# Ambulance Victoria's Performance

## 2015/16 Quarter 1 (1st July 2015 to 30th September 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. Our response times are seasonal, which means that comparison to the same quarter from last year provides the best indication of how our response times are tracking.

We designate those patients that require time critical or high priority response 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.
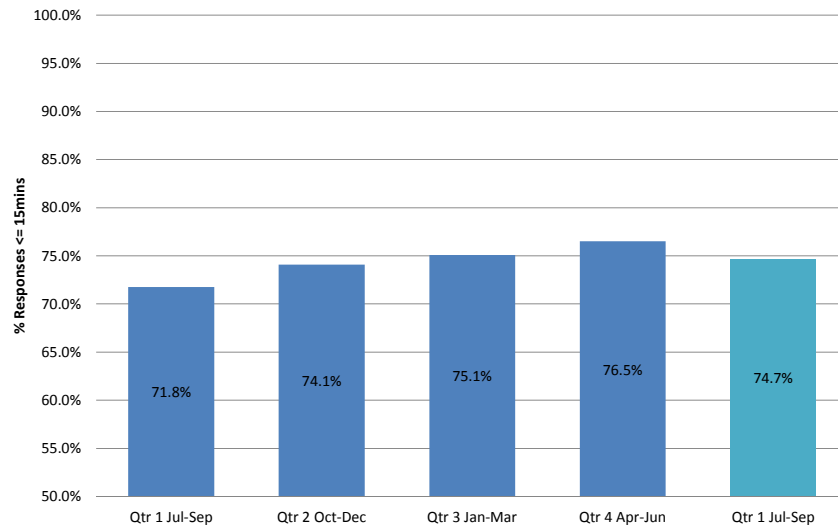
Because it is important to understand our response time performance in the context of the outcomes that we deliver to patients, we have also provided information on our key clinical indicators. AV continues to achieve world class cardiac arrest outcomes and also make a significant difference to patient outcomes in major trauma and stroke.

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<br>Average   MAP TABLE | | | % <= 15 Minutes   MAP TABLE CHART<br>Average   MAP TABLE | | |
| **CODE 2** | Average   MAP TABLE CHART | | | Average   MAP TABLE CHART | | |

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

% Responses <= 15mins

| Qtr 1 Jul-Sep | Qtr 2 Oct-Dec | Qtr 3 Jan-Mar | Qtr 4 Apr-Jun | Qtr 1 Jul-Sep |
|---|---|---|---|---|
| 71.8% | 74.1% | 75.1% | 76.5% | 74.7% |

MAP
TABLE

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

% Responses <= 15mins

| Qtr 1 Jul-Sep | Qtr 2 Oct-Dec | Qtr 3 Jan-Mar | Qtr 4 Apr-Jun | Qtr 1 Jul-Sep |
|---|---|---|---|---|
| 77.0% | 79.8% | 80.9% | 82.0% | 79.6% |

MAP
TABLE
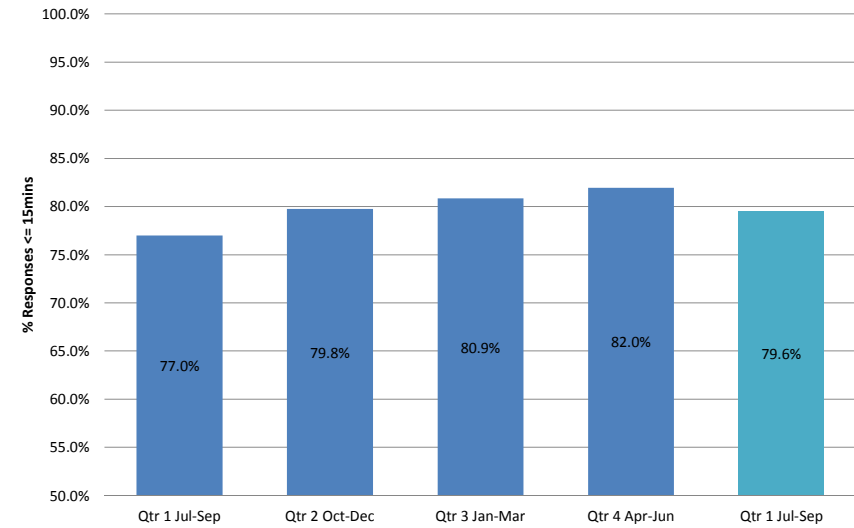
## AV State-wide Code 2 First Response Performance - Average

minutes

| Qtr 1 Jul-Sep | Qtr 2 Oct-Dec | Qtr 3 Jan-Mar | Qtr 4 Apr-Jun | Qtr 1 Jul-Sep |
|---|---|---|---|---|
| 32.1 | 29.5 | 28.3 | 28.2 | 30.8 |

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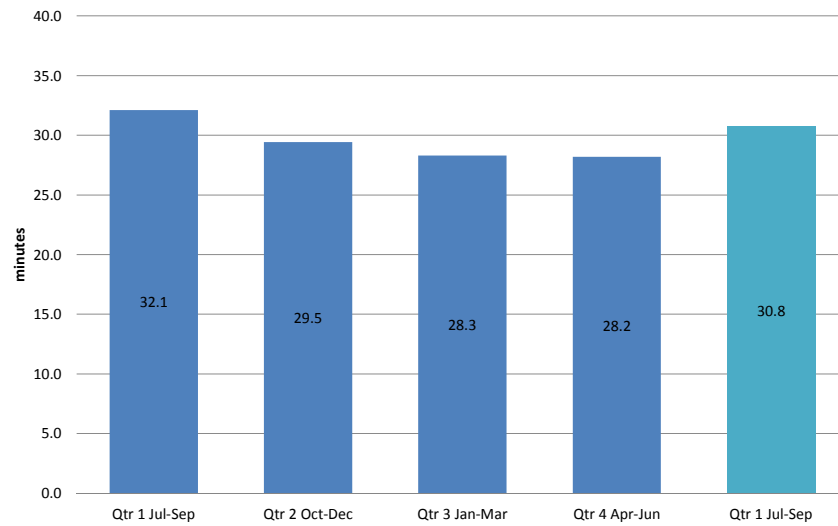
## AV State-wide Code 2 First Response Performance for UCLs > 7,500 Persons - Average

minutes

| Qtr 1 Jul-Sep | Qtr 2 Oct-Dec | Qtr 3 Jan-Mar | Qtr 4 Apr-Jun | Qtr 1 Jul-Sep |
|---|---|---|---|---|
| 31.8 | 28.9 | 27.7 | 27.6 | 30.5 |
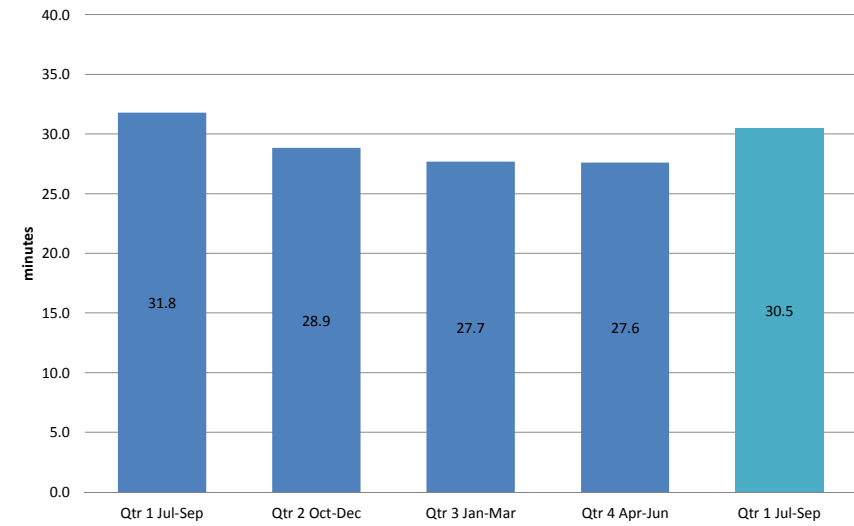
MAP
TABLE

# Ambulance Victoria

**Percentage of Code 1 responses <= 15 Minutes by LGA**

2015/16 Quarter 1 (1st July 2015 to 30th September 2015)

CODE 1



**Percentage of responses <= 15 Minutes**

| | |
|---|---|
| ■ | 90 to 100% |
| ■ | 80 to 90% |
| ■ | 70 to 80% |
| ■ | 60 to 70% |
| ■ | 50 to 60% |
| ■ | 40 to 50% |
| ■ | 30 to 40% |
| ■ | 20 to 30% |
| ■ | 10 to 20% |
| ■ | 0 to 10% |

SEE INSET ABOVE

MAIN    MAP    TABLE    CHART

# Ambulance Victoria

**Average Code 1 Response Time by LGA**

2015/16 Quarter 1 (1st July 2015 to 30th September 2015)

**CODE 1**



## Average Response Time

| | |
|---|---|
| ■ | 30 to 35 minutes |
| ■ | 25 to 30 minutes |
| ■ | 20 to 25 minutes |
| ■ | 15 to 20 minutes |
| ■ | 10 to 15 minutes |
| ■ | 5 to 10 minutes |
| ■ | 0 to 5 minutes |

SEE INSET ABOVE

MAIN    MAP    TABLE    CHART

# Code 1 First Response Performance by LGA

| LGA Name | Qtr 1 2014/15 % Responses <= 15 Minutes | Qtr 1 2014/15 Average Response Time Minutes | Qtr 1 2014/15 Total Number of First Responses | Qtr 2 2014/15 % Responses <= 15 Minutes | Qtr 2 2014/15 Average Response Time Minutes | Qtr 2 2014/15 Total Number of First Responses | Qtr 3 2014/15 % Responses <= 15 Minutes | Qtr 3 2014/15 Average Response Time Minutes | Qtr 3 2014/15 Total Number of First Responses | Qtr 4 2014/15 % Responses <= 15 Minutes | Qtr 4 2014/15 Average Response Time Minutes | Qtr 4 2014/15 Total Number of First Responses | Qtr 1 2015/16 % Responses <= 15 Minutes | Qtr 1 2015/16 Average Response Time Minutes | Qtr 1 2015/16 Total Number of First Responses |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Alpine | 38.8% | 20:56 | 139 | 34.7% | 22:47 | 176 | 38.8% | 23:56 | 147 | 38.8% | 20:08 | 160 | 41.9% | 21:16 | 136 |
| Ararat | 65.2% | 16:20 | 141 | 55.3% | 18:02 | 197 | 58.4% | 17:50 | 137 | 62.2% | 16:04 | 185 | 63.9% | 15:32 | 216 |
| Ballarat | 77.9% | 12:53 | 1,538 | 77.4% | 12:34 | 1,442 | 82.8% | 11:51 | 1,424 | 83.5% | 11:38 | 1,485 | 84.3% | 11:41 | 1,514 |
| Banyule | 79.9% | 12:11 | 1,545 | 82.2% | 11:52 | 1,531 | 85.6% | 11:15 | 1,409 | 84.8% | 11:11 | 1,465 | 82.1% | 11:57 | 1,650 |
| Bass Coast | 58.1% | 16:12 | 601 | 58.7% | 15:40 | 729 | 60.7% | 15:26 | 687 | 64.3% | 15:02 | 675 | 65.9% | 14:16 | 601 |
| Baw Baw | 46.0% | 19:28 | 693 | 46.0% | 19:27 | 632 | 42.9% | 20:11 | 643 | 51.0% | 18:23 | 673 | 45.0% | 18:53 | 727 |
| Bayside | 81.5% | 13:06 | 1,111 | 80.6% | 12:37 | 1,023 | 81.0% | 12:35 | 1,034 | 84.0% | 12:19 | 1,012 | 82.4% | 12:09 | 1,052 |
| Benalla | 61.0% | 16:21 | 205 | 61.3% | 16:54 | 199 | 56.0% | 17:24 | 207 | 63.7% | 16:15 | 215 | 65.4% | 14:36 | 185 |
| Boroondara | 83.9% | 11:55 | 1,587 | 85.1% | 11:57 | 1,543 | 86.2% | 11:21 | 1,533 | 88.9% | 11:14 | 1,485 | 83.6% | 11:50 | 1,622 |
| Brimbank | 71.2% | 13:37 | 2,908 | 78.2% | 12:39 | 2,729 | 79.6% | 12:21 | 2,523 | 78.2% | 12:28 | 2,563 | 75.8% | 13:03 | 2,867 |
| Buloke | 30.4% | 25:31 | 92 | 31.8% | 22:43 | 88 | 22.2% | 30:14 | 81 | 30.9% | 24:27 | 97 | 30.3% | 25:17 | 89 |
| Campaspe | 56.1% | 16:05 | 578 | 59.3% | 15:58 | 614 | 58.4% | 16:24 | 567 | 62.6% | 15:40 | 586 | 61.2% | 15:52 | 593 |
| Cardinia | 63.4% | 14:47 | 1,068 | 62.8% | 14:35 | 1,038 | 62.0% | 14:49 | 1,075 | 63.9% | 14:37 | 1,177 | 63.0% | 14:48 | 1,223 |
| Casey | 77.1% | 12:42 | 3,348 | 79.7% | 12:12 | 3,199 | 80.4% | 12:02 | 3,131 | 82.2% | 11:42 | 3,211 | 79.0% | 12:15 | 3,608 |
| Central Goldfields | 58.2% | 15:42 | 237 | 59.4% | 17:12 | 229 | 56.5% | 17:35 | 253 | 58.2% | 15:52 | 225 | 59.4% | 15:41 | 219 |
| Colac-Otway | 57.0% | 18:16 | 207 | 60.7% | 16:57 | 229 | 53.4% | 18:41 | 219 | 60.6% | 17:18 | 249 | 59.0% | 16:14 | 217 |
| Corangamite | 44.4% | 19:36 | 160 | 39.0% | 20:10 | 172 | 41.0% | 20:08 | 173 | 35.3% | 21:10 | 190 | 40.8% | 20:22 | 174 |
| Darebin | 82.5% | 11:59 | 2,391 | 85.6% | 11:26 | 2,241 | 87.5% | 10:57 | 2,111 | 88.4% | 10:57 | 2,187 | 83.8% | 12:02 | 2,430 |
| East Gippsland | 52.0% | 18:12 | 816 | 49.8% | 18:33 | 809 | 52.6% | 18:48 | 846 | 56.3% | 17:34 | 854 | 54.7% | 18:10 | 899 |
| Frankston | 81.9% | 11:44 | 2,384 | 84.7% | 11:21 | 2,427 | 84.7% | 11:20 | 2,267 | 86.8% | 11:09 | 2,267 | 82.5% | 11:32 | 2,584 |
| Gannawarra | 47.5% | 19:40 | 120 | 51.9% | 18:46 | 106 | 53.2% | 18:07 | 111 | 49.5% | 17:52 | 105 | 63.9% | 16:28 | 108 |
| Glen Eira | 83.0% | 12:05 | 1,777 | 84.1% | 11:51 | 1,746 | 84.0% | 11:22 | 1,641 | 85.3% | 11:26 | 1,681 | 85.1% | 11:39 | 1,738 |
| Glenelg | 66.3% | 15:03 | 252 | 66.8% | 14:43 | 274 | 66.5% | 14:53 | 242 | 69.0% | 15:13 | 232 | 75.2% | 13:28 | 222 |
| Golden Plains | 10.7% | 24:18 | 150 | 22.9% | 22:32 | 153 | 27.5% | 21:19 | 153 | 23.9% | 20:01 | 176 | 23.7% | 21:18 | 186 |
| Greater Bendigo | 65.2% | 14:49 | 1,662 | 66.4% | 14:38 | 1,639 | 69.5% | 14:04 | 1,553 | 71.7% | 13:27 | 1,670 | 72.1% | 13:44 | 1,850 |
| Greater Dandenong | 84.7% | 11:21 | 2,497 | 85.5% | 11:22 | 2,456 | 86.0% | 10:58 | 2,390 | 84.4% | 11:21 | 2,448 | 83.8% | 11:20 | 2,662 |
| Greater Geelong | 71.0% | 13:50 | 3,670 | 71.5% | 13:29 | 3,515 | 71.3% | 13:35 | 3,437 | 75.6% | 12:50 | 3,478 | 74.7% | 13:11 | 3,807 |
| Greater Shepparton | 71.0% | 13:49 | 1,196 | 69.8% | 14:02 | 1,076 | 71.4% | 13:38 | 1,033 | 80.3% | 12:06 | 1,008 | 77.6% | 12:27 | 1,164 |
| Hepburn | 8.7% | 27:12 | 161 | 16.0% | 23:31 | 188 | 21.5% | 24:12 | 177 | 34.7% | 21:20 | 170 | 28.1% | 21:36 | 185 |
| Hindmarsh | 55.9% | 21:43 | 102 | 50.8% | 19:30 | 120 | 54.1% | 18:22 | 74 | 63.4% | 15:59 | 82 | 49.1% | 21:32 | 114 |
| Hobsons Bay | 79.0% | 12:29 | 1,214 | 83.5% | 11:32 | 1,161 | 85.0% | 11:17 | 1,146 | 85.6% | 11:12 | 1,151 | 82.0% | 12:12 | 1,258 |
| Horsham | 78.9% | 12:27 | 337 | 84.1% | 11:11 | 383 | 85.1% | 10:42 | 323 | 78.8% | 11:56 | 292 | 80.7% | 11:39 | 378 |
| Hume | 60.5% | 15:38 | 3,196 | 67.4% | 14:15 | 3,179 | 69.0% | 13:59 | 2,887 | 69.5% | 13:47 | 2,944 | 65.2% | 14:47 | 3,443 |
| Indigo | 25.2% | 22:26 | 135 | 26.1% | 23:11 | 165 | 33.8% | 21:01 | 145 | 34.5% | 21:38 | 168 | 32.6% | 20:32 | 181 |
| Kingston | 82.8% | 12:05 | 2,061 | 85.2% | 11:30 | 2,049 | 84.3% | 11:23 | 1,895 | 85.0% | 11:29 | 2,029 | 83.2% | 11:48 | 2,181 |
| Knox | 82.6% | 11:50 | 1,929 | 83.4% | 11:37 | 1,715 | 84.4% | 11:22 | 1,672 | 84.9% | 11:38 | 1,751 | 83.7% | 11:38 | 1,942 |
| Latrobe | 57.8% | 15:54 | 1,728 | 60.5% | 15:35 | 1,628 | 61.7% | 15:19 | 1,625 | 64.3% | 14:35 | 1,673 | 62.8% | 14:53 | 1,727 |
| Loddon | 27.7% | 23:34 | 141 | 31.0% | 24:02 | 129 | 27.6% | 22:56 | 123 | 24.4% | 24:21 | 127 | 31.0% | 23:39 | 145 |
| Macedon Ranges | 51.3% | 15:58 | 524 | 57.3% | 15:41 | 527 | 56.4% | 15:56 | 505 | 56.1% | 15:40 | 533 | 57.5% | 15:21 | 548 |
| Manningham | 76.6% | 13:10 | 1,272 | 77.0% | 12:44 | 1,199 | 77.3% | 12:55 | 1,152 | 78.1% | 12:32 | 1,256 | 74.9% | 13:22 | 1,350 |
| Mansfield | 33.7% | 23:58 | 104 | 46.4% | 20:34 | 125 | 23.2% | 25:41 | 99 | 36.1% | 24:38 | 97 | 49.5% | 21:32 | 91 |
| Maribyrnong | 83.0% | 11:28 | 1,145 | 87.5% | 10:29 | 1,210 | 90.4% | 9:58 | 1,096 | 90.5% | 9:44 | 1,094 | 88.5% | 10:32 | 1,232 |
| Maroondah | 82.7% | 11:42 | 1,557 | 83.5% | 11:19 | 1,488 | 87.1% | 11:15 | 1,416 | 87.1% | 10:50 | 1,548 | 85.3% | 11:08 | 1,623 |
| Melbourne | 85.3% | 10:57 | 2,546 | 89.1% | 10:00 | 2,829 | 89.4% | 9:56 | 2,749 | 89.1% | 9:58 | 2,594 | 87.9% | 10:00 | 2,728 |
| Melton | 60.6% | 15:03 | 1,697 | 68.2% | 13:42 | 1,741 | 69.5% | 13:16 | 1,643 | 69.6% | 13:28 | 1,667 | 64.7% | 14:27 | 1,895 |
| Mildura | 84.1% | 11:47 | 937 | 78.1% | 12:09 | 956 | 82.2% | 11:14 | 901 | 82.2% | 11:33 | 980 | 82.6% | 11:17 | 1,020 |
| Mitchell | 40.2% | 18:51 | 564 | 38.7% | 18:14 | 561 | 43.4% | 18:10 | 557 | 46.0% | 16:55 | 522 | 55.2% | 16:37 | 569 |
| Moira | 58.2% | 16:30 | 486 | 57.8% | 16:12 | 488 | 55.6% | 17:27 | 527 | 56.3% | 16:21 | 455 | 60.2% | 16:15 | 527 |
| Monash | 82.1% | 12:07 | 2,281 | 82.7% | 11:48 | 2,172 | 84.2% | 11:46 | 1,904 | 84.2% | 11:27 | 2,002 | 84.4% | 11:43 | 2,245 |
| Moonee Valley | 78.3% | 12:56 | 1,661 | 85.1% | 11:53 | 1,545 | 85.0% | 11:39 | 1,394 | 85.8% | 11:50 | 1,577 | 81.4% | 12:32 | 1,663 |
| Moorabool | 44.8% | 19:17 | 431 | 53.4% | 17:09 | 358 | 52.8% | 17:39 | 345 | 58.4% | 16:06 | 377 | 49.1% | 17:30 | 395 |
| Moreland | 78.9% | 12:48 | 2,587 | 82.5% | 12:14 | 2,543 | 83.1% | 11:58 | 2,391 | 84.8% | 11:35 | 2,335 | 82.3% | 12:02 | 2,758 |
| Mornington Peninsula | 67.1% | 14:06 | 2,303 | 66.1% | 14:11 | 2,469 | 69.0% | 13:36 | 2,384 | 72.6% | 12:55 | 2,224 | 68.8% | 13:25 | 2,406 |
| Mount Alexander | 47.8% | 19:11 | 270 | 48.5% | 18:39 | 237 | 51.9% | 18:18 | 239 | 45.9% | 18:37 | 205 | 43.6% | 19:04 | 241 |
| Moyne | 33.9% | 20:03 | 180 | 33.9% | 19:44 | 183 | 38.7% | 20:21 | 168 | 34.0% | 19:25 | 162 | 35.7% | 19:17 | 157 |
| Murrindindi | 34.4% | 21:56 | 218 | 30.1% | 22:35 | 246 | 36.7% | 20:53 | 221 | 28.4% | 23:26 | 208 | 33.5% | 22:58 | 197 |
| Nillumbik | 44.7% | 17:42 | 544 | 55.3% | 15:55 | 533 | 58.6% | 15:38 | 457 | 51.5% | 16:21 | 532 | 49.5% | 16:57 | 588 |
| Northern Grampians | 57.6% | 16:44 | 151 | 49.7% | 19:18 | 157 | 59.6% | 15:40 | 141 | 62.6% | 15:30 | 190 | 59.9% | 15:53 | 182 |
| Port Phillip | 85.4% | 11:13 | 1,367 | 86.5% | 10:54 | 1,575 | 86.0% | 11:00 | 1,527 | 88.6% | 10:33 | 1,441 | 87.6% | 10:46 | 1,498 |
| Pyrenees | 26.4% | 22:31 | 110 | 40.8% | 21:23 | 98 | 41.7% | 19:03 | 127 | 34.0% | 20:11 | 94 | 35.8% | 21:29 | 120 |
| Queenscliffe | 37.8% | 19:19 | 45 | 40.4% | 16:38 | 52 | 24.2% | 21:26 | 66 | 40.0% | 17:27 | 45 | 28.3% | 18:49 | 53 |
| South Gippsland | 41.7% | 19:27 | 420 | 40.1% | 20:44 | 394 | 43.5% | 19:46 | 405 | 37.7% | 20:33 | 395 | 43.8% | 18:59 | 393 |
| Southern Grampians | 71.9% | 13:29 | 242 | 69.5% | 14:28 | 164 | 65.4% | 14:58 | 179 | 65.3% | 15:26 | 196 | 68.5% | 14:41 | 197 |
| Stonnington | 83.3% | 11:37 | 1,086 | 86.2% | 11:09 | 1,187 | 86.7% | 11:07 | 1,115 | 86.8% | 11:21 | 1,155 | 85.0% | 11:26 | 1,224 |
| Strathbogie | 26.6% | 23:37 | 177 | 35.0% | 21:26 | 177 | 39.5% | 20:43 | 157 | 39.4% | 19:27 | 160 | 39.1% | 21:10 | 156 |
| Surf Coast | 41.9% | 19:39 | 291 | 45.8% | 18:06 | 360 | 46.2% | 18:26 | 372 | 48.1% | 17:41 | 337 | 46.2% | 17:54 | 301 |
| Swan Hill | 73.6% | 13:27 | 292 | 70.3% | 13:25 | 317 | 69.1% | 14:05 | 288 | 74.3% | 13:25 | 335 | 74.2% | 12:51 | 330 |
| Towong | 33.3% | 25:01 | 78 | 34.6% | 22:42 | 78 | 26.9% | 25:12 | 78 | 39.5% | 21:33 | 86 | 34.7% | 25:32 | 75 |
| Wangaratta | 67.3% | 15:21 | 462 | 65.9% | 15:27 | 422 | 72.5% | 13:33 | 363 | 76.6% | 12:47 | 393 | 74.4% | 12:59 | 454 |
| Warrnambool | 84.6% | 11:05 | 469 | 85.1% | 11:11 | 463 | 89.9% | 10:00 | 424 | 89.6% | 10:23 | 422 | 89.9% | 10:23 | 447 |
| Wellington | 52.7% | 17:59 | 653 | 53.4% | 18:16 | 641 | 49.0% | 18:28 | 598 | 55.4% | 17:48 | 570 | 52.4% | 17:06 | 609 |
| West Wimmera | 47.2% | 20:12 | 53 | 40.4% | 22:11 | 57 | 29.8% | 22:56 | 47 | 27.0% | 22:58 | 37 | 40.4% | 22:37 | 52 |
| Whitehorse | 87.3% | 10:50 | 1,967 | 88.3% | 10:40 | 1,848 | 88.9% | 10:31 | 1,729 | 89.5% | 10:22 | 1,758 | 88.1% | 10:39 | 1,994 |
| Whittlesea | 62.8% | 15:29 | 2,439 | 71.5% | 13:44 | 2,460 | 69.2% | 13:53 | 2,126 | 72.7% | 13:25 | 2,323 | 65.7% | 14:40 | 2,534 |
| Wodonga | 75.1% | 13:43 | 574 | 71.7% | 14:17 | 575 | 73.8% | 13:26 | 507 | 80.2% | 12:26 | 489 | 86.7% | 11:02 | 603 |
| Wyndham | 66.4% | 14:58 | 1,985 | 71.0% | 13:30 | 2,004 | 74.0% | 13:05 | 1,848 | 75.4% | 12:57 | 1,838 | 69.0% | 13:50 | 2,140 |
| Yarra | 85.7% | 11:09 | 1,256 | 89.6% | 10:09 | 1,245 | 89.5% | 10:13 | 1,252 | 89.9% | 10:05 | 1,285 | 88.1% | 10:32 | 1,381 |
| Yarra Ranges | 58.8% | 15:38 | 1,913 | 62.6% | 15:24 | 1,997 | 62.4% | 15:02 | 1,851 | 62.5% | 14:56 | 1,942 | 62.5% | 15:12 | 1,949 |
| Yarriambiack | 28.2% | 23:25 | 110 | 24.5% | 26:40 | 106 | 33.3% | 23:01 | 81 | 34.3% | 23:40 | 99 | 27.1% | 24:47 | 107 |
| Unincorporated | 61.1% | 20:07 | 95 | .0% | 61:15 | 7 | 20.0% | 44:19 | 15 | 66.7% | 22:23 | 13 | 72.4% | 12:24 | 116 |
| Interstate LGAs | 41.2% | 20:30 | 278 | 45.4% | 19:54 | 313 | 52.9% | 18:26 | 296 | 52.1% | 18:06 | 268 | 52.5% | 18:16 | 301 |
| Total AV | 71.8% | 13:48 | 81,899 | 74.1% | 13:18 | 81,040 | 75.1% | 13:06 | 76,843 | 76.5% | 12:49 | 78,388 | 74.7% | 13:10 | 85,350 |

NOTE: The "Total AV" result includes a small number of incidents for which we are unable to determine the LGA.
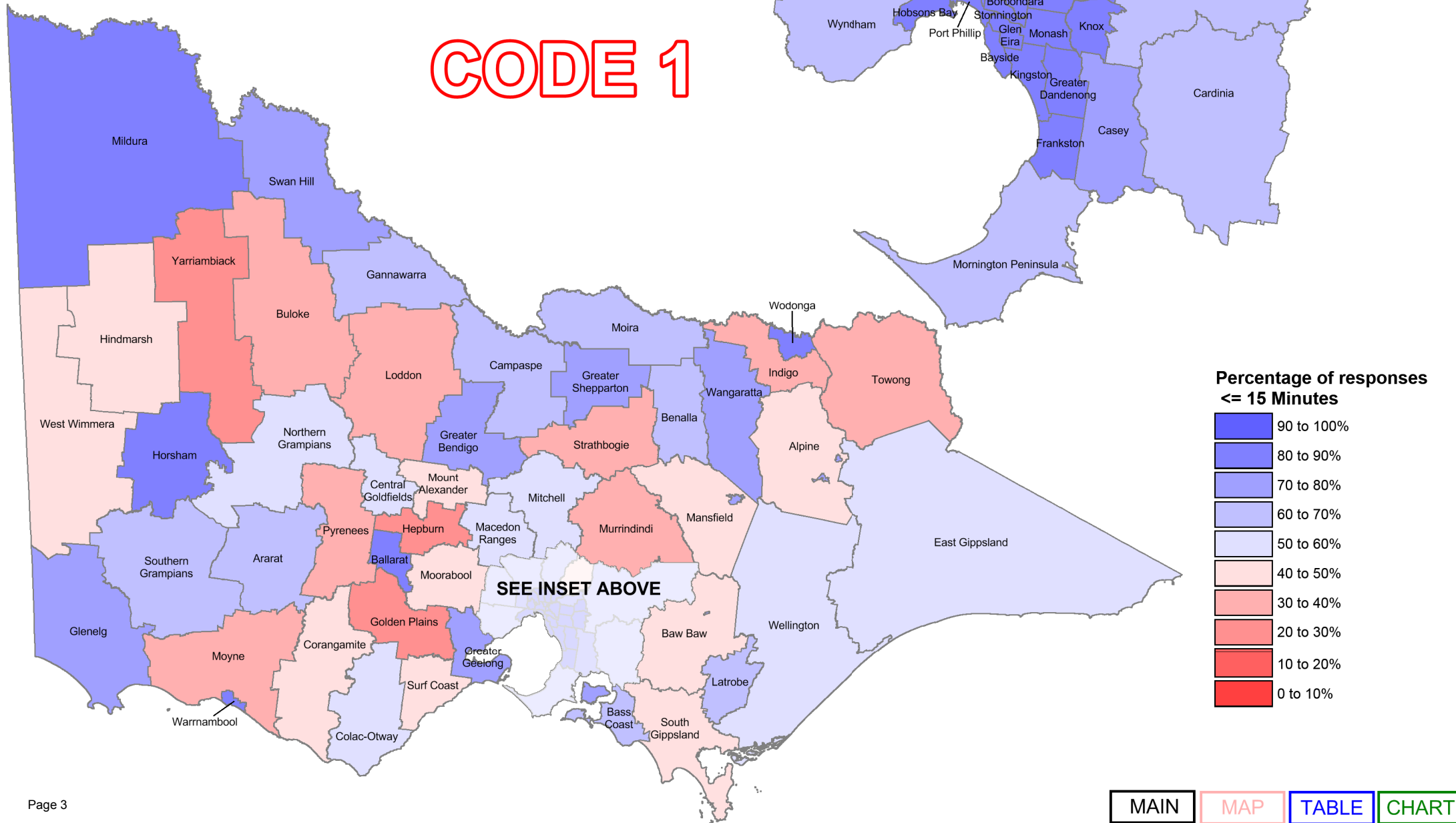
MAIN | MAP <= 15 Minutes | MAP Average | TABLE | CHART

# Ambulance Victoria

**Percentage of Code 1 responses <= 15 Minutes by UCL**
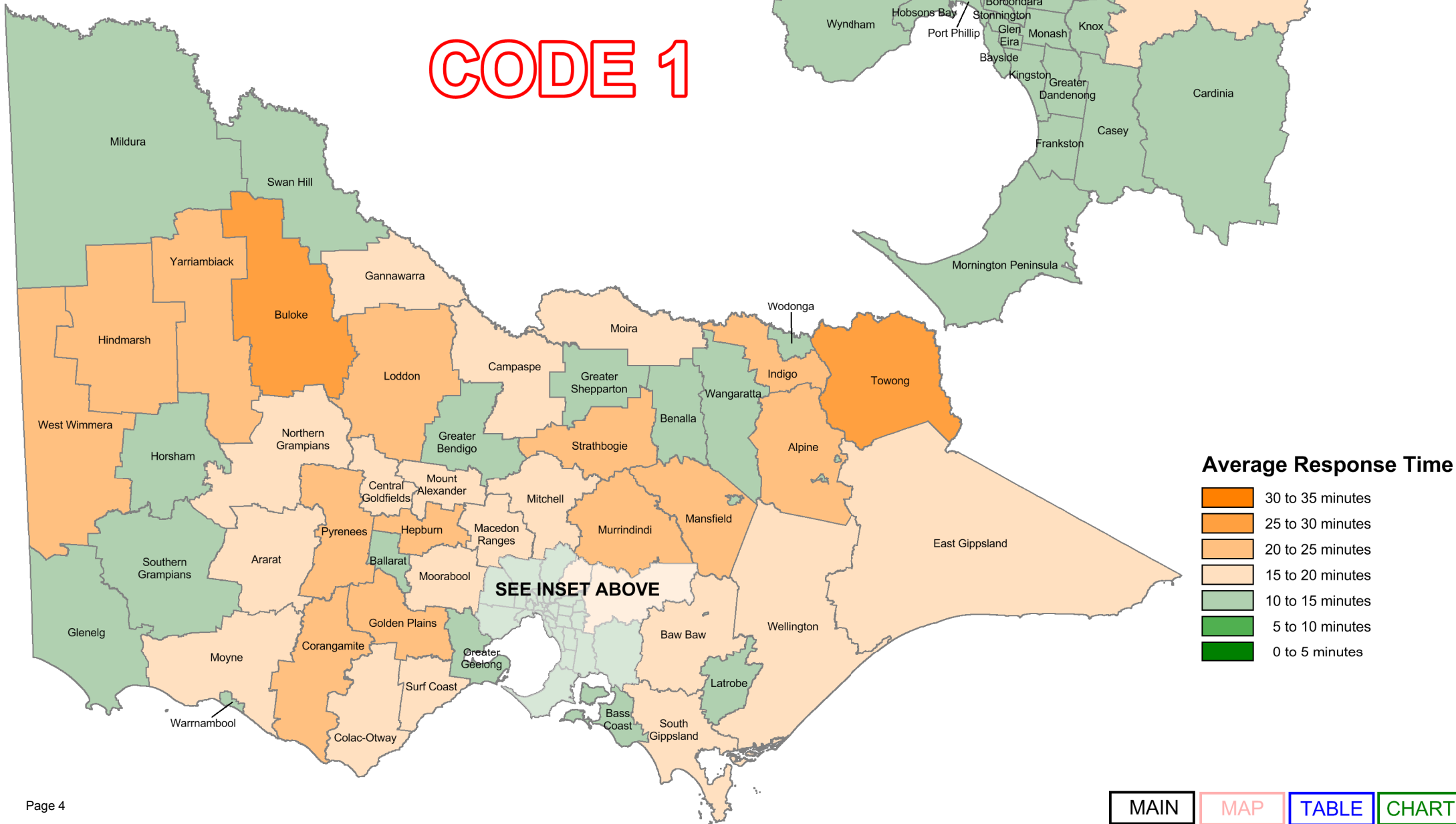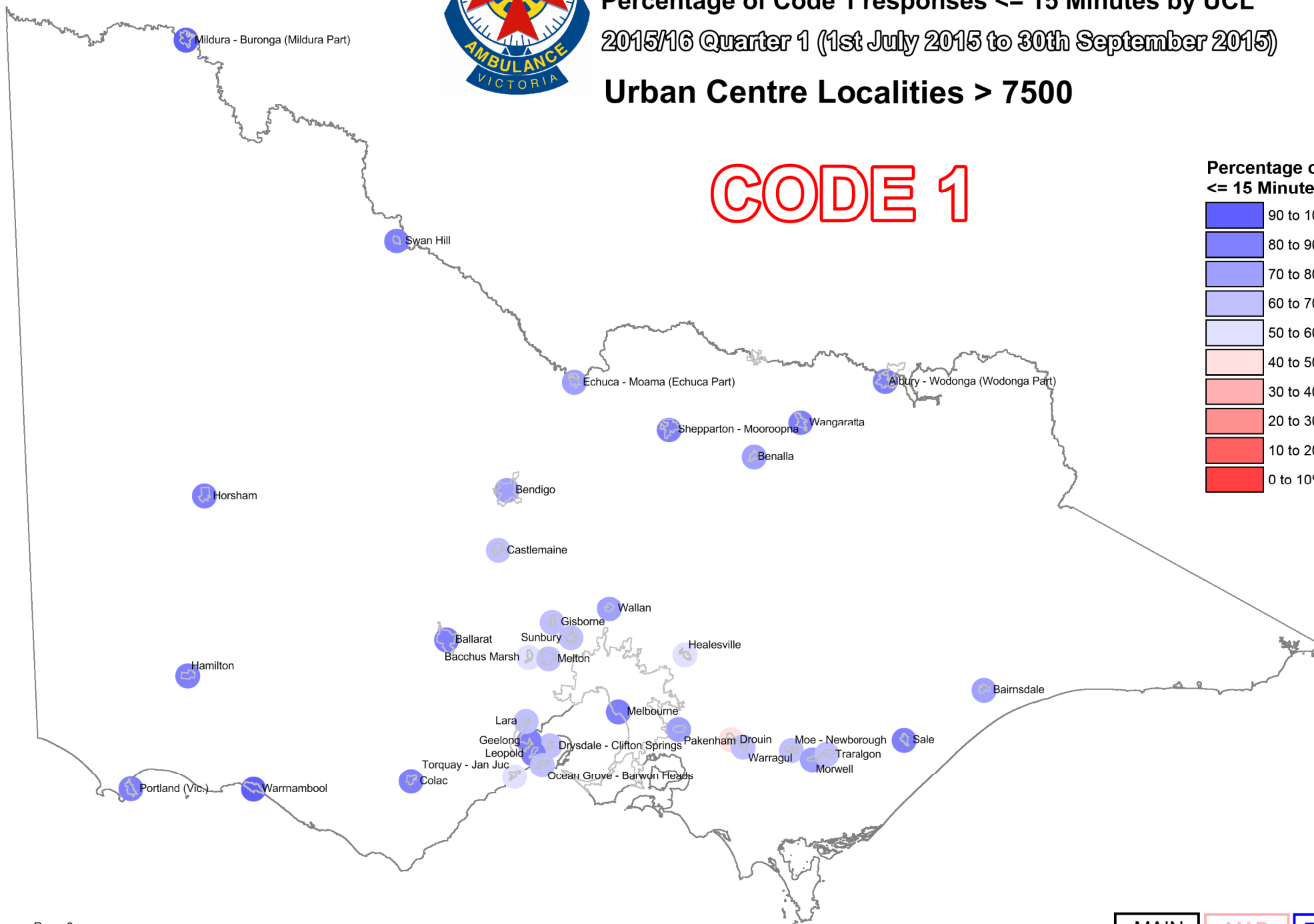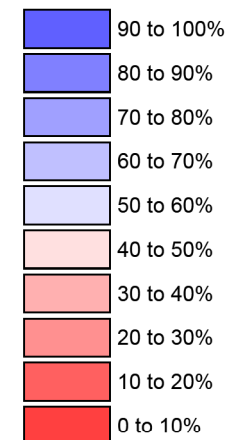
**2015/16 Quarter 1 (1st July 2015 to 30th September 2015)**

## Urban Centre Localities > 7500

CODE 1

**Percentage of responses <= 15 Minutes**

- 90 to 100%
- 80 to 90%
- 70 to 80%
- 60 to 70%
- 50 to 60%
- 40 to 50%
- 30 to 40%
- 20 to 30%
- 10 to 20%
- 0 to 10%

Mildura - Buronga (Mildura Part)

Swan Hill

Echuca - Moama (Echuca Part)

Albury - Wodonga (Wodonga Part)

Shepparton - Mooroopna

Wangaratta

Benalla

Horsham

Bendigo

Castlemaine

Wallan

Gisborne

Sunbury

Ballarat

Healesville

Bacchus Marsh

Melton

Hamilton

Bairnsdale

Melbourne

Lara

Moe - Newborough

Sale

Geelong

Pakenham

Drouin

Leopold

Drysdale - Clifton Springs

Warragul

Traralgon

Torquay - Jan Juc

Morwell

Ocean Grove - Barwon Heads

Portland (Vic.)

Warrnambool

Colac

MAIN   MAP   TABLE   CHART
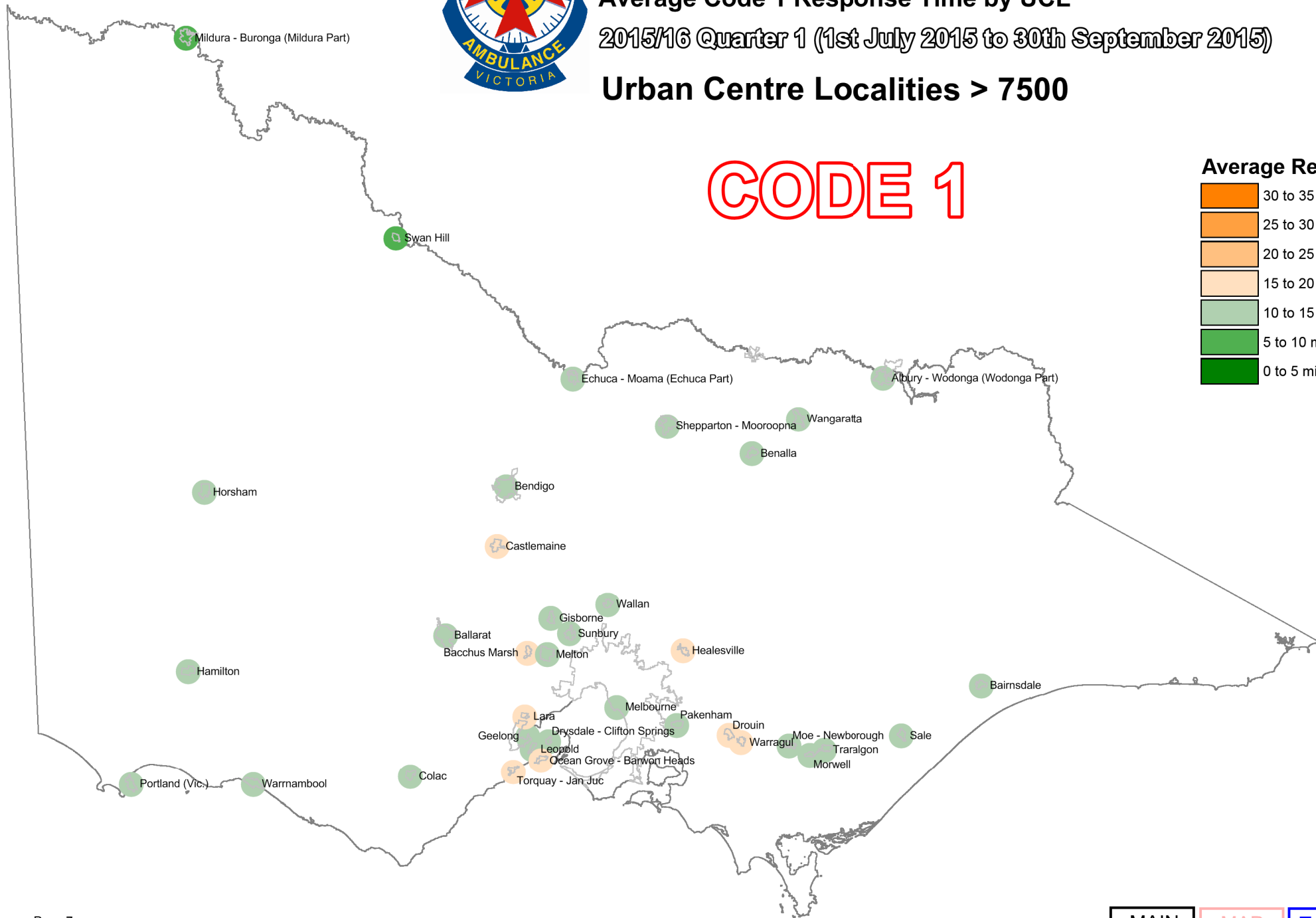
# Ambulance Victoria

**Average Code 1 Response Time by UCL**

**2015/16 Quarter 1 (1st July 2015 to 30th September 2015)**

## Urban Centre Localities > 7500

## CODE 1

**Average Response Time**

| | |
|---|---|
| ■ | 30 to 35 minutes |
| ■ | 25 to 30 minutes |
| ■ | 20 to 25 minutes |
| ■ | 15 to 20 minutes |
| ■ | 10 to 15 minutes |
| ■ | 5 to 10 minutes |
| ■ | 0 to 5 minutes |

Mildura - Buronga (Mildura Part)

Swan Hill

Echuca - Moama (Echuca Part)

Albury - Wodonga (Wodonga Part)

Shepparton - Mooroopna

Wangaratta

Benalla

Horsham

Bendigo

Castlemaine

Wallan

Gisborne

Sunbury

Ballarat

Bacchus Marsh

Melton

Healesville

Hamilton

Bairnsdale

Melbourne

Pakenham

Lara

Drouin

Moe - Newborough

Sale

Geelong

Drysdale - Clifton Springs

Warragul

Traralgon

Leopold

Ocean Grove - Barwon Heads

Morwell

Portland (Vic.)

Warrnambool

Colac

Torquay - Jan Juc

MAIN  MAP  TABLE  CHART

**Code 1 First Response Performance by UCL**

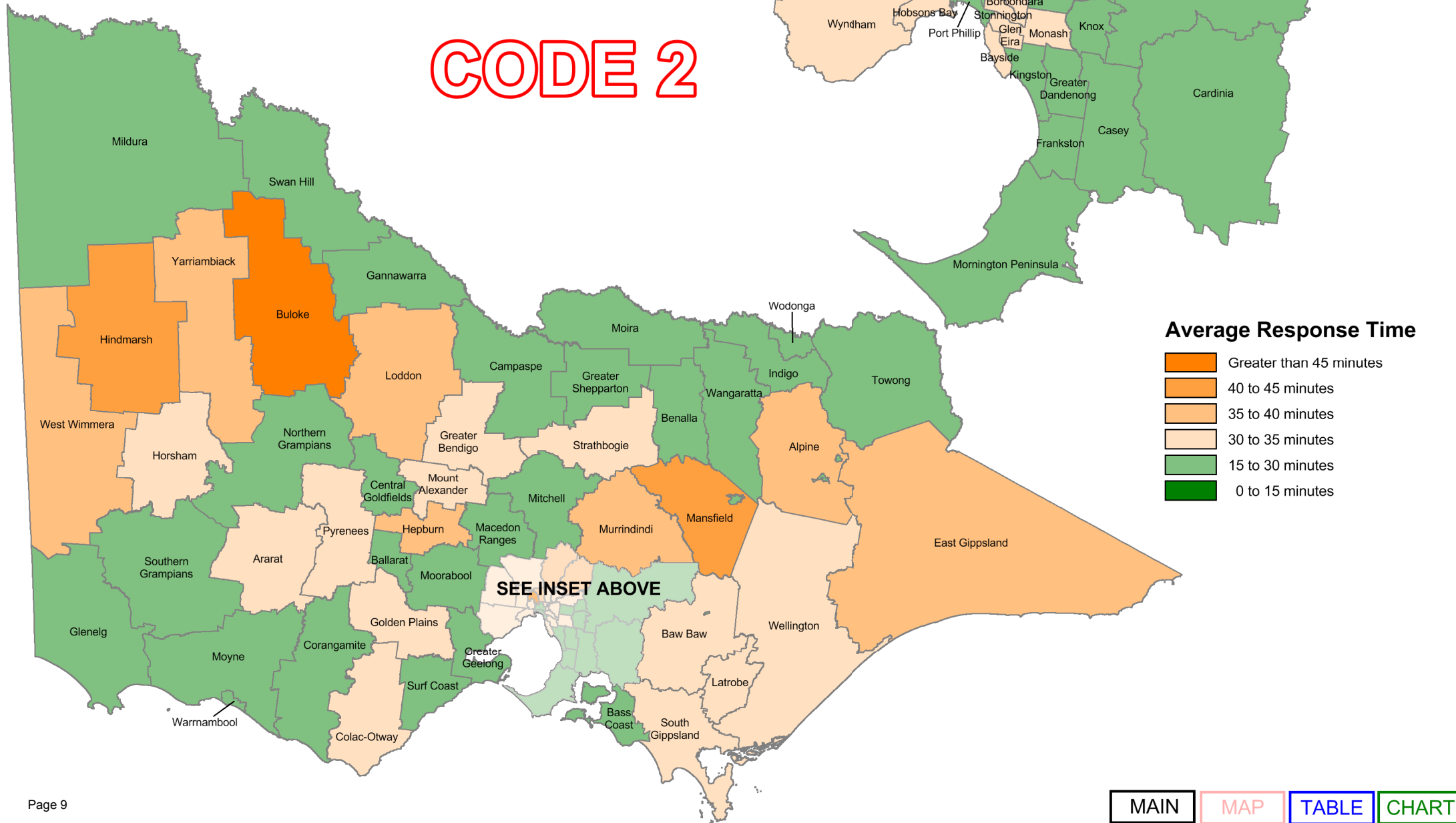| UCL Name | Qtr 1 2014/15 % Responses <= 15 Minutes | Average Response Time Minutes | Total Number of First Responses | Qtr 2 2014/15 % Responses <= 15 Minutes | Average Response Time Minutes | Total Number of First Responses | Qtr 3 2014/15 % Responses <= 15 Minutes | Average Response Time Minutes | Total Number of First Responses | Qtr 4 2014/15 % Responses <= 15 Minutes | Average Response Time Minutes | Total Number of First Responses | Qtr 1 2015/16 % Responses <= 15 Minutes | Average Response Time Minutes | Total Number of First Responses |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Albury - Wodonga (Wodonga Part) | 77.5% | 13:25 | 543 | 74.5% | 13:51 | 522 | 76.6% | 13:05 | 462 | 84.9% | 11:52 | 444 | 89.6% | 10:23 | 550 |
| Bacchus Marsh | 58.0% | 16:34 | 224 | 75.1% | 13:28 | 181 | 71.6% | 13:57 | 183 | 73.4% | 13:10 | 218 | 59.9% | 15:21 | 217 |
| Bairnsdale | 71.7% | 14:13 | 322 | 71.6% | 13:23 | 264 | 73.8% | 13:12 | 260 | 79.9% | 12:38 | 298 | 75.4% | 13:30 | 353 |
| Ballarat | 79.9% | 12:31 | 1,454 | 79.3% | 12:22 | 1,375 | 83.8% | 11:41 | 1,367 | 84.8% | 11:27 | 1,415 | 86.0% | 11:24 | 1,440 |
| Benalla | 69.2% | 14:51 | 159 | 71.7% | 14:18 | 152 | 65.6% | 15:52 | 157 | 72.2% | 14:09 | 169 | 74.5% | 13:00 | 141 |
| Bendigo | 71.1% | 13:55 | 1,434 | 71.8% | 13:44 | 1,444 | 74.3% | 13:09 | 1,347 | 78.4% | 12:28 | 1,446 | 78.1% | 12:38 | 1,578 |
| Castlemaine | 67.7% | 15:23 | 161 | 64.3% | 16:56 | 140 | 73.3% | 14:46 | 146 | 69.6% | 15:15 | 115 | 61.6% | 16:20 | 138 |
| Colac | 75.8% | 14:12 | 128 | 78.0% | 13:23 | 132 | 76.9% | 14:38 | 117 | 77.7% | 13:06 | 148 | 80.3% | 13:05 | 127 |
| Drouin | 48.2% | 19:24 | 170 | 43.3% | 19:15 | 150 | 43.8% | 20:40 | 146 | 54.1% | 18:26 | 157 | 45.1% | 19:03 | 206 |
| Drysdale - Clifton Springs | 57.3% | 15:52 | 150 | 67.1% | 14:44 | 155 | 58.0% | 15:34 | 138 | 65.6% | 14:11 | 122 | 63.0% | 14:40 | 135 |
| Echuca - Moama (Echuca Part) | 77.2% | 12:29 | 228 | 75.7% | 13:03 | 268 | 75.8% | 13:07 | 252 | 78.5% | 13:01 | 242 | 75.7% | 13:32 | 239 |
| Geelong | 77.7% | 12:52 | 2,705 | 77.8% | 12:30 | 2,537 | 78.4% | 12:35 | 2,495 | 80.9% | 12:05 | 2,581 | 80.4% | 12:21 | 2,868 |
| Gisborne | 66.4% | 13:19 | 113 | 69.5% | 13:25 | 95 | 70.5% | 13:57 | 95 | 65.7% | 13:37 | 105 | 61.5% | 13:36 | 117 |
| Hamilton | 86.3% | 10:33 | 175 | 90.0% | 10:28 | 110 | 88.4% | 10:20 | 112 | 84.5% | 11:15 | 129 | 89.8% | 10:07 | 128 |
| Healesville | 50.3% | 16:51 | 155 | 62.4% | 16:48 | 178 | 56.3% | 16:07 | 160 | 59.2% | 15:28 | 169 | 57.7% | 15:39 | 137 |
| Horsham | 85.3% | 11:15 | 300 | 90.2% | 10:01 | 348 | 92.3% | 9:32 | 286 | 86.7% | 10:10 | 249 | 87.5% | 10:18 | 328 |
| Lara | 76.6% | 12:31 | 141 | 71.2% | 13:16 | 125 | 76.4% | 13:07 | 123 | 74.8% | 12:37 | 131 | 62.9% | 15:02 | 140 |
| Leopold | 47.9% | 16:37 | 121 | 65.4% | 13:34 | 127 | 70.5% | 12:34 | 122 | 71.5% | 12:39 | 151 | 83.2% | 11:24 | 125 |
| Melbourne | 77.9% | 12:38 | 54,689 | 81.1% | 12:01 | 54,026 | 82.2% | 11:46 | 50,862 | 82.9% | 11:39 | 51,844 | 80.0% | 12:11 | 57,242 |
| Melton | 62.3% | 14:57 | 918 | 68.6% | 13:36 | 956 | 70.5% | 12:41 | 891 | 70.0% | 13:19 | 939 | 66.0% | 14:21 | 1,024 |
| Mildura - Buronga (Mildura Part) | 89.3% | 10:35 | 701 | 87.1% | 10:36 | 676 | 91.0% | 9:25 | 644 | 90.5% | 9:44 | 708 | 93.2% | 9:10 | 707 |
| Moe - Newborough | 56.0% | 15:59 | 448 | 63.7% | 15:10 | 435 | 60.7% | 15:31 | 456 | 62.7% | 14:39 | 448 | 63.9% | 14:23 | 488 |
| Morwell | 70.8% | 14:04 | 483 | 70.9% | 13:45 | 453 | 72.4% | 13:33 | 446 | 77.0% | 12:23 | 453 | 76.0% | 12:37 | 462 |
| Ocean Grove - Barwon Heads | 63.0% | 15:54 | 189 | 66.3% | 14:49 | 193 | 55.6% | 15:27 | 198 | 69.4% | 14:14 | 180 | 62.9% | 16:04 | 170 |
| Pakenham | 78.1% | 12:48 | 589 | 80.1% | 11:50 | 538 | 80.1% | 12:06 | 587 | 77.2% | 12:35 | 646 | 77.3% | 12:23 | 662 |
| Portland (Vic.) | 81.5% | 11:45 | 146 | 82.9% | 11:58 | 164 | 80.4% | 12:27 | 143 | 85.5% | 10:47 | 131 | 88.8% | 10:34 | 134 |
| Sale | 80.1% | 11:32 | 246 | 80.1% | 11:56 | 236 | 84.6% | 10:48 | 162 | 83.5% | 10:18 | 176 | 81.5% | 10:49 | 184 |
| Shepparton - Mooroopna | 82.6% | 12:07 | 924 | 79.8% | 12:37 | 845 | 80.8% | 12:22 | 814 | 90.7% | 10:28 | 763 | 88.6% | 10:43 | 898 |
| Sunbury | 65.1% | 15:00 | 536 | 73.4% | 12:51 | 523 | 79.3% | 12:23 | 425 | 76.7% | 12:54 | 497 | 67.2% | 14:28 | 540 |
| Swan Hill | 88.1% | 10:40 | 168 | 89.7% | 9:58 | 174 | 84.4% | 11:09 | 147 | 91.1% | 9:32 | 179 | 89.7% | 9:31 | 194 |
| Torquay - Jan Juc | 56.9% | 16:04 | 137 | 60.4% | 14:58 | 169 | 56.4% | 15:37 | 165 | 64.6% | 14:10 | 164 | 58.9% | 15:08 | 146 |
| Traralgon | 64.7% | 14:46 | 507 | 62.8% | 15:10 | 449 | 65.1% | 14:43 | 450 | 68.6% | 13:53 | 487 | 63.9% | 14:42 | 499 |
| Wallan | 22.1% | 20:18 | 122 | 20.3% | 19:21 | 123 | 25.8% | 19:37 | 93 | 20.4% | 19:32 | 103 | 73.1% | 13:23 | 104 |
| Wangaratta | 85.3% | 11:40 | 339 | 85.3% | 11:11 | 306 | 86.8% | 11:04 | 273 | 93.3% | 9:44 | 299 | 89.3% | 10:32 | 347 |
| Warragul | 68.9% | 15:11 | 267 | 68.5% | 15:57 | 238 | 71.5% | 14:33 | 228 | 71.9% | 14:19 | 256 | 68.0% | 15:43 | 247 |
| Warrnambool | 86.4% | 10:53 | 442 | 86.5% | 11:04 | 436 | 90.5% | 9:44 | 400 | 90.9% | 10:11 | 396 | 90.5% | 10:12 | 432 |
| Total UCL > 7500 | 77.0% | 12:49 | 70,534 | 79.8% | 12:15 | 69,243 | 80.9% | 12:00 | 65,352 | 82.0% | 11:48 | 66,958 | 79.6% | 12:15 | 73,447 |

MAIN  MAP <= 15 Minutes  MAP Average  TABLE  CHART

# Ambulance Victoria

**Average Code 2 Response Time by LGA**

2015/16 Quarter 1 (1st July 2015 to 30th September 2015)

**CODE 2**

**Average Response Time**

| | |
|---|---|
| | Greater than 45 minutes |
| | 40 to 45 minutes |
| | 35 to 40 minutes |
| | 30 to 35 minutes |
| | 15 to 30 minutes |
| | 0 to 15 minutes |

**SEE INSET ABOVE**

MAIN   MAP   TABLE   CHART

# Code 2 First Response Performance by LGA

| LGA Name | Qtr 1 2014/15 Average Response Time Minutes | Qtr 1 2014/15 Total Number of First Responses | Qtr 2 2014/15 Average Response Time Minutes | Qtr 2 2014/15 Total Number of First Responses | Qtr 3 2014/15 Average Response Time Minutes | Qtr 3 2014/15 Total Number of First Responses | Qtr 4 2014/15 Average Response Time Minutes | Qtr 4 2014/15 Total Number of First Responses | Qtr 1 2015/16 Average Response Time Minutes | Qtr 1 2015/16 Total Number of First Responses |
|---|---|---|---|---|---|---|---|---|---|---|
| Alpine | 36:38 | 116 | 40:07 | 115 | 45:56 | 127 | 36:24 | 131 | 37:47 | 140 |
| Ararat | 31:34 | 99 | 34:52 | 121 | 29:40 | 99 | 30:49 | 117 | 34:46 | 127 |
| Ballarat | 26:44 | 666 | 23:38 | 677 | 21:04 | 780 | 22:16 | 743 | 22:07 | 756 |
| Banyule | 33:21 | 799 | 31:43 | 821 | 28:13 | 851 | 27:47 | 860 | 33:09 | 838 |
| Bass Coast | 30:06 | 400 | 29:06 | 406 | 28:12 | 415 | 28:00 | 384 | 29:29 | 398 |
| Baw Baw | 39:33 | 352 | 33:13 | 266 | 32:29 | 323 | 34:11 | 368 | 34:35 | 348 |
| Bayside | 36:41 | 638 | 31:10 | 635 | 30:56 | 630 | 31:27 | 639 | 31:38 | 642 |
| Benalla | 35:18 | 125 | 27:43 | 129 | 26:15 | 148 | 25:34 | 143 | 24:48 | 152 |
| Boroondara | 30:16 | 911 | 27:02 | 927 | 27:38 | 866 | 27:40 | 899 | 31:53 | 941 |
| Brimbank | 33:49 | 1,218 | 30:28 | 1,319 | 27:26 | 1,353 | 28:11 | 1,327 | 32:05 | 1,238 |
| Buloke | 44:25 | 71 | 44:47 | 77 | 42:05 | 55 | 45:13 | 53 | 45:27 | 64 |
| Campaspe | 34:56 | 322 | 29:48 | 347 | 31:49 | 368 | 30:18 | 342 | 29:52 | 371 |
| Cardinia | 27:14 | 516 | 25:10 | 512 | 24:46 | 544 | 26:01 | 554 | 27:04 | 558 |
| Casey | 26:56 | 1,699 | 24:20 | 1,688 | 23:31 | 1,717 | 23:27 | 1,753 | 25:28 | 1,858 |
| Central Goldfields | 31:19 | 132 | 27:04 | 142 | 29:26 | 160 | 29:32 | 168 | 26:45 | 145 |
| Colac-Otway | 32:11 | 155 | 31:46 | 156 | 28:15 | 180 | 30:57 | 177 | 33:18 | 165 |
| Corangamite | 35:49 | 139 | 34:19 | 125 | 31:09 | 132 | 29:04 | 159 | 28:02 | 112 |
| Darebin | 35:16 | 1,050 | 31:35 | 1,094 | 29:26 | 1,075 | 28:36 | 1,126 | 33:19 | 1,118 |
| East Gippsland | 34:47 | 453 | 36:01 | 480 | 35:04 | 492 | 34:27 | 489 | 36:09 | 489 |
| Frankston | 27:42 | 1,338 | 23:49 | 1,364 | 23:17 | 1,308 | 22:46 | 1,259 | 24:17 | 1,354 |
| Gannawarra | 39:23 | 84 | 31:30 | 67 | 27:19 | 73 | 31:04 | 79 | 26:13 | 73 |
| Glen Eira | 37:12 | 849 | 31:49 | 832 | 31:50 | 791 | 30:52 | 887 | 34:01 | 918 |
| Glenelg | 27:57 | 153 | 25:06 | 157 | 30:50 | 149 | 28:36 | 187 | 34:20 | 180 |
| Golden Plains | 41:40 | 70 | 32:50 | 70 | 29:42 | 67 | 29:43 | 72 | 31:32 | 71 |
| Greater Bendigo | 31:04 | 846 | 27:28 | 828 | 28:37 | 766 | 25:59 | 818 | 30:01 | 911 |
| Greater Dandenong | 27:30 | 1,187 | 25:04 | 1,221 | 24:43 | 1,252 | 24:51 | 1,293 | 26:50 | 1,341 |
| Greater Geelong | 28:48 | 1,843 | 26:12 | 1,814 | 27:05 | 1,805 | 25:22 | 1,917 | 28:16 | 1,919 |
| Greater Shepparton | 27:29 | 589 | 25:05 | 616 | 27:08 | 590 | 24:36 | 590 | 24:22 | 577 |
| Hepburn | 40:37 | 113 | 37:49 | 122 | 37:48 | 132 | 36:04 | 141 | 35:05 | 119 |
| Hindmarsh | 37:00 | 65 | 34:35 | 83 | 31:00 | 60 | 29:04 | 76 | 40:48 | 77 |
| Hobsons Bay | 30:34 | 658 | 26:21 | 615 | 25:21 | 608 | 26:51 | 659 | 30:41 | 651 |
| Horsham | 30:47 | 212 | 23:37 | 202 | 24:41 | 238 | 26:10 | 205 | 31:31 | 233 |
| Hume | 36:54 | 1,326 | 30:39 | 1,336 | 29:52 | 1,327 | 30:25 | 1,330 | 34:02 | 1,417 |
| Indigo | 32:47 | 82 | 37:49 | 72 | 34:50 | 70 | 29:45 | 105 | 29:59 | 80 |
| Kingston | 29:47 | 1,045 | 27:20 | 1,047 | 26:47 | 1,129 | 26:50 | 1,108 | 28:51 | 1,048 |
| Knox | 25:42 | 1,007 | 24:17 | 1,048 | 22:54 | 1,015 | 23:17 | 988 | 25:51 | 1,040 |
| Latrobe | 35:02 | 827 | 34:09 | 786 | 32:06 | 831 | 33:50 | 800 | 31:49 | 847 |
| Loddon | 34:45 | 60 | 40:22 | 64 | 31:48 | 47 | 41:38 | 69 | 38:36 | 65 |
| Macedon Ranges | 26:03 | 336 | 27:00 | 371 | 25:28 | 333 | 23:12 | 381 | 23:47 | 375 |
| Manningham | 31:02 | 613 | 29:06 | 626 | 27:48 | 627 | 27:47 | 673 | 31:33 | 656 |
| Mansfield | 39:53 | 71 | 40:11 | 99 | 36:03 | 88 | 35:18 | 94 | 42:52 | 85 |
| Maribyrnong | 31:01 | 580 | 28:01 | 578 | 25:11 | 576 | 25:03 | 602 | 30:38 | 580 |
| Maroondah | 28:33 | 861 | 25:34 | 898 | 24:45 | 850 | 24:32 | 888 | 27:28 | 866 |
| Melbourne | 29:08 | 1,423 | 27:41 | 1,594 | 26:09 | 1,726 | 25:57 | 1,582 | 29:14 | 1,606 |
| Melton | 30:20 | 758 | 28:08 | 762 | 26:58 | 778 | 27:51 | 820 | 31:24 | 795 |
| Mildura | 27:54 | 511 | 26:48 | 483 | 24:30 | 501 | 27:48 | 507 | 27:37 | 564 |
| Mitchell | 28:44 | 337 | 28:42 | 358 | 26:23 | 364 | 25:44 | 355 | 26:20 | 376 |
| Moira | 31:34 | 312 | 34:10 | 337 | 30:12 | 324 | 28:39 | 329 | 29:11 | 324 |
| Monash | 33:09 | 1,160 | 29:36 | 1,096 | 28:49 | 1,124 | 26:45 | 1,199 | 30:40 | 1,155 |
| Moonee Valley | 61:59 | 1,055 | 57:45 | 1,141 | 58:36 | 1,119 | 56:39 | 1,151 | 68:18 | 1,153 |
| Moorabool | 29:26 | 219 | 29:15 | 197 | 27:39 | 228 | 29:37 | 219 | 29:20 | 237 |
| Moreland | 36:40 | 1,189 | 32:44 | 1,240 | 30:10 | 1,225 | 29:41 | 1,318 | 35:01 | 1,308 |
| Mornington Peninsula | 28:14 | 1,283 | 27:06 | 1,436 | 25:17 | 1,414 | 24:42 | 1,377 | 25:41 | 1,372 |
| Mount Alexander | 36:19 | 157 | 33:02 | 171 | 32:27 | 167 | 31:24 | 144 | 32:37 | 158 |
| Moyne | 34:24 | 84 | 33:39 | 104 | 30:10 | 92 | 30:40 | 90 | 28:59 | 87 |
| Murrindindi | 28:34 | 117 | 35:24 | 119 | 30:52 | 140 | 31:24 | 134 | 37:13 | 121 |
| Nillumbik | 38:51 | 229 | 34:32 | 264 | 29:53 | 272 | 31:33 | 293 | 38:23 | 258 |
| Northern Grampians | 30:58 | 123 | 32:01 | 144 | 28:04 | 122 | 33:44 | 150 | 26:03 | 125 |
| Port Phillip | 31:12 | 717 | 30:24 | 817 | 28:22 | 908 | 27:03 | 740 | 29:47 | 792 |
| Pyrenees | 38:56 | 43 | 29:21 | 42 | 33:30 | 62 | 30:06 | 62 | 34:37 | 66 |
| Queenscliffe | 36:07 | 28 | 35:27 | 32 | 35:14 | 34 | 25:42 | 22 | 36:51 | 31 |
| South Gippsland | 34:59 | 222 | 34:59 | 225 | 30:19 | 212 | 33:55 | 232 | 31:11 | 207 |
| Southern Grampians | 25:57 | 135 | 23:02 | 113 | 27:04 | 124 | 29:35 | 131 | 25:53 | 133 |
| Stonnington | 32:54 | 528 | 30:44 | 618 | 28:44 | 563 | 27:13 | 603 | 31:46 | 569 |
| Strathbogie | 36:31 | 118 | 32:29 | 98 | 32:26 | 91 | 33:03 | 120 | 34:57 | 96 |
| Surf Coast | 29:24 | 162 | 29:21 | 174 | 28:26 | 190 | 27:37 | 181 | 27:56 | 150 |
| Swan Hill | 30:05 | 146 | 24:06 | 193 | 24:03 | 165 | 29:45 | 198 | 28:19 | 202 |
| Towong | 34:15 | 52 | 42:45 | 59 | 40:34 | 46 | 43:54 | 69 | 26:09 | 55 |
| Wangaratta | 29:31 | 277 | 30:27 | 269 | 29:23 | 237 | 32:29 | 262 | 29:20 | 264 |
| Warrnambool | 24:09 | 304 | 25:24 | 290 | 22:24 | 289 | 25:23 | 291 | 25:53 | 291 |
| Wellington | 32:48 | 374 | 32:38 | 398 | 30:28 | 381 | 29:58 | 337 | 30:36 | 319 |
| West Wimmera | 34:52 | 32 | 40:15 | 37 | 27:18 | 27 | 36:58 | 29 | 35:59 | 41 |
| Whitehorse | 28:48 | 1,067 | 26:03 | 1,077 | 25:05 | 1,069 | 26:01 | 1,065 | 27:45 | 1,144 |
| Whittlesea | 37:31 | 1,059 | 33:19 | 965 | 30:21 | 1,014 | 29:38 | 1,060 | 35:32 | 1,039 |
| Wodonga | 30:22 | 308 | 27:30 | 307 | 26:03 | 294 | 28:50 | 275 | 28:08 | 336 |
| Wyndham | 32:59 | 943 | 27:55 | 969 | 27:07 | 996 | 26:20 | 1,063 | 30:16 | 1,034 |
| Yarra | 31:04 | 571 | 28:17 | 571 | 27:32 | 628 | 28:02 | 572 | 31:11 | 547 |
| Yarra Ranges | 31:24 | 957 | 27:17 | 963 | 27:04 | 977 | 27:27 | 920 | 28:36 | 999 |
| Yarriambiack | 40:37 | 68 | 32:46 | 69 | 38:52 | 58 | 36:20 | 70 | 36:50 | 67 |
| Unincorporated | 31:40 | 319 | 50:28 | 2 | 38:03 | 10 | 13:21 | 33 | 20:20 | 278 |
| Interstate LGAs | 34:03 | 117 | 30:03 | 115 | 33:28 | 126 | 31:04 | 113 | 33:46 | 129 |
| Total AV | 32:08 | 42,181 | 29:27 | 42,804 | 28:19 | 43,148 | 28:13 | 43,769 | 30:45 | 44,373 |

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

MAIN  MAP  TABLE  CHART
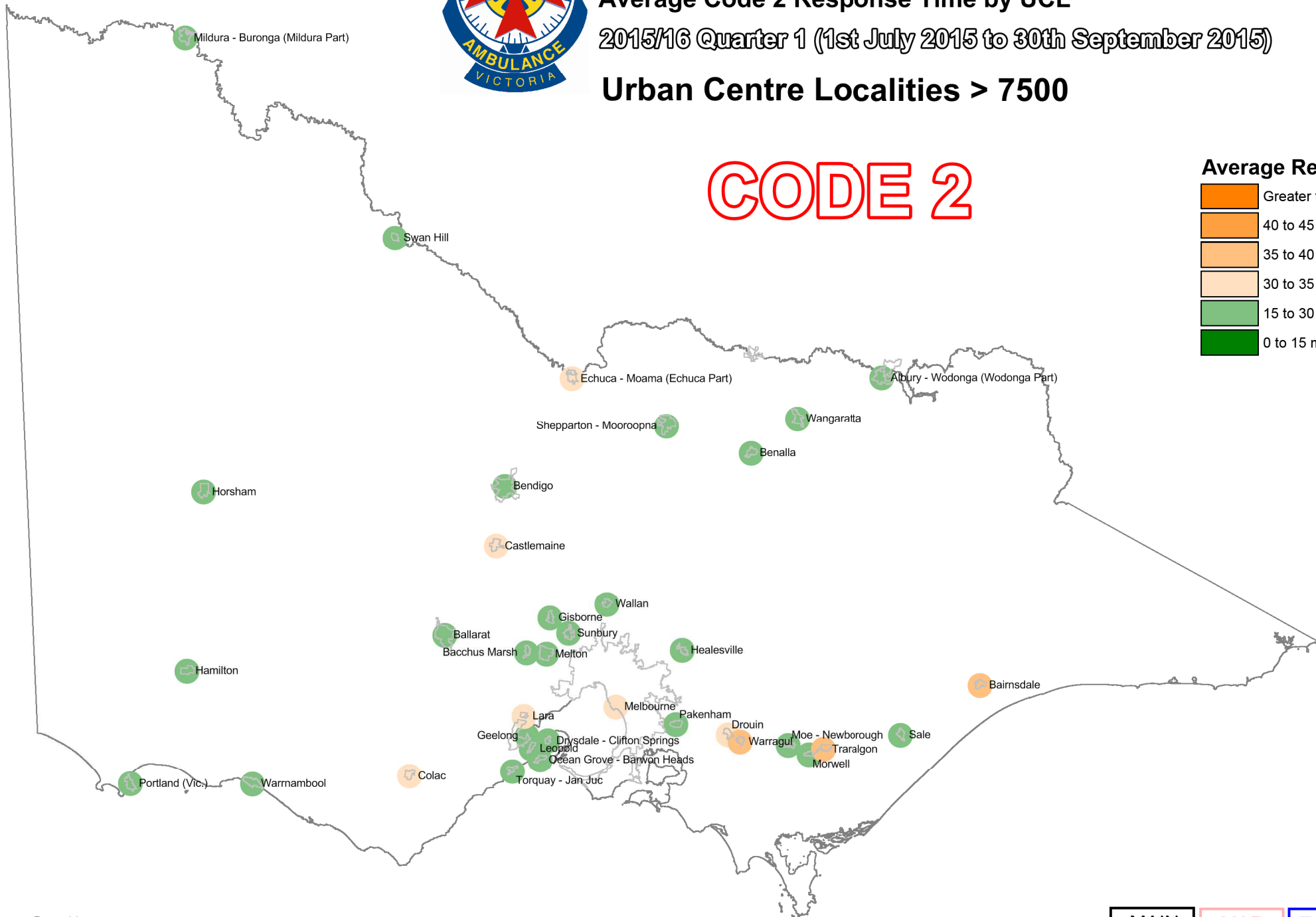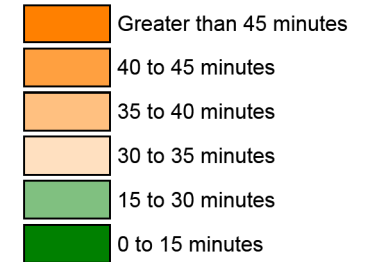
# Ambulance Victoria

**Average Code 2 Response Time by UCL**

**2015/16 Quarter 1 (1st July 2015 to 30th September 2015)**

## Urban Centre Localities > 7500

# CODE 2

**Average Response Time**

| | |
|---|---|
| 🟧 | Greater than 45 minutes |
| 🟧 | 40 to 45 minutes |
| 🟧 | 35 to 40 minutes |
| 🟧 | 30 to 35 minutes |
| 🟩 | 15 to 30 minutes |
| 🟩 | 0 to 15 minutes |

Mildura - Buronga (Mildura Part)

Swan Hill

Echuca - Moama (Echuca Part)

Albury - Wodonga (Wodonga Part)

Shepparton - Mooroopna

Wangaratta

Benalla

Horsham

Bendigo

Castlemaine

Wallan

Gisborne

Sunbury

Ballarat

Bacchus Marsh

Melton

Healesville

Hamilton

Bairnsdale

Melbourne

Lara

Pakenham

Geelong

Drouin

Moe - Newborough

Sale

Drysdale - Clifton Springs

Warragul

Leopold

Traralgon

Ocean Grove - Barwon Heads

Morwell

Portland (Vic.)

Warrnambool

Colac

Torquay - Jan Juc

MAIN    MAP    TABLE    CHART

# Code 2 First Response Performance by UCL

| UCL Name | Qtr 1 2014/15 Average Response Time Minutes | Qtr 1 2014/15 Total Number of First Responses | Qtr 2 2014/15 Average Response Time Minutes | Qtr 2 2014/15 Total Number of First Responses | Qtr 3 2014/15 Average Response Time Minutes | Qtr 3 2014/15 Total Number of First Responses | Qtr 4 2014/15 Average Response Time Minutes | Qtr 4 2014/15 Total Number of First Responses | Qtr 1 2015/16 Average Response Time Minutes | Qtr 1 2015/16 Total Number of First Responses |
|---|---|---|---|---|---|---|---|---|---|---|
| Albury – Wodonga (Wodonga Part) | 29:22 | 282 | 27:23 | 283 | 24:48 | 272 | 28:41 | 253 | 27:24 | 313 |
| Bacchus Marsh | 28:33 | 150 | 26:26 | 137 | 24:45 | 144 | 28:57 | 136 | 28:29 | 139 |
| Bairnsdale | 33:16 | 193 | 36:44 | 191 | 33:04 | 147 | 30:46 | 179 | 37:40 | 187 |
| Ballarat | 26:24 | 647 | 23:13 | 644 | 20:36 | 746 | 21:53 | 716 | 21:20 | 735 |
| Benalla | 35:03 | 111 | 26:50 | 117 | 25:03 | 131 | 25:31 | 121 | 23:16 | 133 |
| Bendigo | 30:48 | 749 | 26:49 | 743 | 28:04 | 695 | 25:25 | 730 | 29:31 | 814 |
| Castlemaine | 34:28 | 108 | 33:09 | 124 | 30:31 | 126 | 31:33 | 114 | 31:01 | 118 |
| Colac | 30:55 | 120 | 31:42 | 113 | 28:23 | 118 | 30:23 | 128 | 34:45 | 126 |
| Drouin | 41:57 | 78 | 33:16 | 62 | 32:11 | 78 | 34:01 | 84 | 30:20 | 81 |
| Drysdale – Clifton Springs | 26:48 | 81 | 26:55 | 70 | 32:14 | 91 | 31:22 | 73 | 26:03 | 73 |
| Echuca – Moama (Echuca Part) | 35:02 | 168 | 30:32 | 182 | 33:04 | 199 | 32:11 | 164 | 30:51 | 197 |
| Geelong | 27:16 | 1,400 | 25:00 | 1,354 | 24:53 | 1,312 | 23:33 | 1,439 | 26:05 | 1,419 |
| Gisborne | 20:34 | 58 | 23:40 | 65 | 23:56 | 60 | 19:14 | 76 | 22:17 | 61 |
| Hamilton | 22:53 | 90 | 18:44 | 93 | 24:50 | 92 | 25:13 | 84 | 22:12 | 107 |
| Healesville | 32:10 | 108 | 26:09 | 107 | 28:01 | 91 | 30:45 | 89 | 28:13 | 102 |
| Horsham | 27:00 | 185 | 20:19 | 186 | 23:12 | 209 | 23:47 | 177 | 25:27 | 191 |
| Lara | 27:41 | 55 | 22:43 | 63 | 26:28 | 57 | 22:22 | 64 | 31:23 | 61 |
| Leopold | 29:12 | 45 | 23:41 | 57 | 25:58 | 51 | 28:54 | 47 | 24:34 | 53 |
| Melbourne | 32:41 | 27,377 | 29:32 | 28,154 | 28:16 | 28,364 | 27:59 | 28,626 | 31:36 | 28,836 |
| Melton | 28:09 | 424 | 27:10 | 471 | 24:30 | 453 | 26:44 | 483 | 28:27 | 492 |
| Mildura – Buronga (Mildura Part) | 24:18 | 364 | 23:53 | 348 | 21:26 | 390 | 25:09 | 371 | 25:07 | 414 |
| Moe – Newborough | 30:58 | 204 | 32:37 | 216 | 31:54 | 236 | 32:31 | 201 | 29:08 | 230 |
| Morwell | 33:05 | 219 | 31:05 | 239 | 31:36 | 243 | 34:33 | 226 | 27:50 | 215 |
| Ocean Grove – Barwon Heads | 32:38 | 96 | 25:45 | 94 | 25:22 | 97 | 24:40 | 90 | 24:32 | 96 |
| Pakenham | 25:10 | 305 | 22:08 | 293 | 21:26 | 311 | 23:42 | 310 | 24:27 | 331 |
| Portland (Vic.) | 25:41 | 104 | 24:01 | 99 | 27:59 | 98 | 26:15 | 112 | 23:08 | 123 |
| Sale | 26:06 | 150 | 28:24 | 171 | 25:40 | 155 | 23:58 | 125 | 24:27 | 118 |
| Shepparton – Mooroopna | 26:19 | 475 | 24:06 | 509 | 26:16 | 479 | 24:20 | 492 | 23:09 | 471 |
| Sunbury | 30:41 | 293 | 25:25 | 266 | 24:13 | 275 | 25:26 | 278 | 26:38 | 302 |
| Swan Hill | 31:05 | 79 | 22:06 | 109 | 18:44 | 102 | 26:49 | 124 | 24:28 | 126 |
| Torquay – Jan Juc | 30:45 | 73 | 28:37 | 63 | 23:47 | 73 | 26:47 | 84 | 27:16 | 73 |
| Traralgon | 34:11 | 289 | 37:15 | 222 | 31:21 | 240 | 34:13 | 262 | 35:28 | 293 |
| Wallan | 29:16 | 47 | 31:04 | 57 | 28:45 | 49 | 25:52 | 54 | 19:47 | 49 |
| Wangaratta | 28:24 | 225 | 28:27 | 212 | 27:54 | 185 | 31:27 | 213 | 24:14 | 204 |
| Warragul | 38:40 | 177 | 31:52 | 124 | 30:42 | 143 | 33:15 | 166 | 36:21 | 159 |
| Warrnambool | 24:19 | 289 | 25:23 | 283 | 22:18 | 278 | 25:25 | 283 | 26:02 | 281 |
| Total UCL > 7500 | 31:48 | 35,818 | 28:51 | 36,521 | 27:42 | 36,790 | 27:37 | 37,174 | 30:30 | 37,723 |

MAIN | MAP | TABLE | CHART

# Ambulance Victoria Clinical Indicators

AV's electronic patient care record system (VACIS) allows AV to monitor a range of key clinical indicators as listed below. Due to sample size, all our clinical indicators are measured on a State-wide basis.

## Appropriate Triage of Stroke Patients

The advent of acute stroke therapies has highlighted the need for reliable identification of stroke by paramedics. Through accurate diagnosis of stroke and subsequent transport with prior warning to appropriate stroke centres with thrombolysis facilities, paramedics are able to reduce pre-hospital and in-hospital delays and significantly improve patient outcomes. AV's clinical indicator for stroke is designed to identify the proportion of patients diagnosed with suspected stroke by paramedics who are transported to an appropriate facility within one hour.

## Major Trauma Patients

AV's Trauma Triage Guidelines are designed to identify as many trauma patients as possible who go on to be confirmed as major trauma, within an acceptable over-triage rate. The most significant measure of the effectiveness of the guidelines is the proportion of confirmed major trauma patients who are directly transported to a Major Trauma Service (The Alfred Hospital, the Royal Melbourne Hospital or the Royal Children's Hospital) or to the highest level designation trauma hospital within 45 minutes. This data is available from the Victorian State Trauma Registry.

## Reduction in Pain for Severe Pain Patients

Relief of pain and discomfort has been identified as one of the most important outcome measures for the majority of conditions seen by paramedics, and also the pre-hospital intervention having the most potential impact for the majority of common conditions. AV's Clinical Indicator for pain is designed to determine the proportion of severe pain patients who achieve a clinically meaningful reduction in pain in paramedic care (defined as a reduction of two points or more on a validated pain scale).

## Cardiac Arrest Outcomes

Three quarters of all deaths from myocardial infarction occur after cardiac arrest in the community. Therefore, the greatest scope to improve survival lies outside hospital. It is widely accepted that survival from out-of-hospital cardiac arrest is directly related to ambulance service performance. Factors include response times, bystander CPR, dispatch effectiveness and the presence of Advanced Life Support care. In addition, the value of defibrillation in reverting patients with ventricular fibrillation (VF) and rapid ventricular tachycardia (VT) has been established beyond doubt. A key clinical indicator for AV is therefore survival rates for patients presenting to paramedics in a "shockable rhythm" (ventricular fibrillation or pulseless ventricular tachycardia). Another important component of the "chain of survival" required to restore patients to good functional outcome is immediate bystander CPR for cardiac arrest patients witnessed to arrest by the public.

# Clinical Indicators

| Clinical Indicator | | 2014/15 |
|---|---|---|
| | **Target** | Jul14-Jun15 |
| Percentage of stroke patients transported to stroke units with thrombolysis facilities (adult) within 60 minutes travel time (from scene)[1] | 80% | 84.9% |
| Percentage of trauma patients transported to the highest level designated trauma service within 45 minutes travel time (from scene)[2] | 80% | 86.3% |
| Proportion of patients (adult & paediatric) experiencing severe cardiac or traumatic pain whose level of pain is reduced significantly[3] | 90% | 91.3% |
| | **Target** | Jul14-Jun15 |
| Percentage of adult VF/VT cardiac arrest patients with vital signs at hospital[4] | 45% | 50.1% |
| Percentage of adult VF/VT cardiac arrest patients surviving to hospital discharge[5] | 20% | 27.2% |
| Adult cardiac arrests, witnessed by a bystander who receive bystander CPR prior to EMS arrival[6] | N/A | 65.7% |

Notes:

1. Adult patients (15 years or older) suspected of having a stroke who are transported to a stroke unit with thrombolysis facilities within 60 minutes of departing the scene. Paramedic assessment ("diagnosis") of patient is stroke.

2. Patients suffering major traumatic injuries who are transported to a Major Trauma Service (MTS) or the highest level trauma designation hospital within 45 minutes of the ambulance departing the scene. Major trauma patients are defined by the Victorian State Trauma Registry, and this process relies on hospital diagnostic procedures.

3. Percentage of patients with an initial pain score ≥ 8 (on a scale of 1-10) and a reduction in score of 2 or more. The measure includes cardiac and traumatic pain for adults (aged ≥ 15) and traumatic pain for paediatric patients (aged < 15). However, excludes patients with a GCS ≤ 8, patients with an initial pain score ≤ 2, intubated patients and/or patients who were unable to rate pain or had missing pain score.

4. Cardiac arrest (excluding those witnessed by a paramedic) occurring in patients older than 15 years where resuscitation is attempted by the Emergency Medical Services (EMS) and the arrest rhythm on first EMS ECG assessment was Ventricular Fibrillation (VF) or Ventricular Tachycardia (VT). Displaying vital signs at hospital. EMS denotes Ambulance Victoria, Fire Services Metropolitan Fire Brigade (MFB) and Country Fire Authority (CFA) and Community Emergency Response Teams (CERT).

5. Cardiac arrest (excluding those witnessed by a paramedic) occurring in patients older than 15 years where resuscitation is attempted by EMS and the arrest rhythm on first EMS ECG assessment was VF or VT. Survived to hospital discharge. Excludes patients where hospital discharge data is yet to be obtained. EMS denotes Ambulance Victoria, Fire Services Metropolitan Fire Brigade (MFB) and Country Fire Authority (CFA) and Community Emergency Response Teams (CERT).

6. Percentage of bystander witnessed cardiac arrests with bystanders performing CPR prior to the arrival of EMS. Excludes EMS witnessed arrests. EMS denotes Ambulance Victoria, Fire Services (Metropolitan Fire Brigade (MFB) and Country Fire Authority (CFA) and Community Emergency Response Teams (CERT).

# 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.<br>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.<br>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 |