	225	30:28	256	43:19	209
Colac-Otway	32:36	284	34:32	304	36:02	270	31:42	266	32:18	238
Corangamite	28:50	179	29:14	159	30:57	181	30:14	204	39:29	182
Darebin	27:17	1,406	35:09	1,320	39:18	1,171	35:13	1,360	45:06	1,020
East Gippsland	33:16	754	38:09	723	37:21	699	37:24	756	42:05	660
Frankston	24:12	1,646	29:30	1,571	32:49	1,532	29:39	1,516	35:46	1,270
Gannawarra	36:23	117	45:12	166	44:50	131	39:05	147	50:27	120
Glen Eira	30:47	940	38:18	904	42:01	866	37:17	1,041	47:56	688
Glenelg	24:25	226	26:40	256	27:16	218	27:17	265	28:52	197
Golden Plains	39:17	136	38:16	97	36:02	136	34:43	134	39:51	108
Greater Bendigo	32:45	1,262	33:41	1,285	34:02	1,223	31:43	1,368	42:40	1,081
Greater Dandenong	25:03	1,514	30:56	1,484	34:26	1,374	31:12	1,503	40:40	1,255
Greater Geelong	29:27	2,714	32:30	2,704	32:40	2,661	31:49	2,801	36:21	2,297
Greater Shepparton	27:30	894	29:31	861	32:02	890	28:31	897	38:25	833
Hepburn	31:26	208	38:12	179	35:12	171	34:15	187	36:40	134
Hindmarsh	35:23	79	34:13	75	30:53	80	32:53	97	44:10	67
Hobsons Bay	28:14	775	34:46	720	37:35	681	35:06	750	43:34	597
Horsham	30:24	310	31:54	341	32:25	353	27:40	372	35:55	304
Hume	26:44	2,103	34:14	1,959	37:48	1,881	36:59	2,242	45:33	1,711
Indigo	35:30	100	39:02	117	38:41	107	31:27	134	41:42	126
Kingston (C) (V)	28:04	1,182	34:10	1,169	37:18	1,131	34:08	1,262	43:04	904
Knox	22:26	1,225	29:01	1,214	34:06	1,190	28:34	1,293	37:53	942
Latrobe (C) (V)	24:06	1,139	26:46	1,128	26:16	1,084	24:22	1,237	32:18	962
Loddon	40:15	70	39:02	91	42:53	99	44:26	73	40:58	88
Macedon Ranges	28:17	505	28:45	452	30:18	512	26:18	527	31:34	420
Manningham	28:19	815	36:49	797	43:12	747	37:37	772	43:10	600
Mansfield	42:05	110	49:22	139	39:37	96	40:18	108	44:27	110
Maribyrnong	26:19	709	35:10	691	36:40	653	34:48	703	48:23	570
Maroondah	23:26	1,078	27:38	1,027	31:41	950	31:43	1,135	37:49	880
Melbourne	24:56	1,952	31:30	2,003	37:25	1,754	35:30	1,645	41:05	1,487
Melton	29:39	1,343	35:10	1,272	40:13	1,219	35:00	1,358	45:43	1,132
Mildura	33:44	680	33:18	660	34:53	650	29:45	764	37:31	633
Mitchell	31:24	619	34:37	589	32:56	566	31:10	617	37:36	510
Moira	35:37	461	36:58	498	40:51	432	34:04	463	46:01	411
Monash	28:06	1,351	35:19	1,313	39:32	1,306	34:35	1,421	45:54	1,060
* Moonee Valley	63:17	1,355	67:19	1,421	76:38	1,385	69:07	1,419	81:25	1,087
Moorabool	28:38	367	34:36	348	38:55	352	34:13	365	46:09	289
Moreland	29:14	1,579	36:37	1,395	40:11	1,361	38:53	1,529	48:19	1,110
Mornington Peninsula	25:13	1,820	29:52	1,831	31:34	1,707	26:16	1,913	35:21	1,473
Mount Alexander	32:54	205	40:55	192	38:11	229	31:52	232	40:27	213
Moyne	33:04	151	34:36	155	34:53	142	32:37	141	36:36	132
Murrindindi	36:30	192	39:38	217	38:45	185	36:23	167	44:25	193
Nillumbik	30:43	373	37:42	374	43:34	389	38:43	366	45:46	298
Northern Grampians	26:11	217	31:21	201	34:04	213	30:38	200	34:13	190
Port Phillip	27:12	963	34:25	955	40:05	836	34:52	816	45:47	701
Pyrenees	38:34	85	35:59	78	31:08	72	35:06	91	43:38	85
Queenscliffe	31:42	39	31:33	39	26:18	36	33:48	37	33:42	36
South Gippsland	35:32	365	40:02	331	36:34	307	34:59	314	40:33	281
Southern Grampians	28:54	184	28:13	139	31:58	168	29:35	192	31:22	180
Stonnington	30:04	749	37:54	776	42:31	702	36:17	706	49:13	577
Strathbogie	33:55	160	36:08	177	38:54	145	35:24	161	44:35	132
Surf Coast	28:50	303	30:30	344	26:46	245	29:19	248	33:09	226
Swan Hill	33:29	309	34:13	270	32:42	283	30:19	267	36:30	240
Towong	40:33	94	36:02	88	32:58	74	36:03	85	36:33	76
Wangaratta	32:12	406	35:08	410	34:14	360	34:45	414	36:22	374
Warrnambool	25:15	398	27:19	385	28:23	383	26:38	444	32:15	318
Wellington	29:37	579	30:32	523	31:26	532	28:27	581	35:55	438
West Wimmera	39:44	38	35:10	40	38:24	41	31:20	42	49:17	35
Whitehorse	26:27	1,287	34:22	1,176	38:26	1,184	35:59	1,230	43:54	981
Whittlesea	27:00	1,583	34:59	1,610	36:48	1,504	35:46	1,742	44:23	1,393
Wodonga	27:00	530	32:39	426	32:30	415	29:44	458	35:32	396
Wyndham	26:27	1,532	32:32	1,516	34:20	1,549	32:57	1,688	41:58	1,393
Yarra	26:04	850	32:15	798	36:46	735	32:24	722	42:20	643
Yarra Ranges	24:03	1,319	29:30	1,210	32:11	1,235	29:24	1,180	37:37	1,061
Yarriambiack	37:44	93	38:29	105	36:44	85	35:26	79	38:58	86
Unincorporated	94:34	1	51:17	11	35:21	13	34:11	87	91:29	4
Interstate LGAs	38:42	164	37:08	149	37:22	156	29:50	146	45:26	133
Total AV	28:56	58,766	34:12	57,042	36:57	55,016	33:43	59,240	42:07	47,950

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

\* 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.





# Ambulance Victoria

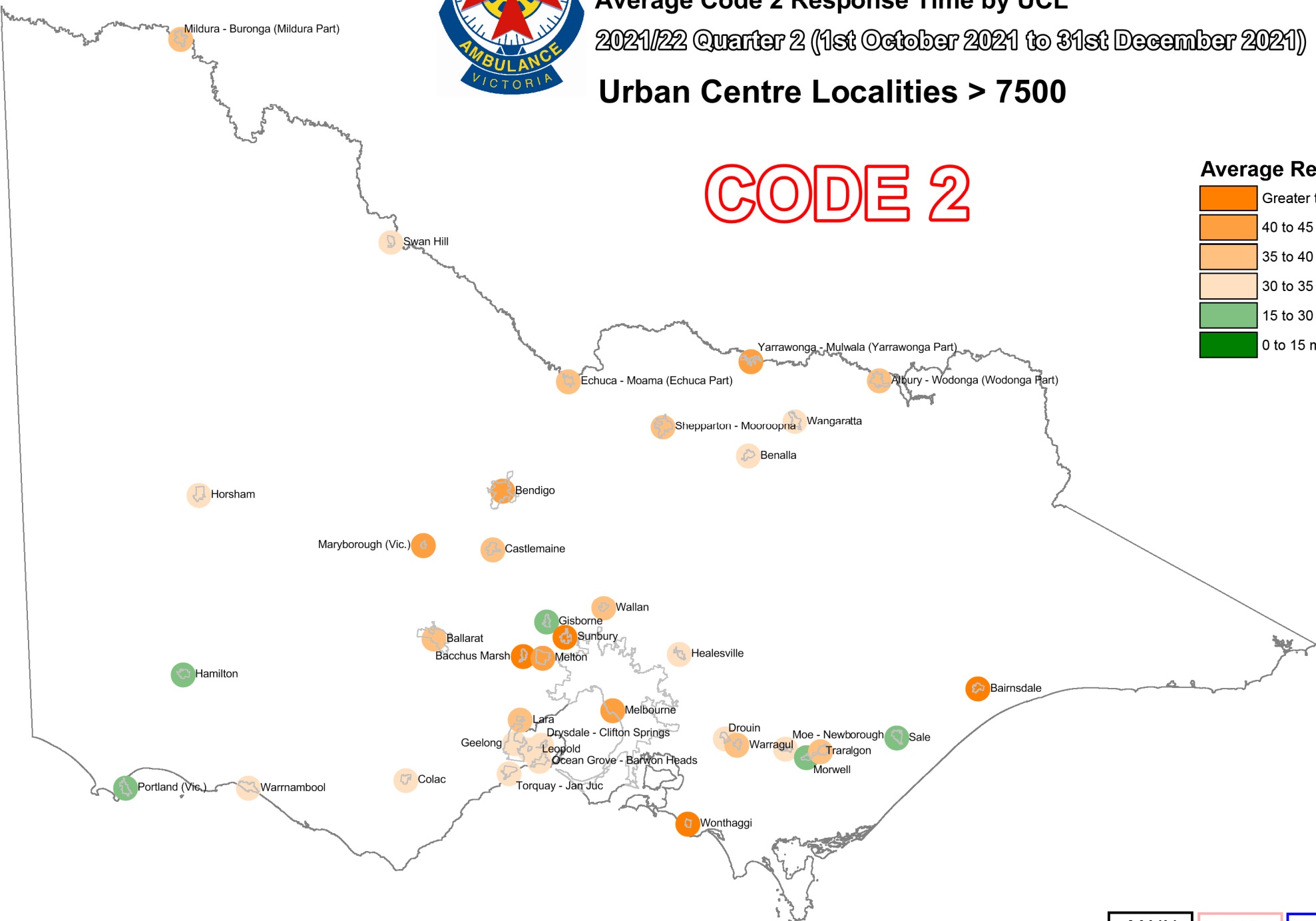
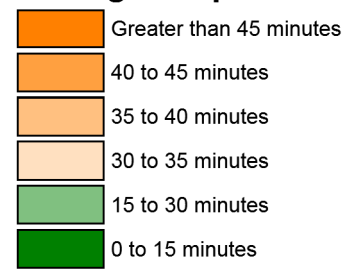
## Average Code 2 Response Time by UCL

2021/22 Quarter 2 (1st October 2021 to 31st December 2021)

## Urban Centre Localities > 7500

# CODE 2

### Average Response Time





Qtr 2 2020/21

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	26:23	489
Bacchus Marsh	28:02	275
Bairnsdale	36:13	306
Ballarat	29:00	1,103
Benalla	35:09	206
Bendigo	32:08	1,137
Castlemaine	32:39	140
Colac	33:18	203
Drouin	25:16	143
Drysdale - Clifton Springs	25:54	125
Echuca - Moama (Echuca Part)	31:37	252
Geelong	28:27	1,999
Gisborne	24:01	106
Hamilton	23:49	127
Healesville	19:28	125
Horsham	27:23	271
Lara	31:18	97
Leopold	27:32	103
Maryborough (Vic.)	31:26	183
Melbourne	28:03	36,722
Melton	28:37	746
Mildura - Buronga (Mildura Part)	29:54	482
Moe - Newborough	22:49	305
Morwell	21:08	294
Ocean Grove - Barwon Heads	25:41	143
Portland (Vic.)	25:39	150
Sale	23:01	239
Shepparton - Mooroopna	27:29	742
Sunbury	26:26	334
Swan Hill	32:36	205
Torquay - Jan Juc	29:58	147
Traralgon	25:40	379
Wallan	25:40	89
Wangaratta	29:33	337
Warragul	28:34	271
Warrnambool	25:03	385
Wonthaggi	36:12	203
Yarrawonga - Mulwala (Yarrawonga Part)	36:35	124
Total UCLs > 7500	28:12	49,687

Qtr 3 2020/21

	Average Response Time Minutes	Total Number of First Responses
	32:00	384
	34:55	247
	43:17	288
	31:50	1,170
	34:05	162
	33:17	1,143
	41:14	130
	34:45	205
	29:11	149
	31:44	122
	32:03	253
	30:19	1,942
	25:51	96
	22:28	98
	25:50	90
	30:10	300
	32:51	130
	27:48	90
	33:32	216
	34:44	35,438
	32:31	727
	29:53	462
	24:24	308
	22:20	266
	28:55	156
	26:58	168
	26:47	213
	29:20	714
	35:19	304
	31:39	170
	28:52	155
	29:28	412
	26:53	83
	32:02	337
	35:23	222
	27:24	370
	40:13	196
	36:17	160
	33:50	48,076

Qtr 4 2020/21

	Average Response Time Minutes	Total Number of First Responses
	32:09	380
	40:51	236
	40:43	322
	31:10	1,200
	34:06	169
	33:23	1,101
	38:13	149
	36:41	196
	32:17	161
	32:23	119
	31:26	248
	31:10	1,876
	28:09	106
	27:40	110
	25:30	88
	30:30	315
	33:46	127
	29:39	97
	35:20	188
	38:53	33,778
	38:28	633
	29:48	447
	25:41	292
	23:14	293
	27:12	171
	26:39	116
	28:00	235
	31:56	730
	37:19	314
	29:30	177
	27:15	135
	27:29	370
	30:57	82
	31:21	314
	32:40	263
	28:43	358
	44:49	236
	38:58	136
	37:05	46,268

Qtr 1 2021/22

	Average Response Time Minutes	Total Number of First Responses
	29:34	426
	35:09	222
	40:52	289
	29:52	1,266
	27:48	193
	31:04	1,226
	31:14	173
	30:00	202
	28:31	153
	26:44	148
	29:44	262
	29:46	1,996
	23:03	89
	27:13	140
	26:56	115
	24:12	329
	33:45	134
	28:51	93
	29:18	201
	35:11	36,495
	32:31	720
	27:19	541
	24:30	359
	20:23	341
	27:52	155
	27:01	174
	24:13	240
	28:06	761
	33:20	330
	31:04	158
	27:33	122
	25:34	391
	24:17	88
	32:20	348
	30:52	293
	26:37	433
	41:33	206
	35:03	141
	33:40	49,953

Qtr 2 2021/22

	Average Response Time Minutes	Total Number of First Responses
	35:33	357
	48:53	186
	46:49	264
	39:32	1,033
	34:50	169
	41:44	957
	37:22	136
	32:14	175
	30:26	115
	33:11	123
	39:03	224
	34:11	1,627
	28:04	84
	27:47	133
	34:10	108
	33:17	275
	39:03	77
	34:19	66
	42:43	172
	44:21	28,858
	43:38	583
	35:19	475
	30:49	235
	29:05	278
	31:33	138
	27:50	129
	28:40	165
	37:07	677
	45:27	223
	34:39	162
	31:55	107
	35:32	320
	36:20	73
	32:39	300
	39:58	245
	31:57	301
	47:31	199
	43:55	146
	42:20	39,895

MAIN

MAP

TABLE

CHART

## Glossary

<b>Response Time</b>	<p><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.</p> <p>Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.</p>
<b>Code 1 incident</b>	<p><b>Code 1</b> incidents require urgent paramedic and hospital care, based on information available at time of call.</p>
<b>Code 2 incident</b>	<p><b>Code 2</b> incidents are acute and time sensitive, but do not require a lights and sirens response.</p>
<b>% &lt;= 15mins</b>	<p>This is the percentage of Code 1 first responses arriving in 15 minutes or less. This is calculated by dividing the number of Code 1 first responses arriving in 15 minutes or less by the total number of Code 1 first arrivals. When AV respond to an incident, we sometimes dispatch multiple AV resources to that incident. “First response” refers to the first AV resource to arrive at the incident scene.</p>
<b>Average Response Time</b>	<p>The average response time is the average response time for the area being reported, which is calculated by dividing the sum of the response times by the number of response times within the area being reported. The average response time is provided in minutes and seconds.</p>
<b>Number of First Responses</b>	<p>This is the total number of first arrivals within the reported time period.</p>
<b>UCL (Urban Centres Localities)</b>	<p>These are geographical areas based on the Australian Bureau of Statistics Urban Centres and Localities (UCLs) boundaries and residential population.</p> <p>Ambulance Victoria reports performance for larger UCLs where population exceeds 7,500 persons.</p>
<b>LGA (Local Government Area)</b>	<p>Local government in Victoria comprises of 79 municipal districts. They are often referred to as <b>local 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.</p>
<b>Interstate LGAs</b>	<p>Incidents responded to by AV resources outside the Victorian LGA Boundaries</p>