



# Ambulance Victoria's Performance

## Financial Year 2015/16 (1st July 2015 to 30th June 2016)

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.

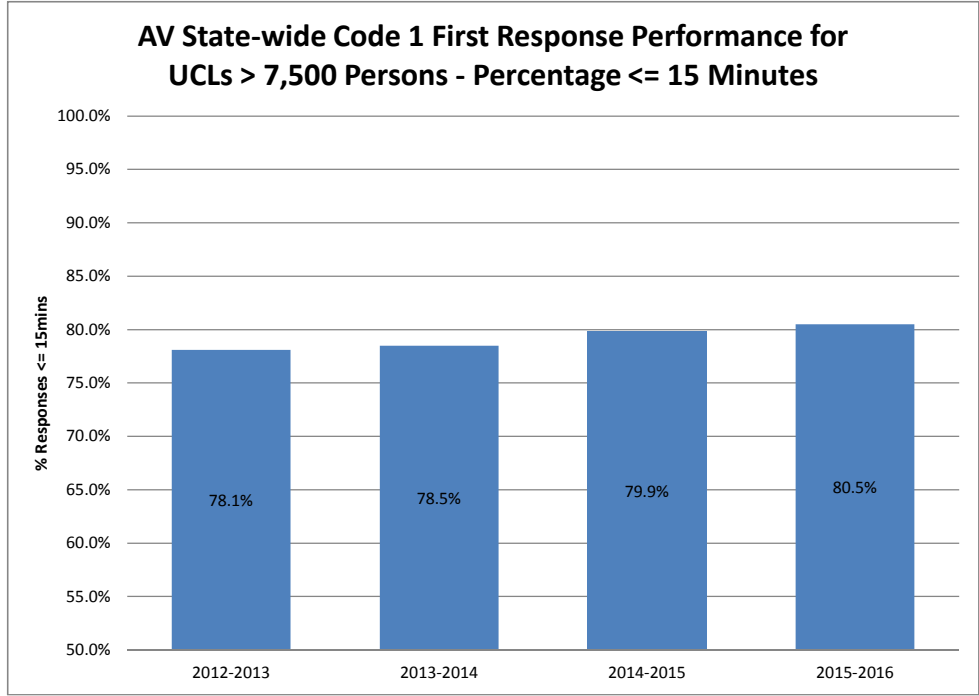
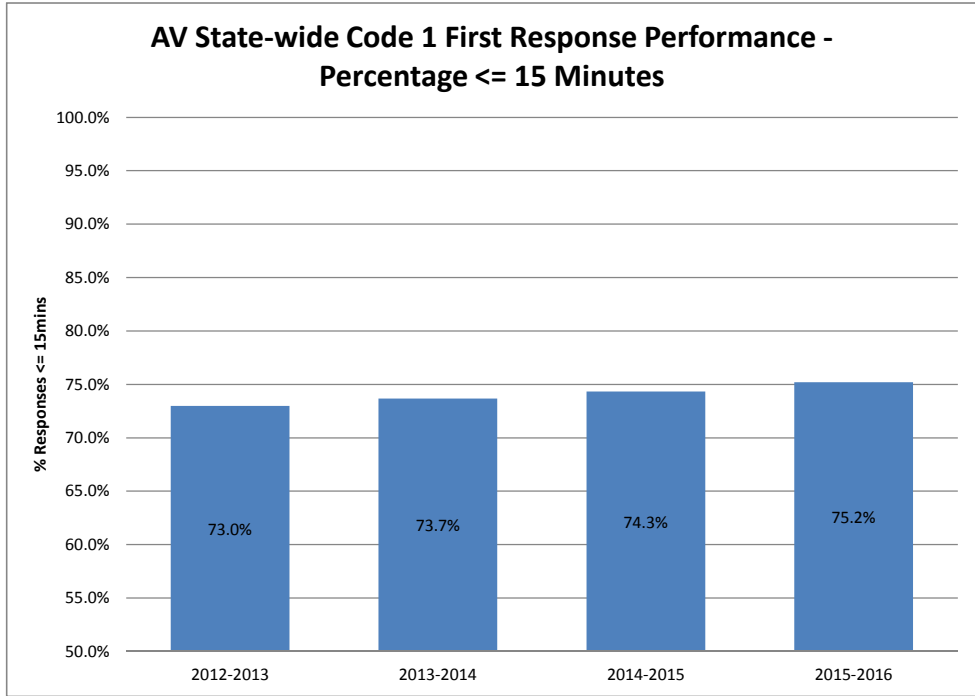
We designate those patients that require urgent paramedic and hospital care as "Code 1," and these patients receive a "lights and sirens" response. The tables below provide information about our Code 1 response time performance by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

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 and Table will take you to the appropriate page.

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



**Footnotes:**

1. From 1 July 2014 statewide response times are based on data sourced from the Computer Aided Dispatch (CAD) system. Prior to 1 July 2014, statewide response times were a combination of Metropolitan response times sourced from CAD and Rural response times sourced from Patient Care Records (PCR).
2. UCLs Based on the Australian Bureau of Statistics Urban Centre boundaries and resident population data.



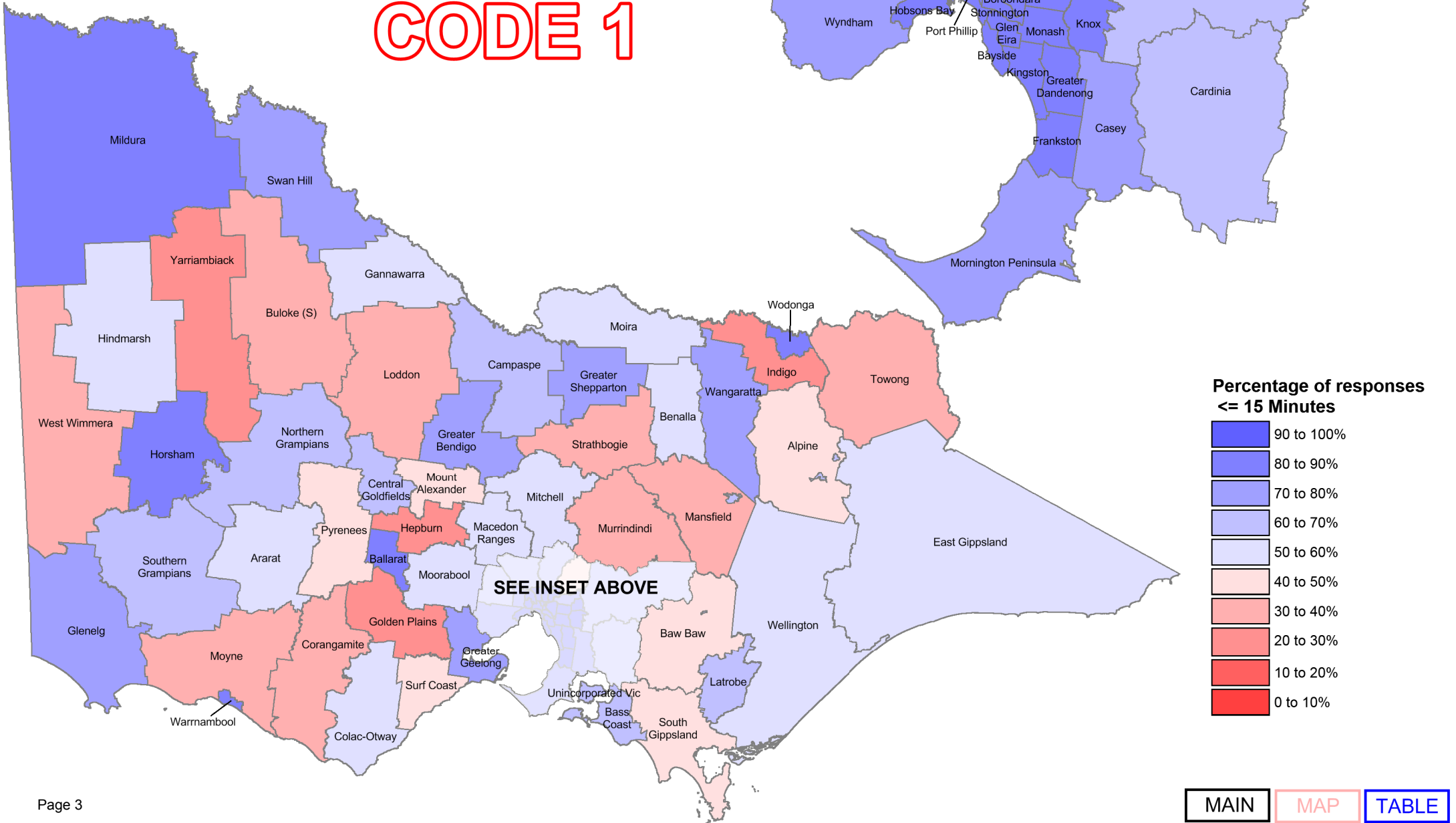
# Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

1st July 2015 to 30th June 2016

Financial Year 2015/16

## CODE 1





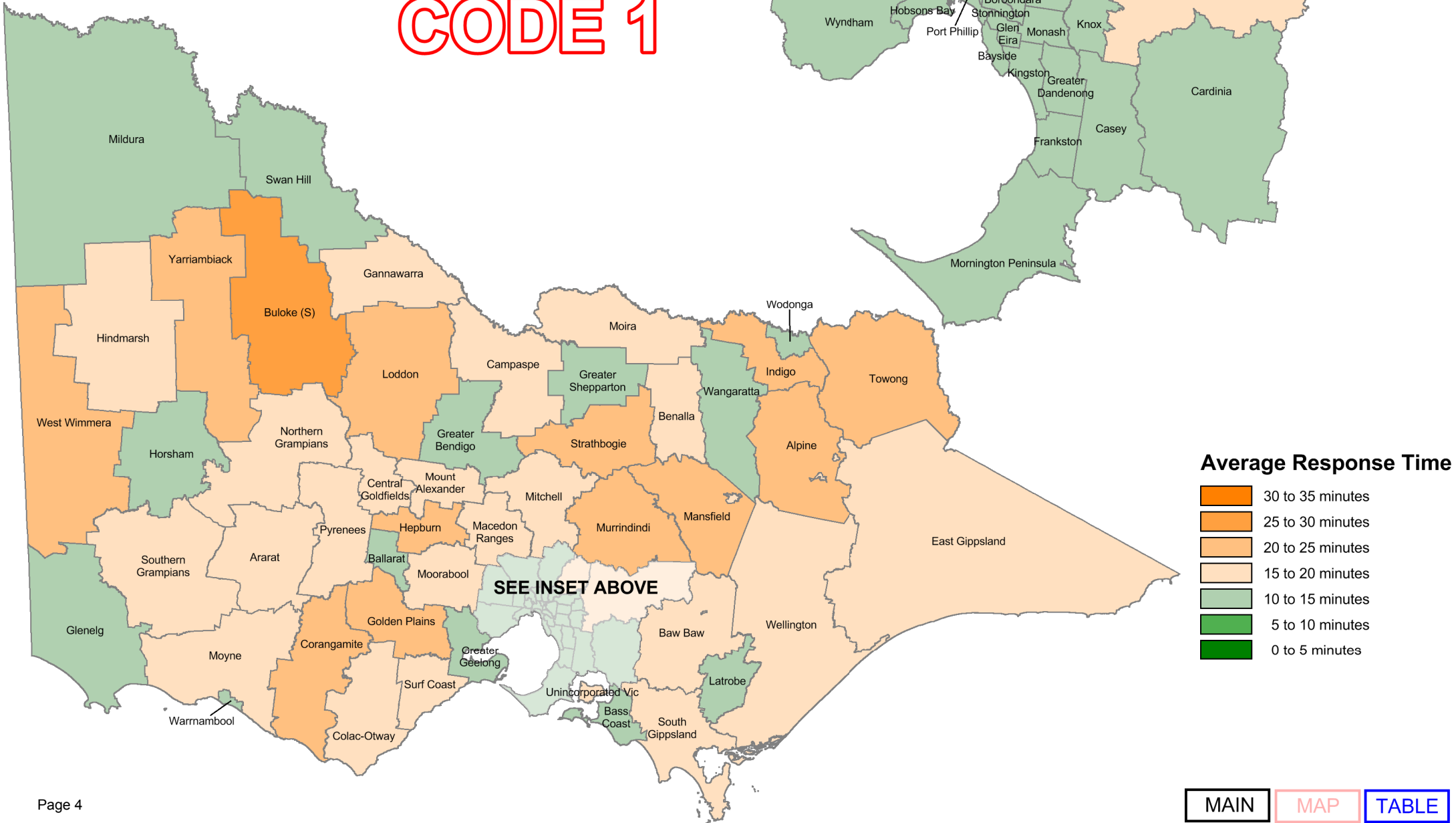
# Ambulance Victoria

Average Code 1 Response Time by LGA

1st July 2015 to 30th June 2016

Financial Year 2015/16

# CODE 1





Code 1 First Response Performance by LGA

FY 2012/13

FY 2013/14

FY 2014/15

FY 2015/16

LGA Name	% 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	40.1%	21:29	679	38.4%	22:52	622	37.6%	21:57	622	41.0%	22:16	605
Ararat	57.8%	17:12	574	56.1%	17:19	636	60.0%	17:05	660	59.1%	17:11	692
Ballarat	78.7%	12:42	5,139	77.6%	12:58	5,317	80.4%	12:14	5,889	83.8%	11:52	5,963
Banyule	80.2%	12:21	5,943	79.8%	12:27	5,970	83.0%	11:38	5,950	83.9%	11:40	6,348
Bass Coast	62.0%	15:40	2,524	56.9%	16:16	2,548	60.5%	15:34	2,692	64.5%	14:34	2,591
Baw Baw	43.6%	20:57	2,498	42.0%	21:17	2,390	46.5%	19:22	2,641	48.3%	18:18	2,719
Bayside	77.2%	13:36	4,223	79.1%	13:01	4,065	81.8%	12:40	4,180	81.7%	12:27	4,060
Benalla	59.3%	17:00	806	57.7%	16:55	781	60.5%	16:43	826	59.8%	16:27	811
Boroondara	83.1%	12:04	6,063	83.0%	12:10	5,915	86.0%	11:37	6,148	85.8%	11:33	6,122
Brimbank	74.0%	13:19	10,201	73.0%	13:29	10,431	76.6%	12:48	10,723	78.7%	12:37	11,058
Buloke	38.9%	22:04	350	37.1%	23:08	350	29.1%	25:36	358	32.1%	25:31	318
Campaspe	55.8%	16:44	2,201	56.5%	16:53	2,138	59.1%	16:01	2,345	60.6%	15:52	2,268
Cardinia	51.6%	17:00	3,949	58.9%	15:31	4,122	63.1%	14:42	4,358	62.3%	14:47	4,708
Casey	74.0%	13:20	11,639	77.8%	12:32	12,360	79.8%	12:10	12,889	79.8%	12:14	13,786
Central Goldfields	63.0%	15:05	729	56.1%	16:52	836	58.1%	16:37	944	61.0%	15:56	918
Colac-Otway	54.9%	18:16	818	57.0%	18:27	827	58.1%	17:46	904	58.8%	17:03	871
Corangamite	40.2%	19:51	749	42.2%	20:02	668	39.7%	20:18	695	37.2%	21:25	725
Darebin	83.7%	12:08	8,661	83.3%	12:05	8,503	85.9%	11:21	8,930	85.1%	11:40	9,144
East Gippsland	54.6%	18:03	3,114	52.9%	18:15	3,167	52.7%	18:17	3,325	56.8%	17:36	3,436
Frankston	78.8%	12:30	8,668	82.3%	11:45	8,848	84.5%	11:24	9,345	83.9%	11:25	9,695
Gannawarra	59.7%	16:27	427	52.9%	17:19	448	50.5%	18:38	442	51.8%	18:40	469
Glen Eira	82.3%	12:05	6,277	83.2%	12:05	6,642	84.1%	11:42	6,845	84.8%	11:34	6,614
Glenelg	69.4%	14:30	975	68.1%	14:54	871	67.1%	14:57	1,000	74.0%	13:34	968
Golden Plains	14.7%	23:47	626	9.0%	24:51	621	21.4%	21:57	632	23.5%	21:12	689
Greater Bendigo	67.1%	14:37	5,466	64.6%	15:14	6,379	68.2%	14:15	6,524	73.3%	13:37	6,917
Greater Dandenong	82.1%	11:55	9,316	83.5%	11:34	9,611	85.1%	11:16	9,791	83.8%	11:26	10,146
Greater Geelong	63.0%	15:23	12,689	67.1%	14:30	13,254	72.3%	13:26	14,100	73.0%	13:18	14,763
Greater Shepparton	72.1%	13:43	3,913	71.5%	13:50	4,051	73.0%	13:25	4,313	77.6%	12:18	4,483
Hepburn	14.6%	24:41	651	14.5%	26:02	654	20.3%	24:01	696	29.5%	21:08	725
Hindmarsh	51.8%	19:55	363	50.7%	19:49	351	55.6%	19:07	378	52.5%	19:48	394
Hobsons Bay	78.3%	12:45	4,526	79.3%	12:21	4,551	83.2%	11:38	4,672	82.2%	12:01	4,701
Horsham	74.8%	13:09	1,260	77.5%	12:36	1,354	81.9%	11:33	1,335	82.9%	11:12	1,322
Hume	63.7%	15:01	11,208	62.7%	15:16	11,880	66.5%	14:26	12,206	67.5%	14:22	13,084
Indigo	26.5%	22:53	562	20.8%	23:52	567	30.0%	22:05	613	28.6%	21:50	643
Kingston	78.7%	12:35	8,163	82.3%	11:59	8,364	84.3%	11:37	8,034	84.4%	11:32	8,142
Knox	80.4%	12:19	6,846	81.5%	12:13	7,180	83.8%	11:37	7,067	84.1%	11:33	7,346
Latrobe	55.5%	16:42	6,141	55.5%	16:49	6,428	61.0%	15:21	6,654	63.2%	14:52	6,817
Loddon	31.8%	21:48	503	21.5%	25:05	493	27.7%	23:43	520	31.5%	23:25	531
Macedon Ranges	50.2%	17:06	1,979	48.6%	17:17	2,103	55.3%	15:49	2,089	58.7%	15:12	2,179
Manningham	73.4%	13:30	4,841	74.3%	13:19	4,917	77.2%	12:50	4,879	77.5%	12:56	5,048
Mansfield	35.3%	25:45	371	36.8%	25:07	364	35.5%	23:31	425	35.1%	24:31	382
Maribyrnong	85.8%	11:18	4,237	86.6%	10:52	4,394	87.8%	10:26	4,545	86.4%	11:00	4,624
Maroondah	81.9%	11:56	5,604	83.2%	11:37	5,864	85.1%	11:17	6,009	85.3%	11:03	6,144
Melbourne	87.8%	10:28	8,887	87.8%	10:22	9,803	88.3%	10:12	10,718	88.3%	10:05	11,337
Melton	56.4%	15:52	5,511	58.2%	15:40	6,380	67.0%	13:53	6,748	69.3%	13:46	7,171
Mildura	80.0%	11:45	3,634	79.3%	12:22	3,613	81.7%	11:41	3,774	81.7%	11:32	3,874
Mitchell	40.4%	19:12	1,926	40.7%	18:57	2,093	42.0%	18:04	2,204	58.6%	15:55	2,334
Moira	52.8%	17:40	1,910	50.8%	18:09	1,970	57.0%	16:39	1,956	58.9%	16:03	2,061
Monash	81.9%	12:23	7,840	82.4%	12:15	8,221	83.2%	11:48	8,359	84.2%	11:41	8,495
Moonee Valley	81.8%	12:17	6,433	80.0%	12:30	5,888	83.4%	12:06	6,177	82.3%	12:19	6,423
Moorabool	44.4%	18:42	1,333	47.5%	17:57	1,386	52.0%	17:37	1,511	51.8%	16:41	1,561
Moreland	81.4%	12:20	9,691	81.0%	12:20	9,681	82.3%	12:10	9,856	82.9%	11:55	10,076
Mornington Peninsula	60.9%	15:05	9,390	65.9%	14:21	9,435	68.6%	13:43	9,380	70.6%	13:11	10,057
Mount Alexander	42.1%	20:20	862	44.3%	20:02	899	48.6%	18:42	951	45.0%	19:01	953
Moyne	40.0%	18:42	643	36.5%	19:17	636	35.1%	19:53	693	39.1%	18:49	612
Murrindindi	32.3%	22:46	829	29.2%	24:13	855	32.4%	22:12	893	32.7%	22:41	885
Nillumbik	46.3%	17:50	1,995	47.2%	17:29	2,102	52.3%	16:26	2,066	49.3%	16:48	2,247
Northern Grampians	56.5%	16:41	655	61.3%	15:46	667	57.6%	16:46	639	62.5%	15:38	723
Port Phillip	84.4%	11:35	5,343	86.2%	11:00	5,640	86.6%	10:55	5,910	86.4%	10:52	6,075
Pyrenees	28.6%	22:57	391	32.1%	21:36	392	35.9%	20:43	429	42.1%	19:54	504
Queenscliffe	25.7%	22:10	206	22.4%	21:08	210	34.6%	18:55	208	28.6%	18:42	220
South Gippsland	43.9%	19:09	1,475	42.9%	19:50	1,626	40.8%	20:07	1,614	42.1%	19:38	1,669
Southern Grampians	65.2%	15:10	741	68.4%	14:20	744	68.2%	14:31	781	66.9%	15:14	749
Stonnington	84.1%	11:36	4,455	84.7%	11:13	4,426	85.8%	11:18	4,543	85.2%	11:31	4,899
Strathbogrie	37.7%	20:59	714	33.8%	21:32	660	34.9%	21:22	671	34.6%	21:22	749
Surf Coast	45.7%	18:58	1,233	43.7%	18:39	1,333	45.7%	18:26	1,360	48.2%	17:37	1,399
Swan Hill	70.2%	13:50	1,086	69.9%	14:07	1,204	71.9%	13:35	1,232	73.6%	13:19	1,202
Towong	31.2%	24:46	327	29.9%	25:41	308	33.8%	23:34	320	37.1%	24:47	356
Unincorporated	52.7%	23:31	146	47.8%	26:15	92	53.2%	25:27	130	62.0%	19:50	150
Wangaratta	68.3%	14:36	1,652	64.6%	16:13	1,598	70.3%	14:22	1,640	73.4%	13:44	1,773
Warrnambool	86.2%	11:05	1,693	83.1%	11:46	1,746	87.2%	10:41	1,778	90.0%	10:19	1,763
Wellington	49.9%	18:38	2,525	52.5%	18:00	2,556	52.6%	18:08	2,462	53.4%	17:31	2,410
West Wimmera	35.1%	23:35	168	41.5%	21:09	171	37.1%	21:58	194	38.7%	23:35	181
Whitehorse	86.8%	11:14	7,215	86.5%	11:03	7,344	88.5%	10:36	7,302	88.9%	10:33	7,451
Whittlesea	64.9%	14:47	7,927	65.0%	14:37	8,517	69.0%	14:09	9,348	67.7%	14:06	9,764
Wodonga	73.4%	13:47	2,087	72.3%	14:18	2,007	75.0%	13:31	2,145	84.1%	11:33	2,343
Wyndham	65.9%	14:42	6,599	69.4%	13:56	7,373	71.6%	13:39	7,675	72.6%	13:22	8,332
Yarra	88.5%	10:37	4,588	88.3%	10:27	5,057	88.7%	10:24	5,038	88.7%	10:27	5,453
Yarra Ranges	56.2%	16:20	7,241	56.8%	16:00	7,659	61.6%	15:15	7,703	60.6%	15:24	7,813
Yarriambiack	28.9%	23:31	418	31.7%	23:25	426	29.8%	24:16	396	26.8%	23:38	414
Total AV	73.0%	14:01	297,327	73.7%	13:51	307,707	74.3%	13:16	318,170	75.2%	13:05	329,640

NOTE: The "Total AV" result includes a number of incidents for which we are unable to determine an LGA or occurred within Interstate LGAs. Prior to 1 July 2014, "Total AV" %<=15mins response times were a combination of Metropolitan response times sourced from CAD and Rural response times sourced from Patient Care Records (PCR). All other data in this table (Average and Total Numbers) is sourced from CAD data





# Ambulance Victoria

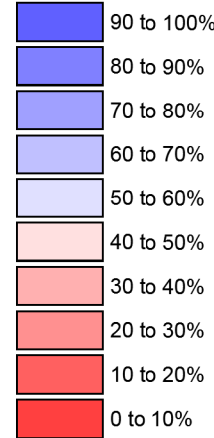
Percentage of Code 1 responses <= 15 Minutes by UCL

1st July 2015 to 30th June 2016

Urban Centre Localities > 7500

# CODE 1

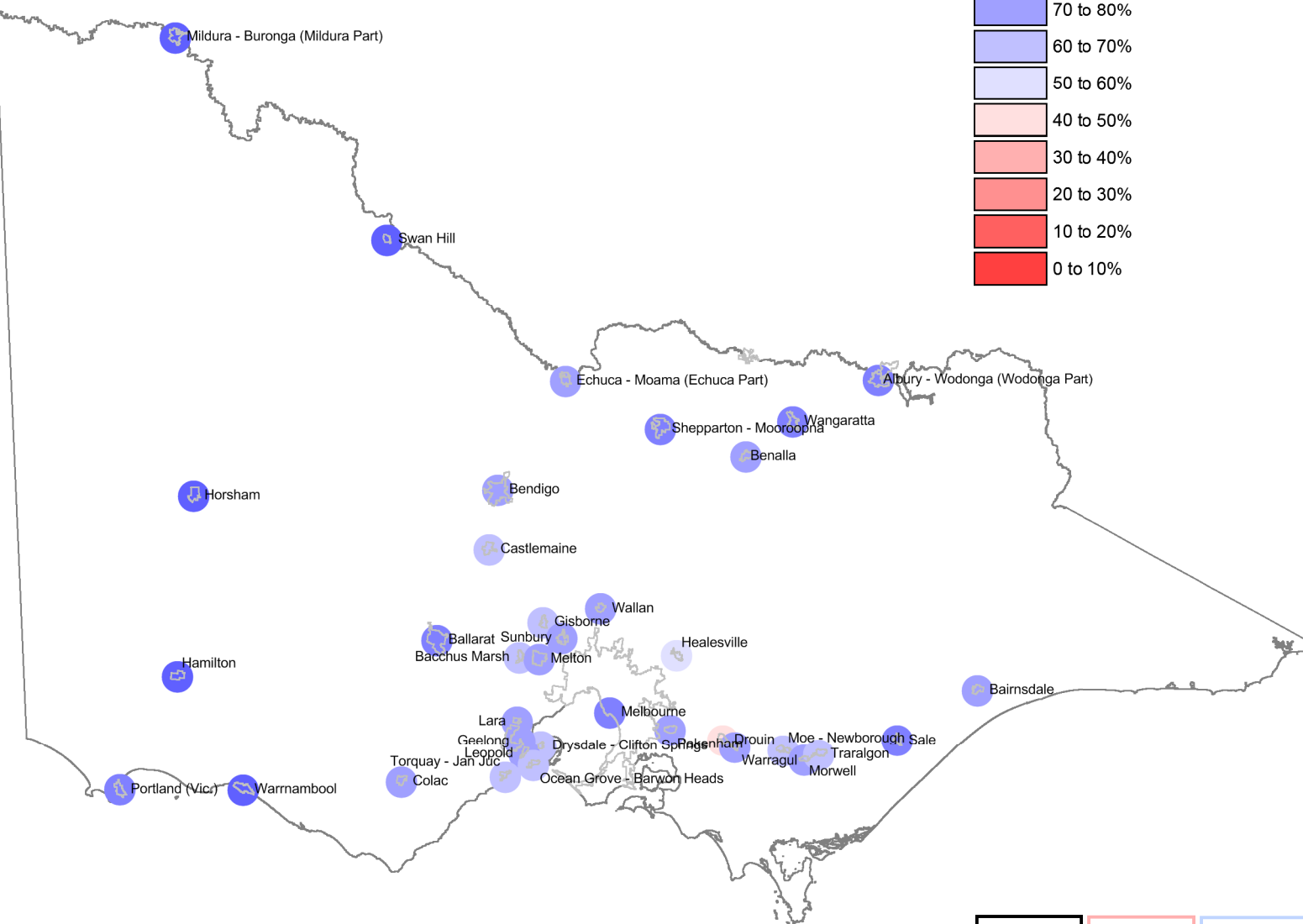
Percentage of responses <= 15 Minutes



UCL Name

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

Albury - Wodonga (Wodonga Part)	87.8%	10:56	2,129
Bacchus Marsh	67.3%	14:13	817
Bairnsdale	79.2%	12:23	1,246
Ballarat	85.6%	11:37	5,659
Benalla	71.8%	14:00	600
Bendigo	79.1%	12:38	5,994
Castlemaine	63.2%	16:07	560
Colac	77.4%	13:47	501
Drouin	43.6%	18:34	762
Drysdale - Clifton Springs	61.6%	14:46	560
Echuca - Moama (Echuca Part)	77.0%	13:12	921
Geelong	79.1%	12:23	10,742
Gisborne	68.0%	13:19	485
Hamilton	91.8%	10:04	477
Healesville	57.0%	16:38	640
Horsham	90.5%	9:47	1,162
Lara	71.9%	13:45	565
Leopold	79.1%	12:30	526
Melbourne	81.1%	12:00	219,313
Melton	71.1%	13:23	3,904
Mildura - Buronga (Mildura Part)	91.3%	9:36	2,740
Moe - Newborough	64.3%	14:20	1,892
Morwell	78.4%	12:35	1,857
Ocean Grove - Barwon Heads	64.3%	14:54	778
Pakenham	76.4%	12:33	2,518
Portland (Vic.)	86.4%	10:53	572
Sale	83.7%	10:40	767
Shepparton - Mooroopna	88.6%	10:45	3,439
Sunbury	72.4%	13:51	2,087
Swan Hill	90.8%	9:55	714
Torquay - Jan Juc	60.7%	14:56	643
Traralgon	63.0%	14:55	1,964
Wallan	73.5%	12:41	456
Wangaratta	89.1%	10:38	1,312
Warragul	76.2%	13:39	903
Warrnambool	91.0%	10:06	1,672
Total UCLs > 7500	80.5%	12:06	281,877



[MAIN](#)
[MAP](#)
[TABLE](#)



# Ambulance Victoria

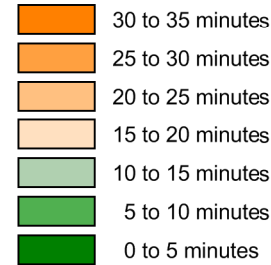
Average Code 1 Response Time by UCL

1st July 2015 to 30th June 2016

Urban Centre Localities > 7500

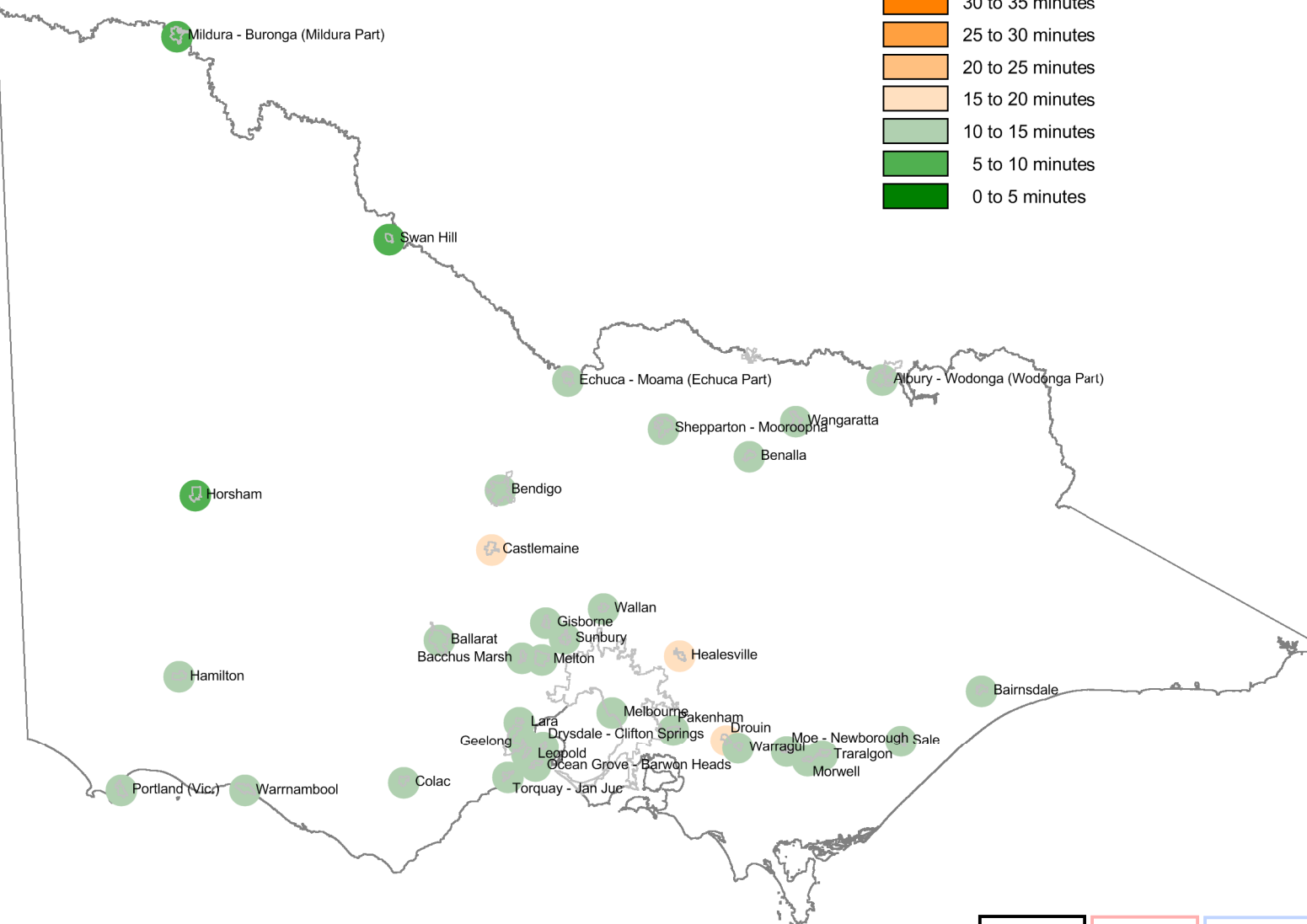
# CODE 1

### Average Response Time



### UCL Name

UCL Name	% Responses = 15 Minutes v	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	87.8%	10:56	2,129
Bacchus Marsh	67.3%	14:13	817
Bairnsdale	79.2%	12:23	1,246
Ballarat	85.6%	11:37	5,659
Benalla	71.8%	14:00	600
Bendigo	79.1%	12:38	5,994
Castlemaine	63.2%	16:07	560
Colac	77.4%	13:47	501
Drouin	43.6%	18:34	762
Drysdale - Clifton Springs	61.6%	14:46	560
Echuca - Moama (Echuca Part)	77.0%	13:12	921
Geelong	79.1%	12:23	10,742
Gisborne	68.0%	13:19	485
Hamilton	91.8%	10:04	477
Healesville	57.0%	16:38	640
Horsham	90.5%	9:47	1,162
Lara	71.9%	13:45	565
Leopold	79.1%	12:30	526
Melbourne	81.1%	12:00	219,313
Melton	71.1%	13:23	3,904
Mildura - Buronga (Mildura Part)	91.3%	9:36	2,740
Moe - Newborough	64.3%	14:20	1,892
Morwell	78.4%	12:35	1,857
Ocean Grove - Barwon Heads	64.3%	14:54	778
Pakenham	76.4%	12:33	2,518
Portland (Vic.)	86.4%	10:53	572
Sale	83.7%	10:40	767
Shepparton - Mooropna	88.6%	10:45	3,439
Sunbury	72.4%	13:51	2,087
Swan Hill	90.8%	9:55	714
Torquay - Jan Juc	60.7%	14:56	643
Traralgon	63.0%	14:55	1,964
Wallan	73.5%	12:41	456
Wangaratta	89.1%	10:38	1,312
Warragul	76.2%	13:39	903
Warrnambool	91.0%	10:06	1,672
Total UCLs > 7500	80.5%	12:06	281,877





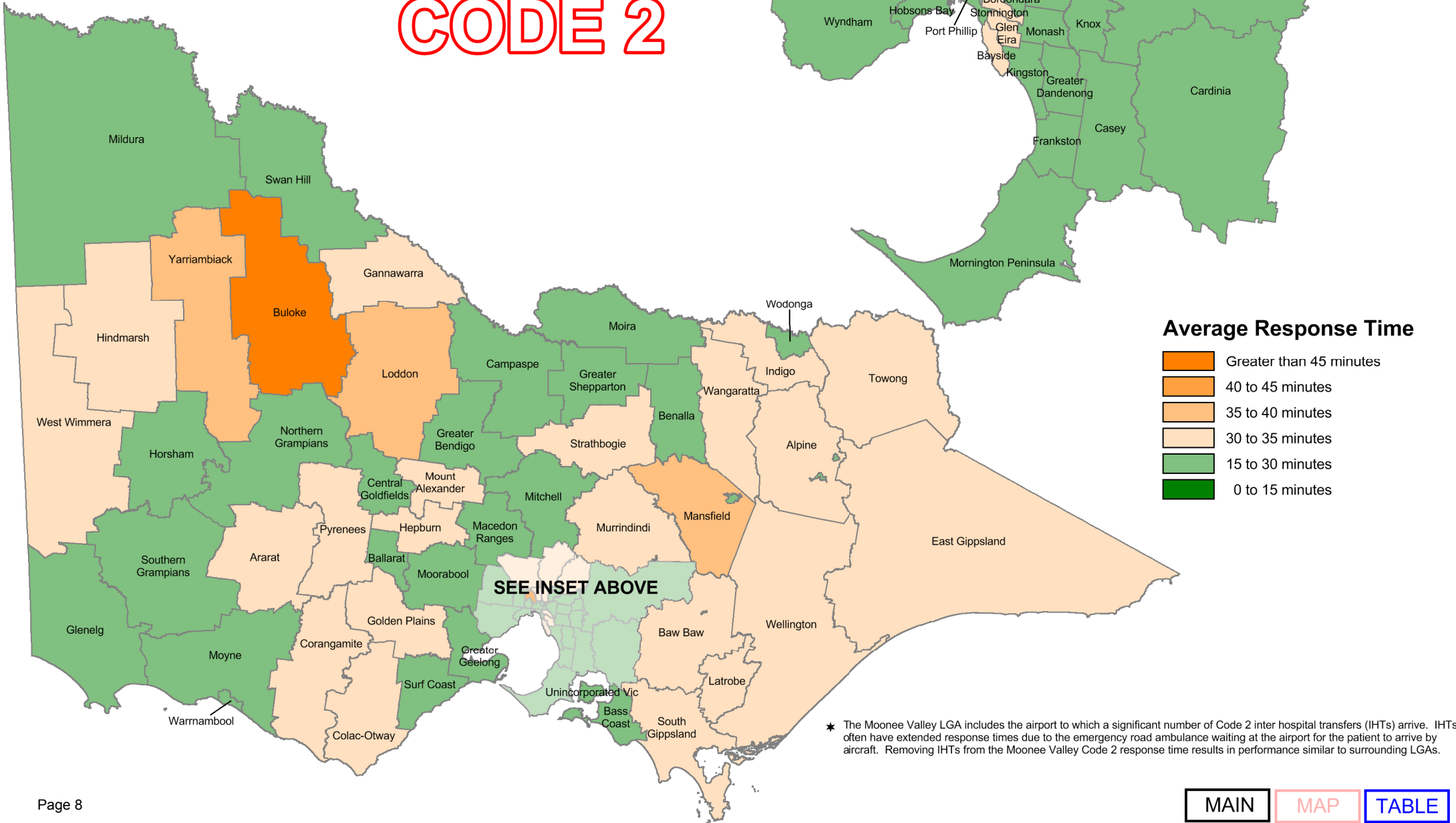
# Ambulance Victoria

Average Code 2 Response Time by LGA

1st July 2015 to 30th June 2016

Financial Year 2015/16

## CODE 2







LGA Name	Average Response Time Minutes	Total Number of First Responses
Alpine	34:18	594
Ararat	33:02	523
Ballarat	22:22	3,218
Banyule	29:44	3,230
Bass Coast	29:37	1,650
Baw Baw	33:49	1,468
Bayside	31:54	2,597
Benalla	26:49	630
Boroondara	28:56	3,604
Brimbank	29:35	5,145
Buloke	45:13	246
Campaspe	28:39	1,487
Cardinia	25:27	2,280
Casey	24:21	7,070
Central Goldfields	28:32	624
Colac-Otway	31:29	710
Corangamite	30:47	507
Darebin	30:35	4,549
East Gippsland	34:20	2,087
Frankston	23:18	5,527
Gannawarra	32:30	365
Glen Eira	31:35	3,381
Glenelg	26:08	688
Golden Plains	32:19	299
Greater Bendigo	28:28	3,457
Greater Dandenong	25:33	5,426
Greater Geelong	27:57	7,677
Greater Shepparton	24:23	2,551

LGA Name	Average Response Time Minutes	Total Number of First Responses
Hepburn	34:25	523
Hindmarsh	34:31	304
Hobsons Bay	28:14	2,568
Horsham	26:00	938
Hume	32:07	5,657
Indigo	31:56	326
Kingston	26:50	4,227
Knox	24:02	4,122
Latrobe	32:20	3,585
Loddon	36:53	241
Macedon Ranges	24:50	1,554
Manningham	29:14	2,499
Mansfield	38:20	364
Maribyrnong	27:10	2,397
Maroondah	25:24	3,611
Melbourne	27:12	6,729
Melton	29:07	3,309
Mildura	27:34	2,308
Mitchell	26:51	1,516
Moira	29:02	1,339
Monash	27:51	4,607
Moonee Valley	65:27	4,743
Moorabool	29:14	988
Moreland	32:25	5,055
Mornington Peninsula	24:29	5,819
Mount Alexander	30:53	655
Moyne	29:43	385
Murrindindi	34:03	515

LGA Name	Average Response Time Minutes	Total Number of First Responses
Nillumbik	34:50	1,015
Northern Grampians	28:03	517
Port Phillip	28:55	3,300
Pyrenees	31:42	235
Queenscliffe	32:08	143
South Gippsland	33:20	990
Southern Grampians	26:33	533
Stonnington	30:52	2,410
Strathbogie	33:14	425
Surf Coast	28:48	739
Swan Hill	29:02	825
Towong	31:45	249
Wangaratta	30:05	1,133
Warrnambool	25:11	1,179
Wellington	31:07	1,325
West Wimmera	34:26	152
Whitehorse	25:29	4,440
Whittlesea	32:03	4,306
Wodonga	27:55	1,371
Wyndham	28:28	4,266
Yarra	28:13	2,368
Yarra Ranges	28:35	3,816
Yarriambiack	36:23	313
Unincorporated Vic	22:31	308
Interstate LGAs	32:19	522
Total AV	29:20	179,377

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



# Ambulance Victoria

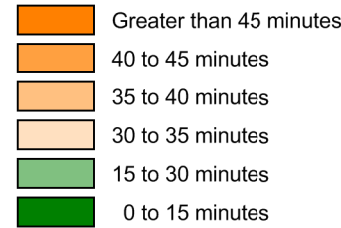
Average Code 2 Response Time by UCL

1st July 2015 to 30th June 2016

Urban Centre Localities > 7500

# CODE 2

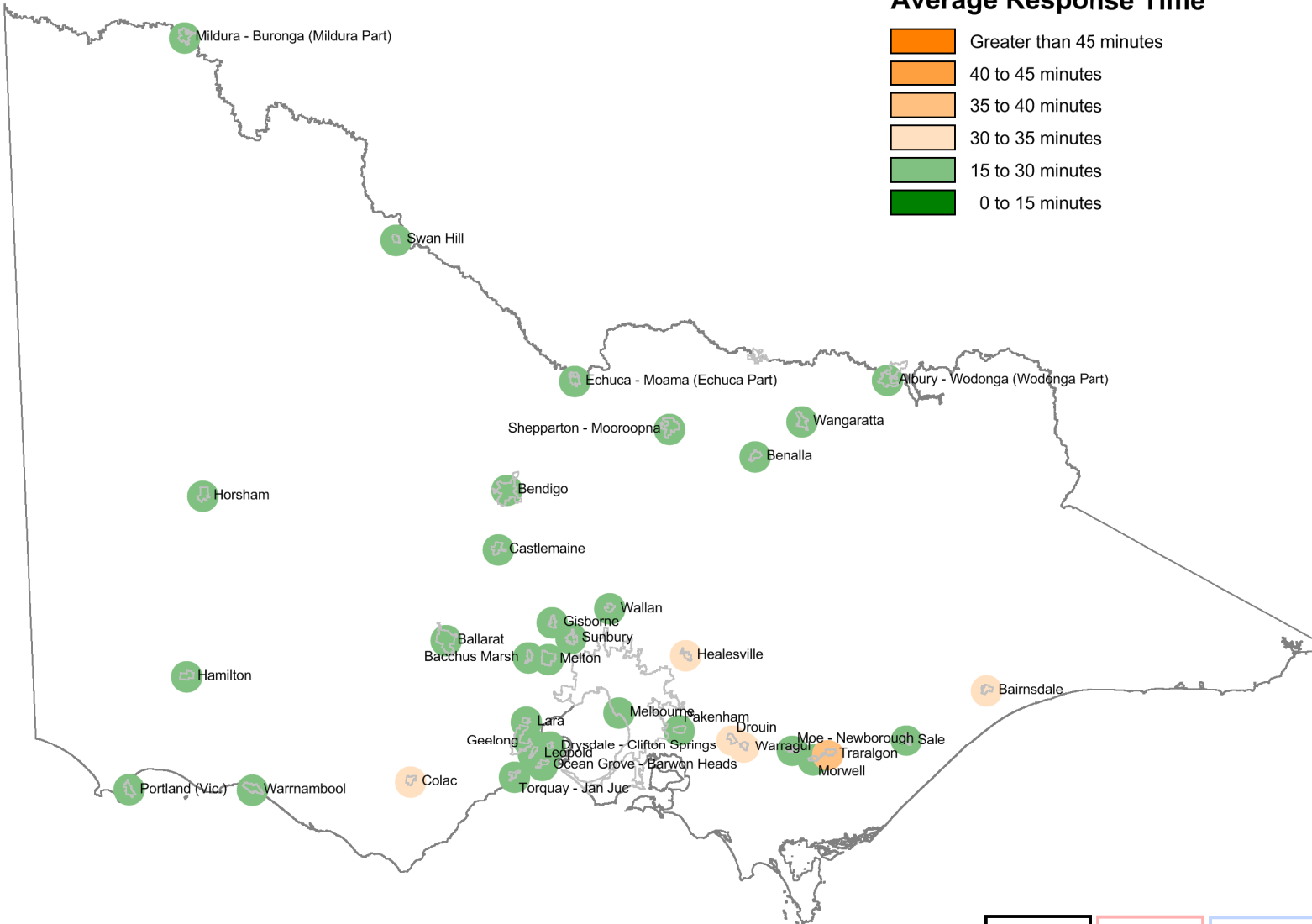
### Average Response Time



### UCL Name

UCL Name	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	27:31	1,275
Bacchus Marsh	28:17	616
Bairnsdale	33:43	789
Ballarat	21:51	3,109
Benalla	25:25	562
Bendigo	27:54	3,097
Castlemaine	29:45	496
Colac	32:11	517
Drouin	31:32	367
Drysdale - Clifton Springs	26:29	299
Echuca - Moama (Echuca Part)	29:28	779
Geelong	26:40	5,626
Gisborne	24:20	312
Hamilton	21:57	386
Healesville	31:22	386
Horsham	22:37	825
Lara	27:36	252
Leopold	22:48	237
Melbourne	29:30	115,992
Melton	27:44	2,013
Mildura - Buronga (Mildura Part)	25:29	1,699
Moe - Newborough	29:50	921
Morwell	29:43	956
Ocean Grove - Barwon Heads	24:29	417
Pakenham	22:43	1,308
Portland (Vic.)	25:26	468
Sale	25:28	544
Shepparton - Mooroopna	23:15	2,115
Sunbury	27:12	1,124
Swan Hill	28:16	509
Torquay - Jan Juc	26:44	330
Traralgon	35:01	1,220
Wallan	20:39	224
Wangaratta	26:15	919
Warragul	33:53	670
Warrnambool	25:24	1,137
Total UCLs > 7500	28:51	152,496

Average Response Time Minutes  
Total Number of First Responses



## Glossary

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

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