

AMBULANCE VICTORIA'S PERFORMANCE

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 in the tables below.

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.



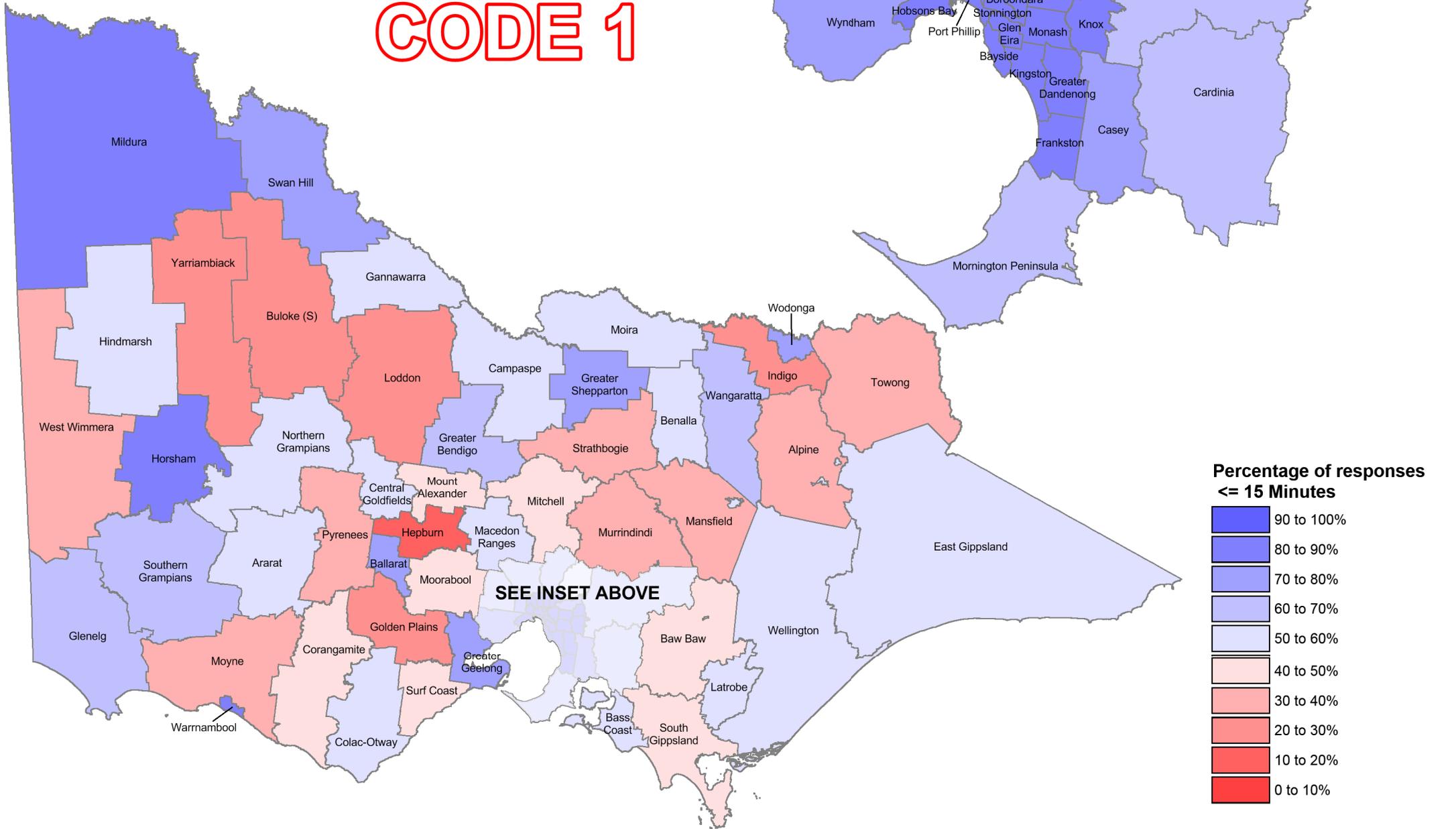
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Percentage of Code 1 responses \leq 15 Minutes by LGA

1st July 2014 to 31st March 2015

Quarter 1,2&3

CODE 1





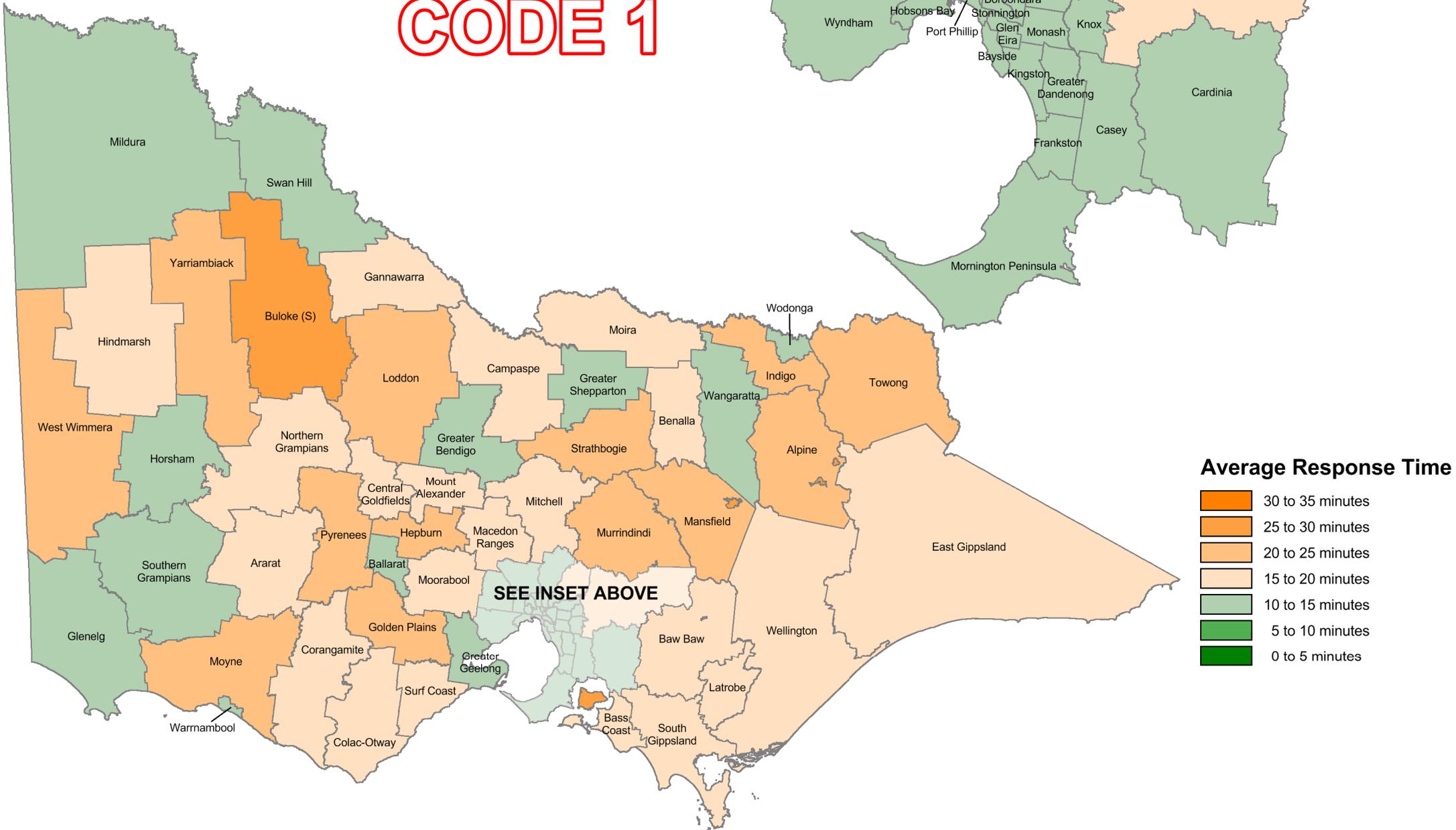
Ambulance Victoria

Average Code 1 Response Time by LGA

1st July 2014 to 31st March 2015

Quarter 1,2&3

CODE 1



LGA Name	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine (S)	37.2%	22:36	462
Ararat (RC)	59.2%	17:28	475
Ballarat (C)	79.3%	12:26	4,403
Banyule (C)	82.5%	11:47	4,485
Bass Coast (S)	59.2%	15:44	2,016
Baw Baw (S)	45.0%	19:42	1,971
Bayside (C)	81.1%	12:47	3,169
Benalla (RC)	59.4%	16:53	611
Boroondara (C)	85.1%	11:44	4,660
Brimbank (C)	76.1%	12:54	8,158
Buloke (S)	28.4%	26:02	261
Campaspe (S)	57.9%	16:09	1,761
Cardinia (S)	62.7%	14:44	3,181
Casey (C)	79.0%	12:19	9,674
Central Goldfields (S)	58.0%	16:50	719
Colac-Otway (S)	57.1%	17:57	655
Corangamite (S)	41.4%	19:59	505
Darebin (C)	85.1%	11:28	6,746
East Gippsland (S)	51.5%	18:31	2,471
Frankston (C)	83.7%	11:28	7,081
Gannawarra (S)	50.7%	18:52	337
Glen Eira (C)	83.7%	11:47	5,163
Glenelg (S)	66.5%	14:54	772
Golden Plains (S)	20.5%	22:38	454
Greater Bendigo (C)	67.0%	14:30	4,851
Greater Dandenong (C)	85.4%	11:14	7,345
Greater Geelong (C)	71.2%	13:38	10,624
Greater Shepparton (C)	70.8%	13:49	3,302

LGA Name	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Hepburn (S)	15.6%	24:54	524
Hindmarsh (S)	53.4%	19:59	296
Hobsons Bay (C)	82.4%	11:47	3,521
Horsham (RC)	82.7%	11:26	1,043
Hume (C)	65.6%	14:39	9,261
Indigo (S)	28.2%	22:16	443
Kingston (C)	84.1%	11:40	6,008
Knox (C)	83.5%	11:37	5,316
Latrobe (C)	59.9%	15:36	4,980
Loddon (S)	28.7%	23:31	394
Macedon Ranges (S)	55.0%	15:52	1,557
Manningham (C)	77.0%	12:56	3,629
Mansfield (S)	35.4%	23:11	328
Maribyrnong (C)	86.9%	10:39	3,452
Maroondah (C)	84.3%	11:26	4,463
Melbourne (C)	88.0%	10:15	7,765
Melton (S)	66.1%	14:01	5,082
Mildura (RC)	81.4%	11:45	2,795
Mitchell (S)	40.8%	18:25	1,682
Moira (S)	57.1%	16:44	1,502
Monash (C)	82.9%	11:54	6,359
Moonee Valley (C)	83.1%	12:06	4,942
Moorabool (S)	49.9%	18:07	1,134
Moreland (C)	81.5%	12:20	7,521
Mornington Peninsula (S)	67.4%	13:58	7,157
Mount Alexander (S)	49.3%	18:45	747
Moyne (S)	35.4%	20:02	531
Murrindindi (S)	33.5%	21:50	686

LGA Name	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Nillumbik (S)	52.5%	16:28	1,534
Northern Grampians (S)	55.5%	17:18	449
Port Phillip (C)	86.0%	11:02	4,472
Pyrenees (S)	36.2%	20:51	337
Queenscliffe (B)	32.9%	19:18	164
South Gippsland (S)	41.7%	19:60	1,220
Southern Grampians (S)	69.2%	14:13	585
Stonnington (C)	85.4%	11:18	3,383
Strathbogie (S)	33.6%	21:56	512
Surf Coast (S)	44.7%	18:40	1,024
Swan Hill (RC)	71.0%	13:38	897
Towong (S)	31.6%	24:19	234
Wangaratta (RC)	68.4%	14:51	1,246
Warrnambool (C)	86.4%	10:47	1,356
Wellington (S)	51.8%	18:14	1,891
West Wimmera (S)	39.5%	21:44	157
Whitehorse (C)	88.1%	10:41	5,541
Whittlesea (C)	67.8%	14:23	7,024
Wodonga (RC)	73.5%	13:50	1,658
Wyndham (C)	70.4%	13:52	5,837
Yarra (C)	88.3%	10:31	3,768
Yarra Ranges (S)	61.3%	15:21	5,760
Yarriambiack (S)	28.4%	24:21	296
Unincorporated Vic.	52.1%	25:41	117
Interstate LGAs	46.6%	19:34	974
Total AV	73.6%	13:24	239,872



Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by UCL

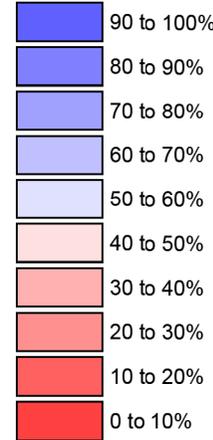
1st July 2014 to 31st March 2015

Urban Centre Localities > 7500

Quarter 1,2&3

CODE 1

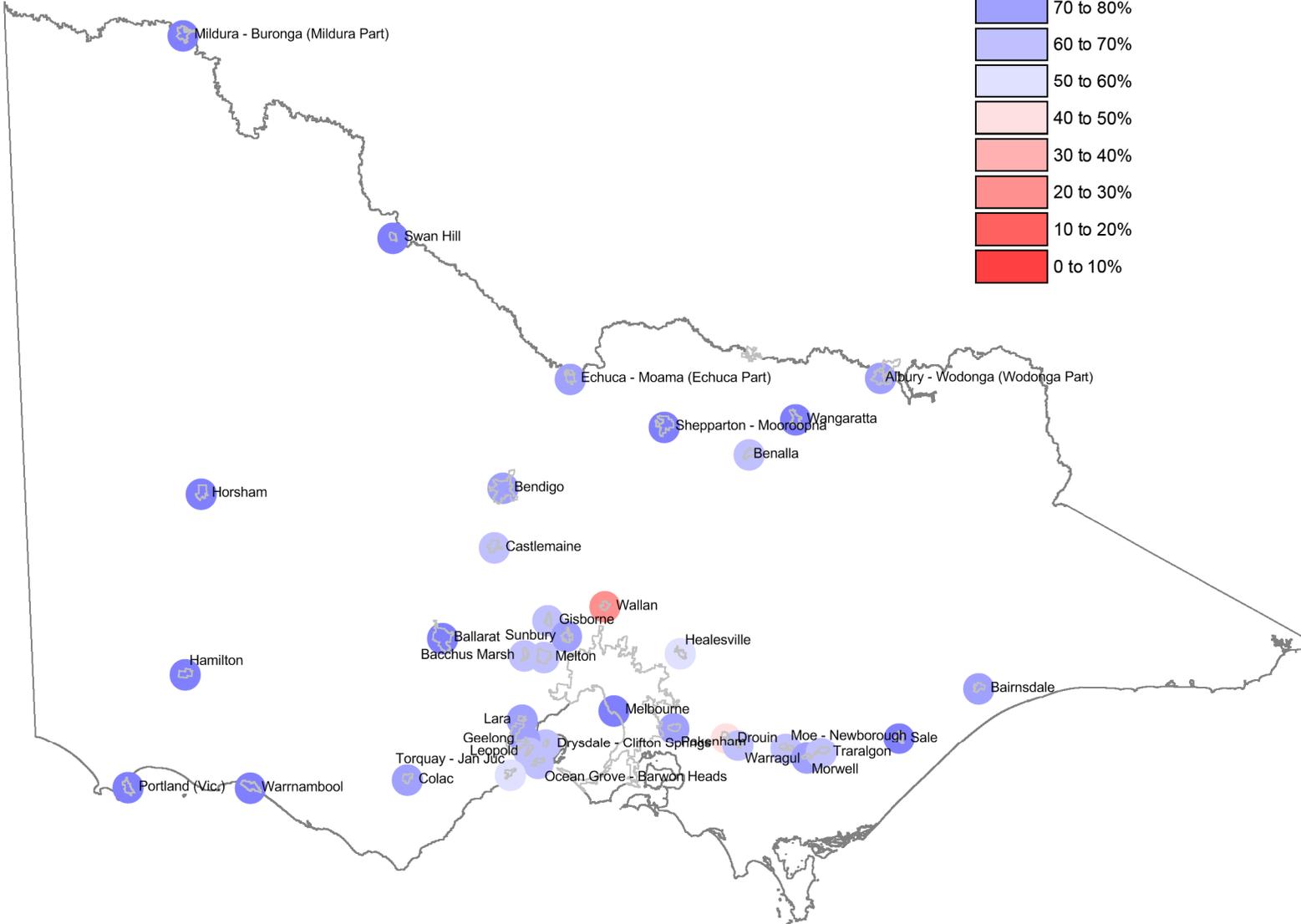
Percentage of responses <= 15 Minutes



UCL Name

% Responses <= 15 Minutes
Average Response Time Minutes
Total Number of First Responses

Albury - Wodonga (Wodonga Part)	76.2%	13:28	1,527
Bacchus Marsh	67.5%	14:48	588
Bairnsdale	72.3%	13:39	846
Ballarat	81.0%	12:12	4,196
Benalla	68.8%	15:01	468
Bendigo	72.4%	13:37	4,225
Castlemaine	68.5%	15:40	447
Colac	76.9%	14:03	377
Drouin	45.3%	19:45	466
Drysdale - Clifton Springs	60.9%	15:23	443
Echuca - Moama (Echuca Part)	76.2%	12:54	748
Geelong	78.0%	12:39	7,737
Gisborne	68.6%	13:33	303
Hamilton	87.9%	10:28	397
Healesville	56.6%	16:36	493
Horsham	89.3%	10:16	934
Lara	74.8%	12:57	389
Leopold	61.4%	14:14	370
Melbourne	80.4%	12:09	159,579
Melton	67.1%	13:45	2,765
Mildura - Buronga (Mildura Part)	89.1%	10:13	2,021
Moe - Newborough	60.1%	15:34	1,339
Morwell	71.3%	13:48	1,382
Ocean Grove - Barwon Heads	61.6%	15:23	580
Pakenham	79.4%	12:15	1,714
Portland (Vic.)	81.7%	12:03	453
Sale	81.2%	11:30	644
Shepparton - Mooropna	81.1%	12:21	2,583
Sunbury	72.1%	13:30	1,484
Swan Hill	87.5%	10:34	489
Torquay - Jan Juc	58.0%	15:31	471
Traralgon	64.2%	14:53	1,406
Wallan	22.5%	19:46	338
Wangaratta	85.7%	11:20	918
Warragul	69.5%	15:16	734
Warrnambool	87.7%	10:35	1,278
Total UCL > 7500	79.2%	12:22	205,132





Ambulance Victoria

Average Code 1 Response Time by UCL

1st July 2014 to 31st March 2015

Urban Centre Localities > 7500

CODE 1

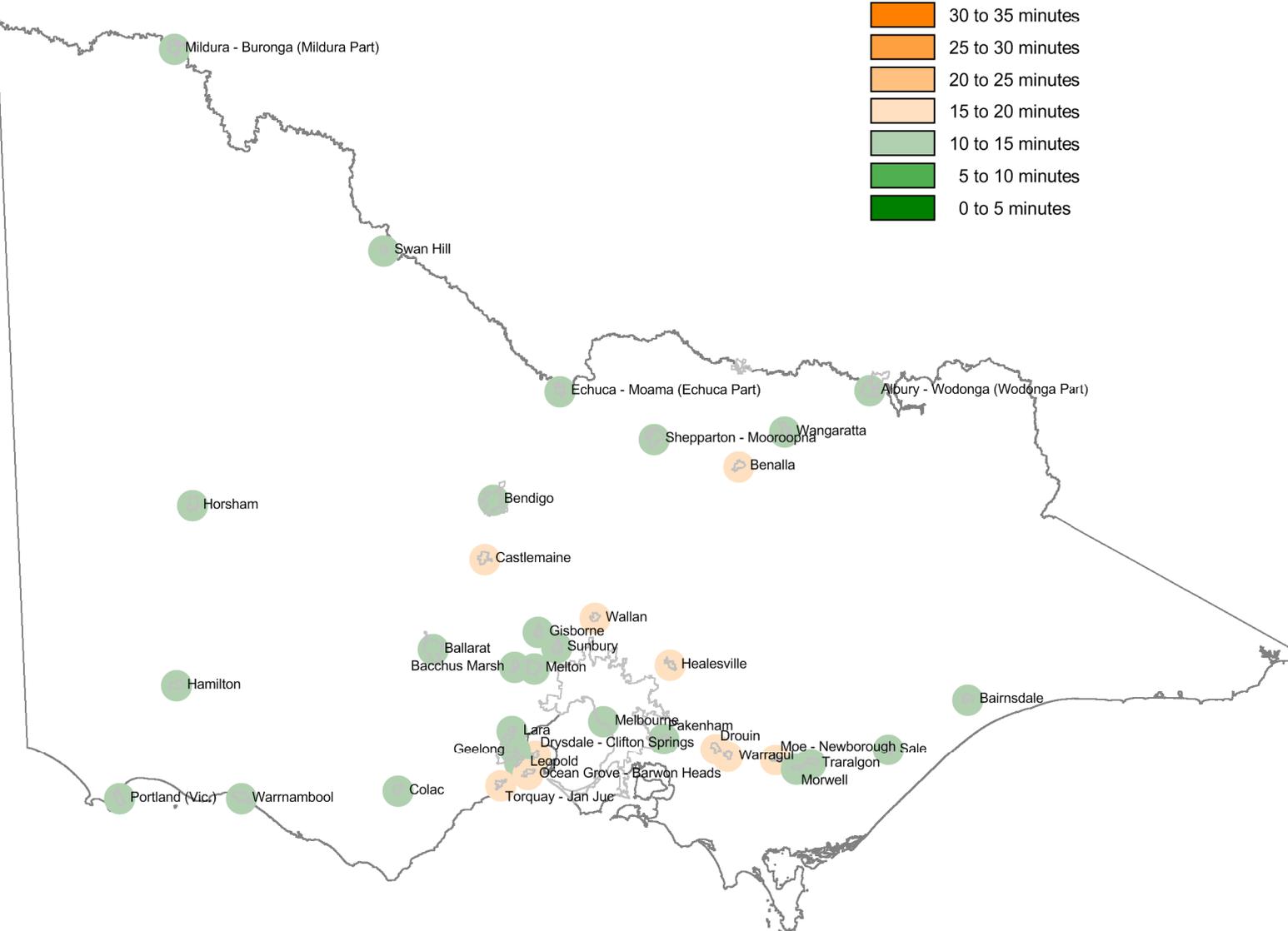
Quarter 1,2&3

Average Response Time



UCL Name

UCL Name	% Responses = 15 Minutes v	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	76.2%	13:28	1,527
Bacchus Marsh	67.5%	14:48	588
Bairnsdale	72.3%	13:39	846
Ballarat	81.0%	12:12	4,196
Benalla	68.8%	15:01	468
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Lara	74.8%	12:57	389
Leopold	61.4%	14:14	370
Melbourne	80.4%	12:09	159,579
Melton	67.1%	13:45	2,765
Mildura - Buronga (Mildura Part)	89.1%	10:13	2,021
Moe - Newborough	60.1%	15:34	1,339
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Pakenham	79.4%	12:15	1,714
Portland (Vic.)	81.7%	12:03	453
Sale	81.2%	11:30	644
Shepparton - Mooropna	81.1%	12:21	2,583
Sunbury	72.1%	13:30	1,484
Swan Hill	87.5%	10:34	489
Torquay - Jan Juc	58.0%	15:31	471
Traralgon	64.2%	14:53	1,406
Wallan	22.5%	19:46	338
Wangaratta	85.7%	11:20	918
Warragul	69.5%	15:16	734
Warrnambool	87.7%	10:35	1,278
Total UCL > 7500	79.2%	12:22	205,132





LGA Name	Average Response Time Minutes	Total Number of First Responses
Alpine (S)	41:03	358
Ararat (RC)	32:14	319
Ballarat (C)	23:39	2,123
Banyule (C)	31:02	2,471
Bass Coast (S)	29:08	1,220
Baw Baw (S)	35:20	941
Bayside (C)	32:57	1,903
Benalla (RC)	29:32	402
Boroondara (C)	28:19	2,704
Brimbank (C)	30:28	3,889
Buloke (S)	43:55	203
Campaspe (S)	32:06	1,037
Cardinia (S)	25:43	1,572
Casey (C)	24:56	5,103
Central Goldfields (S)	29:14	434
Colac-Otway (S)	30:36	491
Corangamite (S)	33:47	395
Darebin (C)	32:04	3,219
East Gippsland (S)	35:18	1,425
Frankston (C)	24:56	4,010
Gannawarra (S)	33:05	224
Glen Eira (C)	33:41	2,473
Glenelg (S)	27:53	460
Golden Plains (S)	34:48	207
Greater Bendigo (C)	29:04	2,440
Greater Dandenong (C)	25:44	3,660
Greater Geelong (C)	27:22	5,460
Greater Shepparton (C)	26:33	1,795

LGA Name	Average Response Time Minutes	Total Number of First Responses
Hepburn (S)	38:40	367
Hindmarsh (S)	34:19	208
Hobsons Bay (C)	27:30	1,881
Horsham (RC)	26:20	652
Hume (C)	32:28	3,989
Indigo (S)	35:02	224
Kingston (C)	27:56	3,222
Knox (C)	24:17	3,071
Latrobe (C)	33:45	2,444
Loddon (S)	36:03	171
Macedon Ranges (S)	26:12	1,040
Manningham (C)	29:18	1,866
Mansfield (S)	38:41	258
Maribyrnong (C)	28:05	1,734
Maroondah (C)	26:17	2,607
Melbourne (C)	27:28	4,586
Melton (S)	28:28	2,298
Mildura (RC)	26:24	1,495
Mitchell (S)	27:55	1,059
Moira (S)	32:01	973
Monash (C)	30:33	3,380
Moonee Valley (C)	58:04	3,471
Moorabool (S)	28:45	644
Moreland (C)	33:09	3,654
Mornington Peninsula (S)	26:49	4,135
Mount Alexander (S)	33:53	495
Moyne (S)	32:45	281
Murrindindi (S)	31:35	376

LGA Name	Average Response Time Minutes	Total Number of First Responses
Nillumbik (S)	34:10	765
Northern Grampians (S)	30:26	389
Port Phillip (C)	29:53	2,442
Pyrenees (S)	33:54	147
Queenscliffe (B)	35:19	96
South Gippsland (S)	33:27	660
Southern Grampians (S)	25:26	372
Stonnington (C)	30:46	1,709
Strathbogie (S)	34:01	307
Surf Coast (S)	29:05	528
Swan Hill (RC)	25:49	504
Towong (S)	39:18	157
Wangaratta (RC)	29:48	783
Warrnambool (C)	23:59	883
Wellington (S)	31:58	1,153
West Wimmera (S)	34:49	96
Whitehorse (C)	26:39	3,214
Whittlesea (C)	33:47	3,038
Wodonga (RC)	28:00	909
Wyndham (C)	29:17	2,908
Yarra (C)	28:54	1,770
Yarra Ranges (S)	28:34	2,898
Yarriambiack (S)	37:19	195
Unincorporated Vic.	31:58	331
Interstate LGAs	32:33	360
Total AV	29:57	128,133



Ambulance Victoria

Average Code 2 Response Time by UCL

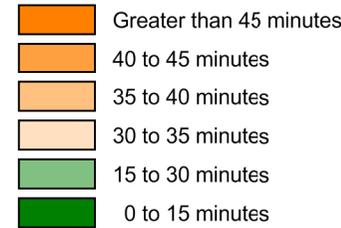
1st July 2014 to 31st March 2015

Urban Centre Localities > 7500

Quarter 1,2&3

CODE 2

Average Response Time

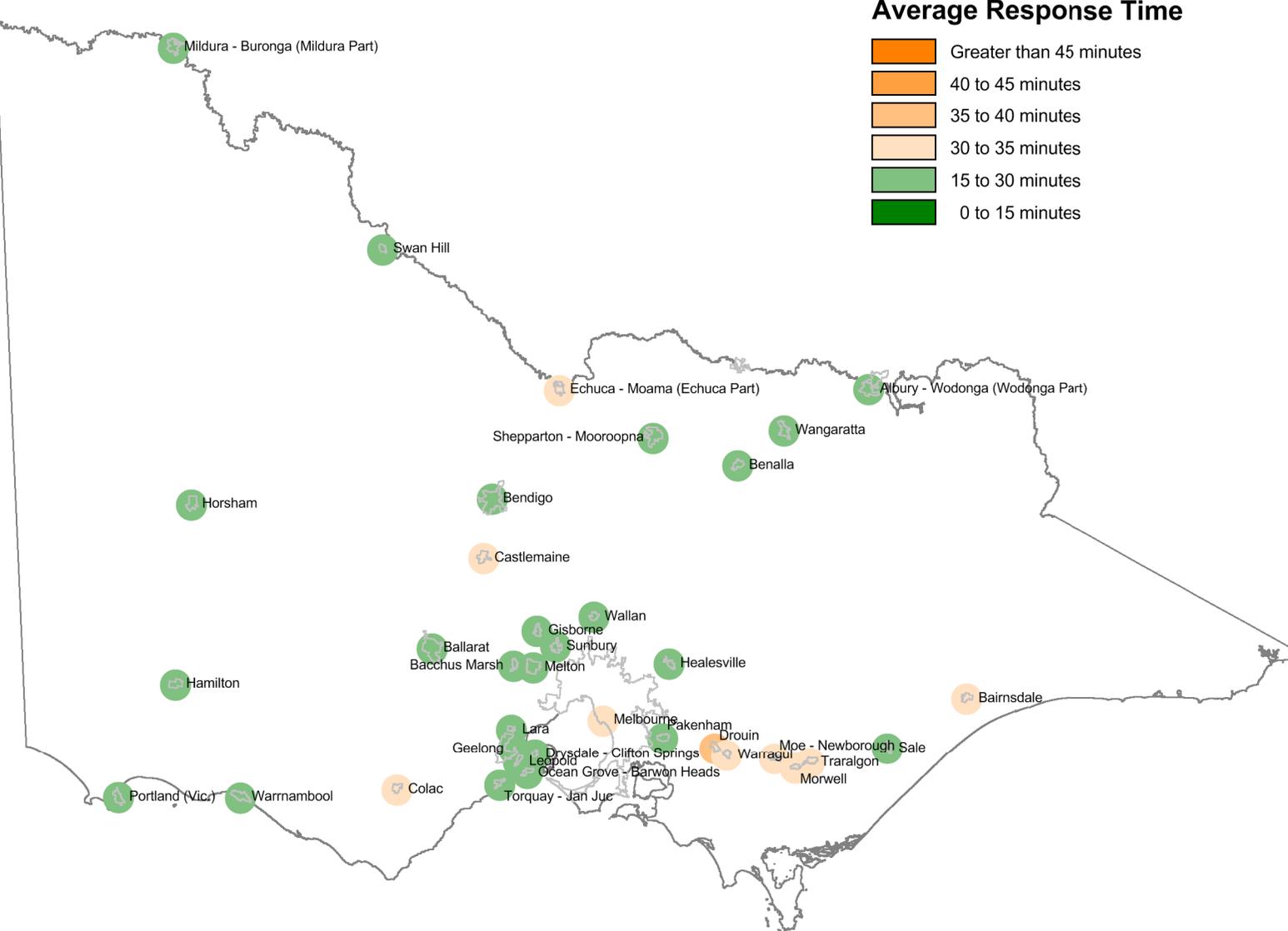


UCL Name

Average Response Time Minutes

Total Number of First Responses

UCL Name	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	27:13	837
Bacchus Marsh	26:36	431
Bairnsdale	34:27	531
Ballarat	23:16	2,037
Benalla	28:43	359
Bendigo	28:35	2,187
Castlemaine	32:37	358
Colac	30:19	351
Drouin	35:59	218
Drysdale - Clifton Springs	28:53	242
Echuca - Moama (Echuca Part)	32:50	549
Geelong	25:45	4,065
Gisborne	22:46	183
Hamilton	22:08	275
Healesville	28:50	306
Horsham	23:29	580
Lara	25:30	175
Leopold	26:04	153
Melbourne	30:08	83,894
Melton	26:35	1,349
Mildura - Buronga (Mildura Part)	23:09	1,102
Moe - Newborough	31:50	656
Morwell	31:53	701
Ocean Grove - Barwon Heads	27:56	287
Pakenham	22:55	909
Portland (Vic.)	25:53	301
Sale	26:47	476
Shepparton - Mooroopna	25:32	1,462
Sunbury	26:53	834
Swan Hill	23:22	290
Torquay - Jan Juc	27:40	209
Traralgon	34:11	751
Wallan	29:46	153
Wangaratta	28:16	622
Warragul	34:12	444
Warrnambool	24:01	850
Total UCL > 7500	29:26	109,127



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.</p> <p>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>
Response Time Percentile	<p>A response time percentile is a measure that tells us what percentage of patients experienced a response time at or below a certain time. For example a 50th percentile (also known as the median) of 10 minutes means that 50% of patients experience a response time of 10 minutes or less. Similarly a 90th percentile of 20 minutes means that 90% of patients experience a response time of 20 minutes or less.</p>
Number of First Responses	<p>This is the total number of first arrivals within the reported time period.</p>
ULC (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>