



Ambulance Victoria's Performance

2015/16 Quarter 2 (1st October 2015 to 31st December 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).

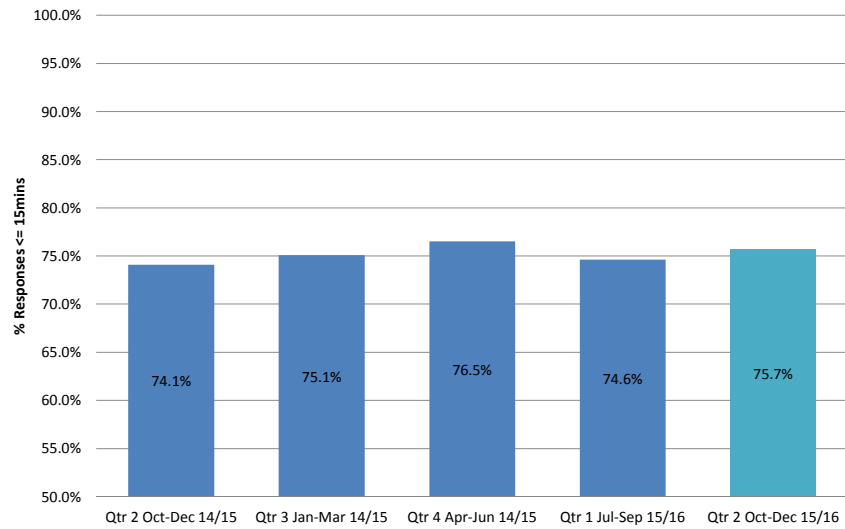
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

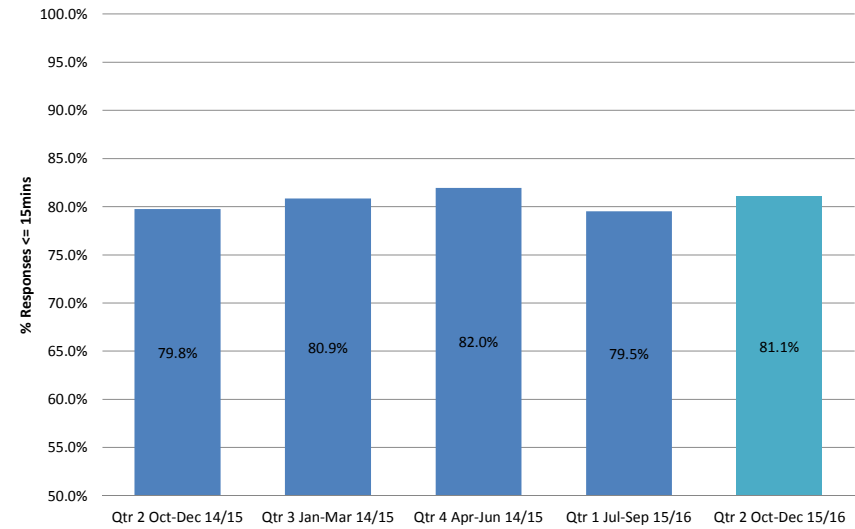
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

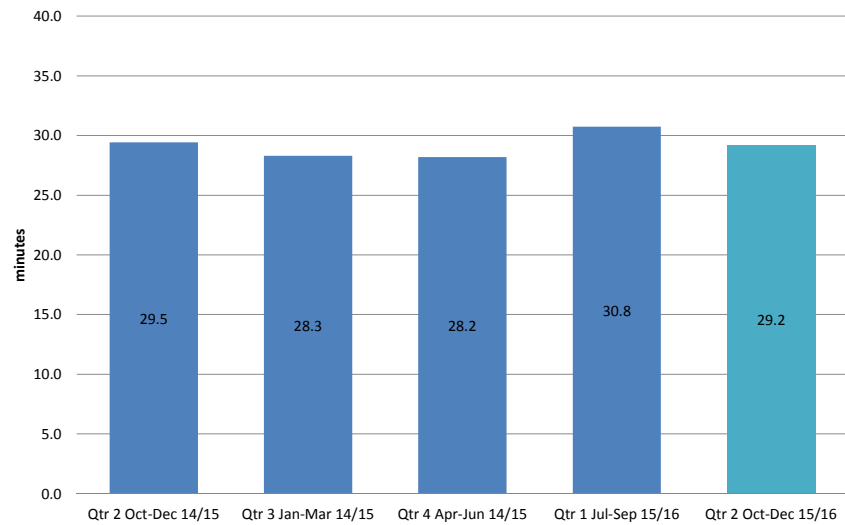
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

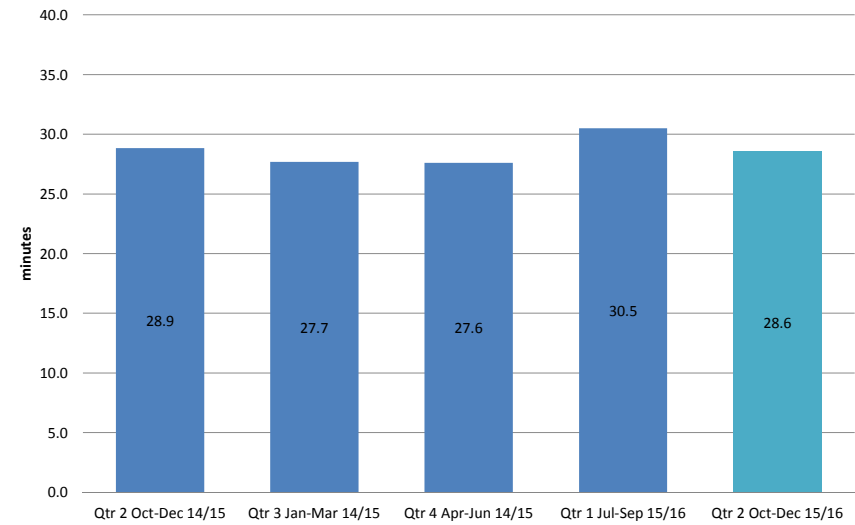
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

TABLE

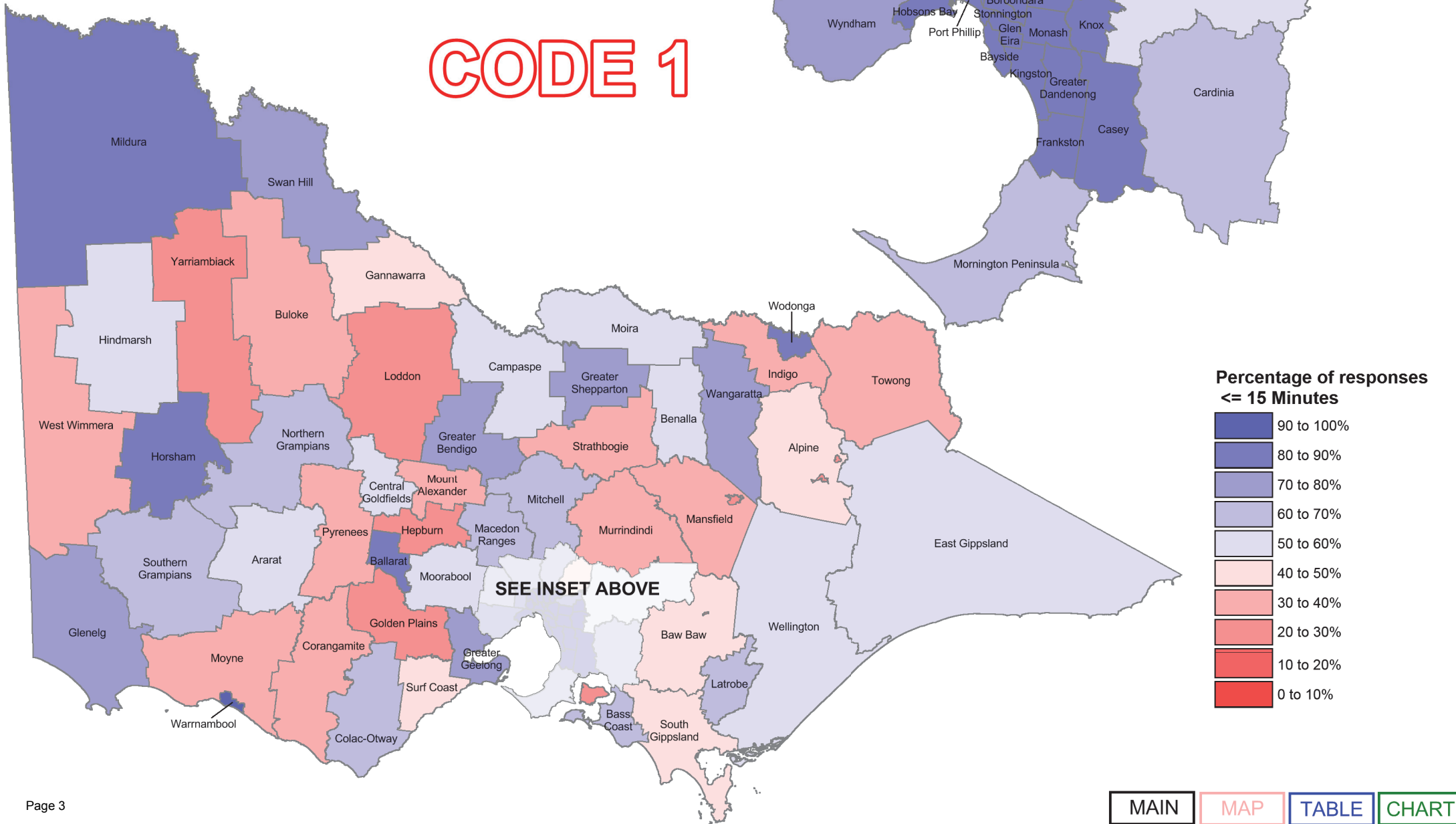


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Percentage of Code 1 responses <= 15 Minutes by LGA

2015/16 Quarter 2 (1st October 2015 to 31st December 2015)

CODE 1



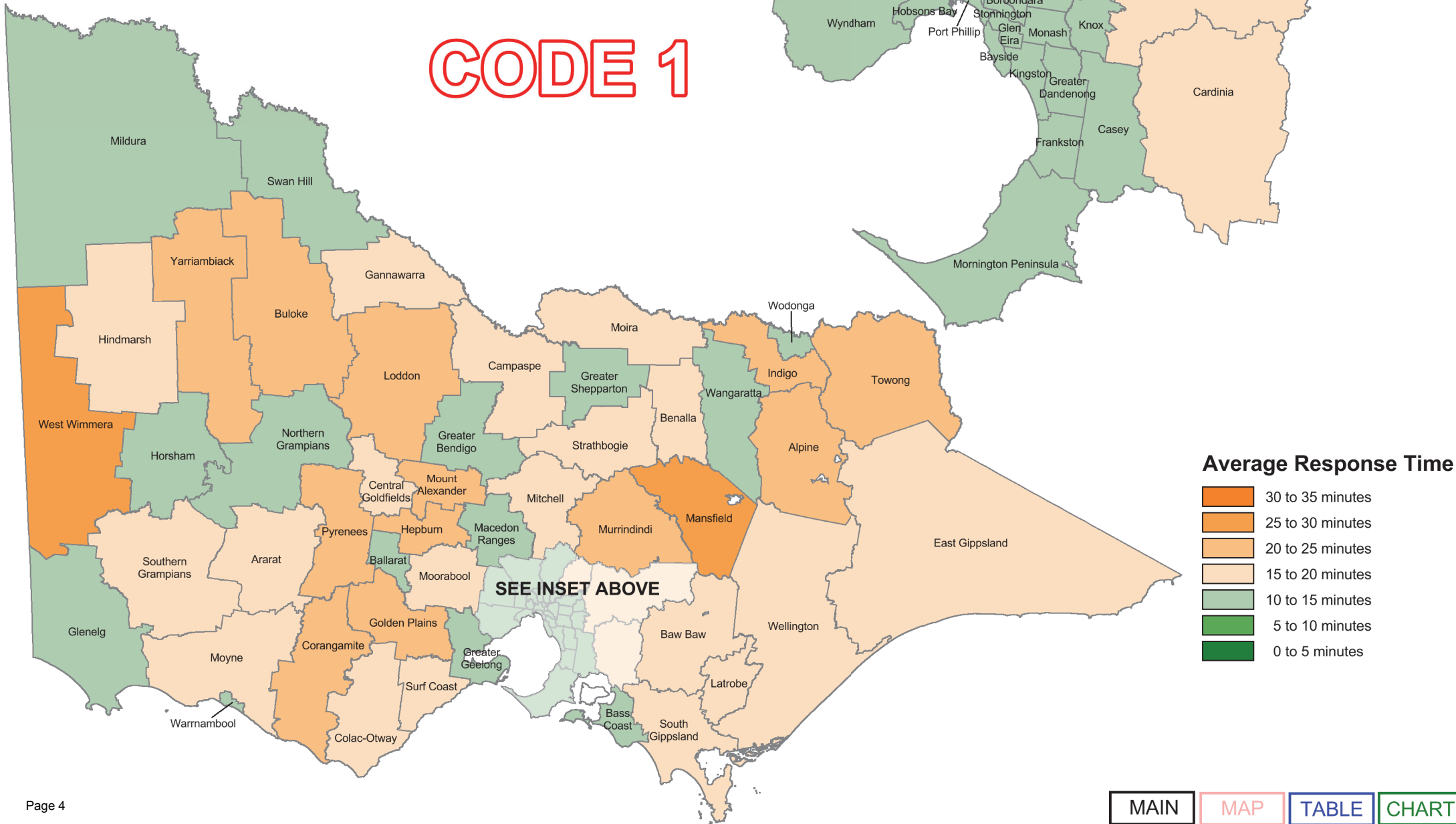


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Average Code 1 Response Time by LGA

2015/16 Quarter 2 (1st October 2015 to 31st December 2015)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 2 2014/15			Qtr 3 2014/15			Qtr 4 2014/15			Qtr 1 2015/16			Qtr 2 2015/16		
	% 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	34.7%	22:47	176	38.8%	23:56	147	38.8%	20:08	160	41.9%	21:16	136	44.2%	21:44	138
Ararat	55.3%	18:02	197	58.4%	17:50	137	62.2%	16:04	185	63.9%	15:32	216	54.2%	18:02	153
Ballarat	77.4%	12:34	1,442	82.8%	11:51	1,424	83.5%	11:38	1,485	84.4%	11:40	1,516	85.6%	11:46	1,425
Banyule	82.2%	11:52	1,531	85.6%	11:15	1,409	84.8%	11:11	1,465	82.0%	11:57	1,651	86.2%	11:20	1,629
Bass Coast	58.7%	15:40	729	60.7%	15:26	687	64.3%	15:02	675	66.0%	14:15	603	63.9%	14:41	654
Baw Baw	46.0%	19:27	632	42.9%	20:11	643	51.0%	18:23	673	45.1%	18:51	729	49.2%	18:39	664
Bayside	80.6%	12:37	1,023	81.0%	12:35	1,034	84.0%	12:19	1,012	82.2%	12:12	1,055	82.6%	12:18	1,006
Benalla	61.3%	16:54	199	56.0%	17:24	207	63.7%	16:15	215	65.6%	14:32	186	56.2%	16:45	217
Boroondara	85.1%	11:57	1,543	86.2%	11:21	1,533	88.9%	11:14	1,485	83.6%	11:50	1,622	88.0%	11:17	1,556
Brimbank	78.2%	12:39	2,729	79.6%	12:21	2,523	78.2%	12:28	2,563	75.6%	13:05	2,873	78.4%	12:46	2,782
Buloke	31.8%	22:43	88	22.2%	30:14	81	30.9%	24:27	97	30.3%	25:17	89	30.5%	23:27	59
Campaspe	59.3%	15:58	614	58.4%	16:24	567	62.6%	15:40	586	61.3%	15:51	594	58.5%	16:37	566
Cardinia	62.8%	14:35	1,038	62.0%	14:49	1,075	63.9%	14:37	1,177	63.1%	14:48	1,225	61.6%	15:05	1,134
Casey	79.7%	12:12	3,199	80.4%	12:02	3,131	82.2%	11:42	3,211	79.0%	12:16	3,612	80.8%	12:13	3,465
Central Goldfields	59.4%	17:12	229	56.5%	17:35	253	58.2%	15:52	225	59.4%	15:41	219	58.8%	16:39	238
Colac-Otway	60.7%	16:57	229	53.4%	18:41	219	60.6%	17:18	249	59.0%	16:14	217	65.0%	15:43	237
Corangamite	39.0%	20:10	172	41.0%	20:08	173	35.3%	21:10	190	40.8%	20:22	174	36.7%	22:18	196
Darebin	85.6%	11:26	2,241	87.5%	10:57	2,111	88.4%	10:57	2,187	83.7%	12:04	2,433	86.3%	11:23	2,358
East Gippsland	49.8%	18:33	809	52.6%	18:48	846	56.3%	17:34	854	54.7%	18:10	901	56.1%	18:18	886
Frankston	84.7%	11:21	2,427	84.7%	11:20	2,267	86.8%	11:09	2,267	82.5%	11:32	2,586	84.9%	11:15	2,404
Gannawarra	51.9%	18:46	106	53.2%	18:07	111	49.5%	17:52	105	63.9%	16:28	108	47.4%	19:38	135
Glen Eira	84.1%	11:51	1,746	84.0%	11:22	1,641	85.3%	11:26	1,681	85.0%	11:42	1,740	85.1%	11:14	1,643
Glenelg	66.8%	14:43	274	66.5%	14:53	242	69.0%	15:13	232	75.2%	13:28	222	72.9%	13:56	258
Golden Plains	22.9%	22:32	153	27.5%	21:19	153	23.9%	20:01	176	24.1%	21:13	187	24.2%	21:07	161
Greater Bendigo	66.4%	14:38	1,639	69.5%	14:04	1,553	71.7%	13:27	1,670	72.1%	13:44	1,851	73.6%	13:36	1,726
Greater Dandenong	85.5%	11:22	2,456	86.0%	10:58	2,390	84.4%	11:21	2,448	83.8%	11:20	2,662	84.3%	11:13	2,466
Greater Geelong	71.5%	13:29	3,515	71.3%	13:35	3,437	75.6%	12:50	3,478	74.7%	13:10	3,815	72.6%	13:18	3,576
Greater Shepparton	69.8%	14:02	1,076	71.4%	13:38	1,033	80.3%	12:06	1,008	77.6%	12:25	1,167	76.7%	12:25	1,137
Hepburn	16.0%	23:31	188	21.5%	24:12	177	34.7%	21:20	170	28.1%	21:36	185	29.8%	21:41	168
Hindmarsh	50.8%	19:30	120	54.1%	18:22	74	63.4%	15:59	82	49.6%	21:23	115	57.0%	18:36	86
Hobsons Bay	83.5%	11:32	1,161	85.0%	11:17	1,146	85.6%	11:12	1,151	82.0%	12:12	1,259	83.8%	11:52	1,152
Horsham	84.1%	11:11	383	85.1%	10:42	323	78.8%	11:56	292	80.7%	11:39	378	84.1%	10:48	345
Hume	67.4%	14:15	3,179	69.0%	13:59	2,887	69.5%	13:47	2,944	65.1%	14:50	3,451	67.6%	14:25	3,332
Indigo	26.1%	23:11	165	33.8%	21:01	145	34.5%	21:38	168	33.0%	20:27	182	35.2%	21:41	145
Kingston	85.2%	11:30	2,049	84.3%	11:23	1,895	85.0%	11:29	2,029	83.0%	11:51	2,185	85.5%	11:22	1,982
Knox	83.4%	11:37	1,715	84.4%	11:22	1,672	84.9%	11:38	1,751	83.5%	11:40	1,947	85.5%	11:24	1,921
Latrobe	60.5%	15:35	1,628	61.7%	15:19	1,625	64.3%	14:35	1,673	62.9%	14:52	1,729	62.1%	15:08	1,751
Loddon	31.0%	24:02	129	27.6%	22:56	123	24.4%	24:21	127	31.0%	23:39	145	29.1%	24:16	134
Macedon Ranges	57.3%	15:41	527	56.4%	15:56	505	56.1%	15:40	533	57.6%	15:20	549	60.4%	14:52	548
Manningham	77.0%	12:44	1,199	77.3%	12:55	1,152	78.1%	12:32	1,256	74.8%	13:23	1,351	79.2%	12:46	1,234
Mansfield	46.4%	20:34	125	23.2%	25:41	99	36.1%	24:38	97	49.5%	21:32	91	32.5%	25:19	114
Maribyrnong	87.5%	10:29	1,210	90.4%	9:58	1,096	90.5%	9:44	1,094	88.5%	10:32	1,232	87.2%	10:44	1,107
Maroondah	83.5%	11:19	1,488	87.1%	11:15	1,416	87.1%	10:50	1,548	85.3%	11:09	1,624	85.6%	10:56	1,528
Melbourne	89.1%	10:00	2,829	89.4%	9:56	2,749	89.1%	9:58	2,594	87.9%	10:00	2,733	88.4%	10:15	2,880
Melton	68.2%	13:42	1,741	69.5%	13:16	1,643	69.6%	13:28	1,667	64.5%	14:30	1,902	69.9%	13:41	1,707
Mildura	78.1%	12:09	956	82.2%	11:14	901	82.2%	11:33	980	82.7%	11:16	1,022	80.4%	11:36	930
Mitchell	38.7%	18:14	561	43.4%	18:10	557	46.0%	16:55	522	55.3%	16:36	570	61.1%	15:47	573
Moirra	57.8%	16:12	488	55.6%	17:27	527	56.3%	16:21	455	60.2%	16:13	528	59.8%	15:50	522
Monash	82.7%	11:48	2,172	84.2%	11:46	1,904	84.2%	11:27	2,002	84.4%	11:43	2,247	84.6%	11:40	2,108
Moonee Valley	85.1%	11:53	1,545	85.0%	11:39	1,394	85.8%	11:50	1,577	81.4%	12:32	1,664	83.7%	12:02	1,622
Moorabool	53.4%	17:09	358	52.8%	17:39	345	58.4%	16:06	377	49.1%	17:30	395	50.4%	16:59	397
Moreland	82.5%	12:14	2,543	83.1%	11:58	2,391	84.8%	11:35	2,335	82.2%	12:05	2,765	84.7%	11:41	2,477
Mornington Peninsula	66.1%	14:11	2,469	69.0%	13:36	2,384	72.6%	12:55	2,224	68.7%	13:26	2,408	69.7%	13:20	2,495
Mount Alexander	48.5%	18:39	237	51.9%	18:18	239	45.9%	18:37	205	43.8%	19:00	242	39.8%	20:07	269
Moyne	33.9%	19:44	183	38.7%	20:21	168	34.0%	19:25	162	35.7%	19:17	157	36.0%	18:27	139
Murrindindi	30.1%	22:35	246	36.7%	20:53	221	28.4%	23:26	208	33.8%	22:52	198	33.6%	22:52	247
Nillumbik	55.3%	15:55	533	58.6%	15:38	457	51.5%	16:21	532	49.3%	16:58	590	49.0%	16:38	553
Northern Grampians	49.7%	19:18	157	59.6%	15:40	141	62.6%	15:30	190	59.9%	15:53	182	65.3%	14:58	170
Port Phillip	86.5%	10:54	1,575	86.0%	11:00	1,527	88.6%	10:33	1,441	87.5%	10:46	1,501	86.2%	10:50	1,548
Pyrenees	40.8%	21:23	98	41.7%	19:03	127	34.0%	20:11	94	36.4%	21:21	121	39.5%	20:15	129
Queenscliffe	40.4%	16:38	52	24.2%	21:26	66	40.0%	17:27	45	28.3%	18:49	53	27.0%	18:46	63
South Gippsland	40.1%	20:44	394	43.5%	19:46	405	37.7%	20:33	395	43.9%	18:56	394	43.9%	19:54	412
Southern Grampians	69.5%	14:28	164	65.4%	14:58	179	65.3%	15:26	196	68.5%	14:41	197	63.9%	16:08	208
Stonnington	86.2%	11:09	1,187	86.7%	11:07	1,115	86.8%	11:21	1,155	85.0%	11:26	1,224	84.8%	11:15	1,257
Strathbogie	35.0%	21:26	177	39.5%	20:43	157	39.4%	19:27	160	39.1%	21:10	156	39.9%	19:18	208
Surf Coast	45.8%	18:06	360	46.2%	18:26	372	48.1%	17:41	337	46.2%	17:54	301	49.9%	17:07	375
Swan Hill	70.3%	13:25	317	69.1%	14:05	288	74.3%	13:25	335	74.2%	12:51	330	75.2%	13:36	314
Towong	34.6%	22:42	78	26.9%	25:12	78	39.5%	21:33	86	34.7%	25:32	75	38.6%	24:33	83
Wangaratta	65.9%	15:27	422	72.5%	13:33	363	76.6%	12:47	393	74.5%	12:57	455	75.3%	13:28	429
Warrnambool	85.1%	11:11	463	89.9%	10:00	424	89.6%	10:23	422	89.9%	10:23	447	90.6%	10:15	425
Wellington	53.4%	18:16	641	49.0%	18:28	598	55.4%	17:48	570	52.5%	17:05	610	55.6%	17:41	593
West Wimmera	40.4%	22:11	57	29.8%	22:56	47	27.0%	22:58	37	40.4%	22:37	52	34.6%	28:51	52
Whitehorse	88.3%	10:40	1,848	88.9%	10:31	1,729	89.5%	10:22	1,758	88.0%	10:40	1,997	89.1%	10:28	1,883
Whittlesea	71.5%	13:44	2,460	69.2%	13:53	2,126	72.7%	13:25	2,323	65.6%	14:41	2,536	69.1%	13:45	2,339
Wodonga	71.7%	14:17	575	73.8%	13:26	507	80.2%	12:26	489	86.8%	11:02	604	82.2%	11:48	569
Wyndham	71.0%	13:30	2,004	74.0%	13:05	1,848	75.4%	12:57	1,838	68.9%	13:51	2,144	74.5%	13:05	2,060
Yarra	89.6%	10:09	1,245	89.5%	10:13	1,252	89.9%	10:05	1,285	88.1%	10:32	1,381	89.5%	10:16	1,459
Yarra Ranges	62.6%	15:24	1,997	62.4%	15:02	1,851	62.5%	14:56	1,942	62.4%	15:13	1,952	58.0%	15:46	1,962
Yarriambiack	24.5%	26:40	106	33.3%	23:01	81	34.3%	23:40	99						



Ambulance Victoria

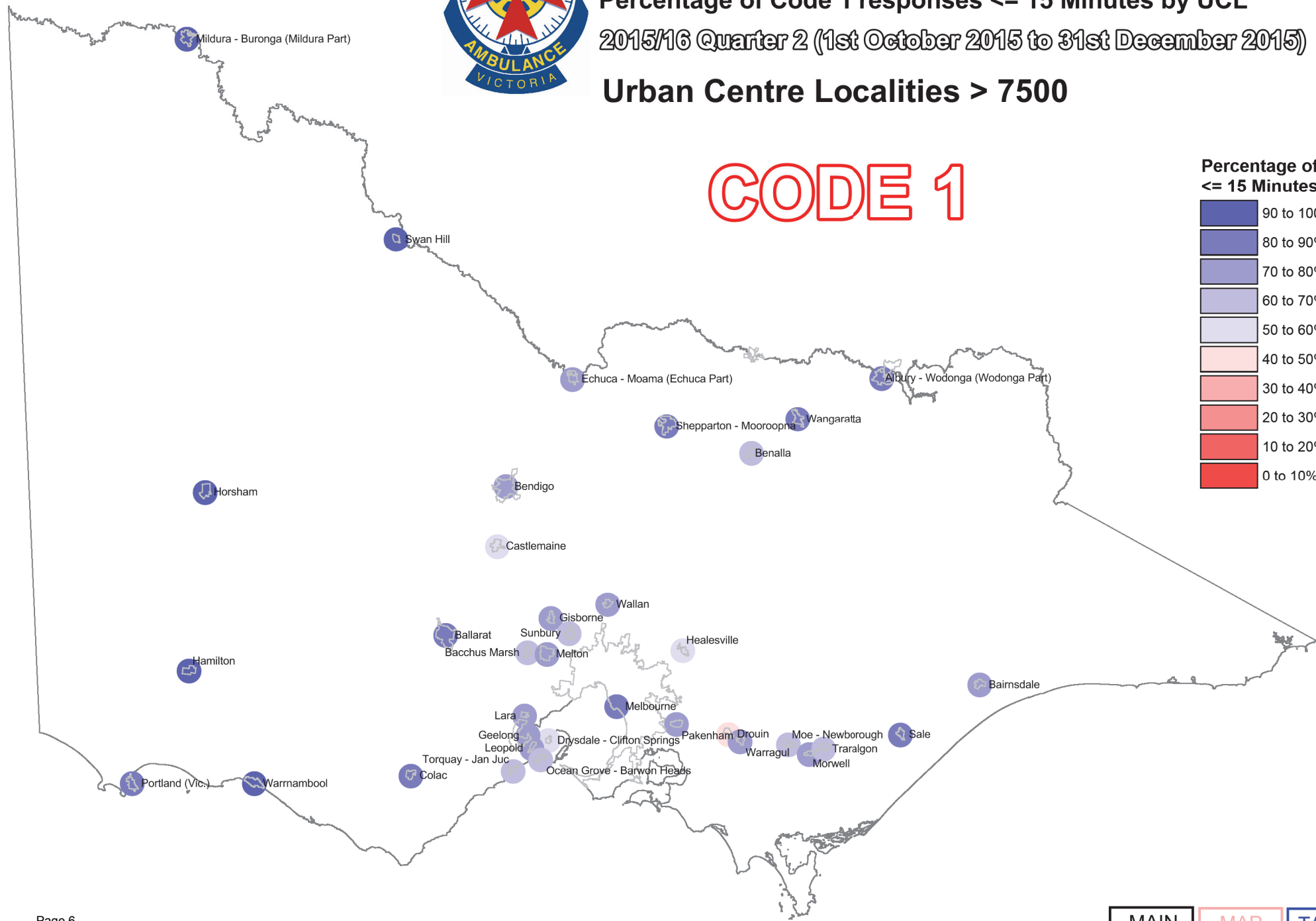
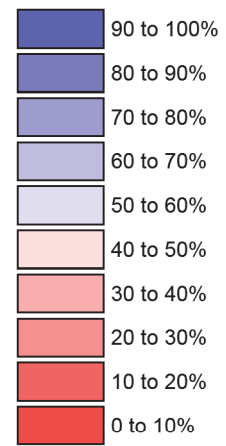
Percentage of Code 1 responses <= 15 Minutes by UCL

2015/16 Quarter 2 (1st October 2015 to 31st December 2015)

Urban Centre Localities > 7500

CODE 1

Percentage of responses
<= 15 Minutes





Ambulance Victoria

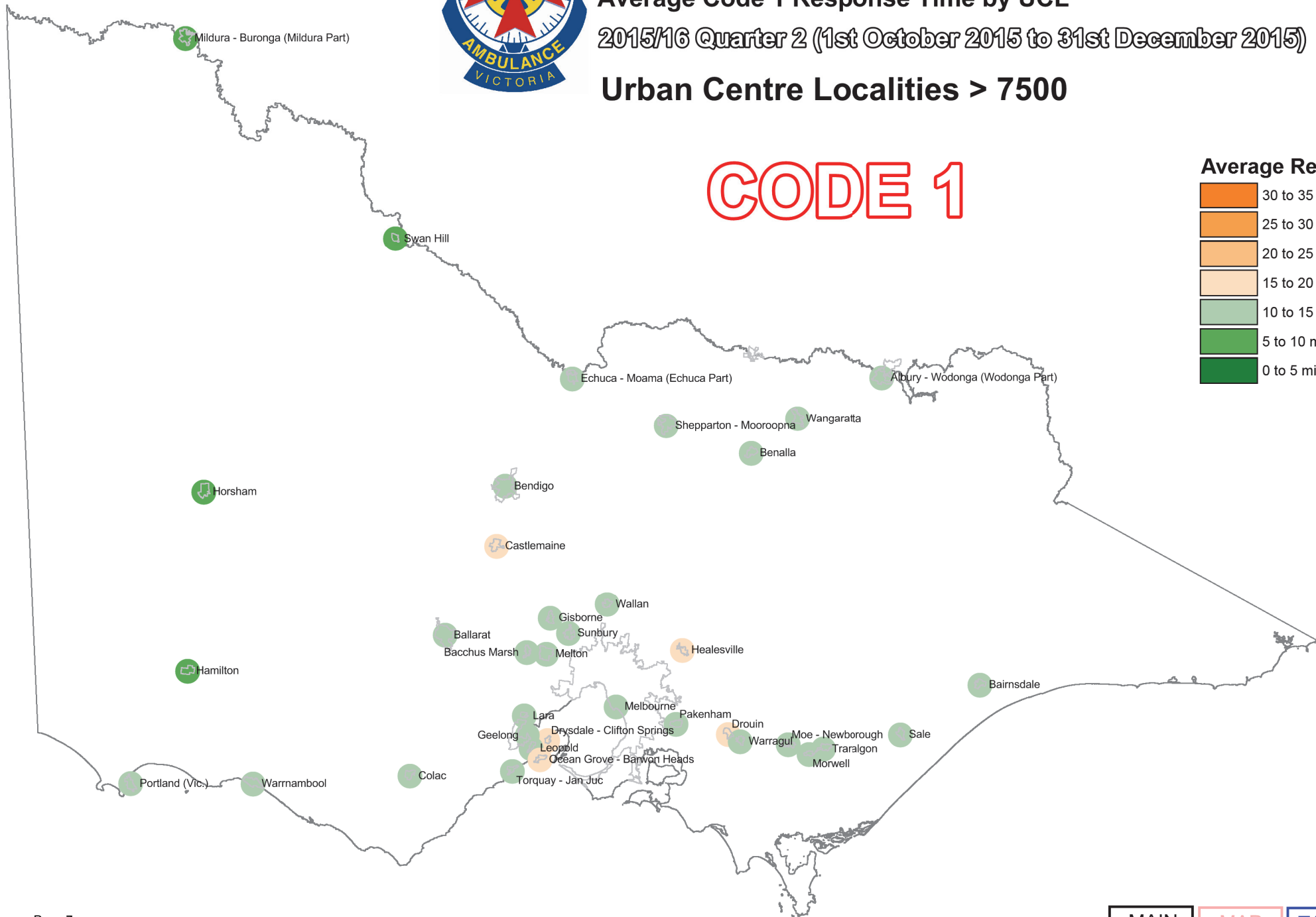
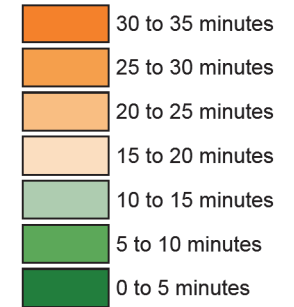
Average Code 1 Response Time by UCL

2015/16 Quarter 2 (1st October 2015 to 31st December 2015)

Urban Centre Localities > 7500

CODE 1

Average Response Time





Qtr 2 2014/15

UCL Name	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	74.5%	13:51	522
Bacchus Marsh	75.1%	13:28	181
Bairnsdale	71.6%	13:23	264
Ballarat	79.3%	12:22	1,375
Benalla	71.7%	14:18	152
Bendigo	71.8%	13:44	1,444
Castlemaine	64.3%	16:56	140
Colac	78.0%	13:23	132
Drouin	43.3%	19:15	150
Drysdale - Clifton Springs	67.1%	14:44	155
Echuca - Moama (Echuca Part)	75.7%	13:03	268
Geelong	77.8%	12:30	2,537
Gisborne	69.5%	13:25	95
Hamilton	90.0%	10:28	110
Healesville	62.4%	16:48	178
Horsham	90.2%	10:01	348
Lara	71.2%	13:16	125
Leopold	65.4%	13:34	127
Melbourne	81.1%	12:01	54,026
Melton	68.6%	13:36	956
Mildura - Buronga (Mildura Part)	87.1%	10:36	676
Moe - Newborough	63.7%	15:10	435
Morwell	70.9%	13:45	453
Ocean Grove - Barwon Heads	66.3%	14:49	193
Pakenham	80.1%	11:50	538
Portland (Vic.)	82.9%	11:58	164
Sale	80.1%	11:56	236
Shepparton - Mooropna	79.8%	12:37	845
Sunbury	73.4%	12:51	523
Swan Hill	89.7%	9:58	174
Torquay - Jan Juc	60.4%	14:58	169
Traralgon	62.8%	15:10	449
Wallan	20.3%	19:21	123
Wangaratta	85.3%	11:11	306
Warragul	68.5%	15:57	238
Warrnambool	86.5%	11:04	436
Total UCL > 7500	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
	82.9%	11:39	51,844
	70.0%	13:19	939
	90.5%	9:44	708
	62.7%	14:39	448
	77.0%	12:23	453
	69.4%	14:14	180
	77.2%	12:35	646
	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	66,958

Qtr 1 2015/16

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	89.7%	10:22	551
	59.9%	15:21	217
	75.4%	13:28	354
	86.1%	11:24	1,442
	74.6%	12:55	142
	78.2%	12:38	1,579
	61.9%	16:15	139
	80.3%	13:05	127
	45.1%	19:03	206
	63.0%	14:40	135
	75.8%	13:30	240
	80.4%	12:20	2,872
	61.9%	13:32	118
	89.8%	10:07	128
	57.7%	15:39	137
	87.5%	10:18	328
	62.9%	15:02	140
	83.2%	11:24	125
	80.0%	12:12	57,318
	65.9%	14:22	1,026
	93.2%	9:09	709
	64.0%	14:22	489
	76.0%	12:37	462
	63.4%	15:56	172
	77.4%	12:22	664
	88.8%	10:34	134
	81.5%	10:49	184
	88.7%	10:43	900
	66.9%	14:39	544
	89.7%	9:31	194
	58.9%	15:08	146
	64.0%	14:41	500
	73.1%	13:23	104
	89.4%	10:31	348
	68.0%	15:43	247
	90.5%	10:12	432
	79.5%	12:16	73,553

Qtr 2 2015/16

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	87.2%	10:56	515
	65.3%	14:24	213
	79.5%	12:29	317
	87.9%	11:25	1,342
	69.9%	14:28	153
	79.2%	12:42	1,500
	55.6%	17:17	162
	82.0%	12:13	139
	46.3%	18:38	190
	59.4%	15:00	138
	77.8%	13:37	216
	78.3%	12:23	2,610
	72.4%	12:47	127
	92.9%	9:52	127
	54.4%	17:35	169
	91.5%	9:40	307
	77.3%	13:27	132
	78.1%	12:39	128
	81.9%	11:52	54,873
	71.2%	13:24	918
	90.2%	9:40	663
	60.8%	14:49	469
	78.7%	12:38	488
	62.5%	15:13	200
	76.7%	12:28	609
	84.4%	11:14	147
	82.9%	10:27	193
	87.7%	10:51	869
	68.5%	14:27	523
	91.5%	9:51	189
	63.6%	14:47	173
	63.6%	14:36	503
	74.8%	13:00	115
	89.2%	10:12	316
	77.3%	12:57	211
	91.0%	10:10	409
	81.1%	12:00	70,353

MAIN

MAP
≤ 15 MinutesMAP
Average

TABLE

CHART

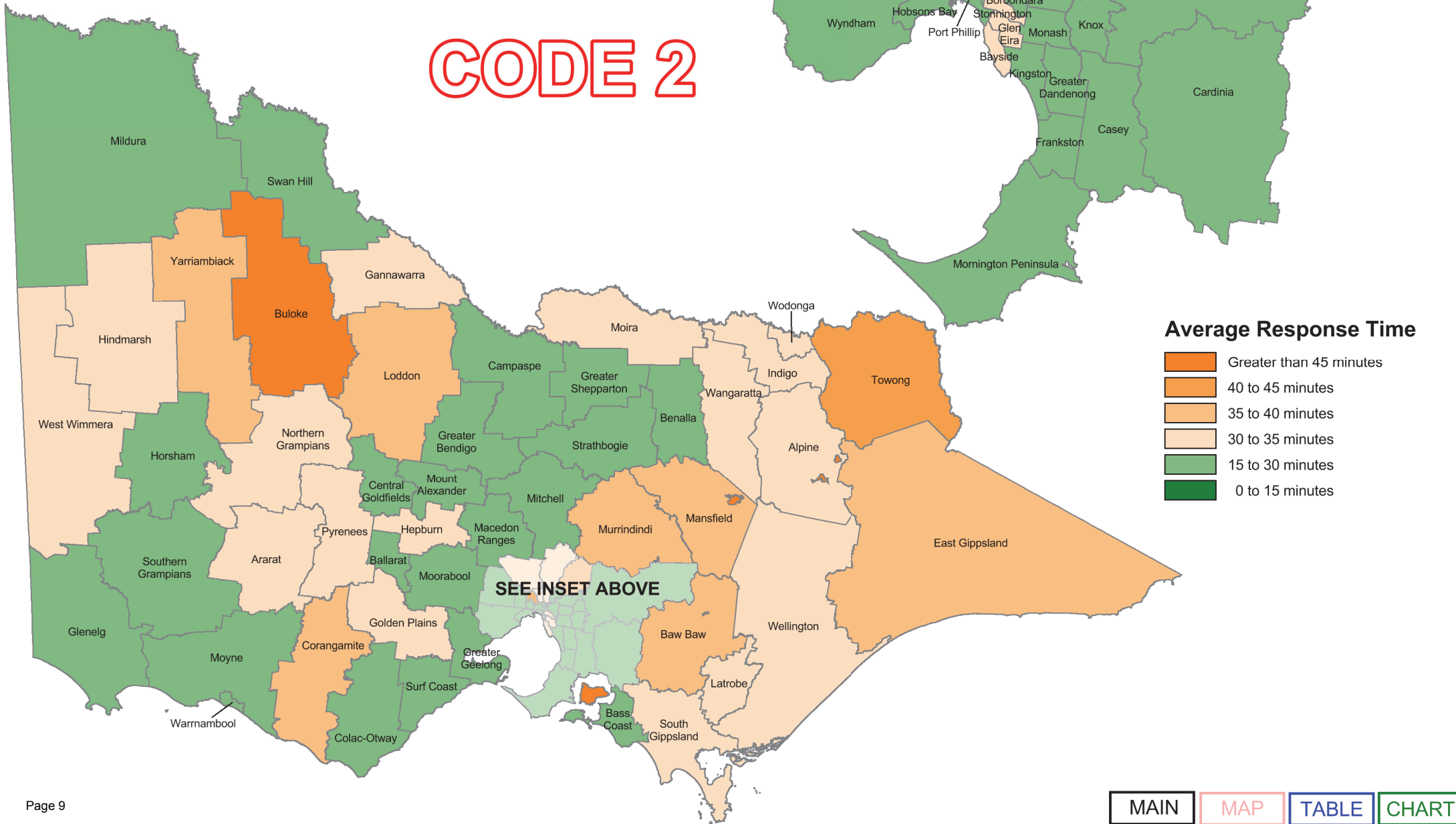


Ambulance Victoria

Average Code 2 Response Time by LGA

2015/16 Quarter 2 (1st October 2015 to 31st December 2015)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 2 2014/15		Qtr 3 2014/15		Qtr 4 2014/15		Qtr 1 2015/16		Qtr 2 2015/16	
	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses
Alpine	40:07	115	45:56	127	36:24	131	37:47	140	32:35	143
Ararat	34:52	121	29:40	99	30:49	117	34:46	127	33:16	132
Ballarat	23:38	677	21:04	780	22:16	743	22:05	757	23:18	810
Banyule	31:43	821	28:13	851	27:47	860	33:09	838	29:42	827
Bass Coast	29:06	406	28:12	415	28:00	384	29:28	399	28:00	427
Baw Baw	33:13	266	32:29	323	34:11	368	34:35	348	36:28	384
Bayside	31:10	635	30:56	630	31:27	639	31:37	643	31:03	655
Benalla	27:43	129	26:15	148	25:34	143	24:48	152	26:51	172
Boroondara	27:02	927	27:38	866	27:40	899	31:57	942	28:12	925
Brimbank	30:28	1,319	27:26	1,353	28:11	1,327	32:05	1,239	28:23	1,326
Buloke	44:47	77	42:05	55	45:13	53	44:52	65	51:30	68
Campaspe	29:48	347	31:49	368	30:18	342	29:48	372	28:47	378
Cardinia	25:10	512	24:46	544	26:01	554	27:04	558	24:26	621
Casey	24:20	1,688	23:31	1,717	23:27	1,753	25:28	1,859	23:57	1,791
Central Goldfields	27:04	142	29:26	160	29:32	168	26:45	145	27:34	123
Colac-Otway	31:46	156	28:15	180	30:57	177	33:18	165	29:02	168
Corangamite	34:19	125	31:09	132	29:04	159	28:02	112	36:40	125
Darebin	31:35	1,094	29:26	1,075	28:36	1,126	33:18	1,119	30:56	1,177
East Gippsland	36:01	480	35:04	492	34:27	489	36:06	490	36:16	547
Frankston	23:49	1,364	23:17	1,308	22:46	1,259	24:17	1,355	23:45	1,397
Gannawarra	31:30	67	27:19	73	31:04	79	26:13	73	30:57	94
Glen Eira	31:49	832	31:50	791	30:52	887	34:01	918	30:17	888
Glenelg	25:06	157	30:50	149	28:36	187	24:14	181	27:51	178
Golden Plains	32:50	70	29:42	67	29:43	72	31:15	72	30:28	69
Greater Bendigo	27:28	828	28:37	766	25:59	818	30:00	912	27:42	855
Greater Dandenong	25:04	1,221	24:43	1,252	24:51	1,293	26:50	1,341	25:06	1,291
Greater Geelong	26:12	1,814	27:05	1,805	25:22	1,917	28:16	1,919	27:35	1,977
Greater Shepparton	25:05	616	27:08	590	24:36	590	24:22	577	25:47	643
Hepburn	37:49	122	37:48	132	36:04	141	35:05	119	31:15	117
Hindmarsh	34:35	83	31:00	60	29:04	76	40:48	77	34:01	75
Hobsons Bay	26:21	615	25:21	608	26:51	659	30:40	653	25:57	642
Horsham	23:37	202	24:41	238	26:10	205	31:24	234	23:22	222
Hume	30:39	1,336	29:52	1,327	30:25	1,330	34:02	1,418	32:46	1,455
Indigo	37:49	72	34:50	70	29:45	105	29:39	81	34:07	76
Kingston	27:20	1,047	26:47	1,129	26:50	1,108	28:52	1,050	25:42	1,051
Knox	24:17	1,048	22:54	1,015	23:17	988	25:51	1,042	24:46	1,000
Latrobe	34:09	786	32:06	831	33:50	800	31:49	847	33:29	934
Loddon	40:22	64	31:48	47	41:38	69	38:36	65	36:43	55
Macedon Ranges	27:00	371	25:28	333	23:12	381	23:47	375	24:05	417
Manningham	29:06	626	27:48	627	27:47	673	31:34	658	29:48	608
Mansfield	40:11	99	36:03	88	35:18	94	42:52	85	37:00	99
Maribyrnong	28:01	578	25:11	576	25:03	602	30:44	581	25:50	628
Maroondah	25:34	898	24:45	850	24:32	888	27:28	866	24:12	883
Melbourne	27:41	1,594	26:09	1,726	25:57	1,582	29:13	1,608	27:20	1,666
Melton	28:08	762	26:58	778	27:51	820	31:24	796	27:21	842
Mildura	26:48	483	24:30	501	27:48	507	27:34	565	26:55	570
Mitchell	28:42	358	26:23	364	25:44	355	26:17	377	26:06	399
Moir	34:10	337	30:12	324	28:39	329	29:11	324	30:26	333
Monash	29:36	1,096	28:49	1,124	26:45	1,199	30:51	1,159	27:23	1,211
Moonee Valley	57:45	1,141	58:36	1,119	56:39	1,151	68:18	1,153	64:25	1,235
Moorabool	29:15	197	27:39	228	29:37	219	29:20	237	29:27	263
Moreland	32:44	1,240	30:10	1,225	29:41	1,318	35:00	1,309	31:49	1,260
Mornington Peninsula	27:06	1,436	25:17	1,414	24:42	1,377	25:42	1,376	24:34	1,469
Mount Alexander	33:02	171	32:27	167	31:24	144	32:37	158	29:29	186
Moyne	33:39	104	30:10	92	30:40	90	28:59	87	27:19	86
Murrindindi	35:24	119	30:52	140	31:24	134	37:13	121	37:13	132
Nillumbik	34:32	264	29:53	272	31:33	293	38:23	258	35:52	252
Northern Grampians	32:01	144	28:04	122	33:44	150	26:03	125	31:38	110
Port Phillip	30:24	817	28:22	908	27:03	740	29:46	794	29:08	868
Pyrenees	29:21	42	33:30	62	30:06	62	34:37	66	30:44	60
Queenscliffe	35:27	32	35:14	34	25:42	22	36:51	31	30:41	41
South Gippsland	34:59	225	30:19	212	33:55	232	31:11	207	34:49	245
Southern Grampians	23:02	113	27:04	124	29:35	131	25:44	134	28:00	146
Stonnington	30:44	618	28:44	563	27:13	603	31:46	569	31:52	627
Strathbogie	32:29	98	32:26	91	33:03	120	34:57	96	29:55	102
Surf Coast	29:21	174	28:26	190	27:37	181	27:56	150	28:50	198
Swan Hill	24:06	193	24:03	165	29:45	198	28:17	203	29:51	218
Towong	42:45	59	40:34	46	43:54	69	26:09	55	40:41	63
Wangaratta	30:27	269	29:23	237	32:29	262	29:20	264	30:19	275
Warrnambool	25:24	290	22:24	289	25:23	291	25:53	291	25:04	339
Wellington	32:38	398	30:28	381	29:58	337	30:36	319	31:36	326
West Wimmera	40:15	37	27:18	27	36:58	29	35:59	41	34:35	34
Whitehorse	26:03	1,077	25:05	1,069	26:01	1,065	27:46	1,145	24:54	1,127
Whittlesea	33:19	965	30:21	1,014	29:38	1,060	35:31	1,042	31:37	1,100
Wodonga	27:30	307	26:03	294	28:50	275	28:08	336	30:14	339
Wyndham	27:55	969	27:07	996	26:20	1,063	30:16	1,034	28:10	1,095
Yarra	28:17	571	27:32	628	28:02	572	31:11	547	27:00	641
Yarra Ranges	27:17	963	27:04	977	27:27	920	28:36	1,000	26:42	985
Yarriambiack	32:46	69	38:52	58	36:20	70	36:50	67	35:29	84
Unincorporated	50:28	2	38:03	10	13:21	33	20:20	278	46:44	2
Interstate LGAs	30:03	115	33:28	126	31:04	113	33:46	129	34:32	128
Total AV	29:27	42,804	28:19	43,148	28:13	43,769	30:45	44,421	29:10	45,514



Ambulance Victoria

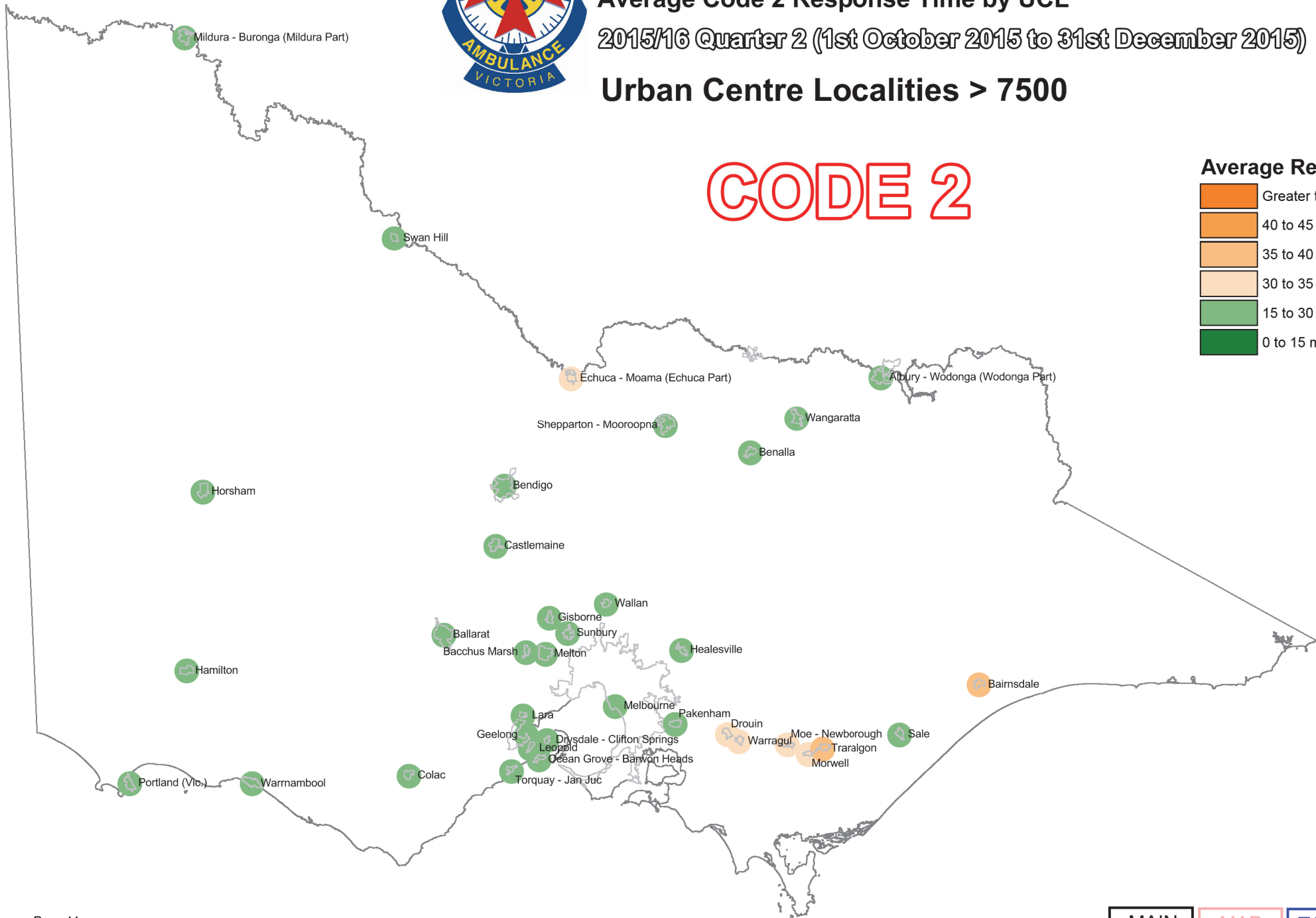
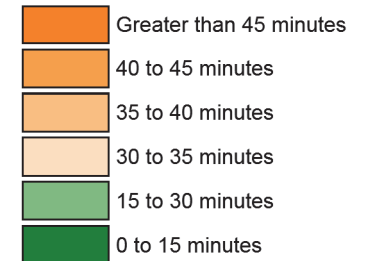
Average Code 2 Response Time by UCL

2015/16 Quarter 2 (1st October 2015 to 31st December 2015)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 2 2014/15

Qtr 3 2014/15

Qtr 4 2014/15

Qtr 1 2015/16

Qtr 2 2015/16

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	27:23	283
Bacchus Marsh	26:26	137
Bairnsdale	36:44	191
Ballarat	23:13	644
Benalla	26:50	117
Bendigo	26:49	743
Castlemaine	33:09	124
Colac	31:42	113
Drouin	33:16	62
Drysdale - Clifton Springs	26:55	70
Echuca - Moama (Echuca Part)	30:32	182
Geelong	25:00	1,354
Gisborne	23:40	65
Hamilton	18:44	93
Healesville	26:09	107
Horsham	20:19	186
Lara	22:43	63
Leopold	23:41	57
Melbourne	29:32	28,154
Melton	27:10	471
Mildura - Buronga (Mildura Part)	23:53	348
Moe - Newborough	32:37	216
Morwell	31:05	239
Ocean Grove - Barwon Heads	25:45	94
Pakenham	22:08	293
Portland (Vic.)	24:01	99
Sale	28:24	171
Shepparton - Mooroopna	24:06	509
Sunbury	25:25	266
Swan Hill	22:06	109
Torquay - Jan Juc	28:37	63
Traralgon	37:15	222
Wallan	31:04	57
Wangaratta	28:27	212
Warragul	31:52	124
Warrnambool	25:23	283
Total UCL > 7500	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	28,626
26:44	483
25:09	371
32:31	201
34:33	226
24:40	90
23:42	310
26:15	112
23:58	125
24:20	492
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	37,174

27:24	313
28:29	139
37:40	187
21:19	736
23:16	133
29:30	815
31:01	118
34:45	126
30:20	81
26:03	73
30:43	198
26:05	1,419
22:17	61
22:12	107
28:13	102
25:21	192
31:23	61
24:34	53
31:37	28,868
28:27	493
25:07	414
29:08	230
27:50	215
24:32	96
24:27	331
23:00	124
24:27	118
23:09	471
26:38	303
24:28	126
27:16	73
35:28	293
19:47	49
24:14	204
36:21	159
26:02	281
30:30	37,762

29:49	314
28:29	158
36:37	216
22:34	777
23:59	154
27:00	756
28:14	143
28:05	120
34:43	98
27:12	86
30:21	203
26:59	1,431
24:23	84
22:31	104
28:56	102
22:05	208
28:46	68
19:50	60
29:07	29,435
26:45	504
23:49	428
31:17	243
31:23	249
23:08	129
22:23	370
27:37	133
25:06	148
24:30	544
27:38	302
29:11	142
25:04	94
36:00	298
20:43	70
28:50	240
34:43	169
25:12	334
28:35	38,914

MAIN

MAP

TABLE

CHART

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