

Ambulance Victoria's Performance

2023/24 Quarter 3 (1st January 2024 to 31st March 2024)

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.

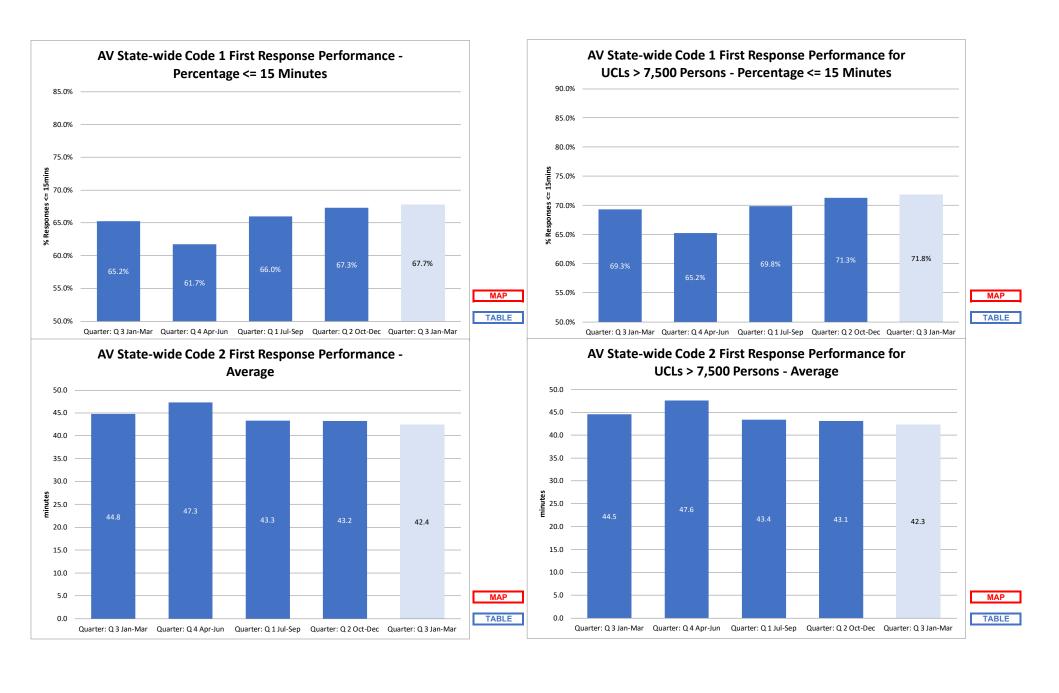
We designate those patients that require urgent paramedic and hospital care as "Code 1," and these patients receive a "lights and sirens" response. The tables below provide information about our Code 1 response time performance by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

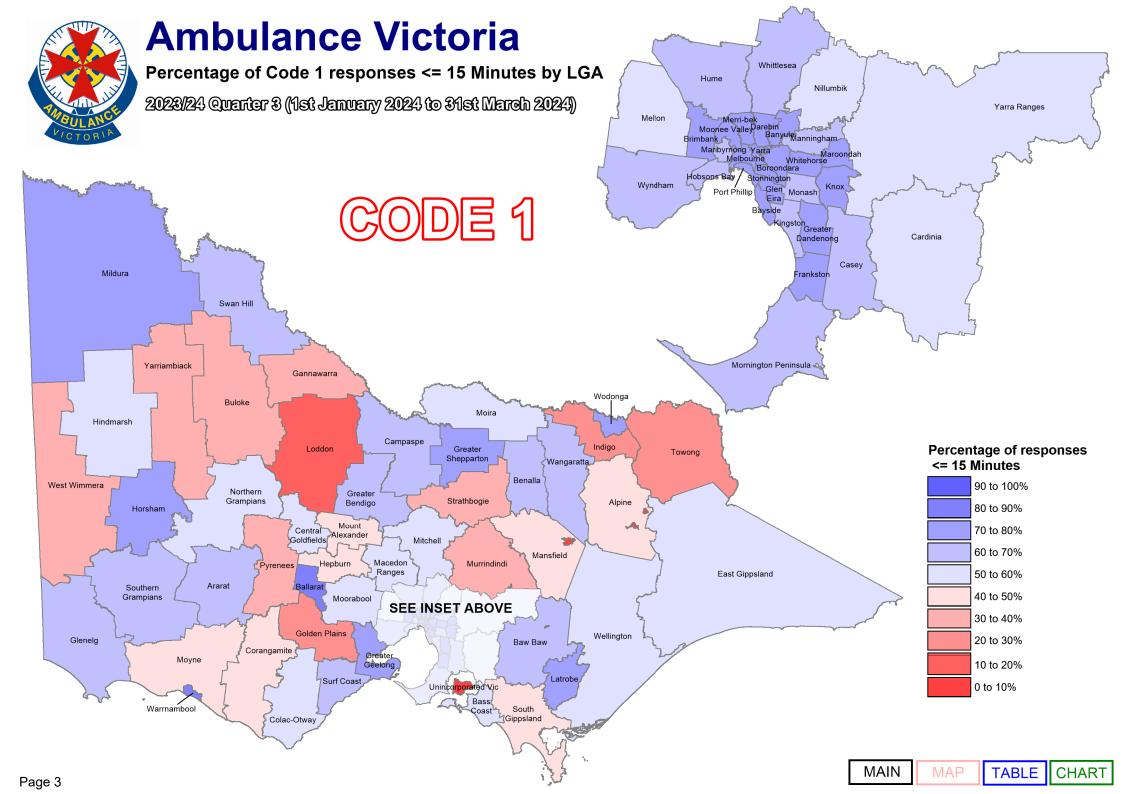
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

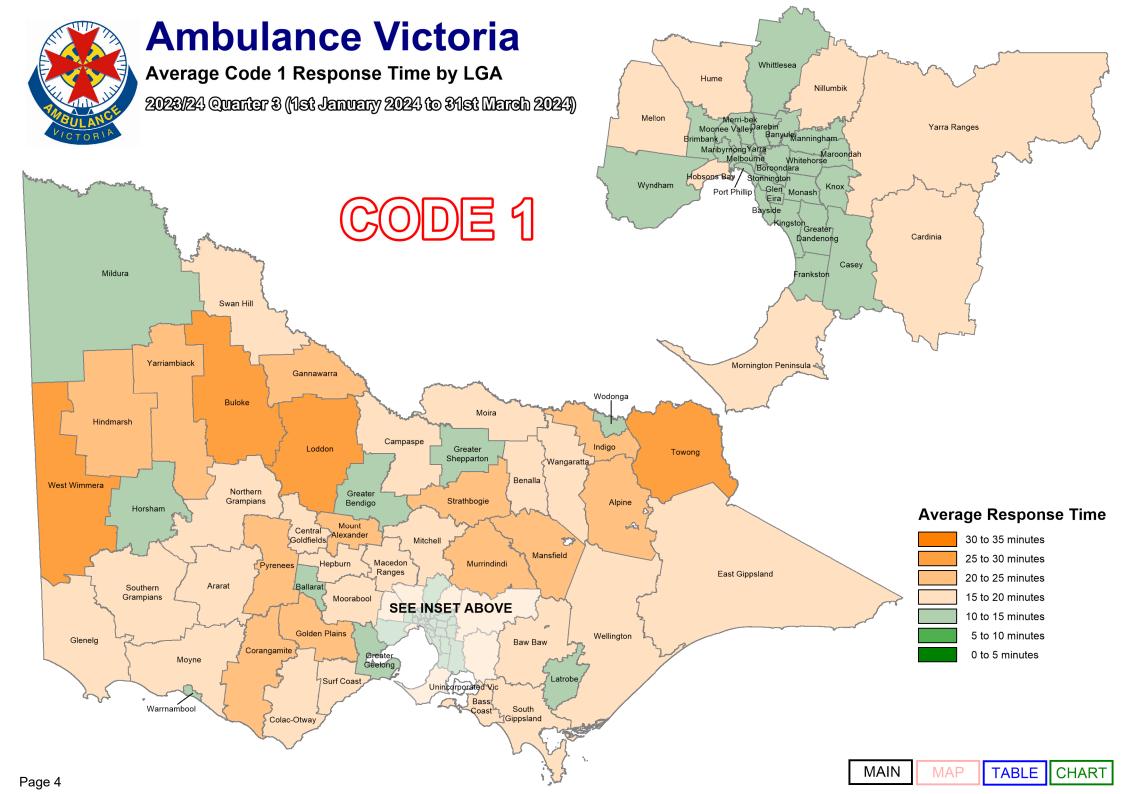
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

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.

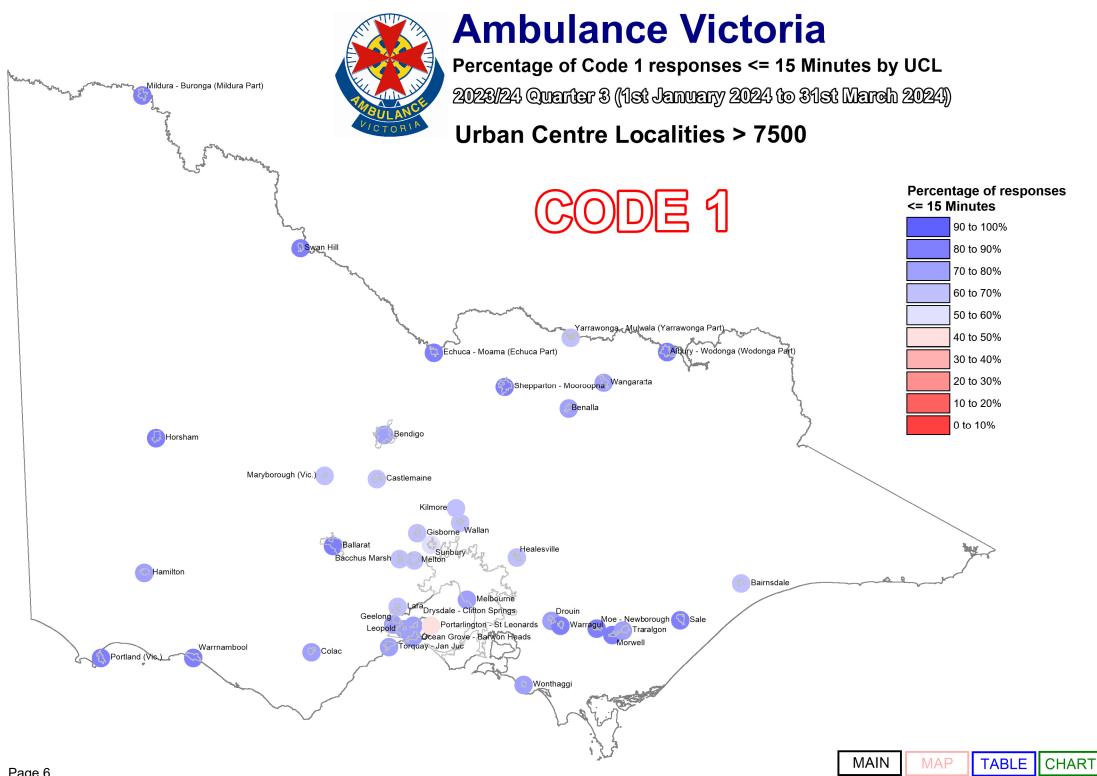
	Local Government Area	Urban Centre Locality
CODE 1	% <= 15 Minutes MAP TABLE CHAR Average MAP TABLE	% <= 15 Minutes MAP TABLE CHART Average MAP TABLE
CODE 2	Average MAP TABLE CHAR	Average MAP TABLE CHART

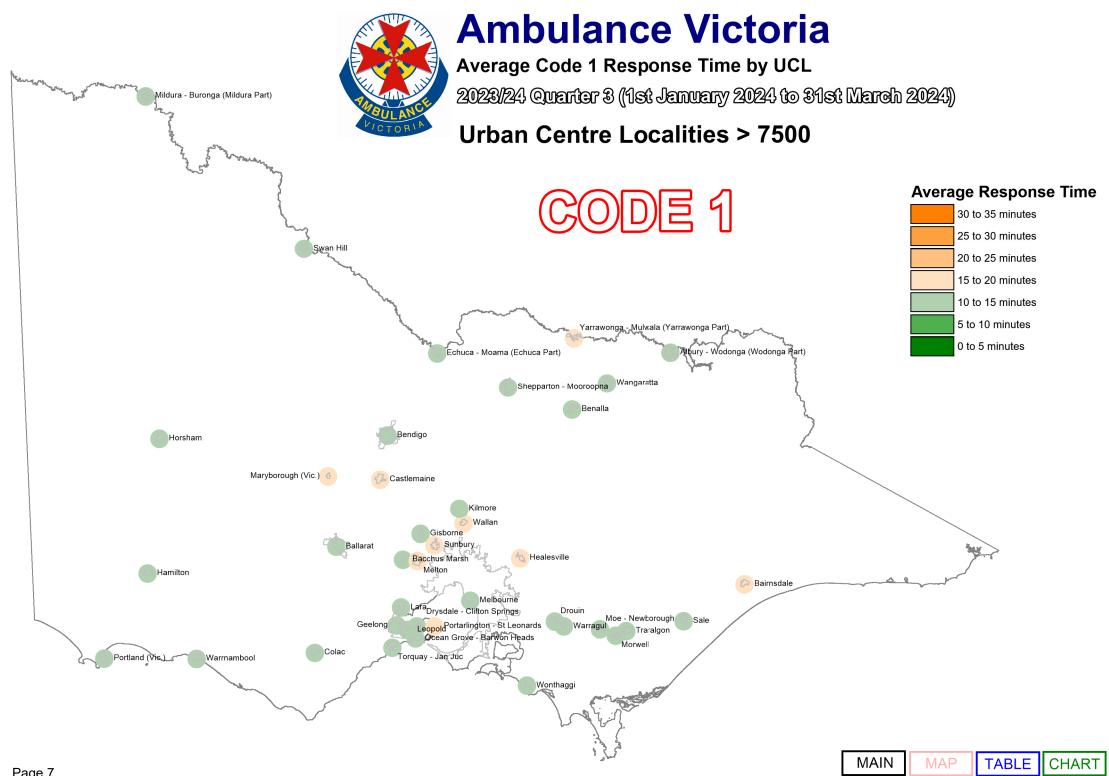






	Qtı	⁻ 3 202	2/23	Qtr	4 202	2/23	Qtr 1 2023/24 Qtr 2 2023/24		Qtr 3 202					
	% Responses < = 15 Minutes	Average Response Time Minutes	Number of Responses	% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses < = 15 Minutes	Average Response Time Minutes	l Number of Responses	s Responses = 15 Minutes	Average Response Time Minutes
LGA Name	% Resp < = 15 h	4verage Fime M	Total Nu First Re	% Resp < = 151	Averag Time M	Total N First Re	% Resp < = 151	Averag Time M	Total N First Re	% Resp := 15 N	Average Time Mi	Total Nu First Re	% Resp < = 15 N	Average Fime Mi
Alpine	44.9%	21:59	196	41.4%	22:23	191	46.1%	21:54	154	44.0%	21:49	168	46.8%	22:14
Ararat	63.5%	15:58	170	61.9%	16:59	210	62.8%	16:21	199	65.7%	15:25	207	61.3%	16:41
Ballarat	77.5%	13:18	2,162	75.8%	13:33	2,356	79.4%	12:53	2,089	76.8%	13:37	2,300	81.3%	12:43
Banyule	73.6%	13:48	1,603	66.6%	14:59	1,837	74.5%	13:23	1,692	75.3%	13:20	1,754	76.1%	13:02
Bass Coast	56.0%	17:15	756	58.8%	16:26	740	55.2%	17:35	710	59.1%	16:14	775	59.4%	15:50
Baw Baw	60.1%	16:17	859	61.3%	16:01	934	61.3%	16:08	984	64.6%	15:22	910	65.9%	15:27
Bayside	66.6%	15:45	922	64.1%	16:06	1,023	65.7%	15:39	982	67.5%	14:52	1,078	70.6%	14:30
Benalla	59.6%	16:59	267	54.7%	18:43	298	58.3%	17:27	240	63.4%	16:12	284	63.9%	15:37
Boroondara	69.2%	14:42	1,445	66.0%	15:23	1,642	71.0%	14:48	1,547	73.8%	14:16	1,684	71.9%	14:37
Brimbank	69.5%	14:31	2,989	62.4%	15:29	3,097	69.3%	14:23	3,063	74.6%	13:28	3,101	74.8%	13:40
Buloke	38.6%	25:56	88	33.3%	27:53	93	33.3%	28:37	87	33.6%	24:20	113	31.7%	26:44
Campaspe	57.9%	16:37	643	55.7%	17:12	702	61.3%	15:54	692	60.6%	15:52	734	60.5%	15:47
Cardinia	48.9%	18:21	1,577	48.7%	18:28	1,628	50.8%	17:20	1,721	51.4%	17:51	1,759	57.3%	16:52
Casey	63.2%	15:14	4,548	60.9%	15:54	4,931	64.7%	14:58	4,910	64.6%	15:11	5,019	64.4%	14:54
Central Goldfields	50.3%	20:23	304	48.6%	20:40	325	58.5%	17:02	316	53.9%	19:01	304	52.4%	18:33
Colac-Otway	54.8%	19:25	292	55.3%	19:26	302	59.5%	18:23	274	54.4%	18:38	283	58.7%	17:13
Corangamite	40.3%	20:22	238	42.0%	21:27	226	40.7%	21:41	243	36.9%	22:02	244	43.5%	20:27
Darebin	76.1%	13:27	2,231	70.3%	14:44	2,390	75.6%	13:32	2,365	77.4%	13:15	2,383	78.0%	13:11
East Gippsland	47.6%	20:09	1,011	49.6%	19:43	1,054	54.0%	18:43	1,086	53.2%	18:46	1,033	50.3%	19:38
Frankston	71.9%	13:43	2,380	66.2%	14:54	2,481	72.0%	13:51	2,539	70.8%	14:14	2,618	73.7%	13:30
Gannawarra	41.0%	22:50	134	38.3%	24:06	141	39.7%	23:49	156	38.9%	23:37	144	39.8%	24:29
Glen Eira	70.1%	14:26	1,431	65.7%	15:37	1,559	72.1%	14:08	1,614	71.3%	14:25	1,660	73.8%	13:49
Glenelg	76.0%	13:09	334	72.2%	15:00	338	71.6%	14:35	356	72.3%	13:50	339	68.8%	15:03
Golden Plains	23.0%	21:40	239	24.7%	21:48	255	30.5%	21:41	282	31.6%	20:46	247	28.9%	21:45
Greater Bendigo	63.8%	16:02	2,184	62.5%	15:52	2,321	63.7%	15:38	2,388	63.5%	15:46	2,426	67.9%	14:49
Greater Dandenong	73.4%	13:32	2,356	68.9%	14:34	2,602	72.4%	13:57	2,632	74.3%	13:49	2,631	73.2%	13:44
Greater Geelong	72.1%	13:48	4,671	70.0%	14:08	4,773	73.5%	13:50	4,695	73.1%	13:46	4,907	72.9%	13:37
Greater Shepparton	68.6%	14:46	1,306	69.2%	14:32	1,363	72.8%	13:45	1,466	74.9%	13:48	1,386	74.1%	13:23
Hepburn	33.5%	21:15	248	35.1%	21:57	271	36.8%	20:53	272	36.5%	21:24	255	42.7%	18:01
Hindmarsh	47.9%	22:58	73	44.0%	24:03	116	53.2%	21:03	126	49.5%	21:44	103	50.0%	21:41
Hobsons Bay	60.4%	15:26	1,276	54.0%	16:53	1,345	59.6%	15:46	1,218	63.2%	15:17	1,334	63.6%	15:19
Horsham	79.3%	13:05	305	79.9%	12:33	384	79.5%	12:21	380	78.4%	12:44	399	78.6%	13:06
Hume	61.3%	15:34	4,303	53.8%	17:06	4,639	61.2%	15:53	4,470	63.0%	15:26	4,329	61.5%	15:30
Indigo	29.3%	22:53	225	26.9%	24:43	212	32.4%	23:29	173	34.5%	21:41	197	28.3%	23:21
Kingston	70.8%	14:07	1,954	65.1%	15:08	2,069	69.5%	14:17	1,962	69.9%	14:14	2,188	69.1%	14:14
Knox	69.5%	14:18	1,876	68.2%	14:39	2,069	72.8%	13:54	2,070	72.6%	13:34	2,169	72.9%	13:45
Latrobe	72.6%	13:23	1,851	71.0%	13:44	1,837	73.8%	12:58	1,980	73.5%	13:34	1,960	76.1%	12:46
Loddon	28.9%	25:19	135	30.3%	26:24	1,657	24.3%	25:58	1,980	29.3%	25:21	1,960	18.4%	27:39
Macedon Ranges	56.2%	16:21	650	54.6%	16:22	698	54.8%	16:52	701	55.4%	16:30	740	58.3%	15:43
Manningham	63.7%	15:52	1,285	64.5%	15:19	1,382	64.9%	15:09	1,372	68.5%	14:46	1,389	69.2%	14:47
Manningham Mansfield	45.2%	20:45	1,285	40.4%	15:19 24:53	1,382	58.0%	15:09	1,372	43.7%	14:46 23:01	1,389	69.2% 42.5%	14:4 <i>7</i> 23:49
Mansfield Maribyrnong	45.2% 68.3%	14:48	1,121	61.9%	24:53 15:45		67.1%	18:14	1,264	70.8%	14:16		68.8%	14:34
Maroondah	72.1%	14:48	1,121	67.0%	15:45	1,311	73.0%	13:55	1,264	70.8%	13:49	1,287	74.3%	13:43
Melbourne	72.1%	12:49	2,943	71.9%	15:22	2,698	73.0%	12:51	2,919	71.3%	13:49	3,196	74.3% 78.0%	13:43
Melton	56.2%	16:38	2,943	51.4%	17:45	2,844	57.2%	16:40	3,005	60.0%	16:00	3,036	59.5%	16:04
Mildura	75.2%	13:44	1,039	72.1%	14:14		75.9%	13:30	1,103	75.6%	13:11	1,043	76.3%	14:07
Mitchell	52.6%	17:22	797	72.1% 53.2%	14:14	1,112 870	75.9% 54.5%	16:54	1,103	54.7%	13:11	833	76.3% 55.5%	14:07
Moira	49.6%	19:23	633	53.2%	19:16	627	54.5%	18:27	669	48.0%	18:50	666	55.5%	18:34
Monash	66.5%	15:14	2,161					15:02		69.4%	18:50	2,277		18:34
				65.1%	15:31	2,280	68.2%		2,162				69.7%	
Moonee Valley	65.8%	15:10	1,535	62.8%	16:02	1,724	64.9%	15:12	1,730	69.7%	14:56	1,852	70.9%	14:24
Moorabool	47.7%	18:12	555	45.1%	20:08	552	50.7%	18:13	566	53.8%	17:36	520	52.6%	16:27
Merri-bek	70.9%	14:33	2,647	65.0%	15:24	2,632	71.2%	14:25	2,645	73.8%	13:35	2,527	72.9%	14:00
Mornington Peninsula	63.4%	15:14	2,643	58.3%	16:16	2,779	60.5%	15:40	2,613	63.3%	15:21	2,877	64.6%	15:03
Mount Alexander	52.2%	18:37	278	41.2%	21:33	260	40.3%	20:58	278	44.2%	21:19	292	42.0%	20:38
Moyne	38.2%	20:01	191	35.1%	20:41	188	35.6%	20:18	194	32.6%	21:01	190	43.5%	18:48
Murrindindi	31.5%	24:34	286	27.7%	26:16	260	32.3%	23:41	229	33.7%	24:22	261	32.1%	23:59
Nillumbik	50.3%	17:53	585	43.0%	18:57	677	46.3%	17:50	640	52.3%	17:08	667	53.8%	16:32
Northern Grampians	51.7%	19:40	211	63.3%	16:28	226	57.8%	17:46	244	62.8%	15:53	247	56.5%	17:48
Port Phillip	70.8%	14:16	1,481	67.1%	15:00	1,365	72.6%	13:56	1,397	73.3%	13:46	1,607	73.0%	13:44
Pyrenees	29.9%	22:24	144	23.0%	24:05	135	26.7%	22:29	135	37.4%	22:08	174	32.1%	22:27
Queenscliffe	62.9%	17:56	70	53.7%	15:51	67	50.9%	17:32	57	54.7%	17:27	75	55.9%	15:21
South Gippsland	51.7%	17:33	482	45.4%	19:18	456	47.2%	18:27	487	47.8%	18:18	513	46.6%	18:30
Southern Grampians	67.5%	15:30	249	63.6%	16:07	228	70.6%	14:01	211	58.4%	18:41	267	61.0%	16:52
Stonnington	70.4%	14:38	1,126	66.0%	15:42	1,245	71.9%	14:24	1,216	72.3%	14:18	1,374	73.6%	13:43
Strathbogie	33.7%	23:19	246	25.5%	24:43	231	30.4%	22:12	217	33.6%	23:14	235	32.7%	22:20
Surf Coast	58.3%	16:25	448	58.4%	15:57	425	57.4%	15:34	350	59.9%	15:57	461	62.3%	15:32
Swan Hill	63.3%	16:06	278	66.0%	15:49	300	71.7%	14:16	325	68.5%	15:56	362	63.5%	16:36
Towong	38.5%	26:45	104	31.3%	28:06	99	33.7%	27:59	89	30.8%	27:42	107	29.9%	26:03
Wangaratta	68.0%	15:08	559	66.4%	15:26	587	69.0%	15:29	535	67.4%	16:01	561	68.3%	15:58
Warrnambool	84.8%	12:16	500	83.9%	11:44	529	83.8%	12:09	538	81.5%	13:19	615	85.0%	12:07
Wellington	48.1%	20:03	796	50.4%	20:08	838	55.6%	18:42	784	52.7%	18:28	814	53.4%	18:31
West Wimmera	40.4%	23:13	57	32.8%	26:14	58	22.7%	30:22	66	35.6%	25:15	59	36.4%	26:27
Whitehorse	69.0%	14:38	1,808	67.6%	15:03	1,874	70.0%	14:34	1,902	73.3%	13:36	1,983	73.5%	13:35
Whittlesea	63.7%	15:11	3,164	57.1%	16:26	3,457	64.6%	15:22	3,254	67.4%	14:36	3,317	69.1%	14:06
Wodonga	74.6%	13:43	685	70.6%			74.7%	14:07	683	76.5%	13:22	-	76.7%	13:38
					14:57	759						752		
Wyndham	65.4%	15:02	3,191	61.7%	15:58	3,359	68.1%	14:28	3,381	71.4%	14:05	3,374	68.3%	14:33
Yarra Ranges	76.3% 52.7%	12:57	1,268	73.1%	13:41	1,221	74.8%	13:28	1,266	76.2%	13:15	1,354	78.7%	12:49 16:57
Yarra Ranges	52.7%	17:46	1,874	47.9%	18:38	2,037	53.7%	17:11	1,984	55.4%	16:52	2,190	55.8%	16:57
Yarriambiack	28.4%	23:04	95	30.6%	26:42	124	36.2%	25:45	138	36.7%	25:15	120	39.7%	24:40
Unincorporated	.0%	58:25	11	26.9%	26:44	26	39.7%	26:08	78	9.1%	56:37	11	.0%	58:58
Interstate LGAs	47.4%	20:43	350	44.8%	19:54	317	42.1%	20:56	349	52.8%	19:47	324	49.9%	19:52
Total AV	65.2%	15:20	92,413	61.7%	16:04	97,509	66.0%	15:12	96,594	67.3%	14:58	99,833	67.7%	14:49







O+- 2 2022/22

Qtr 4 2022/23

Average Response Time Minu

14:30

20:08

14:52

13:20

16:14

14:36

19:19

17:10

15:18

14:37

13:16

13:29

13:45

12:42

18:37

11:22

16:53

15:11

13:01

18:09

15:35

17:51

11:42

13:11

11:59

13:45

18:45

12:18

13:20

13:37

18:23

11:42

14:07

13:54

16:28

12:54

12:46

11:38

10:51

17:14

Total Number of First Respons

686

372

368

238

166

200

257

276

288

3,298

151

159

193

344

157

233

180

220

63,580

1,535

745

466

491

250

225

210

293

1,058

679

185

241

595

275

466

330

515

194

211

2,002

2,271

% Responses < = 15 Minutes

73.9%

50.0%

68.5%

77.3%

64.7%

68.4%

54.8%

68.0%

67.3%

62.7%

76.4%

74.9%

65.6%

81.8%

54.4%

87.2%

54.8%

64.4%

75.0%

60.9%

63.4%

51.0%

85.4%

75.5%

83.9%

67.2%

42.7%

81.9%

76.8%

75.2%

48.0%

82.2%

64.7%

69.1%

59.3%

79.4%

78.5%

85.2%

85.6%

66.8%

Qtr 1 2023/24

% Responses < = 15 Minutes

79.3%

57.5%

76.6%

80.5%

65.8%

69.1%

59.5%

73.3%

69.3%

72.3%

78.0%

76.5%

62.7%

84.9%

62.7%

86.1%

67.3%

72.1%

74.7%

72.0%

68.4%

61.3%

85.4%

76.2%

86.3%

74.3%

37.6%

82.5%

80.9%

80.4%

53.2%

86.4%

70.7%

74.9%

68.0%

81.9%

79.1%

84.0%

74.9%

73.2%

14:24

190

Qtr 2 2023/24

Qtr 3 2023/24

es tes % Responses < = 15 Minutes Average Response Time Minutes Average Response Time Minute Total Number of First Respons Total Number of First Respons 12:55 691 80.3% 13:32 615 16:13 365 61.0% 328 17:35 14:22 333 12:58 367 73.6% 78.1% 13:27 2,195 12:41 1,998 74.4% 13:21 227 15:51 193 69.9% 14:30 2,058 14:39 2,068 18:27 180 60.6% 17:55 163 70.2% 15:08 188 14:53 180 76.9% 13:57 251 15:19 254 75.3% 13:25 287 13:24 260 78.5% 12:22 307 12:59 282 77.1% 13:11 3,385 3,257 13:29 177 68.0% 14:26 181 15:33 79.8% 14:14 183 11:27 159 15:34 15:55 204 67.6% 188 84.2% 11:46 361 10:57 338 61.9% 15:18 155 13:49 159 70.2% 14:17 235 13:43 233 12:34 177 78.0% 194 13:23 63.3% 17:39 229 14:16 236 70.1% 14:18 65,255 62,956 14:37 64.7% 15:08 1,563 16:12 1,561 86.8% 10:59 745 796 11:31 75.4% 12:26 528 12:58 501 86.3% 11:09 512 10:59 560 13:15 296 75.7% 12:44 296 18:03 189 34.2% 19:14 196 10:58 12:27 217 85.2% 209 80.5% 11:26 272 12:13 278 1,092 12:40 1,172 82.1% 12:47 61.8% 15:51 610 17:00 624 9:49 11:04 198 89.4% 216 70.2% 13:27 228 12:58 184 73.7% 13:20 613 12:32 602 61.7% 14:56 240 14:21 247 13:46 439 12:35 421 80.4% 12:57 79.8% 12:41 332 359 82.3% 13:15 593 12:06 520 77.8% 12:35 194 14:41 191

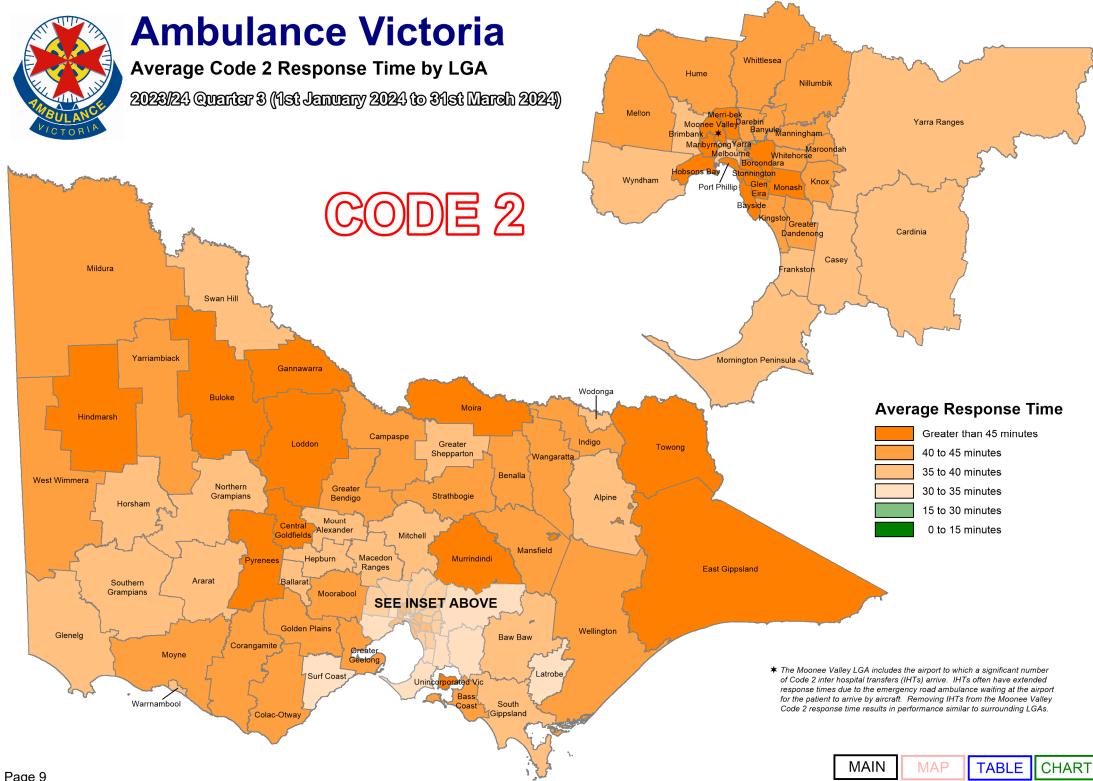
% Responses <= 15 Minute:	Average Response Time Minutes	Total Number of First
80.8%	13:08	62 ⁻
63.9%	14:58	299
69.8%	15:09	344
82.6%	12:33	2,039
76.1%	13:15	220
73.7%	13:44	1,908
61.3%	18:07	160
77.6%	12:53	16
74.0%	14:36	23 ⁻
73.1%	13:11	286
83.0%	11:34	27 ⁻
76.1%	13:12	3,329
67.6%	13:35	170
77.7%	13:07	148
61.5%	15:34	18
86.8%	11:23	303
68.8%	14:47	160
68.8%	14:06	20!
79.1%	12:29	134
69.1%	15:42	17!
70.5%	14:09	62,829
64.0%	15:22	1,443
87.1%	11:00	75
83.9%	11:09	504
85.9%	11:36	49 ⁻
77.0%	12:37	282
44.4%	18:15	214
83.6%	12:01	19
81.4%	11:45	279
81.3%	12:20	1,08
58.6%	15:45	60
81.3%	12:17	208
70.4%	13:59	28
76.2%	12:37	629
64.5%	15:13	25 ⁻
79.7%	13:38	459
81.1%	12:27	344
86.5%	11:47	53!
78.8%	12:18	203
69.1%	15:29	194

		3 202	2/23
UCL Name	% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First
Albury - Wodonga (Wodonga Part)	78.2%	13:10	620
Bacchus Marsh	53.8%	16:39	357
Bairnsdale	66.8%	15:16	328
Ballarat	79.2%	13:06	2,094
Benalla	68.3%	15:04	224
Bendigo	69.3%	14:49	1,900
Castlemaine	70.7%	15:19	174
Colac	68.5%	17:17	178
Drouin	71.9%	14:33	235
Drysdale - Clifton Springs	70.0%	13:50	270
Echuca - Moama (Echuca Part)	79.8%	12:18	253
Geelong	75.6%	13:21	3,254
Gisborne	65.4%	14:28	156
Hamilton	87.4%	10:40	174
Healesville	58.9%	17:31	146
Horsham	85.9%	11:37	277
Kilmore	66.9%	14:19	133
Lara	63.6%	15:12	214
Leopold	75.4%	11:51	171
Maryborough (Vic.)	59.9%	18:20	242
Melbourne	68.1%	14:39	59,926
Melton	55.6%	17:02	1,394
Mildura - Buronga (Mildura Part)	87.1%	11:21	742
Moe - Newborough	77.0%	12:27	500
Morwell	82.3%	11:47	509
Ocean Grove - Barwon Heads	74.3%	12:51	257
Portarlington - St Leonards	40.7%	18:24	189
Portland (Vic.)	87.8%	10:39	189
Sale	79.1%	12:54	244
Shepparton - Mooroopna	78.0%	13:13	997
Sunbury	59.0%	15:44	578
Swan Hill	78.5%	11:58	158
Torquay - Jan Juc	66.8%	15:12	250
Traralgon	73.0%	13:14	589
Wallan	55.1%	16:06	225
Wangaratta	80.7%	12:53	451
Warragul	75.0%	13:04	300
Warrnambool	85.4%	12:13	479
Wonthaggi	73.0%	13:24	185
Yarrawonga - Mulwala (Yarrawonga Par		15:19	191

MAIN

MAP MAP

CHART



		3 2022/23
LOA News	Average Response Time Minutes	Total Number of First Responses
LGA Name		
Alpine Ararat	45:35 46:19	150 158
Ballarat	41:39	1,093
Banyule	43:04	785
Bass Coast Baw Baw	46:46 36:12	572
Bayside	51:42	567
Benalla	38:48	208
Boroondara	50:09	746
Brimbank Buloke	42:50 55:00	1,288
Campaspe	43:42	481
Cardinia	41:42	683
Casey Central Goldfields	42:57 41:42	2,037
Colac-Otway	42:28	260
Corangamite	46:15	144
Darebin	45:29	1,014
East Gippsland Frankston	49:21 37:13	772 1,429
Gannawarra	52:34	125
Glen Eira	54:03	675
Glenelg	39:02	249
Golden Plains Greater Bendigo	45:50 43:30	1,140
Greater Dandenong	40:55	1,276
Greater Geelong	43:04	2,471
Greater Shepparton	44:51	871
Hepburn Hindmarsh	45:15 43:18	156 67
Hobsons Bay	45:35	639
Horsham	37:03	264
Hume	43:07	1,739
Indigo Kingston	43:21 44:53	90
Knox	42:08	1,003
Latrobe	34:04	1,021
Loddon Mandan Banna	55:38	419
Macedon Ranges Manningham	39:00 45:16	640
Mansfield	52:36	122
Maribyrnong	48:00	574
Maroondah Melbourne	45:23 43:47	1,612
Melton	44:07	1,175
Mildura	42:20	667
Mitchell	42:45	531
Moira Monash	46:51 49:59	467 1,106
Moonee Valley	85:36	1,155
Moorabool	43:37	412
Merri-bek	51:29	1,138
Mornington Peninsula Mount Alexander	36:19 45:42	1,606
Moyne	48:05	116
Murrindindi	53:29	191
Nillumbik	43:54	304
Northern Grampians Port Phillip	46:26 49:55	751
Pyrenees	56:58	65
Queenscliffe	33:55	50
South Gippsland	38:27	294
Southern Grampians Stonnington	37:52 49:00	183 595
Strathbogie	52:38	139
Surf Coast	37:01	253
Swan Hill	41:05	285
Towong Wangaratta	58:44 45:12	76 360
Warrnambool	37:54	386
Wellington	42:10	488
West Wimmera	49:47	48
Whitehorse Whittlesea	48:20 43:10	959 1,437
Wodonga	42:44	430
Wyndham	39:49	1,480
Yarra	47:30	576
Yarra Ranges Yarriambiack	42:56 46:40	70
Unincorporated	38:54	6
Interstate LGAs	48:41	154
Total AV	44.45	49 819

	Qtr	4 2022/23
,	sponse	er of
	Average Response Fime Minutes	Total Number of First Responses
	₹ = 48:09	으년 147
	40:25	187
	45:16 53:24	1,089 830
	42:43	572
	37:29	555
	57:47 42:05	502 222
	53:16	710
	49:52	1,299
	58:47 44:56	73 485
	42:40	737
	43:38	2,139
	46:12 43:16	219
	43:32	187
	54:50 49:53	990 704
	40:13	1,326
	52:29	126
	55:18 35:44	657 243
	53:05	95
	47:18	1,142
	42:56 41:41	1,195 2,515
	41:45	794
	41:14	153
	47:17 52:08	75 584
	38:08	255
	47:45	1,579
	48:44 48:29	983
	45:31	926
	32:20	1,034
	53:13 35:32	449
	53:30	622
	40:10	120
	51:20 43:32	566 835
	48:13	1,355
	49:54	1,179
	46:16 41:30	628 572
	45:09	435
	52:38	1,107
	91:22 50:15	1,123 394
	55:48	1,026
	38:36	1,602
	41:08 40:31	185
	49:09	190
	51:22	288
	45:17 51:07	639
	46:48	77
	38:55	39
	38:59 38:31	309 154
	54:30	550
	52:35	121
	35:11 45:49	257
	60:24	69
	42:45 37:00	389
	36:22	381 512
	42:31	44
	50:10 50:13	953 1,394
	46:21	401
	47:36	1,333
	52:45 42:39	557 973
	52:41	74
	42:08	33
	52:32 47:16	131 48,417
	e unable to	determine the LGA
nosp	uansiers	s (IHTs) arrive. IHTs oft

nse	L 0
Average Response Time Minutes	Total Number of First Responses
werage ime Mir	otal Nu irst Res
43:18	155
36:28	192
35:31	1,154
44:13	926
41:22	559
36:41	601
53:19 36:33	610 245
49:34	767
44:08	1,303
56:57	76
44:06	526
43:05	773
42:09 41:09	2,231 253
37:17	271
43:49	169
44:56	1,144
46:03	723
36:13	1,502
45:12	117
51:29	818
38:20	257
45:07 44·56	106
44:56 40:42	1,190
40:42	1,237 2,754
40:36	781
42:01	155
44:17	104
41:40	632
42:05	299
41:56	1,894
48:02	108
45:40	1,115
41:09	1,089
32:20	1,085
42:23	105 440
34:41 47:22	702
42:13	118
48:51	659
42:04	926
42:18	1,749
41:57	1,342
45:20	666
37:06	562
44:49	459
49:51	1,180
84:17	1,297
42:37	365
49:30	1,218
33:45 43:23	1,618
43:23 52:07	207
52:07 49:17	176
49:17 47:23	327
47:23	208
50:02	730
41:45	86
33:55	42
34:50	311
34:49	219
46:49	594
48:49	148
32:12	247
41:55	277
50:09	76
40:48	365
39:03	395
39:28 38:26	489
38:26 46:49	1,035
40:50	1,035
38:30	439
39:28	1,429
43:10	629
40:09	1,106
48:27	59
	162
34:13	
34:13 42:35	157

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49:09 102 47:41 1,340 41:02 1,293 40:28 2,811 39:57 853 44:11 177 44:32 76 43:48 667 42:06 299 39:53 1,849 43:13 111 43:18 1,087 39:20 1,070 32:11 1,089 51:15 108 36:55 524 46:51 655 40:24 145 45:30 683 41:34 902 43:07 1,815 41:34 902 43:07 1,815 41:52 1,407 44:29 649 44:06 614 40:21 514 47:24 1,207 81:04 1,355 41:34 347 45:21 1,690 45:00 258	2 769
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41:02 1,293 40:28 2,811 39:57 853 44:11 177 44:32 76 43:48 667 42:06 299 39:53 1,849 43:13 111 43:18 1,087 39:20 1,070 32:11 1,089 51:15 108 36:55 524 46:51 655 40:24 145 45:30 683 41:34 902 43:07 1,815 41:34 902 43:07 1,815 41:29 649 44:06 614 40:21 514 47:24 1,207 81:04 1,355 41:34 347 45:21 1,267 37:14 1,690 45:00 258 52:36 112 48:20 199 <	9 102
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40:18 1,524 39:08 442 36:48 1,511 43:30 665 39:26 1,142 50:50 71 45:58 3 44:01 198	5 58
39:08 442 36:48 1,511 43:30 665 39:26 1,142 50:50 71 45:58 3 44:01 198	8 1,041
36:48 1,511 43:30 665 39:26 1,142 50:50 71 45:58 3 44:01 198	8 1,524
43:30 665 39:26 1,142 50:50 71 45:58 3 44:01 198	
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50:50 71 45:58 3 44:01 198	
45:58 3 44:01 198	
44:01 198	
57,755	
	_ 57,755

Qtr	3 2023/24
Average Response Time Minutes	Total Number of First Responses
39:08	174
38:33	183

Qtr	3 2023
verage Response me Minutes	Total Number of First Responses
₹⊨	
39:08	174
38:33	1,153
36:50 41:33	915
42:16	611
38:35	530
52:05	610
42:49	222
48:32	866
39:45	1,376
51:13	70
40:51	490
39:03	804
39:48	2,126
45:46	263
40:14	269
43:32	178
42:51	1,168
49:11	791
36:46	1,525
52:27	114
48:35	741
35:54	270
42:39	125
44:06	1,215
41:43	1,253
41:08	2,690
38:21	860
36:38	158
47:51 45:10	76 642
35:34	288
41:13	1,874
42:53	118
43:07	1,127
40:47	1,109
34:00	1,110
47:42	84
35:32	498
43:36	705
41:49	125
45:35	640
41:30	922
39:51	1,842
41:55 41:32	1,355 678
39:10	521
45:04	495
46:12	1,211
81:55	1,252
41:02	350
46:16	1,196
36:54	1,683
38:32	198
40:16	117
50:05	204
41:30	350
35:09	217
46:34 48:06	817 71
34:45	32
39:55	320
36:21	204
48:38	574
44:52	133
33:17	319
36:22	286
53:33	75
42:04	439
39:27	393
42:28	537
40:23	47
44:42	1,016
40:13 38:10	1,556
38:10 37:06	499 1,488
42:56	1,488 692
39:33	1,085
43:37	55
61:57	13
51:06	176
42:24	53,564
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MAP	' TAE

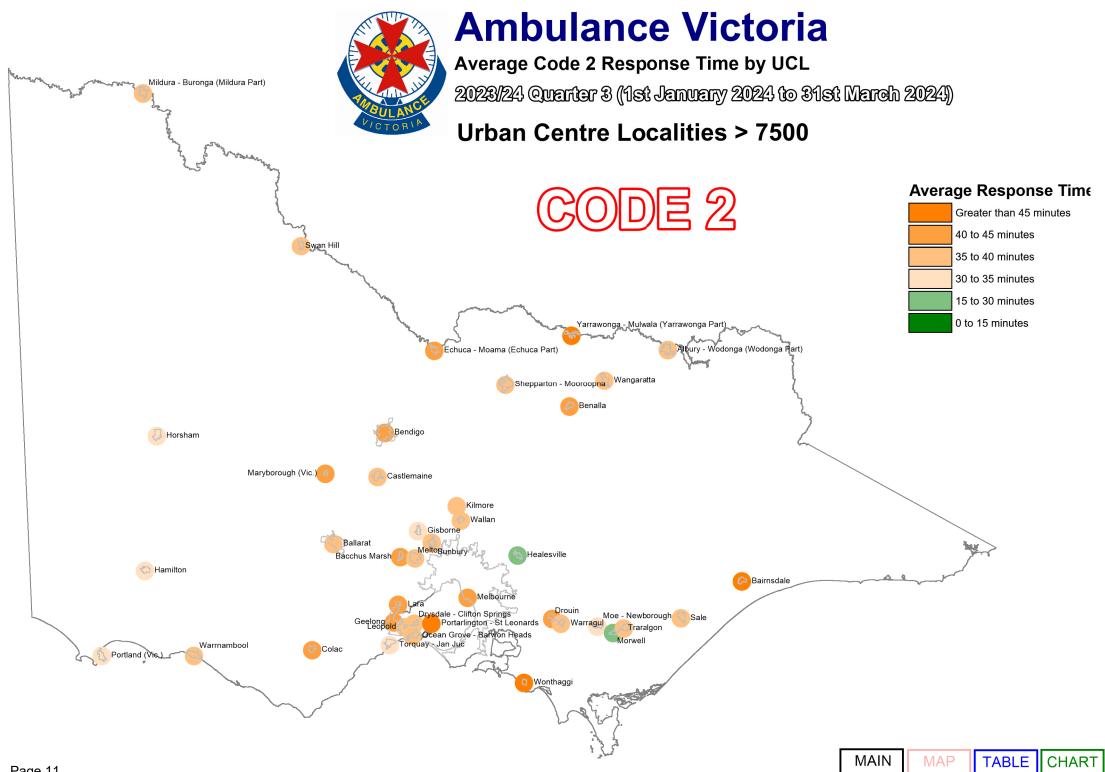
49,819 NOTE: The "Total AV" result includes a small number of incidents for which LGA.

44:45

* 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 emergence 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 LGA

Total AV

Code 2 First Response Performance by LGA



UCL Name

Albury - Wodonga (Wodonga Part)

Bacchus Marsh

Bairnsdale

Ballarat

Benalla

Bendigo

Colac

Drouin

Geelong

Gisborne

Hamilton

Healesville

Horsham

Kilmore

Leopold

Melbourne

Melton

Morwell

Sale

Sunbury

Swan Hill

Traralgon

Wangaratta

Warrnambool

Yarrawonga - Mulwala (Yarrawonga Part) 41:59

Wonthaggi

Warragul

Wallan

Torquay - Jan Juc

Portland (Vic.)

Maryborough (Vic.)

Moe - Newborough

Mildura - Buronga (Mildura Part)

Ocean Grove - Barwon Heads

Portarlington - St Leonards

Shepparton - Mooroopna

Lara

Castlemaine

Drysdale - Clifton Springs

Echuca - Moama (Echuca Part)

Qtr 3 2022/23

401

331

312

1,054

191

1,008

137

181

144

107

245

1,739

85

136

106

236

152

99

90

186

665

480

256

286

144

84

165

199

695

280

213

115

340

105

297

264

375

207

130

29,975

Average Response Time Minut

42:26

45:45

51:57

41:38

38:40

42:33

43:34

41:42

29:37

46:53

43:22

41:29

38:46

34:28

41:10

35:36

38:43

39:24

39:02

41:58

45:59

42:25

38:15

32:21

31:09

34:21

45:14

38:58

38:11

45:21

41:32

42:03

35:42

37:18

39:39

41:08

35:23

38:00

53:13

Qtr 4 2022/23

46:25

51:58

52:23

44:53

42:36

46:17

39:32

43:31

34:26

39:53

46:04

39:45

30:05

36:58

37:15

34:25

45:10

42:18

38:19

44:59

50:08

47:08

43:28

30:51

26:00

35:36

42:28

33:45

29:17

41:14

47:18

48:11

33:39

35:36

34:25

39:42

38:26

37:02

48:04

39:56

376

292

315

1,054

198

1,000

130

195

144

140

231

1,784

107

117

90

221

174

96

102

178

664

431

259

252

120

98

166

228

657

273

175

137

367

100

317

263

374

258

126

28,676

Qtr 1 2023/24

Qtr 2 2023/24

Qtr 3 2023/24 38:00 464 41:18 269 309 53:51 36:33 1,106 42:38 195 43:28 1,052 36:49 153 42:11 197 41:49 133 39:29 127 42:34 253 40:16 1,979 32:01 102 30:22 145 28:54 105 32:08 265 159 38:22 41:25 93 39:10 66 43:54 215 43:39 32,429 769 37:13 39:05 523 31:57 268 29:53 306 36:30 149 46:24 96 32:04 180 35:54 250 37:41 712 39:25 346 35:38 189 158 33:03 37:36 385 38:41 96

39:20

38:33

39:33

45:55

46:51

386

247

382

249

144

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Average Respons Time Mir
38:20
43:23
48:20
35:21
36:27
45:01
42:39
37:10
33:21
34:31
45:56
38:19
30:26
32:00
37:37
38:39
35:26
39:30
38:21
41:01
45:13
37:43
43:20
28:58
29:40
33:18
50:38
35:51
31:28
40:18
41:08
41:18
31:42
35:39
36:53

Average Response Time Minute:	Total Numbe of First Responses	
38:20	414	
43:23	269	
48:20	316	
35:21	1,112	
36:27	223	
45:01	1,078	
42:39	155	
37:10	189	
33:21	153	
34:31	133	
45:56	258	
38:19	1,981	
30:26	97	
32:00	175	
37:37	107	
38:39	257	
35:26	169	
39:30	99	
38:21	91	
41:01	201	
45:13	31,944	
37:43	760	
43:20	472	
28:58	269	
29:40	336	
33:18	123	
50:38	113	
35:51	180	
31:28	185	
40:18	671	
41:08	326	
41:18	193	
31:42	124	
35:39	330	
36:53	108	
40:24	295	
37:39	284	
39:09	390	
48:07	248	
40:33	126	

Average Response Time Minutes	Total Number of First Responses	
39:00	417	
41:43	253	
48:31	276	
41:57	1,113	
35:14	194	
46:53	1,195	
45:11	185	
41:39	218	
33:53	139	
37:27	147	
47:01	265	
39:32	2,031	
36:21	90	
35:41	139	
36:32	98	
38:41	265	
42:29	175	
39:15	97	
34:48	96	
44:04	197	
44:17	32,886	
39:43	768	
43:19	468	
32:01	283	
27:15	321	
33:59	149	
44:45	101	
42:34	211	
34:54	217	
40:10	703	
40:21	325	
37:15	226	
34:00	117	
35:54	355	
36:13	109	
39:46	369	
35:28	257	
40:49	370	
44:11	230	
34:49	152	

Code 2

MAIN **MAP CHART**

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	