



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.

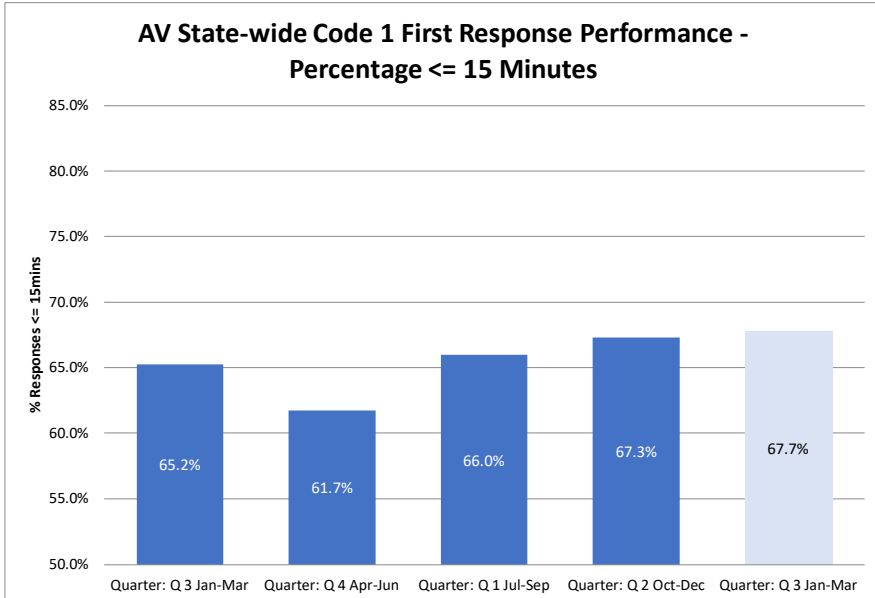
We designate those patients that require urgent paramedic and hospital care as "Code 1," and these patients receive a "lights and sirens" response. The tables below provide information about our Code 1 response time performance by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

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.

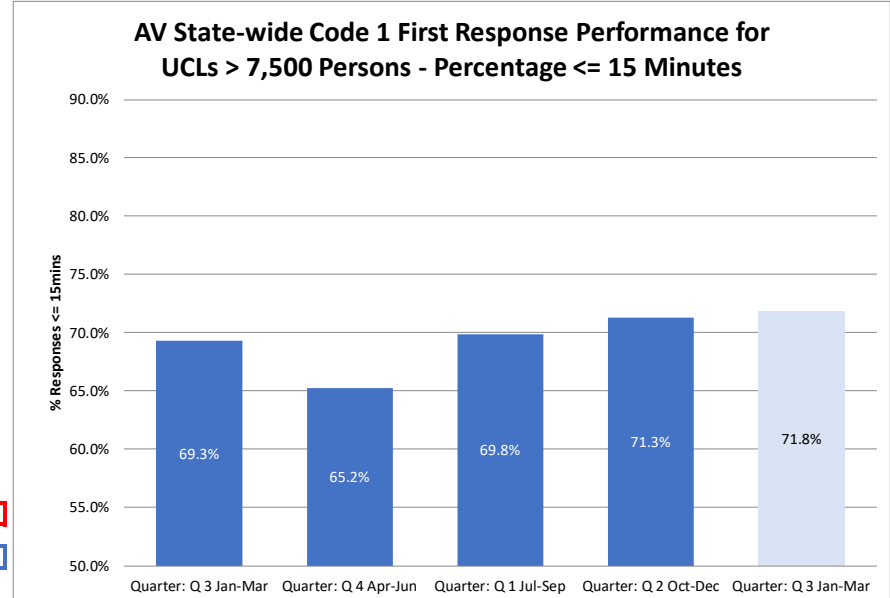
Report Navigation This table shows the response time measures published in this document. Clicking on the items Map, Table and Chart will take you to the appropriate page.

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



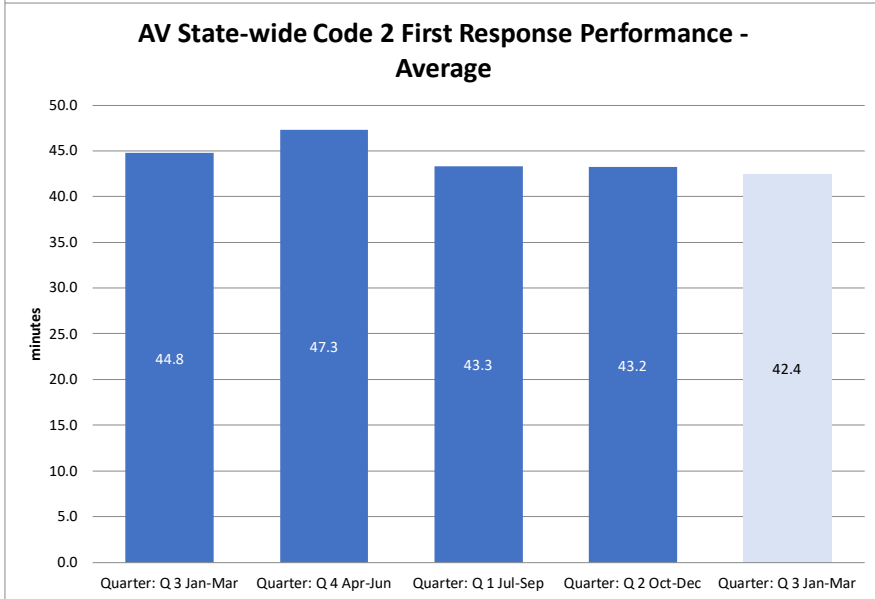
MAP

TABLE



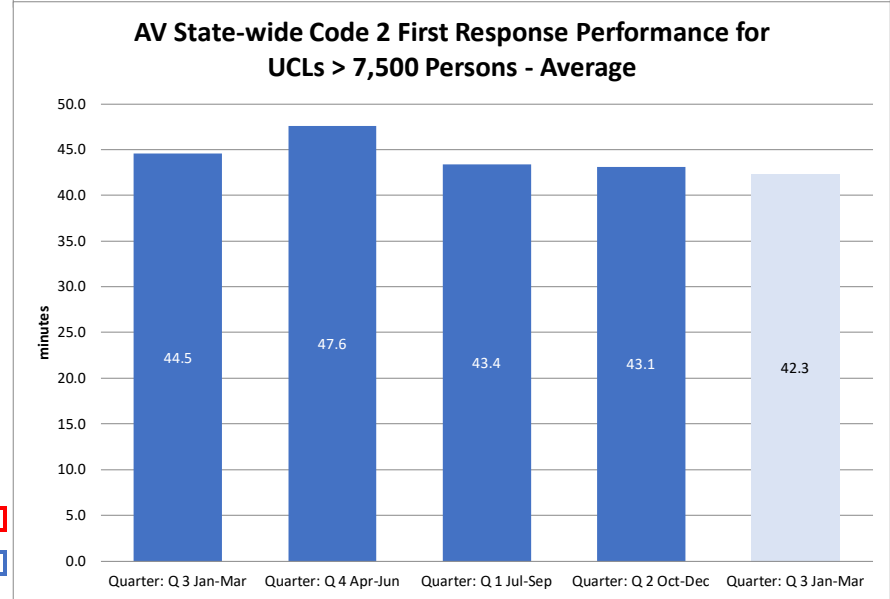
MAP

TABLE



MAP

TABLE



MAP

TABLE

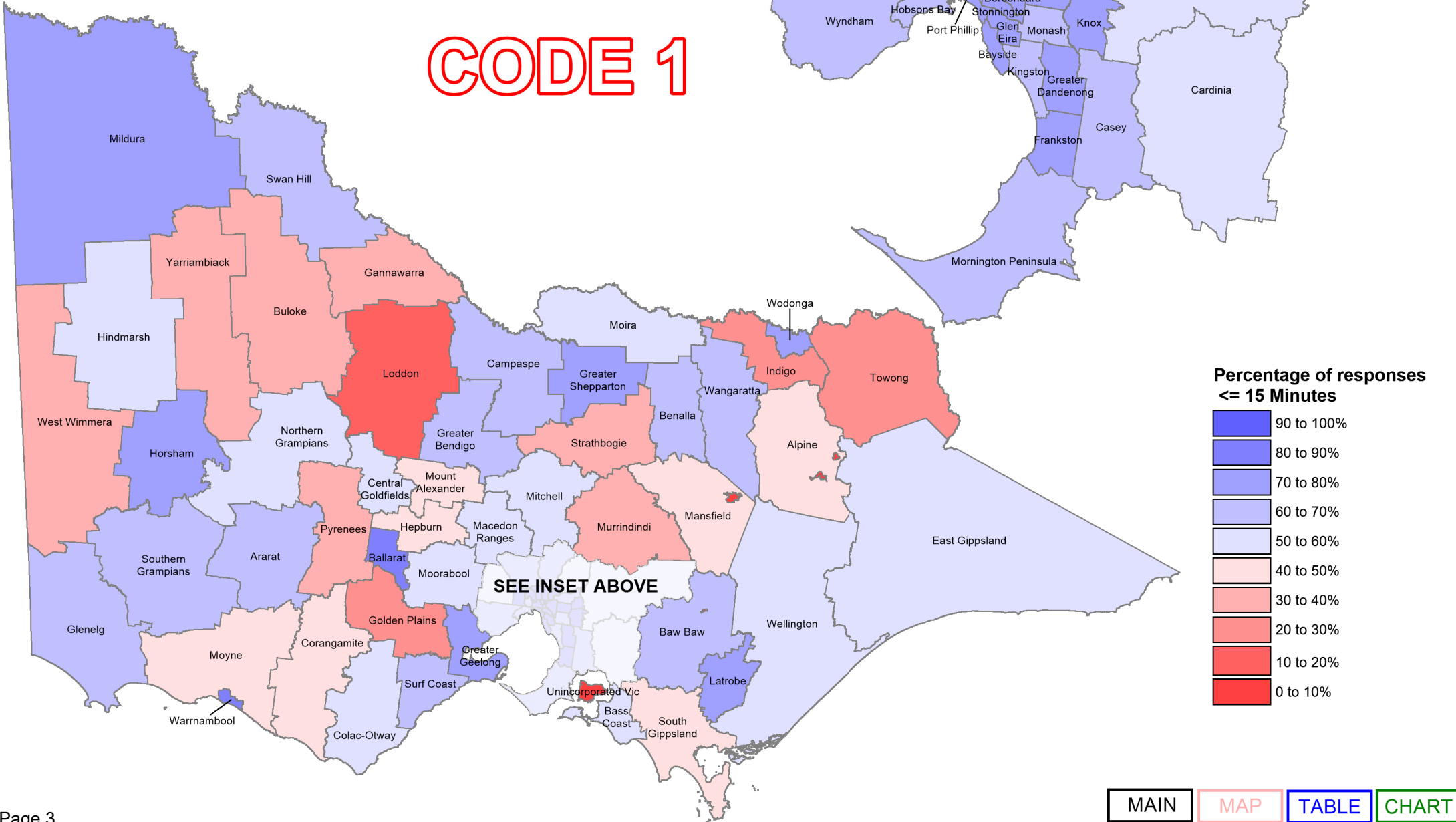


Ambulance Victoria

Percentage of Code 1 responses \leq 15 Minutes by LGA

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

CODE 1



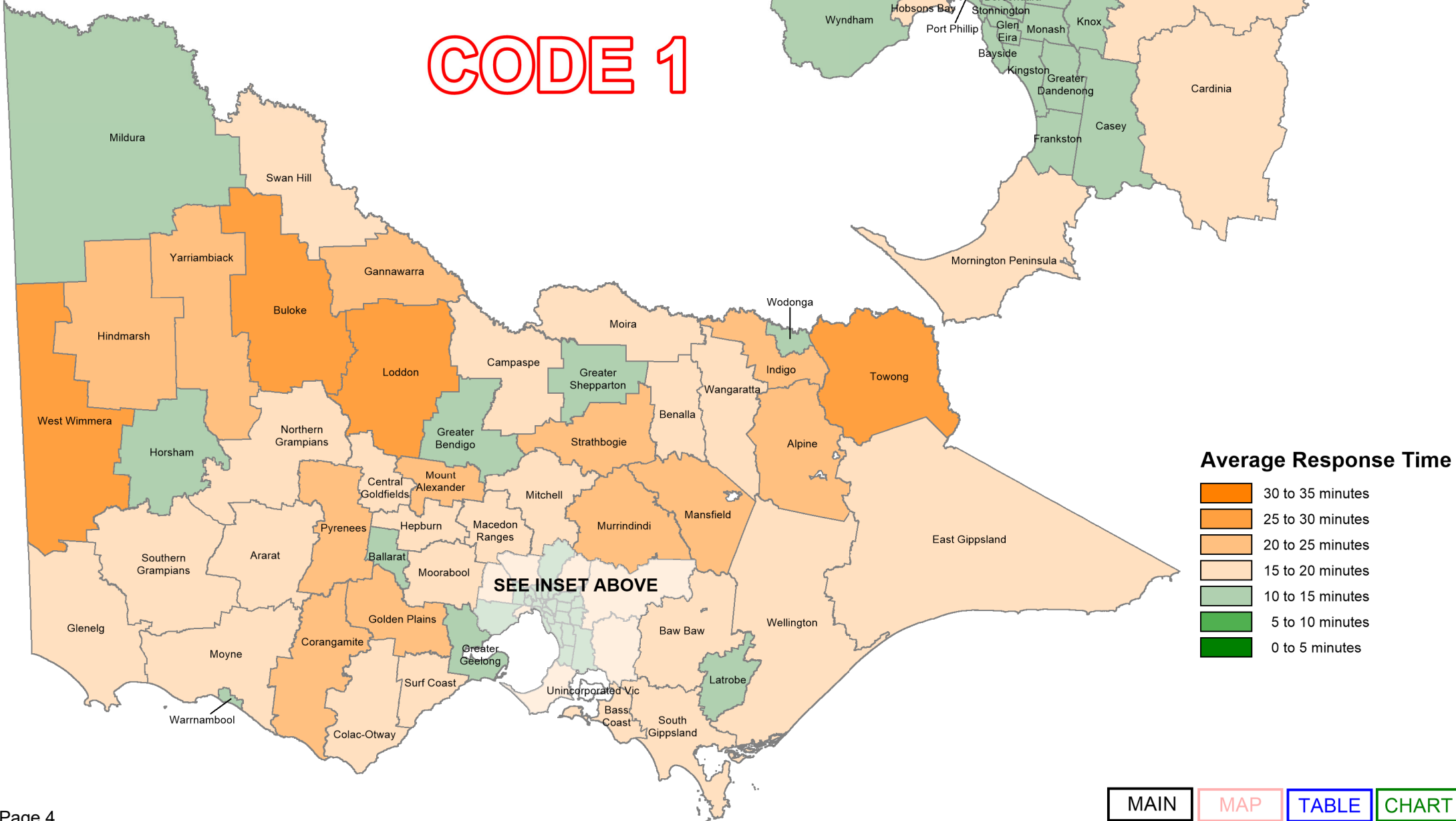


Ambulance Victoria

Average Code 1 Response Time by LGA

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

CODE 1





Code 1 First Response Performance by LGA

Qtr 3 2022/23

Qtr 4 2022/23

Qtr 1 2023/24

Qtr 2 2023/24

Qtr 3 2023/24

Table with 5 columns: LGA Name, % Responses <= 15 Minutes, Average Response Time Minutes, Total Number of First Responses. Rows include LGA names like Alpine, Ararat, Ballarat, Banyule, Bass Coast, Baw Baw, Bayside, Benalla, Boroondara, Brimbank, Buloke, Campaspe, Cardinia, Casey, Central Goldfields, Colac-Otway, Corangamite, Darebin, East Gippsland, Frankston, Gannawarra, Glen Eira, Glenelg, Golden Plains, Greater Bendigo, Greater Dandenong, Greater Geelong, Greater Shepparton, Hepburn, Hindmarsh, Hobsons Bay, Horsham, Hume, Indigo, Kingston, Knox, Latrobe, Loddon, Macedon Ranges, Manningham, Mansfield, Maribyrnong, Maroondah, Melbourne, Melton, Mildura, Mitchell, Moira, Monash, Moonee Valley, Moorabool, Merri-bek, Mornington Peninsula, Mount Alexander, Moyne, Murrindindi, Nillumbik, Northern Grampians, Port Phillip, Pyrenees, Queenscliffe, South Gippsland, Southern Grampians, Stonnington, Strathbogie, Surf Coast, Swan Hill, Towong, Wangaratta, Warrnambool, Wellington, West Wimmera, Whitehorse, Whittlesea, Wodonga, Wyndham, Yarra, Yarra Ranges, Yarriambiack, Unincorporated, Interstate LGAs, Total AV.

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



Ambulance Victoria

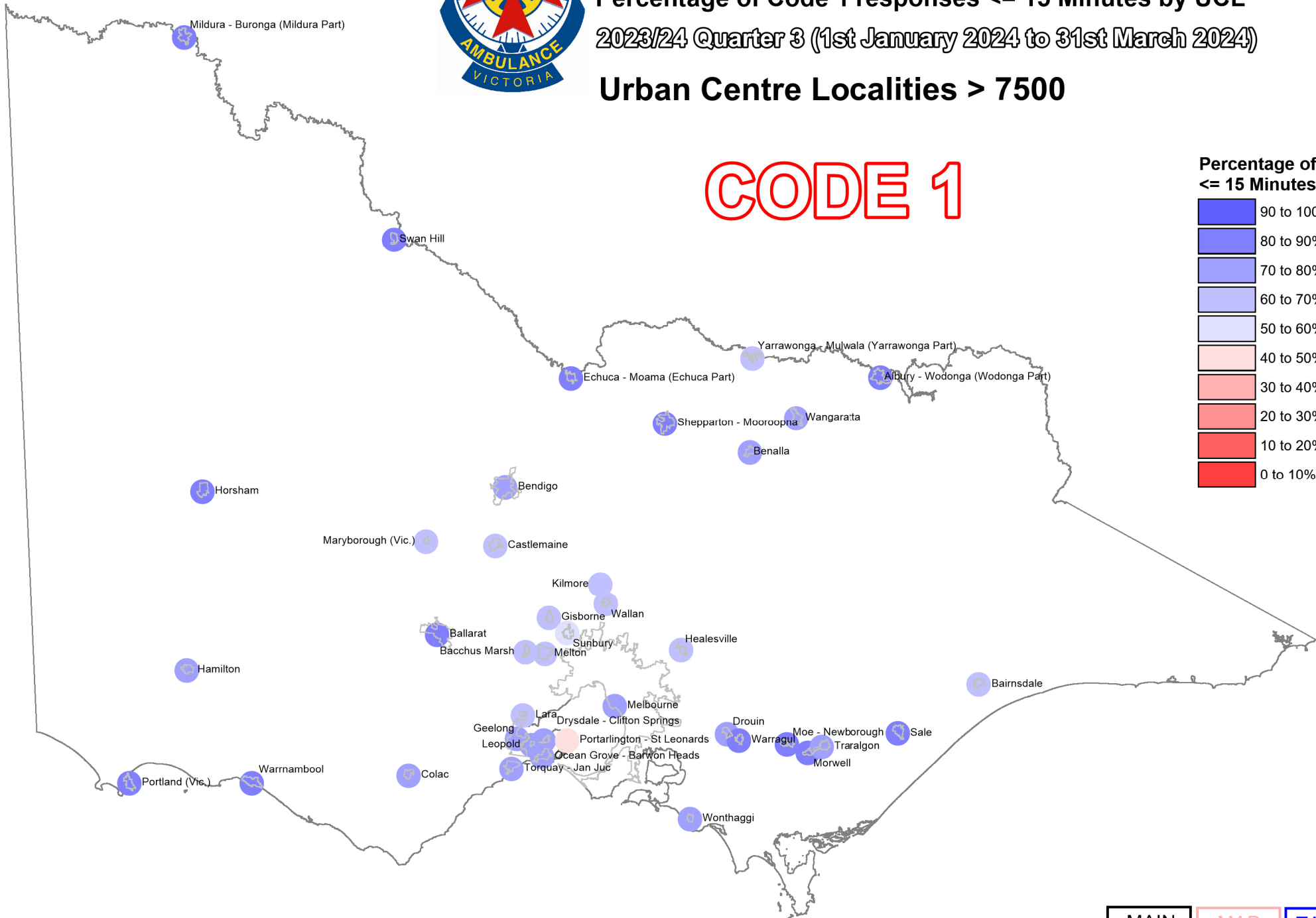
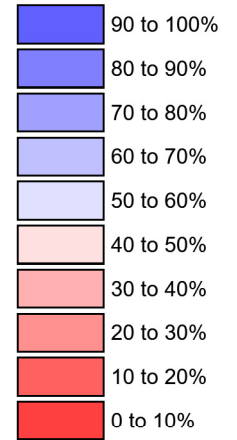
Percentage of Code 1 responses \leq 15 Minutes by UCL

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

Urban Centre Localities $>$ 7500

CODE 1

Percentage of responses \leq 15 Minutes





Ambulance Victoria

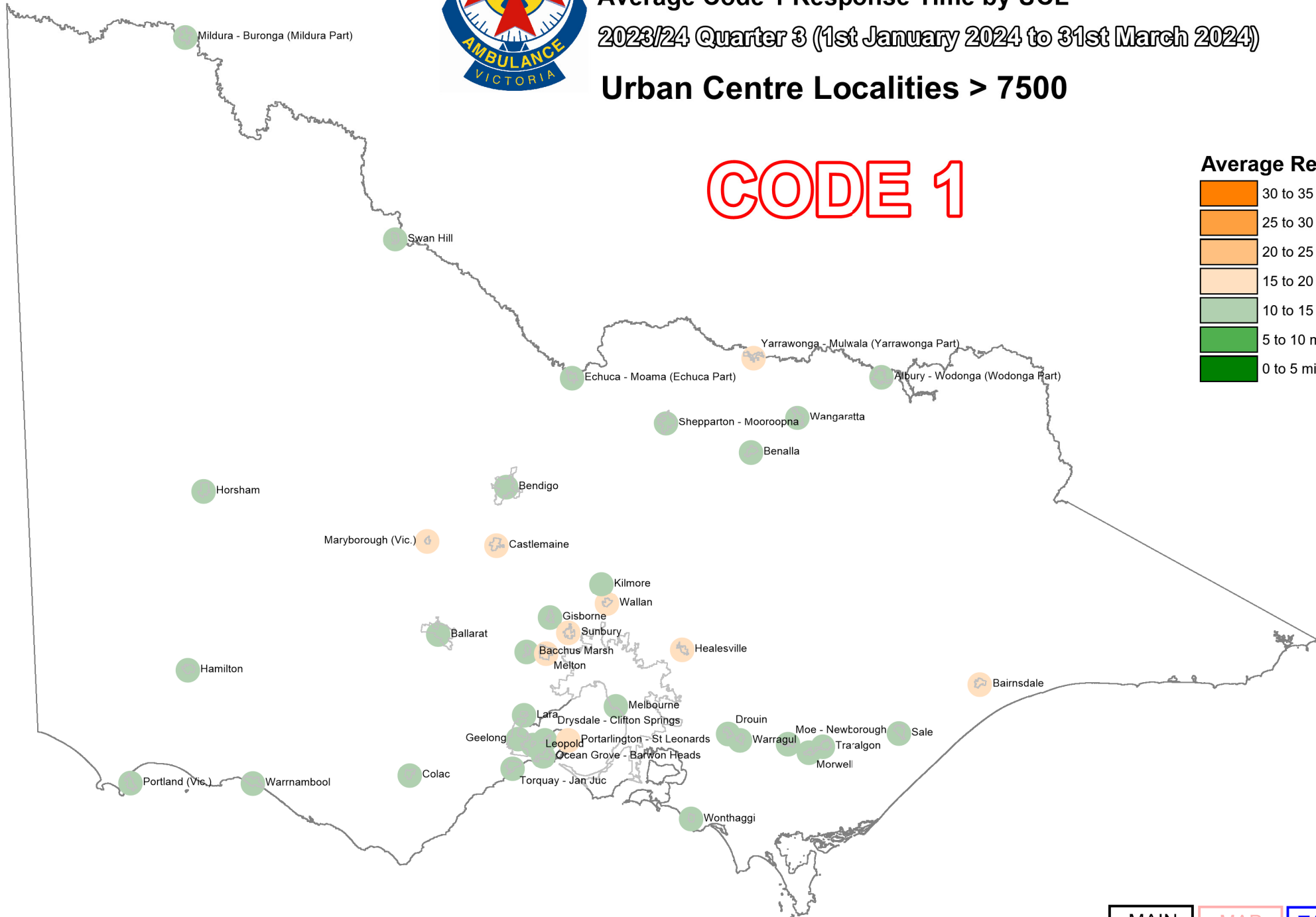
Average Code 1 Response Time by UCL

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

Urban Centre Localities > 7500

CODE 1

Average Response Time





Code 1 First Response Performance by UCL

UCL Name

Qtr 3 2022/23

Qtr 4 2022/23

Qtr 1 2023/24

Qtr 2 2023/24

Qtr 3 2023/24

| | % Responses <= 15 Minutes | Average Response Time Minutes | Total Number of First Responses |
|--|---------------------------|-------------------------------|---------------------------------|
| 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 - Mooropna | 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 Part) | 69.6% | 15:19 | 191 |

| | % Responses <= 15 Minutes | Average Response Time Minutes | Total Number of First Responses |
|-------|---------------------------|-------------------------------|---------------------------------|
| 73.9% | 14:30 | 686 | |
| 50.0% | 20:08 | 372 | |
| 68.5% | 14:52 | 368 | |
| 77.3% | 13:20 | 2,271 | |
| 64.7% | 16:14 | 238 | |
| 68.4% | 14:36 | 2,002 | |
| 54.8% | 19:19 | 166 | |
| 68.0% | 17:10 | 200 | |
| 67.3% | 15:18 | 257 | |
| 62.7% | 14:37 | 276 | |
| 76.4% | 13:16 | 288 | |
| 74.9% | 13:29 | 3,298 | |
| 65.6% | 13:45 | 151 | |
| 81.8% | 12:42 | 159 | |
| 54.4% | 18:37 | 193 | |
| 87.2% | 11:22 | 344 | |
| 54.8% | 16:53 | 157 | |
| 64.4% | 15:11 | 233 | |
| 75.0% | 13:01 | 180 | |
| 60.9% | 18:09 | 220 | |
| 63.4% | 15:35 | 63,580 | |
| 51.0% | 17:51 | 1,535 | |
| 85.4% | 11:42 | 745 | |
| 75.5% | 13:11 | 466 | |
| 83.9% | 11:59 | 491 | |
| 67.2% | 13:45 | 250 | |
| 42.7% | 18:45 | 225 | |
| 81.9% | 12:18 | 210 | |
| 76.8% | 13:20 | 293 | |
| 75.2% | 13:37 | 1,058 | |
| 48.0% | 18:23 | 679 | |
| 82.2% | 11:42 | 185 | |
| 64.7% | 14:07 | 241 | |
| 69.1% | 13:54 | 595 | |
| 59.3% | 16:28 | 275 | |
| 79.4% | 12:54 | 466 | |
| 78.5% | 12:46 | 330 | |
| 85.2% | 11:38 | 515 | |
| 85.6% | 10:51 | 194 | |
| 66.8% | 17:14 | 211 | |

| | % Responses <= 15 Minutes | Average Response Time Minutes | Total Number of First Responses |
|-------|---------------------------|-------------------------------|---------------------------------|
| 79.3% | 13:32 | 615 | |
| 57.5% | 17:35 | 365 | |
| 76.6% | 12:58 | 367 | |
| 80.5% | 12:41 | 1,998 | |
| 65.8% | 15:51 | 193 | |
| 69.1% | 14:39 | 2,068 | |
| 59.5% | 17:55 | 163 | |
| 73.3% | 14:53 | 180 | |
| 69.3% | 15:19 | 254 | |
| 72.3% | 13:24 | 260 | |
| 78.0% | 12:59 | 282 | |
| 76.5% | 13:29 | 3,257 | |
| 62.7% | 15:33 | 177 | |
| 84.9% | 11:27 | 159 | |
| 62.7% | 15:55 | 204 | |
| 86.1% | 10:57 | 338 | |
| 67.3% | 13:49 | 159 | |
| 72.1% | 13:43 | 233 | |
| 74.7% | 13:23 | 194 | |
| 72.0% | 14:16 | 236 | |
| 68.4% | 14:37 | 62,956 | |
| 61.3% | 16:12 | 1,561 | |
| 85.4% | 11:31 | 796 | |
| 76.2% | 12:58 | 501 | |
| 86.3% | 10:59 | 560 | |
| 74.3% | 13:15 | 296 | |
| 37.6% | 18:03 | 189 | |
| 82.5% | 12:27 | 217 | |
| 80.9% | 12:13 | 278 | |
| 80.4% | 12:40 | 1,172 | |
| 53.2% | 17:00 | 624 | |
| 86.4% | 11:04 | 198 | |
| 70.7% | 12:58 | 184 | |
| 74.9% | 12:32 | 602 | |
| 68.0% | 14:21 | 247 | |
| 81.9% | 12:35 | 421 | |
| 79.1% | 12:57 | 359 | |
| 84.0% | 12:06 | 520 | |
| 74.9% | 14:41 | 191 | |
| 73.2% | 14:24 | 190 | |

| | % Responses <= 15 Minutes | Average Response Time Minutes | Total Number of First Responses |
|-------|---------------------------|-------------------------------|---------------------------------|
| 80.3% | 12:55 | 691 | |
| 61.0% | 16:13 | 328 | |
| 73.6% | 14:22 | 333 | |
| 78.1% | 13:27 | 2,195 | |
| 74.4% | 13:21 | 227 | |
| 69.9% | 14:30 | 2,058 | |
| 60.6% | 18:27 | 180 | |
| 70.2% | 15:08 | 188 | |
| 76.9% | 13:57 | 251 | |
| 75.3% | 13:25 | 287 | |
| 78.5% | 12:22 | 307 | |
| 77.1% | 13:11 | 3,385 | |
| 68.0% | 14:26 | 181 | |
| 79.8% | 14:14 | 183 | |
| 67.6% | 15:34 | 188 | |
| 84.2% | 11:46 | 361 | |
| 61.9% | 15:18 | 155 | |
| 70.2% | 14:17 | 235 | |
| 78.0% | 12:34 | 177 | |
| 63.3% | 17:39 | 229 | |
| 70.1% | 14:18 | 65,255 | |
| 64.7% | 15:08 | 1,563 | |
| 86.8% | 10:59 | 745 | |
| 75.4% | 12:26 | 528 | |
| 86.3% | 11:09 | 512 | |
| 75.7% | 12:44 | 296 | |
| 34.2% | 19:14 | 196 | |
| 85.2% | 10:58 | 209 | |
| 80.5% | 11:26 | 272 | |
| 82.1% | 12:47 | 1,092 | |
| 61.8% | 15:51 | 610 | |
| 89.4% | 9:49 | 216 | |
| 70.2% | 13:27 | 228 | |
| 73.7% | 13:20 | 613 | |
| 61.7% | 14:56 | 240 | |
| 80.4% | 13:46 | 439 | |
| 79.8% | 12:41 | 332 | |
| 82.3% | 13:15 | 593 | |
| 77.8% | 12:35 | 194 | |
| 66.9% | 15:50 | 175 | |

| | % Responses <= 15 Minutes | Average Response Time Minutes | Total Number of First Responses |
|-------|---------------------------|-------------------------------|---------------------------------|
| 80.8% | 13:08 | 621 | |
| 63.9% | 14:58 | 299 | |
| 69.8% | 15:09 | 344 | |
| 82.6% | 12:33 | 2,039 | |
| 76.1% | 13:15 | 226 | |
| 73.7% | 13:44 | 1,908 | |
| 61.3% | 18:07 | 160 | |
| 77.6% | 12:53 | 165 | |
| 74.0% | 14:36 | 231 | |
| 73.1% | 13:11 | 286 | |
| 83.0% | 11:34 | 271 | |
| 76.1% | 13:12 | 3,329 | |
| 67.6% | 13:35 | 170 | |
| 77.7% | 13:07 | 148 | |
| 61.5% | 15:34 | 187 | |
| 86.8% | 11:23 | 303 | |
| 68.8% | 14:47 | 160 | |
| 68.8% | 14:06 | 205 | |
| 79.1% | 12:29 | 134 | |
| 69.1% | 15:42 | 175 | |
| 70.5% | 14:09 | 62,829 | |
| 64.0% | 15:22 | 1,443 | |
| 87.1% | 11:00 | 757 | |
| 83.9% | 11:09 | 504 | |
| 85.9% | 11:36 | 491 | |
| 77.0% | 12:37 | 282 | |
| 44.4% | 18:15 | 214 | |
| 83.6% | 12:01 | 195 | |
| 81.4% | 11:45 | 279 | |
| 81.3% | 12:20 | 1,085 | |
| 58.6% | 15:45 | 607 | |
| 81.3% | 12:17 | 208 | |
| 70.4% | 13:59 | 287 | |
| 76.2% | 12:37 | 629 | |
| 64.5% | 15:13 | 251 | |
| 79.7% | 13:38 | 459 | |
| 81.1% | 12:27 | 344 | |
| 86.5% | 11:47 | 535 | |
| 78.8% | 12:18 | 203 | |
| 69.1% | 15:29 | 194 | |

MAIN

MAP <= 15 Minutes

MAP Average

TABLE

CHART

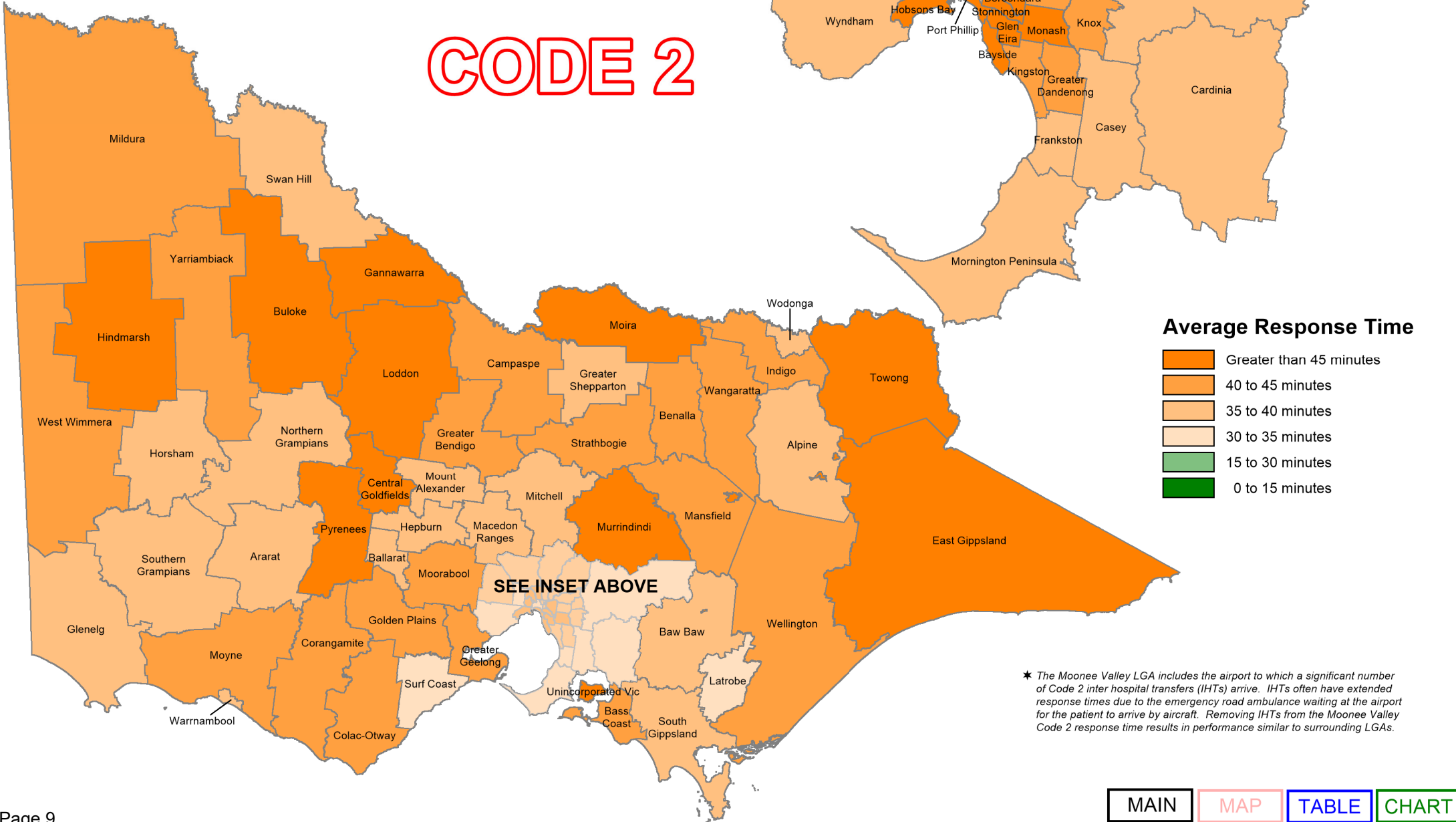


Ambulance Victoria

Average Code 2 Response Time by LGA

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

CODE 2





Code 2 First Response Performance by LGA

Qtr 3 2022/23

Qtr 4 2022/23

Qtr 1 2023/24

Qtr 2 2023/24

Qtr 3 2023/24

LGA Name

| | 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 | 45:35 | 150 | 48:09 | 147 | 43:18 | 155 | 39:30 | 170 | 39:08 | 174 |
| Ararat | 46:19 | 158 | 40:25 | 187 | 36:28 | 192 | 40:24 | 186 | 38:33 | 183 |
| Ballarat | 41:39 | 1,093 | 45:16 | 1,089 | 35:31 | 1,154 | 41:40 | 1,156 | 36:50 | 1,153 |
| Banyule | 43:04 | 785 | 53:24 | 830 | 44:13 | 926 | 42:13 | 987 | 41:33 | 915 |
| Bass Coast | 46:46 | 572 | 42:43 | 572 | 41:22 | 559 | 42:02 | 605 | 42:16 | 611 |
| Baw Baw | 36:12 | 575 | 37:29 | 555 | 36:41 | 601 | 35:42 | 550 | 38:35 | 530 |
| Bayside | 51:42 | 567 | 57:47 | 502 | 53:19 | 610 | 53:35 | 620 | 52:05 | 610 |
| Benalla | 38:48 | 208 | 42:05 | 222 | 36:33 | 245 | 35:56 | 224 | 42:49 | 222 |
| Boroondara | 50:09 | 746 | 53:16 | 710 | 49:34 | 767 | 49:47 | 852 | 48:32 | 866 |
| Brimbank | 42:50 | 1,288 | 49:52 | 1,299 | 44:08 | 1,303 | 40:28 | 1,426 | 39:45 | 1,376 |
| Buloke | 55:00 | 64 | 58:47 | 73 | 56:57 | 76 | 50:49 | 70 | 51:13 | 70 |
| Campaspe | 43:42 | 481 | 44:56 | 485 | 44:06 | 526 | 45:21 | 515 | 40:51 | 490 |
| Cardinia | 41:42 | 683 | 42:40 | 737 | 43:05 | 773 | 39:47 | 784 | 39:03 | 804 |
| Casey | 42:57 | 2,037 | 43:38 | 2,139 | 42:09 | 2,231 | 42:01 | 2,279 | 39:48 | 2,126 |
| Central Goldfields | 41:42 | 231 | 46:12 | 219 | 41:09 | 253 | 44:21 | 239 | 45:46 | 263 |
| Colac-Otway | 42:28 | 260 | 43:16 | 257 | 37:17 | 271 | 40:42 | 281 | 40:14 | 269 |
| Corangamite | 46:15 | 144 | 43:32 | 187 | 43:49 | 169 | 44:30 | 185 | 43:32 | 178 |
| Darebin | 45:29 | 1,014 | 54:50 | 990 | 44:56 | 1,144 | 42:58 | 1,209 | 42:51 | 1,168 |
| East Gippsland | 49:21 | 772 | 49:53 | 704 | 46:03 | 723 | 44:55 | 725 | 49:11 | 791 |
| Frankston | 37:13 | 1,429 | 40:13 | 1,326 | 36:13 | 1,502 | 37:37 | 1,471 | 36:46 | 1,525 |
| Gannawarra | 52:34 | 125 | 52:29 | 126 | 45:12 | 117 | 52:46 | 108 | 52:27 | 114 |
| Glen Eira | 54:03 | 675 | 55:18 | 657 | 51:29 | 818 | 54:12 | 769 | 48:35 | 741 |
| Glennelg | 39:02 | 249 | 35:44 | 243 | 38:20 | 257 | 43:20 | 297 | 35:54 | 270 |
| Golden Plains | 45:50 | 120 | 53:05 | 95 | 45:07 | 106 | 49:09 | 102 | 42:39 | 125 |
| Greater Bendigo | 43:30 | 1,140 | 47:18 | 1,142 | 44:56 | 1,190 | 47:41 | 1,340 | 44:06 | 1,215 |
| Greater Dandenong | 40:55 | 1,276 | 42:56 | 1,195 | 40:42 | 1,237 | 41:02 | 1,293 | 41:43 | 1,253 |
| Greater Geelong | 43:04 | 2,471 | 41:41 | 2,515 | 40:36 | 2,754 | 40:28 | 2,811 | 41:08 | 2,690 |
| Greater Shepparton | 44:51 | 871 | 41:45 | 794 | 40:12 | 781 | 39:57 | 853 | 38:21 | 860 |
| Hepburn | 45:15 | 156 | 41:14 | 153 | 42:01 | 155 | 44:11 | 177 | 36:38 | 158 |
| Hindmarsh | 43:18 | 67 | 47:17 | 75 | 44:17 | 104 | 44:32 | 76 | 47:51 | 76 |
| Hobsons Bay | 45:35 | 639 | 52:08 | 584 | 41:40 | 632 | 43:48 | 667 | 45:10 | 642 |
| Horsham | 37:03 | 264 | 38:08 | 255 | 42:05 | 299 | 42:06 | 299 | 35:34 | 288 |
| Hume | 43:07 | 1,739 | 47:45 | 1,579 | 41:56 | 1,894 | 39:53 | 1,849 | 41:13 | 1,874 |
| Indigo | 43:21 | 90 | 48:44 | 109 | 48:02 | 108 | 43:13 | 111 | 42:53 | 118 |
| Kingston | 44:53 | 956 | 48:29 | 983 | 45:40 | 1,115 | 43:18 | 1,087 | 43:07 | 1,127 |
| Knox | 42:08 | 1,003 | 45:31 | 926 | 41:09 | 1,089 | 39:20 | 1,070 | 40:47 | 1,109 |
| Latrobe | 34:04 | 1,021 | 32:20 | 1,034 | 32:20 | 1,085 | 32:11 | 1,089 | 34:00 | 1,110 |
| Loddon | 55:38 | 69 | 53:13 | 68 | 42:23 | 105 | 51:15 | 108 | 47:42 | 84 |
| Macedon Ranges | 39:00 | 419 | 35:32 | 449 | 34:41 | 440 | 36:55 | 524 | 35:32 | 498 |
| Manningham | 45:16 | 640 | 53:30 | 622 | 47:22 | 702 | 46:51 | 655 | 43:36 | 705 |
| Mansfield | 52:36 | 122 | 40:10 | 120 | 42:13 | 118 | 40:24 | 145 | 41:49 | 125 |
| Maribyrnong | 48:00 | 574 | 51:20 | 566 | 48:51 | 659 | 45:30 | 683 | 45:35 | 640 |
| Maroondah | 45:23 | 894 | 43:32 | 835 | 42:04 | 926 | 41:34 | 902 | 41:30 | 922 |
| Melbourne | 43:47 | 1,612 | 48:13 | 1,355 | 42:18 | 1,749 | 43:07 | 1,815 | 39:51 | 1,842 |
| Melton | 44:07 | 1,175 | 49:54 | 1,179 | 41:57 | 1,342 | 41:52 | 1,407 | 41:55 | 1,355 |
| Mildura | 42:20 | 667 | 46:16 | 628 | 45:20 | 666 | 44:29 | 649 | 41:32 | 678 |
| Mitchell | 42:45 | 531 | 41:30 | 572 | 37:06 | 562 | 44:06 | 614 | 39:10 | 521 |
| Moira | 46:51 | 467 | 45:09 | 435 | 44:49 | 459 | 40:21 | 514 | 45:04 | 495 |
| Monash | 49:59 | 1,106 | 52:38 | 1,107 | 49:51 | 1,180 | 47:24 | 1,207 | 46:12 | 1,211 |
| * Moonee Valley | 85:36 | 1,155 | 91:22 | 1,123 | 84:17 | 1,297 | 81:04 | 1,355 | 81:55 | 1,252 |
| Moorabool | 43:37 | 412 | 50:15 | 394 | 42:37 | 365 | 41:34 | 347 | 41:02 | 350 |
| Merri-bek | 51:29 | 1,138 | 55:48 | 1,026 | 49:30 | 1,218 | 45:21 | 1,267 | 46:16 | 1,196 |
| Mornington Peninsula | 36:19 | 1,606 | 38:36 | 1,602 | 33:45 | 1,618 | 37:14 | 1,690 | 36:54 | 1,683 |
| Mount Alexander | 45:42 | 197 | 41:08 | 185 | 43:23 | 207 | 45:00 | 258 | 38:32 | 198 |
| Moyne | 48:05 | 116 | 40:31 | 102 | 52:07 | 91 | 52:36 | 112 | 40:16 | 117 |
| Murrindindi | 53:29 | 191 | 49:09 | 190 | 49:17 | 176 | 48:20 | 199 | 50:05 | 204 |
| Nillumbik | 43:54 | 304 | 51:22 | 288 | 47:23 | 327 | 42:42 | 354 | 41:30 | 350 |
| Northern Grampians | 46:26 | 205 | 45:17 | 224 | 43:57 | 208 | 41:40 | 217 | 35:09 | 217 |
| Port Phillip | 49:55 | 751 | 51:07 | 639 | 50:02 | 730 | 46:26 | 780 | 46:34 | 817 |
| Pyrenees | 56:58 | 65 | 46:48 | 77 | 41:45 | 86 | 44:21 | 85 | 48:06 | 71 |
| Queenscliffe | 33:55 | 50 | 38:55 | 39 | 33:55 | 42 | 44:32 | 37 | 34:45 | 32 |
| South Gippsland | 38:27 | 294 | 38:59 | 309 | 34:50 | 311 | 41:23 | 350 | 39:55 | 320 |
| Southern Grampians | 37:52 | 183 | 38:31 | 154 | 34:49 | 219 | 36:47 | 184 | 36:21 | 204 |
| Stonnington | 49:00 | 595 | 54:30 | 550 | 46:49 | 594 | 50:05 | 661 | 48:38 | 574 |
| Strathbogie | 52:38 | 139 | 52:35 | 121 | 48:49 | 148 | 49:52 | 155 | 44:52 | 133 |
| Surf Coast | 37:01 | 253 | 35:11 | 257 | 32:12 | 247 | 36:36 | 238 | 33:17 | 319 |
| Swan Hill | 41:05 | 285 | 45:49 | 262 | 41:55 | 277 | 37:13 | 324 | 36:22 | 286 |
| Towong | 58:44 | 76 | 60:24 | 69 | 50:09 | 76 | 52:20 | 78 | 53:33 | 75 |
| Wangaratta | 45:12 | 360 | 42:45 | 389 | 40:48 | 365 | 41:49 | 429 | 42:04 | 439 |
| Warrnambool | 37:54 | 386 | 37:00 | 381 | 39:03 | 395 | 40:31 | 377 | 39:27 | 393 |
| Wellington | 42:10 | 488 | 36:22 | 512 | 39:28 | 489 | 42:45 | 528 | 42:28 | 537 |
| West Wimmera | 49:47 | 48 | 42:31 | 44 | 38:26 | 55 | 47:35 | 58 | 40:23 | 47 |
| Whitehorse | 48:20 | 959 | 50:10 | 953 | 46:49 | 1,035 | 45:28 | 1,041 | 44:42 | 1,016 |
| Whittlesea | 43:10 | 1,437 | 50:13 | 1,394 | 40:50 | 1,456 | 40:18 | 1,524 | 40:13 | 1,556 |
| Wodonga | 42:44 | 430 | 46:21 | 401 | 38:30 | 439 | 39:08 | 442 | 38:10 | 499 |
| Wyndham | 39:49 | 1,480 | 47:36 | 1,333 | 39:28 | 1,429 | 36:48 | 1,511 | 37:06 | 1,488 |
| Yarra | 47:30 | 576 | 52:45 | 557 | 43:10 | 629 | 43:30 | 665 | 42:56 | 692 |
| Yarra Ranges | 42:56 | 1,015 | 42:39 | 973 | 40:09 | 1,106 | 39:26 | 1,142 | 39:33 | 1,085 |
| Yarriambiack | 46:40 | 70 | 52:41 | 74 | 48:27 | 59 | 50:50 | 71 | 43:37 | 55 |
| Unincorporated | 38:54 | 6 | 42:08 | 33 | 34:13 | 162 | 45:58 | 3 | 61:57 | 13 |
| Interstate LGAs | 48:41 | 154 | 52:32 | 131 | 42:35 | 157 | 44:01 | 198 | 51:06 | 176 |
| Total AV | 44:45 | 49,819 | 47:16 | 48,417 | 43:19 | 52,842 | 43:13 | 54,435 | 42:24 | 53,564 |

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

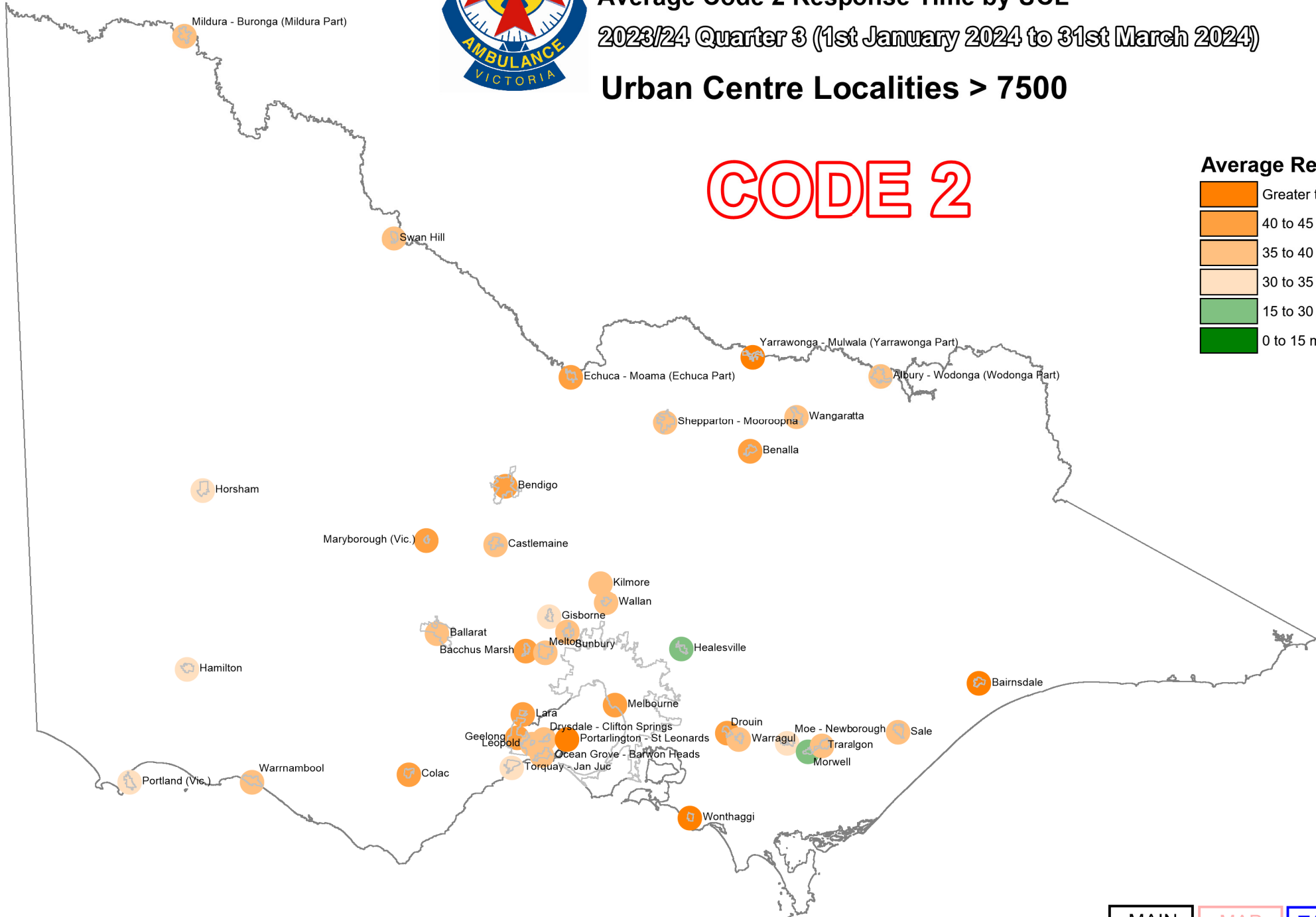
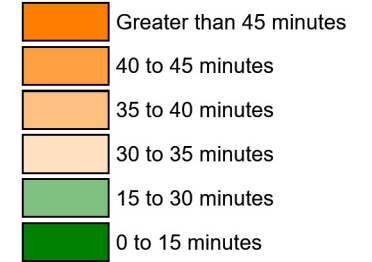
Average Code 2 Response Time by UCL

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

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 3 2022/23

Qtr 4 2022/23

Qtr 1 2023/24

Qtr 2 2023/24

Qtr 3 2023/24

Code 2 First Response Performance by UCL

| UCL Name | Average Response Time Minutes | Total Number of First Responses |
|--|-------------------------------|---------------------------------|
| Albury - Wodonga (Wodonga Part) | 42:26 | 401 |
| Bacchus Marsh | 45:45 | 331 |
| Bairnsdale | 51:57 | 312 |
| Ballarat | 41:38 | 1,054 |
| Benalla | 38:40 | 191 |
| Bendigo | 42:33 | 1,008 |
| Castlemaine | 43:34 | 137 |
| Colac | 41:42 | 181 |
| Drouin | 29:37 | 144 |
| Drysdale - Clifton Springs | 46:53 | 107 |
| Echuca - Moama (Echuca Part) | 43:22 | 245 |
| Geelong | 41:29 | 1,739 |
| Gisborne | 38:46 | 85 |
| Hamilton | 34:28 | 136 |
| Healesville | 41:10 | 106 |
| Horsham | 35:36 | 236 |
| Kilmore | 38:43 | 152 |
| Lara | 39:24 | 99 |
| Leopold | 39:02 | 90 |
| Maryborough (Vic.) | 41:58 | 186 |
| Melbourne | 45:59 | 29,975 |
| Melton | 42:25 | 665 |
| Mildura - Buronga (Mildura Part) | 38:15 | 480 |
| Moe - Newborough | 32:21 | 256 |
| Morwell | 31:09 | 286 |
| Ocean Grove - Barwon Heads | 34:21 | 144 |
| Portarlington - St Leonards | 45:14 | 84 |
| Portland (Vic.) | 38:58 | 165 |
| Sale | 38:11 | 199 |
| Shepparton - Mooroopna | 45:21 | 695 |
| Sunbury | 41:32 | 280 |
| Swan Hill | 42:03 | 213 |
| Torquay - Jan Juc | 35:42 | 115 |
| Traralgon | 37:18 | 340 |
| Wallan | 39:39 | 105 |
| Wangaratta | 41:08 | 297 |
| Warragul | 35:23 | 264 |
| Warrnambool | 38:00 | 375 |
| Wonthaggi | 53:13 | 207 |
| Yarrawonga - Mulwala (Yarrawonga Part) | 41:59 | 130 |

| Average Response Time Minutes | Total Number of First Responses |
|-------------------------------|---------------------------------|
| 46:25 | 376 |
| 51:58 | 292 |
| 52:23 | 315 |
| 44:53 | 1,054 |
| 42:36 | 198 |
| 46:17 | 1,000 |
| 39:32 | 130 |
| 43:31 | 195 |
| 34:26 | 144 |
| 39:53 | 140 |
| 46:04 | 231 |
| 39:45 | 1,784 |
| 30:05 | 107 |
| 36:58 | 117 |
| 37:15 | 90 |
| 34:25 | 221 |
| 45:10 | 174 |
| 42:18 | 96 |
| 38:19 | 102 |
| 44:59 | 178 |
| 50:08 | 28,676 |
| 47:08 | 664 |
| 43:28 | 431 |
| 30:51 | 259 |
| 26:00 | 252 |
| 35:36 | 120 |
| 42:28 | 98 |
| 33:45 | 166 |
| 29:17 | 228 |
| 41:14 | 657 |
| 47:18 | 273 |
| 48:11 | 175 |
| 33:39 | 137 |
| 35:36 | 367 |
| 34:25 | 100 |
| 39:42 | 317 |
| 38:26 | 263 |
| 37:02 | 374 |
| 48:04 | 258 |
| 39:56 | 126 |

| Average Response Time Minutes | Total Number 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 |

| Average Response Time Minutes | Total Number of First Responses |
|-------------------------------|---------------------------------|
| 38:00 | 464 |
| 41:18 | 269 |
| 53:51 | 309 |
| 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 |
| 38:22 | 159 |
| 41:25 | 93 |
| 39:10 | 66 |
| 43:54 | 215 |
| 43:39 | 32,429 |
| 37:13 | 769 |
| 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 |
| 33:03 | 158 |
| 37:36 | 385 |
| 38:41 | 96 |
| 39:20 | 386 |
| 38:33 | 247 |
| 39:33 | 382 |
| 45:55 | 249 |
| 46:51 | 144 |

MAIN
MAP
TABLE
CHART

Glossary

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