



Ambulance Victoria's Performance

2014/15 Quarter 4 (1st April 2015 to 30th June 2015)

Ambulance Victoria has two official response time targets:

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

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

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

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

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

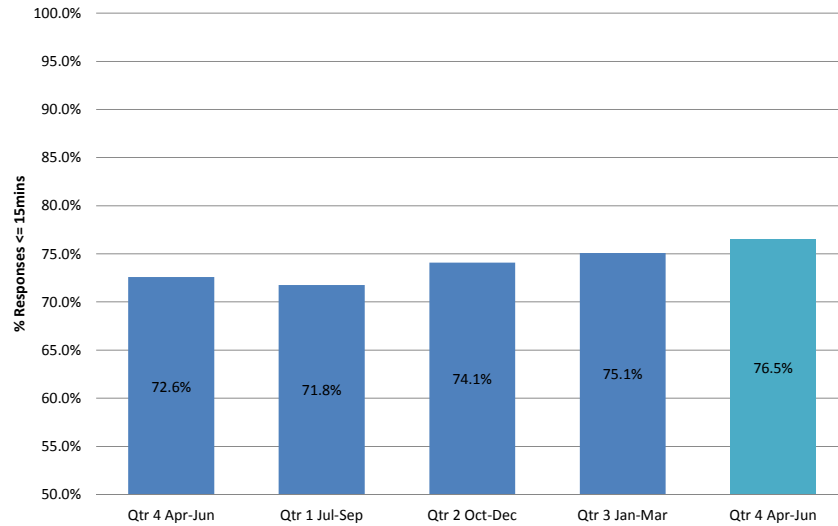
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

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

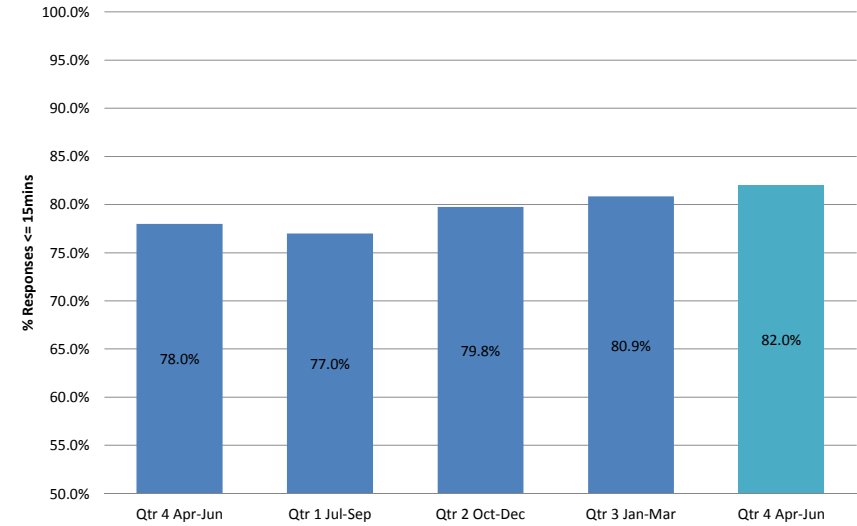
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

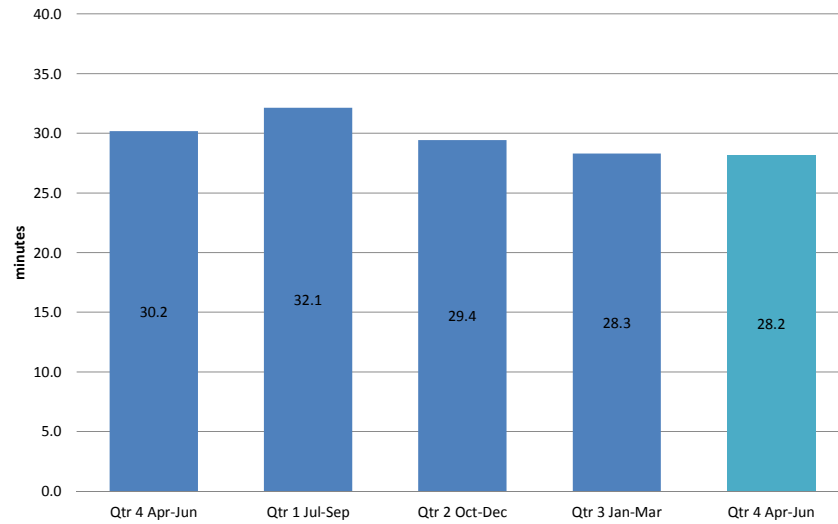
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

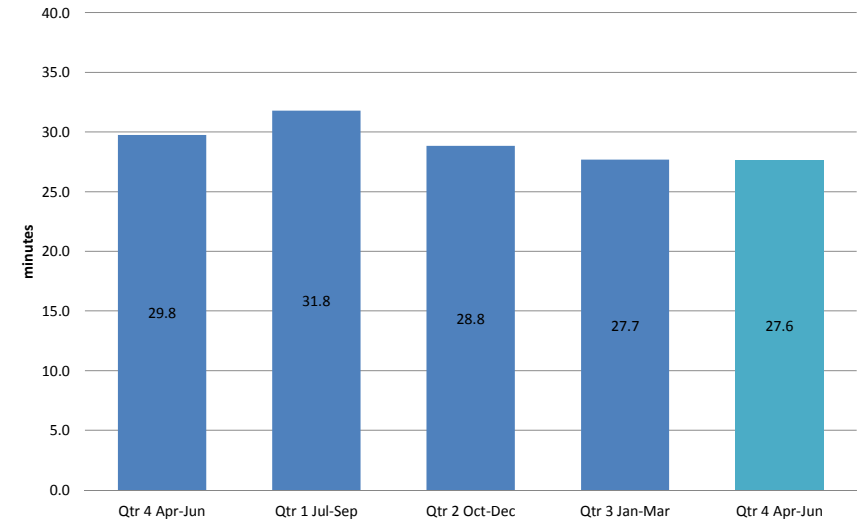
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

TABLE

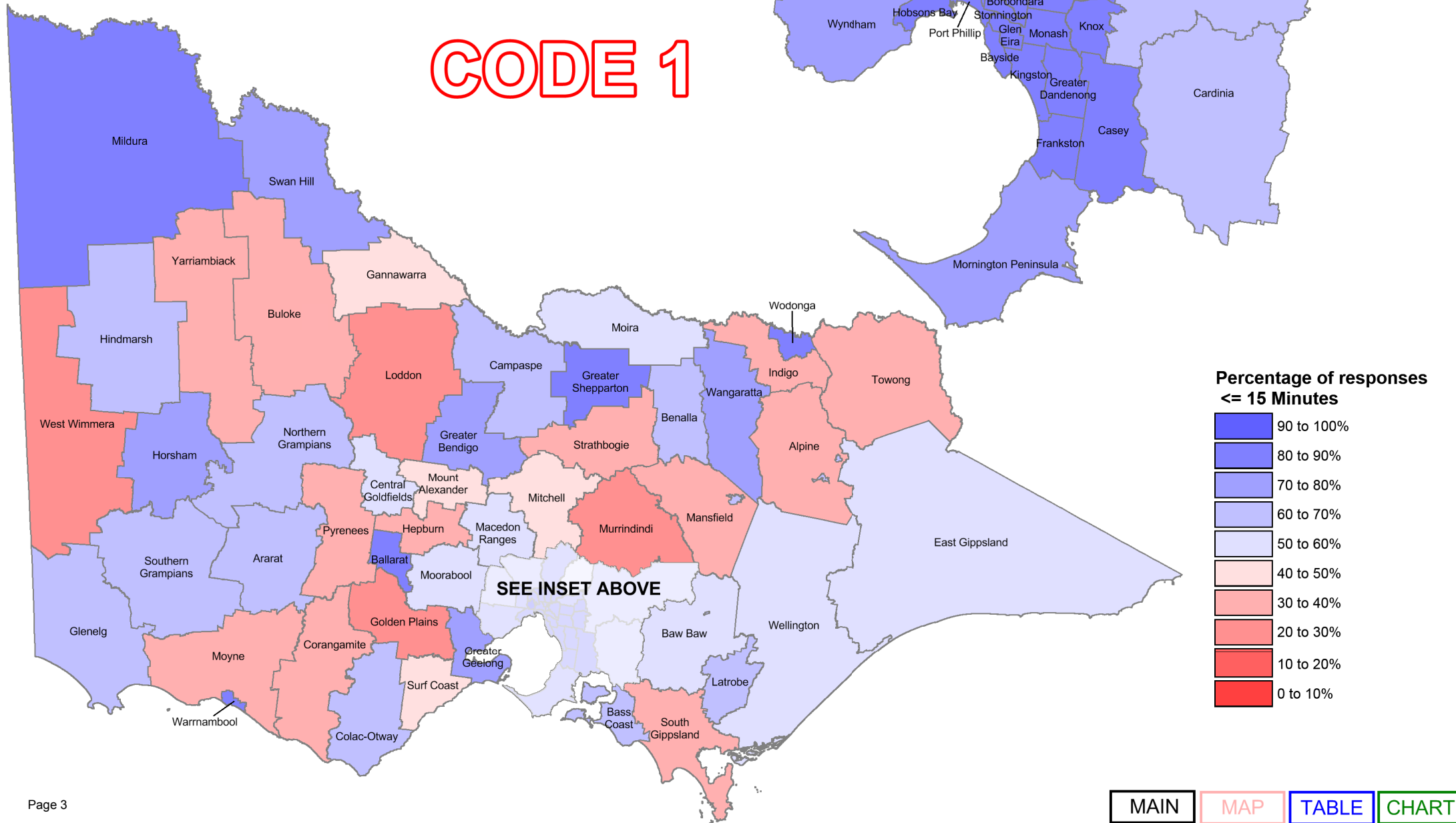


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Percentage of Code 1 responses $\leq$ 15 Minutes by LGA

2014/15 Quarter 4 (1st April 2015 to 30th June 2015)

CODE 1



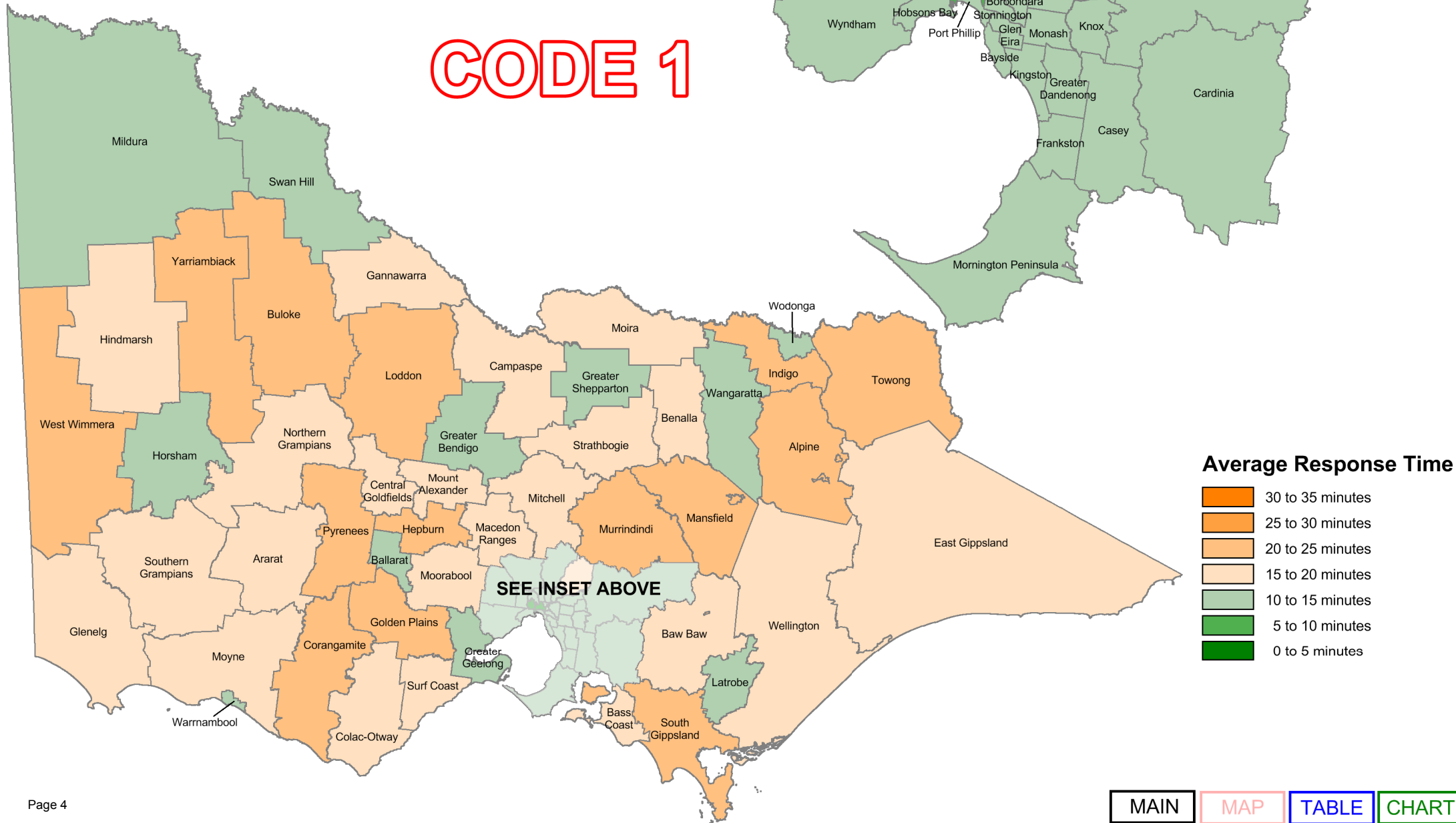


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Average Code 1 Response Time by LGA

2014/15 Quarter 4 (1st April 2015 to 30th June 2015)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 4 2013/14			Qtr 1 2014/15			Qtr 2 2014/15			Qtr 3 2014/15			Qtr 4 2014/15		
	% 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	36.5%	24:46	145	38.9%	20:56	139	34.7%	22:47	176	38.8%	23:56	147	38.8%	20:08	160
Ararat	56.4%	17:23	156	65.3%	16:20	141	55.3%	18:02	197	58.4%	17:50	137	62.2%	16:04	185
Ballarat	76.0%	13:16	1,324	77.9%	12:53	1,538	77.4%	12:34	1,442	82.8%	11:51	1,424	83.5%	11:38	1,485
Banyule	80.8%	12:31	1,509	79.9%	12:11	1,545	82.2%	11:52	1,531	85.6%	11:15	1,409	84.8%	11:10	1,464
Bass Coast	59.8%	15:46	584	58.1%	16:12	601	58.7%	15:40	729	60.7%	15:26	687	64.3%	15:02	675
Baw Baw	43.4%	20:12	587	46.0%	19:28	693	46.0%	19:27	632	42.9%	20:12	643	51.0%	18:23	673
Bayside	81.1%	12:27	1,000	81.5%	13:06	1,111	80.7%	12:37	1,023	81.0%	12:35	1,034	84.2%	12:18	1,010
Benalla	56.7%	18:05	187	61.0%	16:21	205	61.3%	16:54	199	56.0%	17:24	207	63.7%	16:15	215
Boroondara	83.4%	11:49	1,480	83.9%	11:55	1,587	85.1%	11:57	1,543	86.2%	11:21	1,533	88.9%	11:14	1,485
Brimbank	72.5%	13:25	2,661	71.2%	13:37	2,908	78.2%	12:39	2,729	79.6%	12:21	2,523	78.2%	12:27	2,558
Buloke	27.6%	24:03	76	30.4%	25:31	92	31.8%	22:43	88	22.2%	30:14	81	30.9%	24:27	97
Campaspe	57.6%	16:33	531	56.1%	16:05	578	59.3%	15:58	614	58.4%	16:24	567	62.6%	15:40	586
Cardinia	60.5%	15:15	1,029	63.4%	14:47	1,068	62.8%	14:35	1,038	62.1%	14:49	1,075	63.9%	14:35	1,176
Casey	77.3%	12:32	3,110	77.1%	12:42	3,348	79.7%	12:12	3,199	80.4%	12:02	3,131	82.3%	11:42	3,209
Central Goldfields	59.1%	16:30	193	58.2%	15:42	237	59.4%	17:12	229	56.5%	17:35	253	58.2%	15:52	225
Colac-Otway	54.9%	17:59	202	57.0%	18:16	207	60.7%	16:57	229	53.4%	18:41	219	60.5%	17:19	248
Corangamite	42.6%	20:51	183	44.4%	19:36	160	39.0%	20:10	172	41.0%	20:08	173	35.3%	21:10	190
Darebin	83.3%	12:00	2,060	82.5%	11:59	2,391	85.6%	11:26	2,241	87.5%	10:57	2,111	88.4%	10:57	2,187
East Gippsland	45.2%	19:43	744	52.0%	18:12	816	49.8%	18:33	809	52.6%	18:48	846	56.3%	17:34	854
Frankston	82.5%	11:41	2,271	81.9%	11:44	2,384	84.7%	11:21	2,427	84.7%	11:20	2,267	86.9%	11:08	2,263
Gannawarra	57.3%	16:32	110	47.5%	19:40	120	51.9%	18:46	106	53.1%	18:07	111	49.5%	17:52	105
Glen Eira	83.0%	12:14	1,562	83.0%	12:05	1,777	84.1%	11:51	1,746	84.0%	11:22	1,641	85.4%	11:26	1,680
Glenelg	71.4%	14:06	231	66.3%	15:03	252	66.8%	14:43	274	66.5%	14:53	242	69.0%	15:13	232
Golden Plains	9.7%	23:57	145	10.7%	24:18	150	22.9%	22:32	153	27.5%	21:19	153	23.9%	20:01	176
Greater Bendigo	65.5%	14:58	1,511	65.2%	14:49	1,662	66.4%	14:38	1,639	69.5%	14:04	1,553	71.7%	13:27	1,670
Greater Dandenong	84.6%	11:25	2,370	84.7%	11:21	2,497	85.5%	11:22	2,456	86.0%	10:58	2,390	84.4%	11:20	2,446
Greater Geelong	70.1%	14:05	3,343	71.0%	13:50	3,670	71.5%	13:29	3,515	71.3%	13:35	3,437	75.6%	12:50	3,478
Greater Shepparton	73.4%	13:09	1,038	71.0%	13:49	1,196	69.8%	14:02	1,076	71.4%	13:38	1,033	80.3%	12:06	1,008
Hepburn	15.0%	24:41	153	8.7%	27:12	161	16.0%	23:31	188	21.5%	24:12	177	34.9%	21:18	169
Hindmarsh	46.1%	21:00	89	55.9%	21:43	102	50.8%	19:30	120	54.0%	18:22	74	63.4%	15:59	82
Hobsons Bay	79.4%	12:18	1,166	79.0%	12:29	1,214	83.5%	11:32	1,161	85.0%	11:17	1,146	85.6%	11:12	1,149
Horsham	77.3%	12:22	334	78.9%	12:27	337	84.1%	11:11	383	85.1%	10:42	323	78.8%	11:56	292
Hume	64.8%	14:39	2,945	60.5%	15:38	3,196	67.4%	14:15	3,179	69.0%	13:59	2,887	69.5%	13:47	2,939
Indigo	17.6%	24:15	142	25.2%	22:26	135	26.1%	23:11	165	33.8%	21:01	145	34.5%	21:38	168
Kingston	85.2%	11:25	2,059	82.8%	12:05	2,061	85.2%	11:30	2,049	84.3%	11:23	1,895	85.0%	11:29	2,027
Knox	84.8%	11:46	1,744	82.6%	11:50	1,929	83.4%	11:37	1,715	84.5%	11:22	1,672	84.9%	11:38	1,751
Latrobe	55.4%	16:26	1,672	57.8%	15:54	1,728	60.5%	15:36	1,628	61.7%	15:19	1,625	64.3%	14:35	1,673
Loddon	19.5%	26:02	113	27.7%	23:34	141	31.0%	24:02	129	27.6%	22:56	123	24.4%	24:21	127
Macedon Ranges	51.9%	16:07	545	51.3%	15:58	524	57.3%	15:41	527	56.4%	15:56	505	56.1%	15:40	533
Manningham	72.0%	13:20	1,228	76.6%	13:10	1,272	77.0%	12:44	1,199	77.3%	12:55	1,152	78.1%	12:32	1,256
Mansfield	47.9%	21:37	94	33.7%	23:58	104	46.4%	20:34	125	23.2%	25:41	99	36.1%	24:38	97
Maribyrnong	88.4%	10:28	1,153	83.0%	11:28	1,145	87.5%	10:29	1,210	90.4%	9:58	1,096	90.7%	9:43	1,092
Maroondah	86.0%	10:59	1,410	82.7%	11:42	1,557	83.5%	11:19	1,488	87.1%	11:15	1,416	87.1%	10:50	1,548
Melbourne	88.2%	10:21	2,451	85.3%	10:57	2,546	89.1%	10:00	2,829	89.4%	9:56	2,749	89.2%	9:58	2,591
Melton	63.9%	14:37	1,664	60.6%	15:03	1,697	68.2%	13:42	1,741	69.5%	13:16	1,643	69.7%	13:27	1,665
Mildura	80.1%	12:21	890	84.1%	11:47	937	78.1%	12:09	956	82.2%	11:14	901	82.2%	11:33	980
Mitchell	43.5%	18:02	538	40.3%	18:51	564	38.7%	18:14	561	43.5%	18:10	557	46.0%	16:55	522
Moira	53.9%	17:29	451	58.2%	16:30	486	57.8%	16:12	488	55.6%	17:27	527	56.3%	16:21	455
Monash	82.5%	12:09	2,055	82.1%	12:07	2,281	82.7%	11:48	2,172	84.2%	11:46	1,904	84.3%	11:26	2,000
Moonee Valley	80.8%	12:20	1,540	78.3%	12:56	1,661	85.1%	11:53	1,545	85.0%	11:39	1,394	86.0%	11:49	1,574
Moorabool	52.1%	17:06	359	44.8%	19:17	431	53.3%	17:09	358	52.8%	17:39	345	58.4%	16:06	377
Moreland	81.9%	12:12	2,512	78.9%	12:48	2,587	82.5%	12:14	2,543	83.2%	11:58	2,391	84.9%	11:35	2,334
Mornington Peninsula	66.9%	14:16	2,291	67.1%	14:06	2,303	66.1%	14:11	2,469	69.0%	13:36	2,384	72.7%	12:54	2,221
Mount Alexander	41.9%	19:50	227	47.8%	19:11	270	48.5%	18:39	237	51.9%	18:18	239	45.9%	18:37	205
Moyne	35.8%	19:13	134	33.9%	20:03	180	33.9%	19:44	183	38.7%	20:21	168	34.0%	19:25	162
Murrindindi	26.2%	24:09	214	34.4%	21:56	218	30.1%	22:35	246	36.6%	20:53	221	28.0%	23:31	207
Nillumbik	50.0%	16:32	516	44.7%	17:42	544	55.4%	15:55	533	58.6%	15:38	457	51.5%	16:21	532
Northern Grampians	64.0%	14:33	186	57.6%	16:44	151	49.7%	19:18	157	59.6%	15:40	141	62.6%	15:30	190
Port Phillip	86.5%	10:47	1,411	85.4%	11:13	1,367	86.5%	10:54	1,575	86.0%	11:00	1,527	88.7%	10:32	1,439
Pyrenees	35.7%	19:07	98	26.4%	22:31	110	40.8%	21:23	98	41.7%	19:03	127	34.0%	20:11	94
Queenscliffe	20.0%	21:10	45	37.8%	19:19	45	40.4%	16:38	52	24.2%	21:26	66	40.0%	17:27	45
South Gippsland	46.8%	19:36	393	41.7%	19:27	420	40.1%	20:44	394	43.5%	19:46	405	37.7%	20:33	395
Southern Grampians	65.3%	15:37	173	71.9%	13:29	242	69.5%	14:28	164	65.4%	14:58	179	65.3%	15:26	196
Stonnington	85.7%	11:04	1,073	83.3%	11:37	1,086	86.2%	11:09	1,187	86.7%	11:07	1,115	86.8%	11:21	1,155
Strathbogie	40.5%	19:57	148	26.6%	23:37	177	35.0%	21:26	177	39.5%	20:43	157	39.4%	19:27	160
Surf Coast	45.6%	17:44	320	41.9%	19:39	291	45.8%	18:06	360	46.2%	18:26	372	48.1%	17:41	337
Swan Hill	68.4%	14:47	304	73.6%	13:27	292	70.3%	13:25	317	69.1%	14:05	288	74.3%	13:26	335
Towong	33.7%	25:23	83	33.3%	25:01	78	34.6%	22:42	78	26.9%	25:12	78	39.5%	21:33	86
Wangaratta	64.8%	16:06	432	67.3%	15:21	462	65.9%	15:27	422	72.5%	13:33	363	76.6%	12:47	393
Warrnambool	81.8%	11:51	412	84.7%	11:05	469	85.1%	11:11	463	89.9%	10:00	424	89.6%	10:23	422
Wellington	56.6%	17:21	638	52.7%	17:59	653	53.3%	18:16	641	49.0%	18:28	598	55.4%	17:48	570
West Wimmera	40.0%	21:25	35	47.2%	20:12	53	40.4%	22:11	57	29.8%	22:56	47	27.0%	22:58	37
Whitehorse	87.2%	10:54	1,775	87.3%	10:50	1,967	88.3%	10:40	1,848	88.9%	10:31	1,729	89.6%	10:21	1,756
Whittlesea	66.1%	14:20	2,221	62.8%	15:29	2,439	71.5%	13:44	2,460	69.2%	13:53	2,126	72.7%	13:23	2,320
Wodonga	69.7%	14:00	459	75.1%	13:43	574	71.7%	14:18	575	73.8%	13:26	507	80.2%	12:26	489
Wyndham	70.3%	13:40	1,824	66.5%	14:58	1,985	71.0%	13:30	2,004	74.0%	13:05	1,848	75.3%	12:57	1,837
Yarra	89.1%	10:22	1,209	85.7%	11:09	1,256	89.6%	10:09	1,245	89.5%	10:13	1,252	90.0%	10:05	1,284
Yarra Ranges	56.9%	15:50	1,858	58.8%	15:38	1,913	62.6%	15:24	1,997	62.4%	15:02	1,851	62.5%	14:56	1,941
Yarriambiack	30.4%	23:46	92	28.2%	23:25	110	24.								



Ambulance Victoria

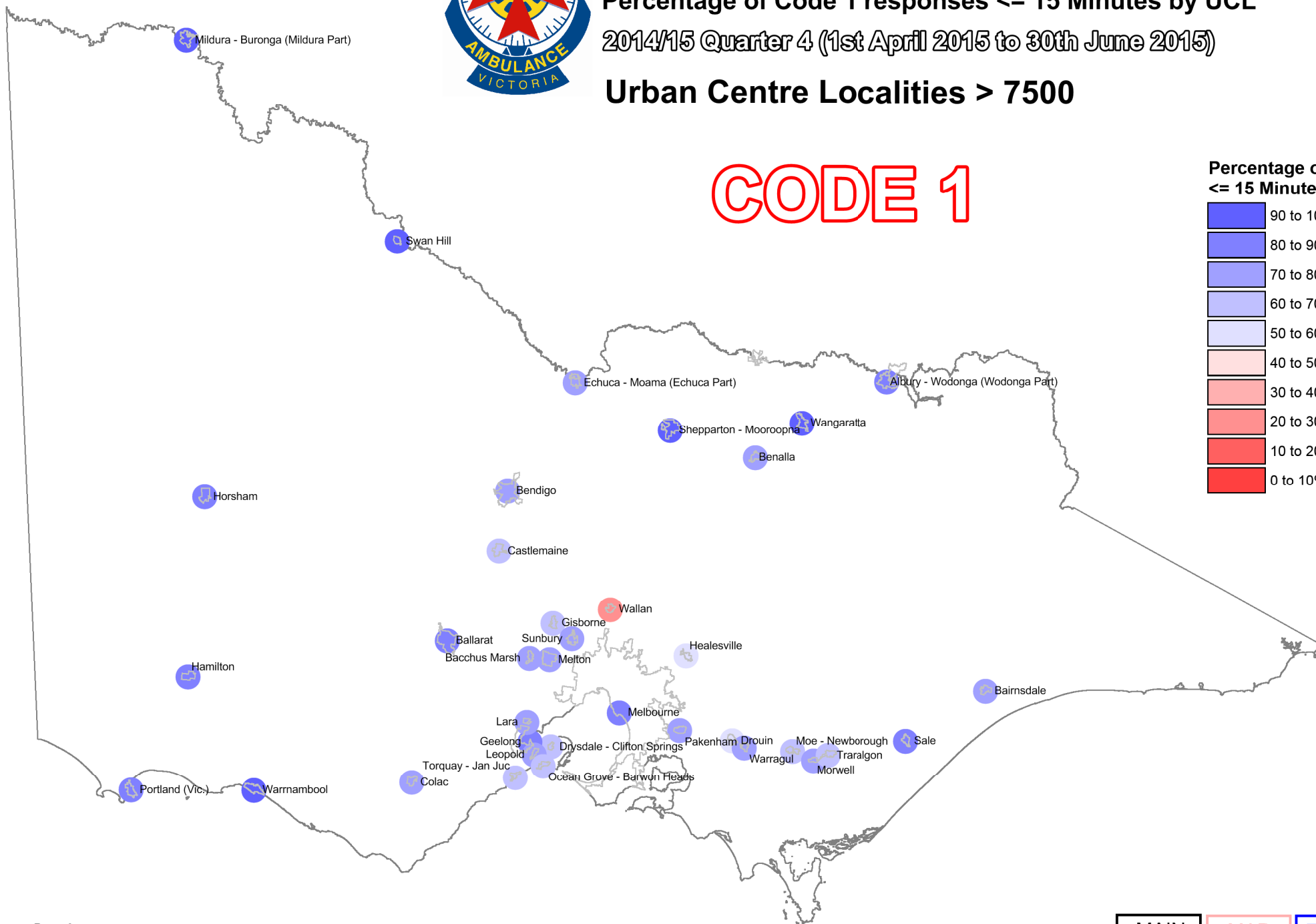
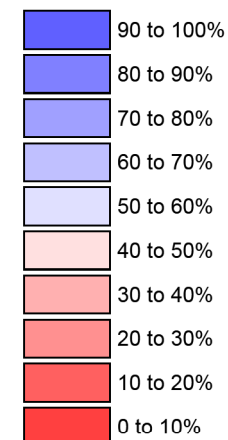
Percentage of Code 1 responses $\leq$ 15 Minutes by UCL

2014/15 Quarter 4 (1st April 2015 to 30th June 2015)

Urban Centre Localities $>$ 7500

CODE 1

Percentage of responses
 $\leq$ 15 Minutes





Ambulance Victoria

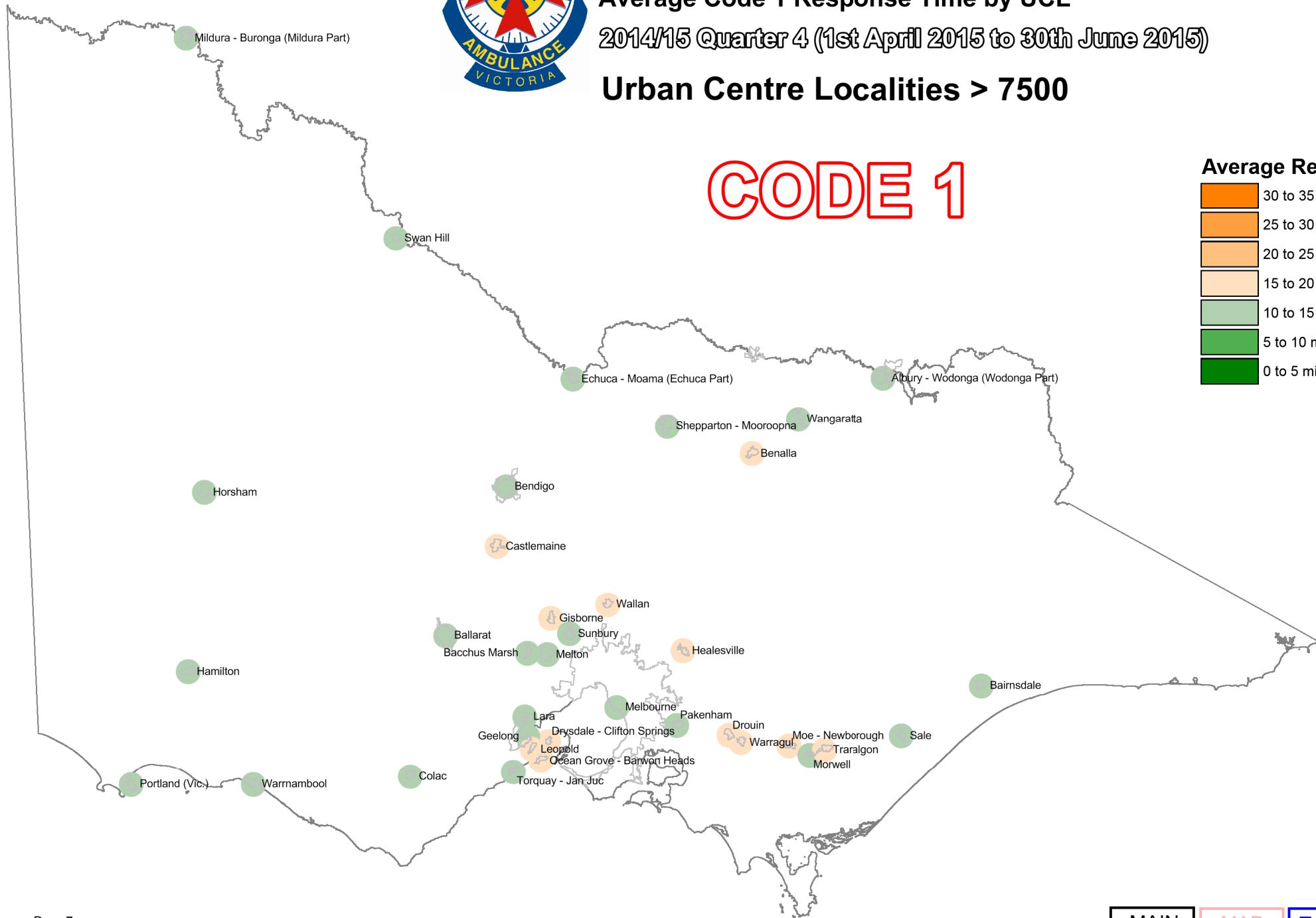
Average Code 1 Response Time by UCL

2014/15 Quarter 4 (1st April 2015 to 30th June 2015)

Urban Centre Localities > 7500

CODE 1

Average Response Time





Code 1 First Response Performance by UCL

Qtr 4 2013/14

UCL Name	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	74.1%	13:32	424
Bacchus Marsh	66.8%	14:20	205
Bairnsdale	71.9%	14:02	235
Ballarat	77.4%	13:01	1,278
Benalla	66.7%	16:18	147
Bendigo	71.0%	14:06	1,292
Castlemaine	62.5%	17:03	128
Colac	76.6%	13:24	107
Drouin	37.5%	19:28	136
Drysdale - Clifton Springs	51.4%	15:46	173
Echuca - Moama (Echuca Part)	76.5%	12:33	204
Geelong	77.8%	12:55	2,472
Gisborne	58.2%	15:39	98
Hamilton	86.4%	10:43	110
Healesville	59.9%	16:21	172
Horsham	84.1%	11:12	302
Lara	77.5%	13:32	102
Leopold	55.1%	16:29	107
Melbourne	79.4%	12:17	51,318
Melton	65.5%	14:34	910
Mildura - Buronga (Mildura Part)	88.5%	10:43	615
Moe - Newborough	55.5%	16:16	465
Morwell	67.7%	14:43	431
Ocean Grove - Barwon Heads	56.6%	16:10	175
Pakenham	75.0%	12:54	544
Portland (Vic.)	82.5%	11:39	143
Sale	80.3%	11:37	239
Shepparton - Mooropna	83.7%	11:29	805
Sunbury	70.2%	13:51	466
Swan Hill	84.0%	11:38	163
Torquay - Jan Juc	58.6%	14:41	162
Traralgon	61.3%	15:18	476
Wallan	23.1%	18:40	108
Wangaratta	80.4%	12:35	306
Warragul	71.4%	15:05	213
Warrnambool	83.9%	11:23	380
Total UCL > 7500	78.0%	12:33	65,611

Qtr 1 2014/15

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	77.5%	13:25	543
	58.0%	16:34	224
	71.7%	14:13	322
	79.9%	12:31	1,454
	69.2%	14:51	159
	71.1%	13:55	1,434
	67.7%	15:23	161
	75.8%	14:12	128
	48.2%	19:24	170
	57.3%	15:52	150
	77.2%	12:29	228
	77.7%	12:52	2,705
	66.4%	13:19	113
	86.3%	10:33	175
	50.3%	16:51	155
	85.3%	11:15	300
	76.6%	12:31	141
	47.9%	16:37	121
	77.9%	12:38	54,689
	62.3%	14:57	918
	89.3%	10:35	701
	56.0%	15:59	448
	70.8%	14:04	483
	63.0%	15:54	189
	78.1%	12:48	589
	81.5%	11:45	146
	80.1%	11:32	246
	82.6%	12:07	924
	65.1%	15:00	536
	88.1%	10:40	168
	56.9%	16:04	137
	64.7%	14:46	507
	22.1%	20:18	122
	85.3%	11:40	339
	68.9%	15:11	267
	86.4%	10:53	442
	77.0%	12:49	70,534

Qtr 2 2014/15

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	74.5%	13:51	522
	75.1%	13:28	181
	71.6%	13:23	264
	79.3%	12:22	1,375
	71.7%	14:18	152
	71.8%	13:44	1,444
	64.3%	16:56	140
	78.0%	13:23	132
	43.3%	19:15	150
	67.1%	14:44	155
	75.7%	13:03	268
	77.8%	12:30	2,537
	69.5%	13:25	95
	90.0%	10:28	110
	62.4%	16:48	178
	90.2%	10:01	348
	71.2%	13:16	125
	65.4%	13:34	127
	81.1%	12:01	54,026
	68.6%	13:36	956
	87.1%	10:36	676
	63.7%	15:10	435
	70.9%	13:45	453
	66.3%	14:49	193
	80.1%	11:50	538
	82.9%	11:58	164
	80.1%	11:56	236
	79.8%	12:37	845
	73.4%	12:51	523
	89.7%	9:58	174
	60.4%	14:58	169
	62.8%	15:10	449
	20.3%	19:21	123
	85.3%	11:11	306
	68.5%	15:57	238
	86.5%	11:04	436
	79.8%	12:15	69,243

Qtr 3 2014/15

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	76.6%	13:05	462
	71.6%	13:57	183
	73.8%	13:12	260
	83.8%	11:41	1,367
	65.6%	15:52	157
	74.3%	13:09	1,347
	73.3%	14:46	146
	76.9%	14:38	117
	43.8%	20:40	146
	58.0%	15:34	138
	75.8%	13:07	252
	78.4%	12:35	2,495
	70.5%	13:57	95
	88.4%	10:20	112
	56.3%	16:07	160
	92.3%	9:32	286
	76.4%	13:07	123
	70.5%	12:34	122
	82.2%	11:46	50,862
	70.5%	12:41	891
	91.0%	9:25	644
	60.7%	15:31	456
	72.4%	13:33	446
	55.6%	15:27	198
	80.1%	12:06	587
	80.4%	12:27	143
	84.6%	10:48	162
	80.8%	12:22	814
	79.3%	12:23	425
	84.4%	11:09	147
	56.4%	15:37	165
	65.1%	14:43	450
	25.8%	19:37	93
	86.8%	11:04	273
	71.5%	14:33	228
	90.5%	9:44	400
	80.9%	12:00	65,352

Qtr 4 2014/15

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	84.9%	11:52	444
	73.4%	13:10	218
	79.9%	12:38	298
	84.8%	11:27	1,415
	72.2%	14:09	169
	78.4%	12:28	1,446
	69.6%	15:15	115
	77.7%	13:06	148
	54.1%	18:26	157
	65.6%	14:11	122
	78.5%	13:01	242
	80.9%	12:05	2,581
	65.7%	13:37	105
	84.5%	11:15	129
	59.2%	15:28	169
	86.7%	10:10	249
	74.8%	12:37	131
	71.5%	12:39	151
	83.0%	11:39	51,795
	70.1%	13:16	937
	90.5%	9:44	708
	62.7%	14:39	448
	77.0%	12:23	453
	69.4%	14:14	180
	77.4%	12:32	645
	85.5%	10:47	131
	83.5%	10:18	176
	90.7%	10:28	763
	76.7%	12:54	497
	91.1%	9:32	179
	64.6%	14:10	164
	68.6%	13:53	487
	20.4%	19:32	103
	93.3%	9:44	299
	71.9%	14:19	256
	90.9%	10:11	396
	82.0%	11:48	66,906

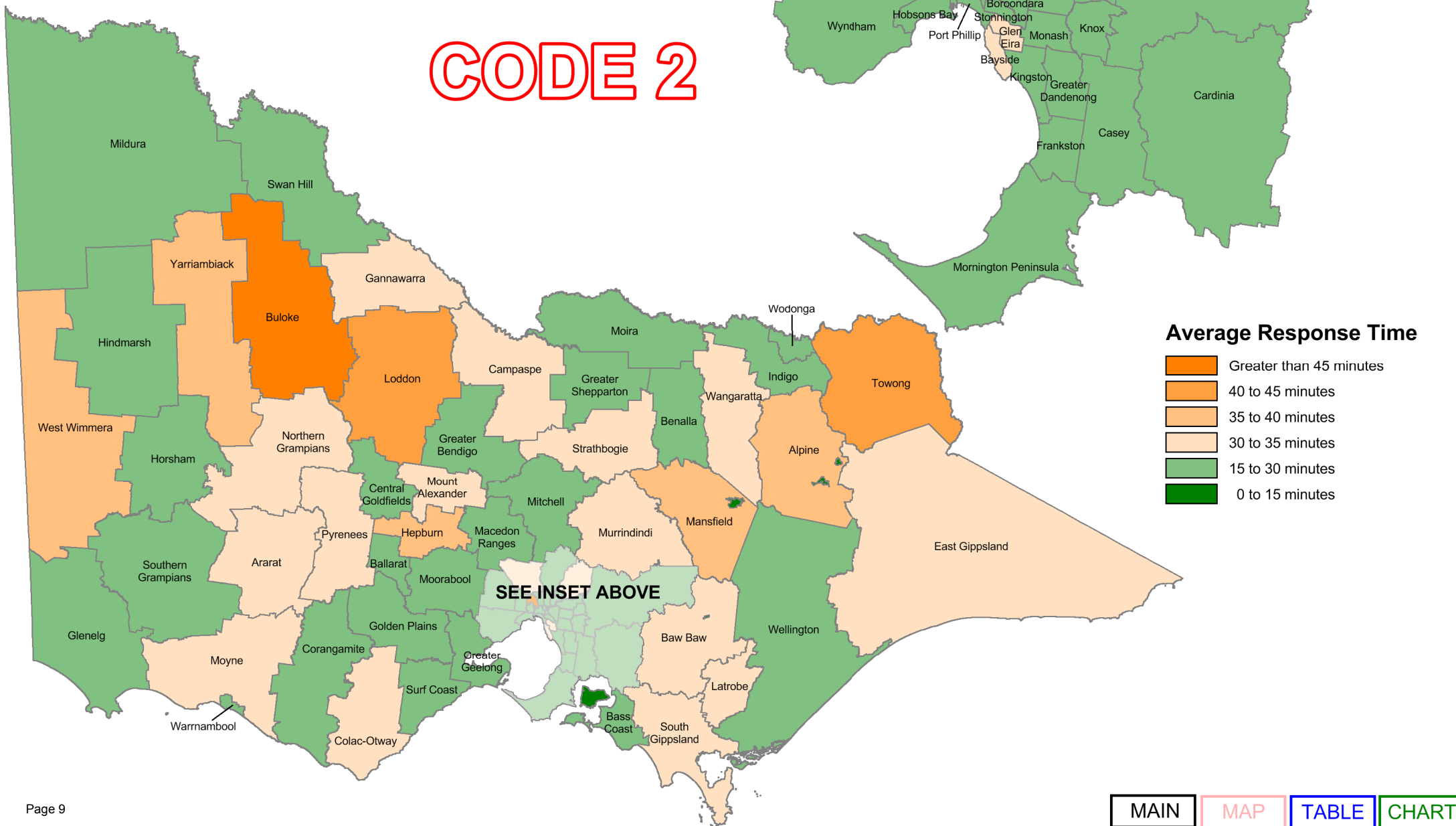
[MAIN](#)[MAP
<= 15 Minutes](#)[MAP
Average](#)[TABLE](#)[CHART](#)

Ambulance Victoria

Average Code 2 Response Time by LGA

2014/15 Quarter 4 (1st April 2015 to 30th June 2015)

CODE 2





Code 2 First Response Performance by LGA

Qtr 4 2013/14

LGA Name	Average Response Time Minutes	Total Number of First Responses
Alpine	36:21	93
Ararat	32:09	114
Ballarat	27:15	678
Banyule	32:47	799
Bass Coast	26:27	373
Baw Baw	38:53	303
Bayside	32:34	606
Benalla	28:47	162
Boroondara	29:51	905
Brimbank	28:48	1,147
Buloke	42:11	44
Campaspe	30:14	312
Cardinia	25:37	483
Casey	26:15	1,587
Central Goldfields	29:58	139
Colac-Otway	32:08	129
Corangamite	31:17	116
Darebin	32:14	1,008
East Gippsland	35:39	497
Frankston	25:31	1,274
Gannawarra	28:05	82
Glen Eira	33:17	792
Glenelg	26:45	150
Golden Plains	37:50	63
Greater Bendigo	28:47	792
Greater Dandenong	26:27	1,236
Greater Geelong	28:44	1,693
Greater Shepparton	26:48	587
Hepburn	34:03	121
Hindmarsh	39:39	71
Hobsons Bay	27:01	596
Horsham	25:24	215
Hume	32:12	1,271
Indigo	38:17	88
Kingston	27:37	1,004
Knox	23:49	1,011
Latrobe	35:12	809
Loddon	45:09	53
Macedon Ranges	24:07	326
Manningham	30:02	599
Mansfield	32:19	70
Maribyrnong	29:08	605
Maroondah	26:57	786
Melbourne	27:11	1,434
Melton	29:19	767
Mildura	24:41	489
Mitchell	26:23	330
Moirra	31:40	315
Monash	29:49	1,061
Moonee Valley	57:13	1,015
Moorabool	28:14	206
Moreland	34:04	1,166
Mornington Peninsula	29:09	1,355
Mount Alexander	30:25	162
Moyne	30:24	81
Murrindindi	36:17	137
Nillumbik	33:36	254
Northern Grampians	32:08	126
Port Phillip	29:01	620
Pyrenees	28:50	52
Queenscliffe	35:52	49
South Gippsland	31:22	220
Southern Grampians	29:54	90
Stonnington	31:43	586
Strathbogie	36:36	105
Surf Coast	28:20	165
Swan Hill	28:37	158
Towong	41:40	65
Wangaratta	31:24	220
Warrnambool	27:21	288
Wellington	30:03	340
West Wimmera	39:05	22
Whitehorse	27:22	1,058
Whittlesea	34:21	941
Wodonga	27:52	286
Wyndham	28:31	884
Yarra	28:05	584
Yarra Ranges	29:48	918
Yarriambiack	36:17	63
Unincorporated Vic	40:27	15
Interstate LGAs	35:47	129
Total AV	30:12	40,547

Qtr 1 2014/15

Average Response Time Minutes	Total Number of First Responses
36:38	116
31:34	99
26:44	666
33:21	799
30:06	400
39:33	352
36:41	638
35:18	125
30:16	911
33:49	1,218
44:25	71
34:56	322
27:14	516
26:56	1,699
31:19	132
32:11	155
35:49	139
35:16	1,050
34:47	453
27:42	1,338
39:23	84
37:12	849
27:57	153
41:40	70
31:04	846
27:30	1,187
28:48	1,843
27:30	589
40:37	113
37:00	65
30:34	658
30:47	212
36:54	1,326
32:47	82
29:47	1,045
25:42	1,007
35:02	827
34:45	60
26:03	336
31:02	613
39:53	71
31:01	580
28:33	861
29:08	1,423
30:20	758
27:54	511
28:44	337
31:34	312
33:09	1,160
61:59	1,055
29:26	219
36:40	1,189
28:14	1,283
36:19	157
34:24	84
28:34	117
38:51	229
30:58	123
31:12	717
38:56	43
36:07	28
34:59	222
25:57	135
32:54	528
36:31	118
29:24	162
30:05	146
34:15	52
29:31	277
24:09	304
32:48	374
34:52	32
28:48	1,067
37:31	1,059
30:22	308
32:59	943
31:04	571
31:24	957
40:37	68
31:40	319
34:03	117
32:08	42,181

Qtr 2 2014/15

Average Response Time Minutes	Total Number of First Responses
40:07	115
34:52	121
23:38	677
31:43	821
29:06	406
33:13	266
31:10	635
27:43	129
27:02	927
30:28	1,319
44:47	77
29:48	347
25:10	512
24:20	1,688
27:04	142
31:46	156
34:19	125
31:35	1,094
36:01	480
23:49	1,364
31:30	67
31:49	832
25:06	157
32:50	70
27:28	828
25:04	1,221
26:12	1,814
25:05	616
37:49	122
34:35	83
26:21	615
23:37	202
30:39	1,336
37:49	72
27:20	1,047
24:17	1,048
34:09	786
40:22	64
27:00	371
29:06	626
40:11	99
28:01	578
25:34	898
27:41	1,594
28:08	762
26:48	483
28:42	358
34:10	337
29:36	1,096
57:45	1,141
29:15	197
32:44	1,240
27:06	1,436
33:02	171
33:39	104
35:24	119
34:32	264
32:01	144
30:24	817
29:21	42
35:27	32
34:59	225
23:02	113
30:44	618
32:29	98
29:21	174
24:06	193
42:45	59
30:27	269
25:24	290
32:38	398
40:15	37
26:03	1,077
33:19	965
27:30	307
27:55	969
28:17	571
27:17	963
32:46	69
50:28	2
30:03	115
29:27	42,804

Qtr 3 2014/15

Average Response Time Minutes	Total Number of First Responses
45:56	127
29:40	99
21:04	780
28:13	851
28:12	415
32:29	323
30:56	630
26:15	148
27:38	866
27:26	1,353
42:05	55
31:49	368
24:46	544
23:31	1,717
29:26	160
28:15	180
31:09	132
29:26	1,075
35:04	492
23:17	1,308
27:19	73
31:50	791
30:50	149
29:42	67
28:37	766
24:43	1,252
27:05	1,805
27:08	590
37:48	132
31:00	60
25:21	608
24:41	238
29:52	1,327
34:50	70
26:47	1,129
22:54	1,015
32:06	831
31:48	47
25:28	333
27:48	627
36:03	88
25:11	576
24:45	850
26:09	1,726
26:58	778
24:30	501
26:23	364
30:12	324
28:49	1,124
58:36	1,119
27:39	228
30:10	1,225
25:17	1,414
32:27	167
30:10	92
30:52	140
29:53	272
28:04	122
28:22	908
33:30	62
35:14	34
30:19	212
27:04	124
28:44	563
32:26	91
28:26	190
24:03	165
40:34	46
29:23	237
22:24	289
30:28	381
27:18	27
25:05	1,069
30:21	1,014
26:03	294
27:07	996
27:32	628
27:04	977
38:52	58
38:03	10
33:28	126
28:19	43,148

Qtr 4 2014/15

Average Response Time Minutes	Total Number of First Responses
36:24	131
30:49	117
22:16	743
27:46	858
28:00	384
34:11	368
31:24	638
25:34	143
27:40	899
28:11	1,327
45:13	53
30:18	342
26:00	553
23:27	1,750
29:32	168
30:57	177
29:04	159
28:36	1,126
34:27	489
22:46	1,259
31:04	79
30:51	886
28:41	186
29:43	72
26:00	817
24:48	1,292
25:22	1,917
24:28	589
35:59	140
29:04	76
26:47	658
26:10	205
30:24	1,329
29:45	105
26:50	1,108
23:18	987
33:50	800
41:38	69
23:12	381
27:47	673
35:18	94
25:03	602
24:33	886
25:57	1,582
27:51	820
27:48	507
25:44	355
28:39	329
26:44	1,197
56:39	1,151
29:37	219
29:42	1,317
24:40	1,375
31:24	144
30:40	90
31:24	134
31:33	293
33:44	150
26:59	737
30:06	62
25:42	22
33:55	232
29:35	131
27:13	603
33:03	120
27:37	181
29:45	198
43:54	69
32:29	262
25:23	291
29:58	337
36:58	29
26:01	1,065
29:37	1,059
28:50	275
26:22	1,061
28:02	571
27:27	920
36:20	70
13:21	33
31:04	113
28:13	43,741



Ambulance Victoria

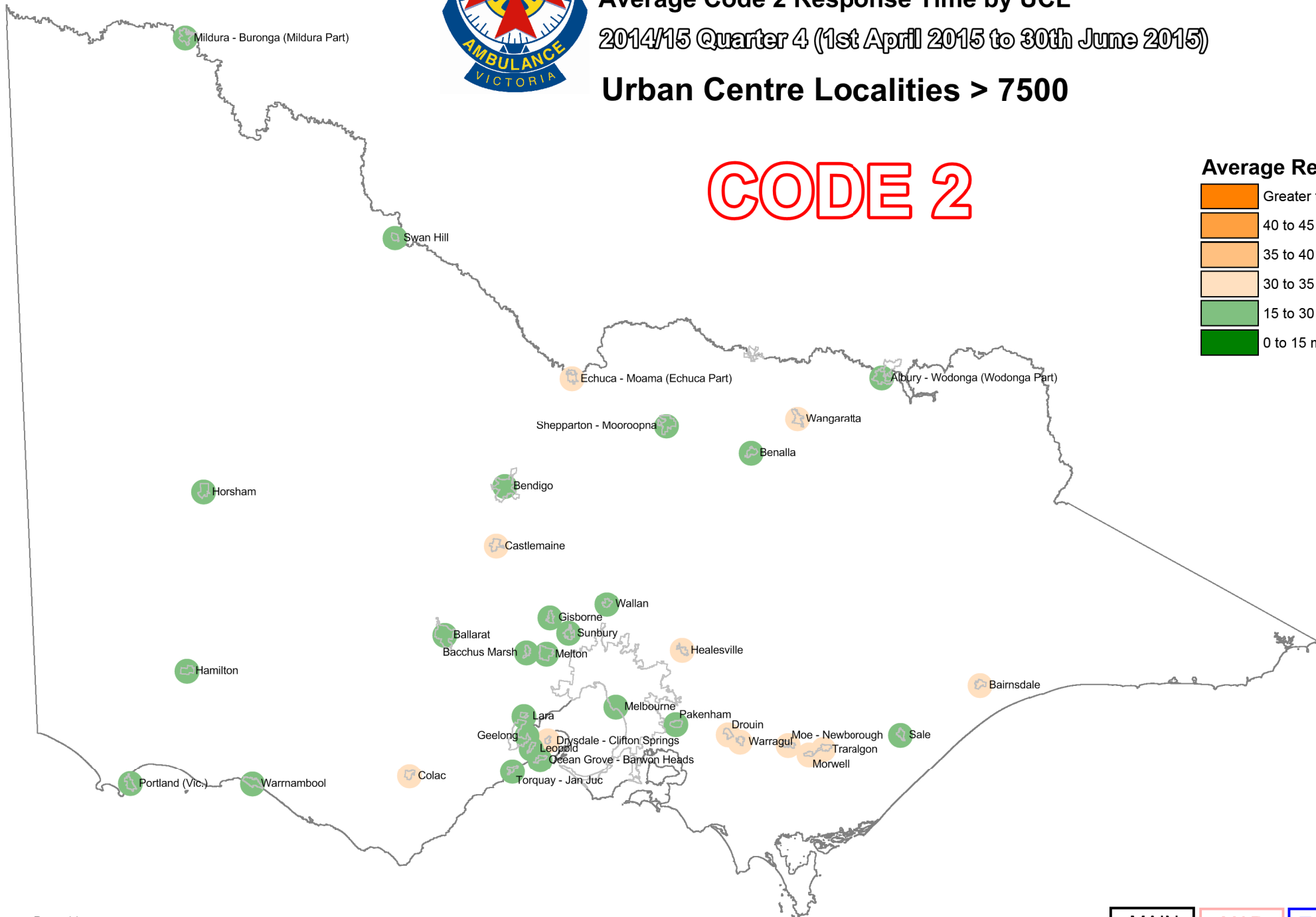
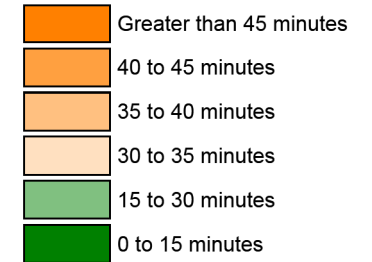
Average Code 2 Response Time by UCL

2014/15 Quarter 4 (1st April 2015 to 30th June 2015)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 4 2013/14

Qtr 1 2014/15

Qtr 2 2014/15

Qtr 3 2014/15

Qtr 4 2014/15

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	27:26	265
Bacchus Marsh	26:00	150
Bairnsdale	36:05	204
Ballarat	26:41	660
Benalla	28:51	144
Bendigo	28:07	697
Castlemaine	28:43	123
Colac	31:22	85
Drouin	33:41	66
Drysdale - Clifton Springs	28:52	77
Echuca - Moama (Echuca Part)	30:48	132
Geelong	27:07	1,265
Gisborne	19:28	52
Hamilton	26:54	65
Healesville	30:10	102
Horsham	23:14	199
Lara	26:48	53
Leopold	31:36	64
Melbourne	30:18	26,505
Melton	27:39	475
Mildura - Buronga (Mildura Part)	23:39	363
Moe - Newborough	35:13	199
Morwell	35:00	225
Ocean Grove - Barwon Heads	24:57	84
Pakenham	23:53	280
Portland (Vic.)	24:54	103
Sale	24:10	157
Shepparton - Mooroopna	25:44	479
Sunbury	26:09	276
Swan Hill	25:02	87
Torquay - Jan Juc	22:10	71
Traralgon	33:54	239
Wallan	29:13	46
Wangaratta	32:48	177
Warragul	40:26	135
Warrnambool	27:06	276
Total UCL > 7500	29:45	34,580

29:22	282
28:33	150
33:16	193
26:24	647
35:03	111
30:48	749
34:28	108
30:55	120
41:57	78
26:48	81
35:02	168
27:16	1,400
20:34	58
22:53	90
32:10	108
27:00	185
27:41	55
29:12	45
32:41	27,377
28:09	424
24:18	364
30:58	204
33:05	219
32:38	96
25:10	305
25:41	104
26:06	150
26:19	475
30:41	293
31:05	79
30:45	73
34:11	289
29:16	47
28:24	225
38:40	177
24:19	289
31:48	35,818

27:23	283
26:26	137
36:44	191
23:13	644
26:50	117
26:49	743
33:09	124
31:42	113
33:16	62
26:55	70
30:32	182
25:00	1,354
23:40	65
18:44	93
26:09	107
20:19	186
22:43	63
23:41	57
29:32	28,154
27:10	471
23:53	348
32:37	216
31:05	239
25:45	94
22:08	293
24:01	99
28:24	171
24:06	509
25:25	266
22:06	109
28:37	63
37:15	222
31:04	57
28:27	212
31:52	124
25:23	283
28:51	36,521

24:48	272
24:45	144
33:04	147
20:36	746
25:03	131
28:04	695
30:31	126
28:23	118
32:11	78
32:14	91
33:04	199
24:53	1,312
23:56	60
24:50	92
28:01	91
23:12	209
26:28	57
25:58	51
28:16	28,364
24:30	453
21:26	390
31:54	236
31:36	243
25:22	97
21:26	311
27:59	98
25:40	155
26:16	479
24:13	275
18:44	102
23:47	73
31:21	240
28:45	49
27:54	185
30:42	143
22:18	278
27:42	36,790

28:41	253
28:57	136
30:46	179
21:53	716
25:31	121
25:25	730
31:33	114
30:23	128
34:01	84
31:22	73
32:11	164
23:33	1,439
19:14	76
25:13	84
30:45	89
23:47	177
22:22	64
28:54	47
27:59	28,601
26:44	483
25:09	371
32:31	201
34:33	226
24:40	90
23:40	309
26:15	112
23:58	125
24:11	491
25:26	278
26:49	124
26:47	84
34:13	262
25:52	54
31:27	213
33:15	166
25:25	283
27:37	37,147

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.
ULC (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