



Ambulance Victoria's Performance

2015/16 Quarter 3 (1st January 2016 to 31st March 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).

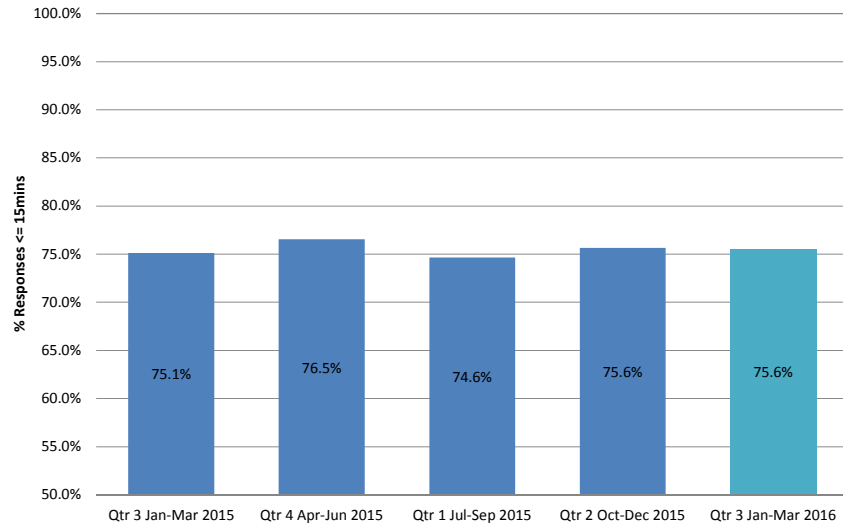
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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, 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

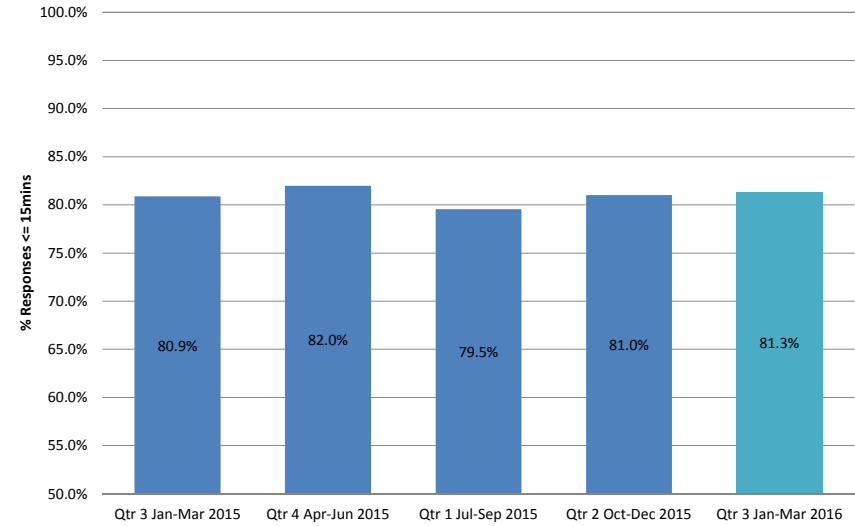
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

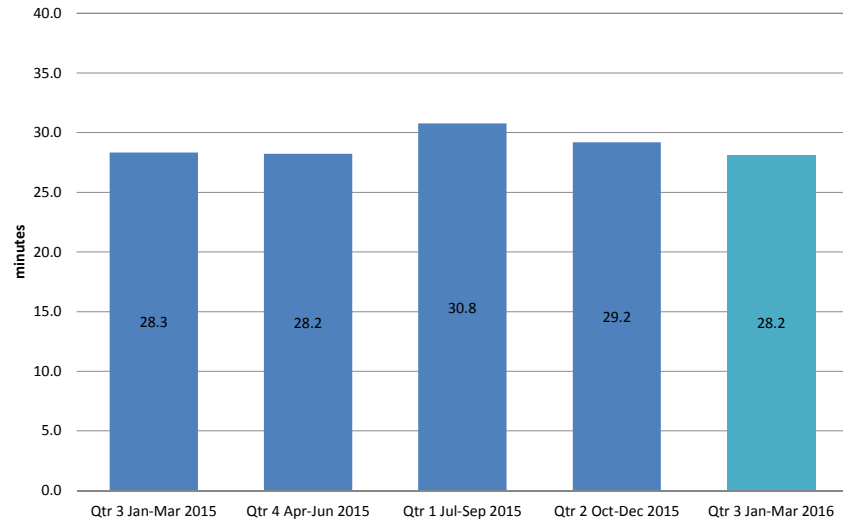
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

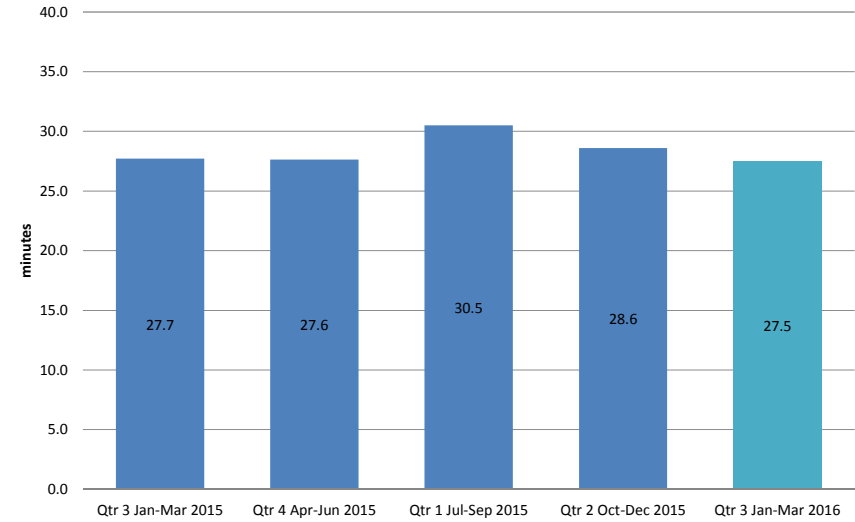
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

TABLE

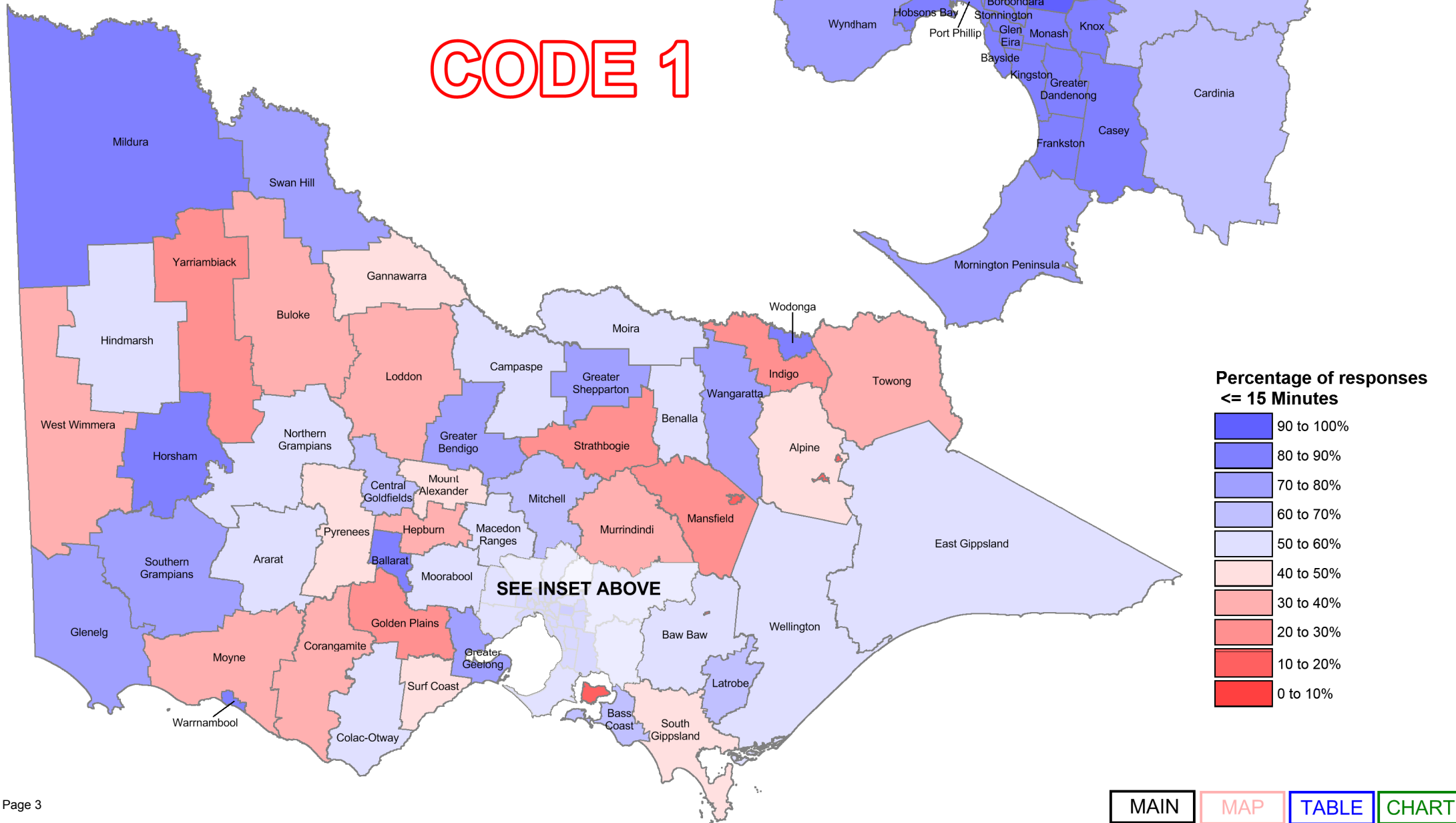


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Percentage of Code 1 responses <= 15 Minutes by LGA

2015/16 Quarter 3 (1st January 2016 to 31st March 2016)

CODE 1



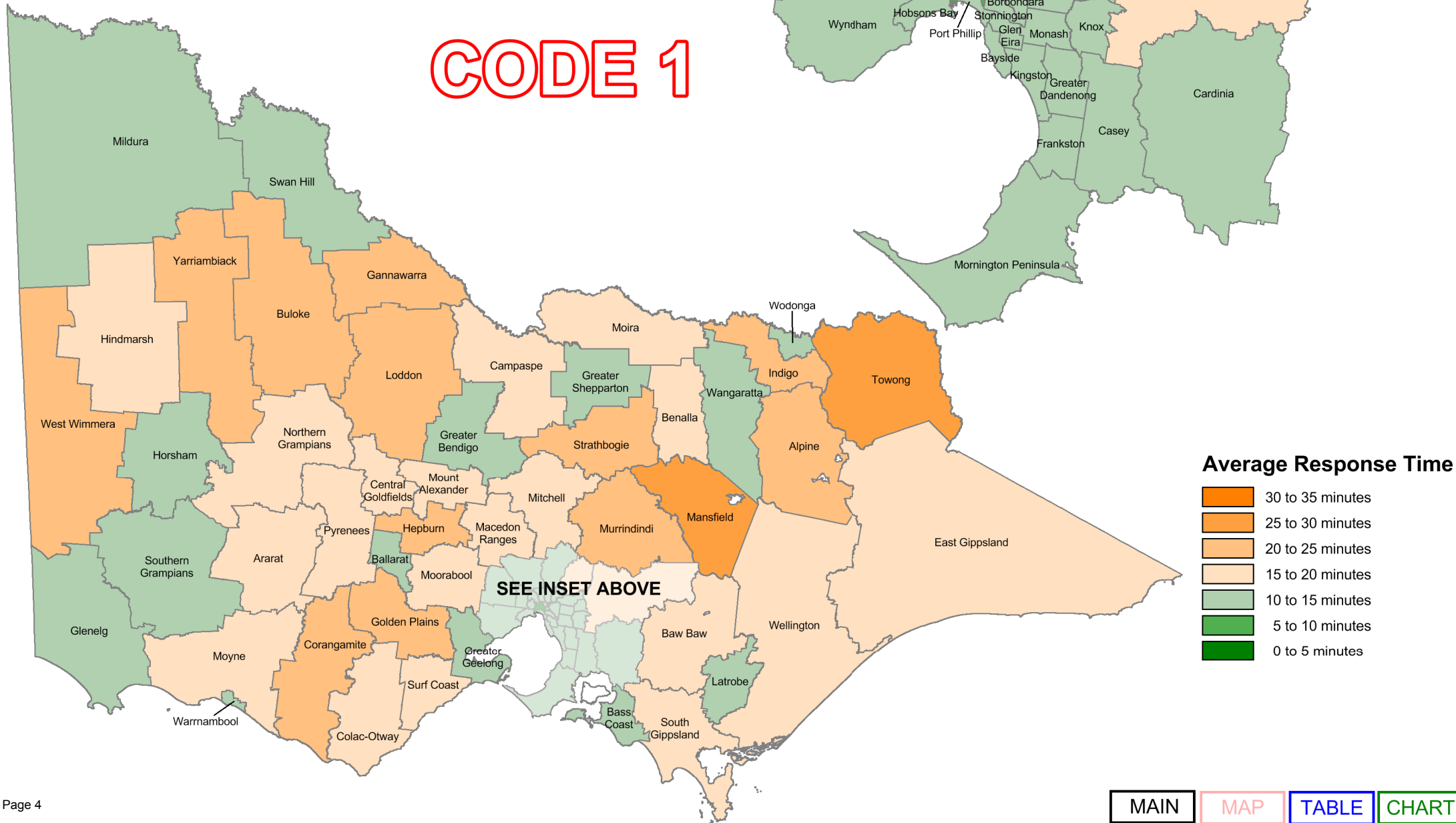


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Average Code 1 Response Time by LGA

2015/16 Quarter 3 (1st January 2016 to 31st March 2016)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 3 2014/15			Qtr 4 2014/15			Qtr 1 2015/16			Qtr 2 2015/16			Qtr 3 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	38.8%	23:56	147	38.8%	20:08	160	41.9%	21:16	136	44.2%	21:44	138	42.3%	22:40	168
Ararat	58.4%	17:50	137	62.2%	16:04	185	63.9%	15:32	216	54.2%	18:02	153	59.8%	16:58	164
Ballarat	82.8%	11:51	1,424	83.5%	11:38	1,485	84.4%	11:40	1,516	85.7%	11:45	1,430	82.2%	12:02	1,425
Banyule	85.6%	11:15	1,409	84.8%	11:11	1,465	82.0%	11:57	1,651	86.2%	11:20	1,631	85.0%	11:28	1,539
Bass Coast	60.7%	15:26	687	64.3%	15:02	675	66.0%	14:15	603	64.0%	14:40	655	62.3%	14:41	743
Baw Baw	42.9%	20:11	643	51.0%	18:23	673	45.1%	18:51	729	49.2%	18:39	664	50.2%	17:47	667
Bayside	81.0%	12:35	1,034	84.0%	12:19	1,012	82.2%	12:12	1,055	82.6%	12:18	1,006	80.0%	12:41	991
Benalla	56.0%	17:24	207	63.7%	16:15	215	65.6%	14:32	186	56.2%	16:45	217	58.5%	17:22	212
Boroondara	86.2%	11:21	1,533	88.9%	11:14	1,485	83.6%	11:50	1,622	87.8%	11:18	1,559	87.4%	11:20	1,463
Brimbank	79.6%	12:21	2,523	78.2%	12:28	2,563	75.6%	13:05	2,873	78.3%	12:46	2,784	81.9%	12:08	2,629
Buloke	22.2%	30:14	81	30.9%	24:27	97	30.3%	25:17	89	30.5%	23:27	59	33.3%	24:42	90
Campaspe	58.4%	16:24	567	62.6%	15:40	586	61.3%	15:51	594	58.6%	16:36	567	57.8%	15:39	569
Cardinia	62.0%	14:49	1,075	63.9%	14:37	1,177	63.1%	14:48	1,225	61.6%	15:05	1,135	62.8%	14:33	1,203
Casey	80.4%	12:02	3,131	82.2%	11:42	3,211	79.0%	12:16	3,612	80.7%	12:13	3,469	80.5%	12:05	3,273
Central Goldfields	56.5%	17:35	253	58.2%	15:52	225	59.4%	15:41	219	58.8%	16:39	238	61.4%	15:36	241
Colac-Otway	53.4%	18:41	219	60.6%	17:18	249	59.0%	16:14	217	65.0%	15:43	237	55.6%	18:33	207
Corangamite	41.0%	20:08	173	35.3%	21:10	190	40.8%	20:22	174	36.7%	22:18	196	32.4%	21:56	182
Darebin	87.5%	10:57	2,111	88.4%	10:57	2,187	83.7%	12:04	2,433	86.3%	11:24	2,364	86.4%	11:25	2,179
East Gippsland	52.6%	18:48	846	56.3%	17:34	854	54.7%	18:10	901	56.1%	18:18	887	57.5%	17:22	830
Frankston	84.7%	11:20	2,267	86.8%	11:09	2,267	82.5%	11:32	2,586	84.8%	11:16	2,409	83.8%	11:25	2,371
Gannawarra	53.2%	18:07	111	49.5%	17:52	105	63.9%	16:28	108	47.4%	19:38	135	43.6%	20:39	117
Glen Eira	84.0%	11:22	1,641	85.3%	11:26	1,681	85.0%	11:42	1,740	85.0%	11:15	1,645	84.8%	11:35	1,589
Glenelg	66.5%	14:53	242	69.0%	15:13	232	75.2%	13:28	222	73.1%	13:52	260	71.7%	13:48	244
Golden Plains	27.5%	21:19	153	23.9%	20:01	176	24.1%	21:13	187	24.2%	21:07	161	23.5%	20:51	153
Greater Bendigo	69.5%	14:04	1,553	71.7%	13:27	1,670	72.1%	13:44	1,851	73.6%	13:35	1,728	74.0%	13:42	1,639
Greater Dandenong	86.0%	10:58	2,390	84.4%	11:21	2,448	83.8%	11:20	2,662	84.2%	11:16	2,469	84.3%	11:22	2,543
Greater Geelong	71.3%	13:35	3,437	75.6%	12:50	3,478	74.7%	13:10	3,815	72.6%	13:18	3,583	72.3%	13:28	3,782
Greater Shepparton	71.4%	13:38	1,033	80.3%	12:06	1,008	77.6%	12:25	1,167	76.7%	12:25	1,139	77.8%	12:13	1,109
Hepburn	21.5%	24:12	177	34.7%	21:20	170	28.1%	21:36	185	29.8%	21:41	168	30.8%	20:04	172
Hindmarsh	54.1%	18:22	74	63.4%	15:59	82	49.6%	21:23	115	57.0%	18:36	86	56.7%	17:54	97
Hobsons Bay	85.0%	11:17	1,146	85.6%	11:12	1,151	82.0%	12:12	1,259	83.7%	11:52	1,153	82.8%	11:52	1,136
Horsham	85.1%	10:42	323	78.8%	11:56	292	80.7%	11:39	378	84.1%	10:48	345	87.0%	10:08	315
Hume	69.0%	13:59	2,887	69.5%	13:47	2,944	65.1%	14:50	3,451	67.6%	14:25	3,336	69.1%	14:09	3,155
Indigo	33.8%	21:01	145	34.5%	21:38	168	33.0%	20:27	182	35.2%	21:41	145	20.6%	22:23	170
Kingston	84.3%	11:23	1,895	85.0%	11:29	2,029	83.0%	11:51	2,185	85.4%	11:22	1,985	85.2%	11:23	2,003
Knox	84.4%	11:22	1,672	84.9%	11:38	1,751	83.5%	11:40	1,947	85.4%	11:25	1,924	84.8%	11:20	1,696
Latrobe	61.7%	15:19	1,625	64.3%	14:35	1,673	62.9%	14:52	1,729	62.2%	15:08	1,752	63.1%	14:36	1,654
Loddon	27.6%	22:56	123	24.4%	24:21	127	31.0%	23:39	145	29.1%	24:16	134	37.3%	21:29	126
Macedon Ranges	56.4%	15:56	505	56.1%	15:40	533	57.6%	15:20	549	60.4%	14:52	548	58.6%	15:24	539
Manningham	77.3%	12:55	1,152	78.1%	12:32	1,256	74.8%	13:23	1,351	78.9%	12:49	1,238	79.5%	12:34	1,173
Mansfield	23.2%	25:41	99	36.1%	24:38	97	49.5%	21:32	91	32.5%	25:19	114	27.9%	25:22	104
Maribyrnong	90.4%	9:58	1,096	90.5%	9:44	1,094	88.5%	10:32	1,232	87.1%	10:44	1,108	86.8%	10:58	1,125
Maroondah	87.1%	11:15	1,416	87.1%	10:50	1,548	85.3%	11:09	1,624	85.5%	10:57	1,531	84.9%	11:00	1,535
Melbourne	89.4%	9:56	2,749	89.1%	9:58	2,594	87.9%	10:00	2,733	88.4%	10:16	2,882	89.0%	9:51	2,884
Melton	69.5%	13:16	1,643	69.6%	13:28	1,667	64.5%	14:30	1,902	69.8%	13:41	1,708	73.5%	13:03	1,748
Mildura	82.2%	11:14	901	82.2%	11:33	980	82.7%	11:16	1,022	80.5%	11:36	931	80.9%	11:37	970
Mitchell	43.4%	18:10	557	46.0%	16:55	522	55.3%	16:36	570	61.1%	15:47	573	60.4%	15:33	599
Moirra	55.6%	17:27	527	56.3%	16:21	455	60.2%	16:13	528	59.8%	15:50	522	58.0%	16:03	522
Monash	84.2%	11:46	1,904	84.2%	11:27	2,002	84.4%	11:43	2,247	84.5%	11:40	2,110	84.3%	11:36	2,065
Moonee Valley	85.0%	11:39	1,394	85.8%	11:50	1,577	81.4%	12:32	1,664	83.7%	12:01	1,623	82.8%	12:12	1,479
Moorabool	52.8%	17:39	345	58.4%	16:06	377	49.1%	17:30	395	50.3%	16:59	398	53.9%	16:00	395
Moreland	83.1%	11:58	2,391	84.8%	11:35	2,335	82.2%	12:05	2,765	84.6%	11:42	2,481	84.3%	11:32	2,377
Mornington Peninsula	69.0%	13:36	2,384	72.6%	12:55	2,224	68.7%	13:26	2,408	69.7%	13:20	2,498	70.6%	13:13	2,687
Mount Alexander	51.9%	18:18	239	45.9%	18:37	205	43.8%	19:00	242	39.8%	20:07	269	48.6%	18:13	212
Moyne	38.7%	20:21	168	34.0%	19:25	162	35.7%	19:17	157	36.0%	18:27	139	34.7%	19:43	147
Murrindindi	36.7%	20:53	221	28.4%	23:26	208	33.8%	22:52	198	33.6%	22:52	247	33.8%	21:30	225
Nillumbik	58.6%	15:38	457	51.5%	16:21	532	49.3%	16:58	590	49.0%	16:38	553	50.4%	16:56	530
Northern Grampians	59.6%	15:40	141	62.6%	15:30	190	59.9%	15:53	182	65.5%	14:55	171	58.0%	17:18	188
Port Phillip	86.0%	11:00	1,527	88.6%	10:33	1,441	87.5%	10:46	1,501	86.1%	10:51	1,553	86.2%	10:55	1,556
Pyrenees	41.7%	19:03	127	34.0%	20:11	94	36.4%	21:21	121	39.5%	20:15	129	42.6%	19:52	122
Queenscliffe	24.2%	21:26	66	40.0%	17:27	45	28.3%	18:49	53	27.0%	18:46	63	27.4%	18:40	62
South Gippsland	43.5%	19:46	405	37.7%	20:33	395	43.9%	18:56	394	43.9%	19:54	412	40.6%	19:57	458
Southern Grampians	65.4%	14:58	179	65.3%	15:26	196	68.5%	14:41	197	64.1%	16:05	209	71.2%	13:53	163
Stonnington	86.7%	11:07	1,115	86.8%	11:21	1,155	85.0%	11:26	1,224	84.7%	11:16	1,258	86.9%	11:19	1,218
Strathbogie	39.5%	20:43	157	39.4%	19:27	160	39.1%	21:10	156	39.9%	19:18	208	29.9%	22:46	201
Surf Coast	46.2%	18:26	372	48.1%	17:41	337	46.2%	17:54	301	49.9%	17:07	375	46.3%	17:56	404
Swan Hill	69.1%	14:05	288	74.3%	13:25	335	74.2%	12:51	330	75.2%	13:36	314	70.1%	13:54	281
Towong	26.9%	25:12	78	39.5%	21:33	86	34.7%	25:32	75	38.6%	24:33	83	36.0%	26:37	114
Wangaratta	72.5%	13:33	363	76.6%	12:47	393	74.5%	12:57	455	75.3%	13:28	429	71.5%	14:32	428
Warrnambool	89.9%	10:00	424	89.6%	10:23	422	89.9%	10:23	447	90.6%	10:14	426	88.5%	10:39	461
Wellington	49.0%	18:28	598	55.4%	17:48	570	52.5%	17:05	610	55.7%	17:39	594	51.2%	18:07	644
West Wimmera	29.8%	22:56	47	27.0%	22:58	37	40.4%	22:37	52	34.6%	28:51	52	34.6%	21:52	26
Whitehorse	88.9%	10:31	1,729	89.5%	10:22	1,758	88.0%	10:40	1,997	89.0%	10:28	1,887	90.3%	10:27	1,769
Whittlesea	69.2%	13:53	2,126	72.7%	13:25	2,323	65.6%	14:41	2,536	69.1%	13:45	2,340	69.8%	13:43	2,397
Wodonga	73.8%	13:26	507	80.2%	12:26	489	86.8%	11:02	604	82.2%	11:48	569	82.9%	11:37	592
Wyndham	74.0%	13:05	1,848	75.4%	12:57	1,838	68.9%	13:51	2,144	74.4%	13:06	2,064	74.5%	13:16	2,031
Yarra	89.5%	10:13	1,252	89.9%	10:05	1,285	88.1%	10:32	1,381	89.5%	10:17	1,460	88.2%	10:41	1,284
Yarra Ranges	62.4%	15:02	1,851	62.5%	14:56	1,942	62.4%	15:13	1,952	57.9%	15:46	1,964	61.6%	15:20	1,931
Yarriambiack	33.3%	23:01	81	34.3%	23:40	99	27.1%	24:47	107	24					



Ambulance Victoria

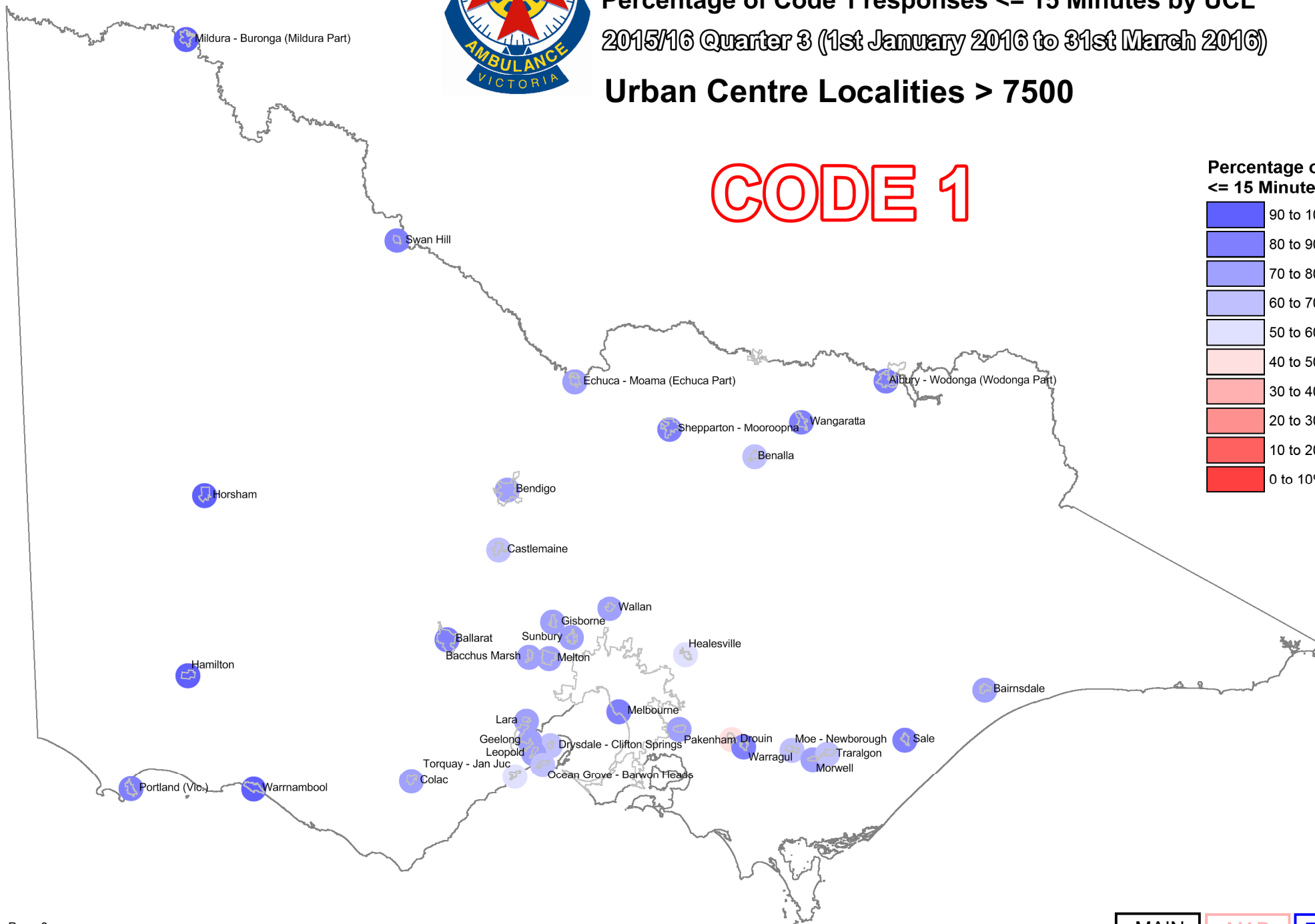
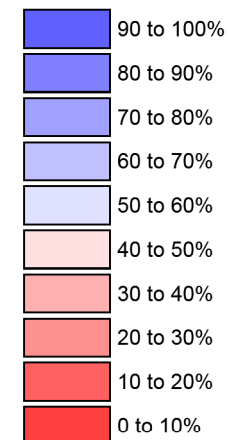
Percentage of Code 1 responses ≤ 15 Minutes by UCL

2015/16 Quarter 3 (1st January 2016 to 31st March 2016)

Urban Centre Localities > 7500

CODE 1

Percentage of responses
 ≤ 15 Minutes





Ambulance Victoria

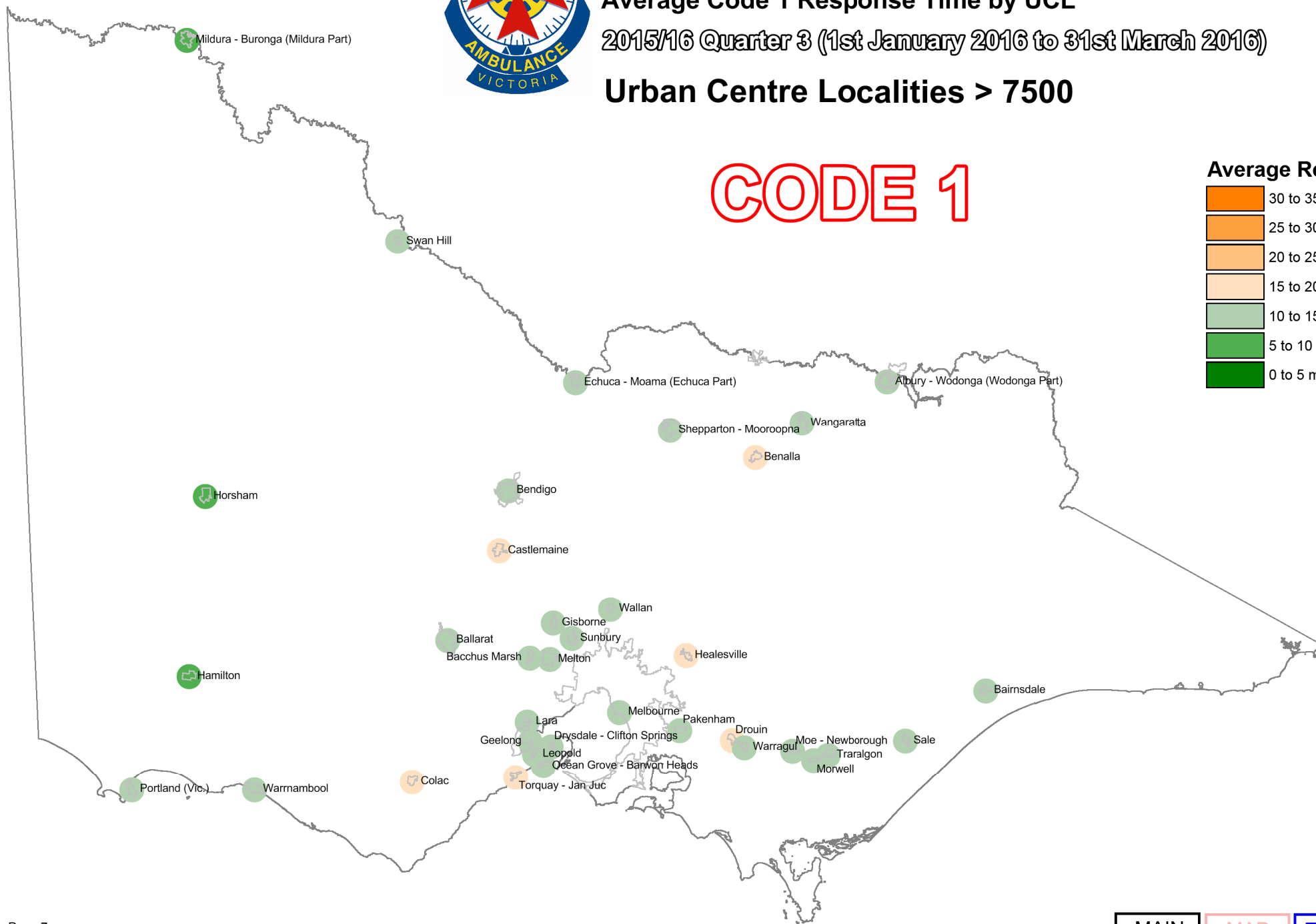
Average Code 1 Response Time by UCL

2015/16 Quarter 3 (1st January 2016 to 31st March 2016)

Urban Centre Localities > 7500

CODE 1

Average Response Time





UCL Name

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	76.6%	13:05	462
Bacchus Marsh	71.6%	13:57	183
Bairnsdale	73.8%	13:12	260
Ballarat	83.8%	11:41	1,367
Benalla	65.6%	15:52	157
Bendigo	74.3%	13:09	1,347
Castlemaine	73.3%	14:46	146
Colac	76.9%	14:38	117
Drouin	43.8%	20:40	146
Drysdale - Clifton Springs	58.0%	15:34	138
Echuca - Moama (Echuca Part)	75.8%	13:07	252
Geelong	78.4%	12:35	2,495
Gisborne	70.5%	13:57	95
Hamilton	88.4%	10:20	112
Healesville	56.3%	16:07	160
Horsham	92.3%	9:32	286
Lara	76.4%	13:07	123
Leopold	70.5%	12:34	122
Melbourne	82.2%	11:46	50,862
Melton	70.5%	12:41	891
Mildura - Buronga (Mildura Part)	91.0%	9:25	644
Moe - Newborough	60.7%	15:31	456
Morwell	72.4%	13:33	446
Ocean Grove - Barwon Heads	55.6%	15:27	198
Pakenham	80.1%	12:06	587
Portland (Vic.)	80.4%	12:27	143
Sale	84.6%	10:48	162
Shepparton - Mooropna	80.8%	12:22	814
Sunbury	79.3%	12:23	425
Swan Hill	84.4%	11:09	147
Torquay - Jan Juc	56.4%	15:37	165
Traralgon	65.1%	14:43	450
Wallan	25.8%	19:37	93
Wangaratta	86.8%	11:04	273
Warragul	71.5%	14:33	228
Warrnambool	90.5%	9:44	400
Total UCL > 7500	80.9%	12:00	65,352

Qtr 3 2014/15

Qtr 4 2014/15

Qtr 1 2015/16

Qtr 2 2015/16

Qtr 3 2015/16

% 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

% 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

	% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
	87.2%	10:56	515
	65.0%	14:24	214
	79.6%	12:27	318
	88.0%	11:24	1,347
	69.9%	14:28	153
	79.2%	12:41	1,502
	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%	12:22	2,616
	72.4%	12:47	127
	92.9%	9:52	127
	54.4%	17:35	169
	91.5%	9:40	307
	76.7%	13:32	133
	78.1%	12:39	128
	81.8%	11:53	54,948
	71.2%	13:24	918
	90.2%	9:40	664
	60.8%	14:49	469
	78.7%	12:38	488
	62.5%	15:13	200
	76.6%	12:29	610
	84.5%	11:11	148
	83.0%	10:25	194
	87.7%	10:50	871
	68.5%	14:27	524
	91.5%	9:51	189
	63.6%	14:47	173
	63.7%	14:35	504
	74.8%	13:00	115
	89.2%	10:12	316
	77.3%	12:57	211
	91.0%	10:09	410
	81.0%	12:01	70,453

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
87.2%	10:59	531
70.4%	13:36	186
76.9%	12:27	286
84.1%	11:48	1,348
67.9%	15:12	162
79.9%	12:41	1,423
67.4%	15:09	129
72.2%	15:58	108
42.7%	17:49	171
65.5%	14:21	139
74.1%	13:11	232
78.8%	12:29	2,693
72.4%	12:51	127
94.6%	9:31	111
57.1%	16:36	156
93.9%	8:51	280
78.1%	13:02	137
76.9%	13:00	143
82.0%	11:51	53,320
74.8%	12:39	937
91.4%	9:41	694
65.9%	13:48	452
79.0%	12:29	457
65.4%	14:26	217
77.3%	12:33	644
85.2%	11:04	135
88.1%	10:33	193
89.2%	10:45	846
78.0%	13:08	473
87.7%	11:18	171
54.9%	15:41	184
63.7%	14:38	468
79.1%	11:38	115
89.4%	10:57	312
83.0%	12:08	230
90.2%	10:23	430
81.3%	11:58	68,640

MAIN

MAP
≤ 15 MinutesMAP
Average

TABLE

CHART

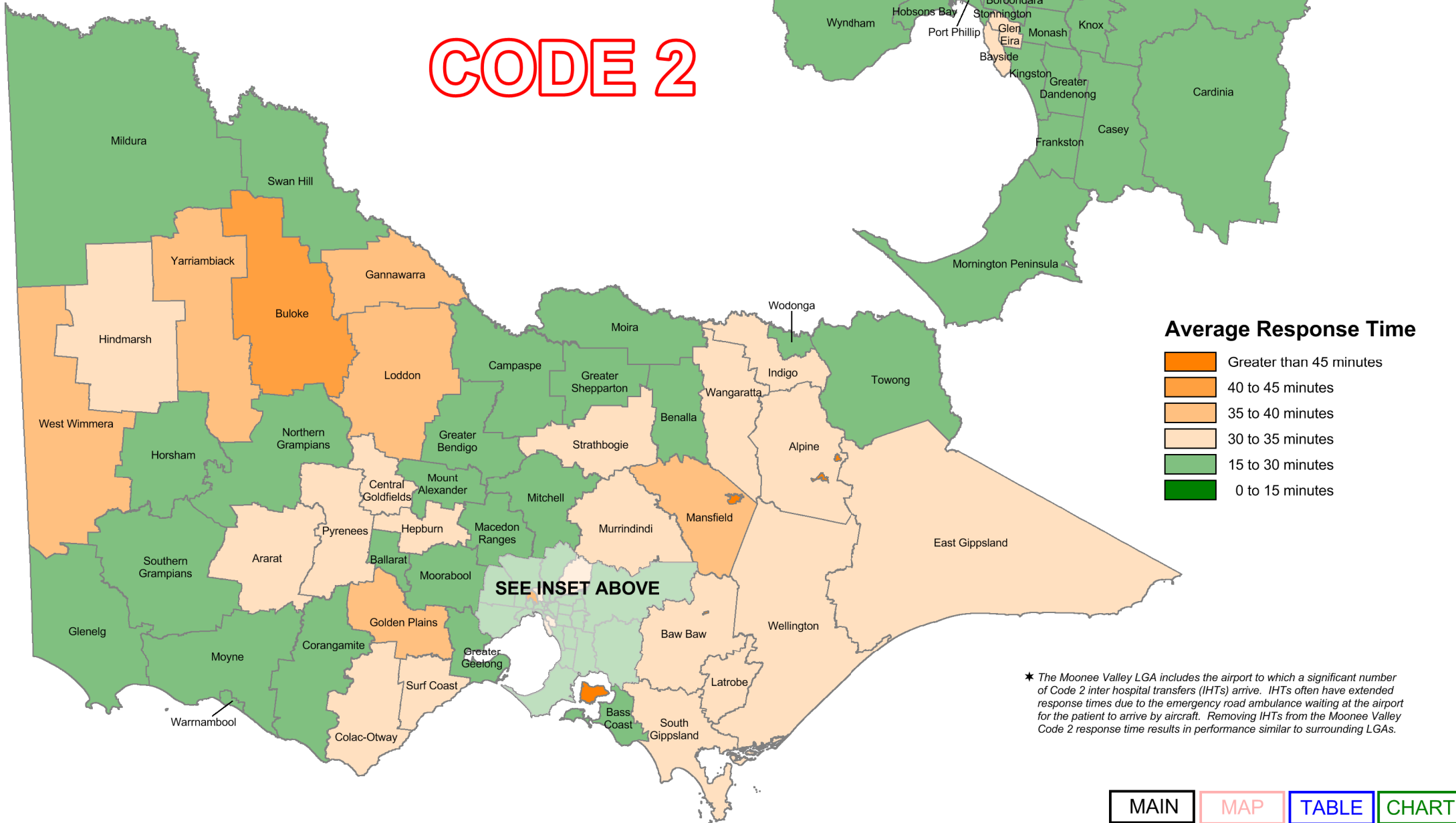


Ambulance Victoria

Average Code 2 Response Time by LGA

2015/16 Quarter 3 (1st January 2016 to 31st March 2016)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 3 2014/15		Qtr 4 2014/15		Qtr 1 2015/16		Qtr 2 2015/16		Qtr 3 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	45:56	127	36:24	131	37:47	140	32:35	143	34:11	140
Ararat	29:40	99	30:49	117	34:46	127	33:16	132	30:52	146
Ballarat	21:04	780	22:16	743	22:05	757	23:18	810	20:40	788
Banyule	28:13	851	27:47	860	33:09	838	29:42	827	27:44	797
Bass Coast	28:12	415	28:00	384	29:28	399	27:57	429	29:36	462
Baw Baw	32:29	323	34:11	368	34:35	348	36:28	384	31:58	397
Bayside	30:56	630	31:27	639	31:37	643	31:11	656	31:51	672
Benalla	26:15	148	25:34	143	24:48	152	26:51	172	29:38	153
Boroondara	27:38	866	27:40	899	31:57	942	28:15	928	26:00	891
Brimbank	27:26	1,353	28:11	1,327	32:05	1,239	28:23	1,326	27:19	1,330
Buloke	42:05	55	45:13	53	44:52	65	51:30	68	42:15	54
Campaspe	31:49	368	30:18	342	29:48	372	28:44	379	29:11	370
Cardinia	24:46	544	26:01	554	27:04	558	24:25	623	25:02	521
Casey	23:31	1,717	23:27	1,753	25:28	1,859	23:59	1,795	23:22	1,738
Central Goldfields	29:26	160	29:32	168	26:45	145	27:34	123	30:14	199
Colac-Otway	28:15	180	30:57	177	33:18	165	29:02	168	31:59	203
Corangamite	31:09	132	29:04	159	28:02	112	36:26	126	27:47	134
Darebin	29:26	1,075	28:36	1,126	33:18	1,119	30:57	1,179	26:52	1,140
East Gippsland	35:04	492	34:27	489	36:06	490	36:13	548	34:07	581
Frankston	23:17	1,308	22:46	1,259	24:17	1,355	23:45	1,397	22:03	1,425
Gannawarra	27:19	73	31:04	79	26:13	73	30:57	94	36:04	99
Glen Eira	31:50	791	30:52	887	34:01	918	30:17	888	31:24	786
Glenelg	30:50	149	28:36	187	24:14	181	27:51	178	26:28	163
Golden Plains	29:42	67	29:43	72	31:15	72	30:15	71	35:12	75
Greater Bendigo	28:37	766	25:59	818	30:00	912	27:42	855	27:28	812
Greater Dandenong	24:43	1,252	24:51	1,293	26:50	1,341	25:09	1,294	24:39	1,453
Greater Geelong	27:05	1,805	25:22	1,917	28:16	1,919	27:37	1,982	28:35	1,865
Greater Shepparton	27:08	590	24:36	590	24:22	577	25:45	644	23:43	679
Hepburn	37:48	132	36:04	141	35:05	119	31:15	117	33:29	138
Hindmarsh	31:00	60	29:04	76	40:48	77	34:01	75	32:44	60
Hobsons Bay	25:21	608	26:51	659	30:40	653	25:57	642	25:45	618
Horsham	24:41	238	26:10	205	31:24	234	23:22	222	23:32	250
Hume	29:52	1,327	30:25	1,330	34:02	1,418	32:49	1,456	28:48	1,431
Indigo	34:50	70	29:45	105	29:39	81	34:07	76	31:46	82
Kingston	26:47	1,129	26:50	1,108	28:52	1,050	25:44	1,052	25:43	1,091
Knox	22:54	1,015	23:17	988	25:51	1,042	24:47	1,003	21:53	1,050
Latrobe	32:06	831	33:50	800	31:49	847	33:29	934	31:38	888
Loddon	31:48	47	41:38	69	38:36	65	36:43	55	37:07	63
Macedon Ranges	25:28	333	23:12	381	23:47	375	24:03	418	26:09	387
Manningham	27:48	627	27:47	673	31:34	658	29:48	608	26:17	631
Mansfield	36:03	88	35:18	94	42:52	85	37:00	99	38:47	96
Maribyrnong	25:11	576	25:03	602	30:44	581	25:51	630	25:45	578
Maroondah	24:45	850	24:32	888	27:28	866	24:12	883	24:20	980
Melbourne	26:09	1,726	25:57	1,582	29:13	1,608	27:20	1,666	25:15	1,851
Melton	26:58	778	27:51	820	31:24	796	27:21	842	26:38	855
Mildura	24:30	501	27:48	507	27:34	565	26:53	571	26:48	587
Mitchell	26:23	364	25:44	355	26:17	377	26:06	399	27:29	367
Moirra	30:12	324	28:39	329	29:11	324	30:26	333	27:48	338
Monash	28:49	1,124	26:45	1,199	30:51	1,159	27:24	1,212	25:13	1,112
* Moonee Valley	58:36	1,119	56:39	1,151	68:18	1,153	64:22	1,236	67:54	1,205
Moorabool	27:39	228	29:37	219	29:20	237	29:27	263	25:25	225
Moreland	30:10	1,225	29:41	1,318	35:00	1,309	31:50	1,263	30:38	1,269
Mornington Peninsula	25:17	1,414	24:42	1,377	25:42	1,376	24:34	1,471	24:09	1,559
Mount Alexander	32:27	167	31:24	144	32:37	158	29:29	186	28:24	157
Moyne	30:10	92	30:40	90	28:59	87	27:19	86	29:24	104
Murrindindi	30:52	140	31:24	134	37:13	121	37:13	132	33:58	134
Nillumbik	29:53	272	31:33	293	38:23	258	35:48	253	31:22	248
Northern Grampians	28:04	122	33:44	150	26:03	125	31:38	110	27:29	130
Port Phillip	28:22	908	27:03	740	29:46	794	29:08	868	27:55	923
Pyrenees	33:30	62	30:06	62	34:37	66	30:44	60	31:32	53
Queenscliffe	35:14	34	25:42	22	36:51	31	30:41	41	32:42	35
South Gippsland	30:19	212	33:55	232	31:11	207	34:49	245	34:10	257
Southern Grampians	27:04	124	29:35	131	25:44	134	28:00	146	24:52	135
Stonnington	28:44	563	27:13	603	31:46	569	31:52	627	28:30	608
Strathbogie	32:26	91	33:03	120	34:57	96	29:55	102	33:09	107
Surf Coast	28:26	190	27:37	181	27:56	150	28:37	200	30:18	211
Swan Hill	24:03	165	29:45	198	28:17	203	29:51	218	26:55	200
Towong	40:34	46	43:54	69	26:09	55	40:41	63	28:14	64
Wangaratta	29:23	237	32:29	262	29:20	264	30:14	276	30:30	293
Warrnambool	22:24	289	25:23	291	25:53	291	25:01	340	28:11	268
Wellington	30:28	381	29:58	337	30:36	319	31:31	327	31:11	347
West Wimmera	27:18	27	36:58	29	35:59	41	34:35	34	37:11	35
Whitehorse	25:05	1,069	26:01	1,065	27:46	1,145	24:56	1,130	24:06	1,105
Whittlesea	30:21	1,014	29:38	1,060	35:31	1,042	31:36	1,101	29:53	1,076
Wodonga	26:03	294	28:50	275	28:08	336	30:14	339	25:20	344
Wyndham	27:07	996	26:20	1,063	30:16	1,034	28:10	1,096	26:49	1,091
Yarra	27:32	628	28:02	572	31:11	547	26:59	642	26:54	600
Yarra Ranges	27:04	977	27:27	920	28:36	1,000	26:43	986	27:36	926
Yarriambiack	38:52	58	36:20	70	36:50	67	35:29	84	39:12	66
Unincorporated	38:03	10	13:21	33	20:20	278	46:44	2	59:39	12
Interstate LGAs	33:28	126	31:04	113	33:46	129	34:32	128	27:31	145
Total AV	28:19	43,148	28:13	43,769	30:45	44,421	29:10	45,571	28:09	45,464



Ambulance Victoria

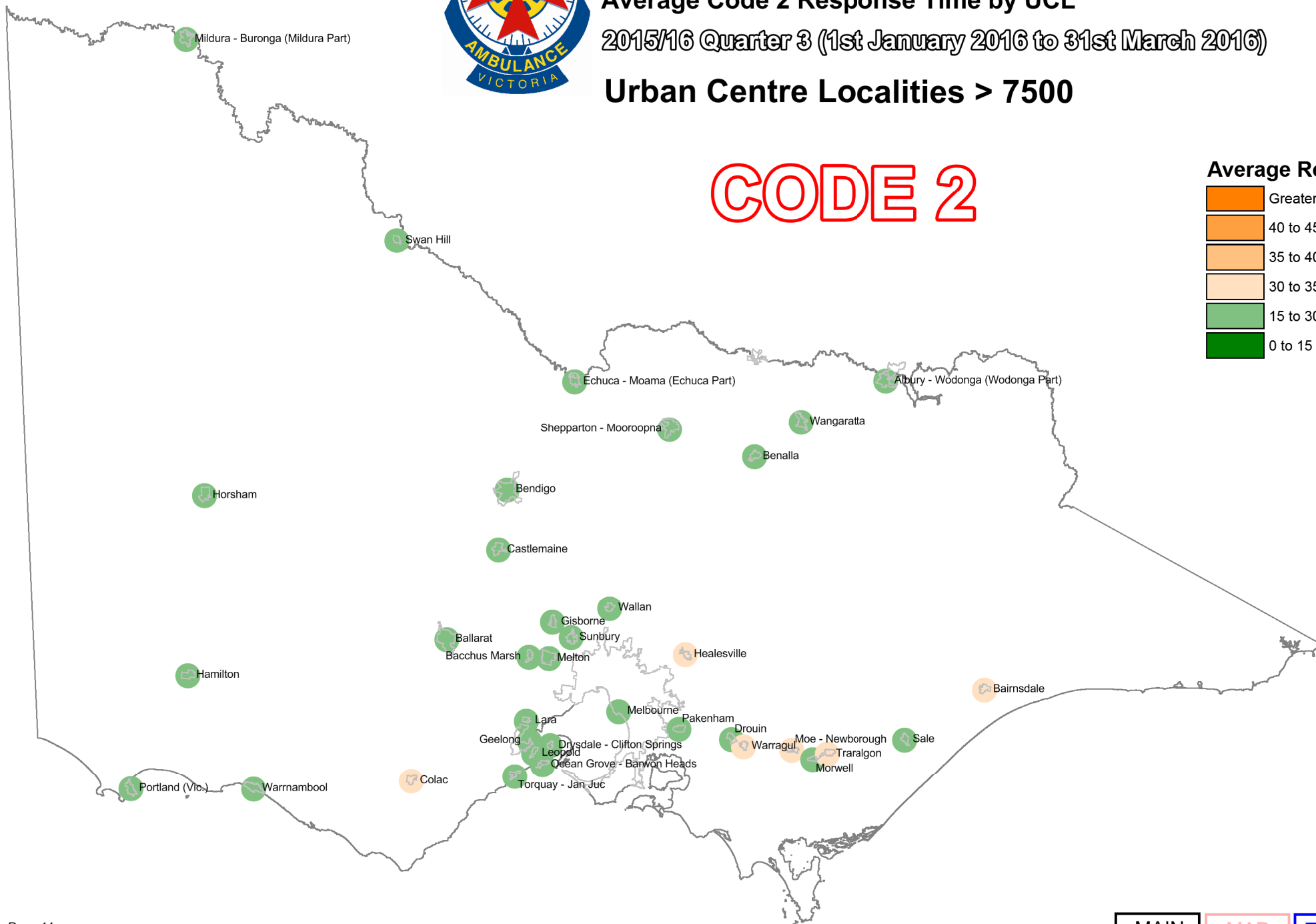
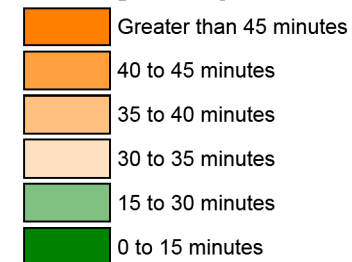
Average Code 2 Response Time by UCL

2015/16 Quarter 3 (1st January 2016 to 31st March 2016)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 3 2014/15

Qtr 4 2014/15

Qtr 1 2015/16

Qtr 2 2015/16

Qtr 3 2015/16

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	24:48	272
Bacchus Marsh	24:45	144
Bairnsdale	33:04	147
Ballarat	20:36	746
Benalla	25:03	131
Bendigo	28:04	695
Castlemaine	30:31	126
Colac	28:23	118
Drouin	32:11	78
Drysdale - Clifton Springs	32:14	91
Echuca - Moama (Echuca Part)	33:04	199
Geelong	24:53	1,312
Gisborne	23:56	60
Hamilton	24:50	92
Healesville	28:01	91
Horsham	23:12	209
Lara	26:28	57
Leopold	25:58	51
Melbourne	28:16	28,364
Melton	24:30	453
Mildura - Buronga (Mildura Part)	21:26	390
Moe - Newborough	31:54	236
Morwell	31:36	243
Ocean Grove - Barwon Heads	25:22	97
Pakenham	21:26	311
Portland (Vic.)	27:59	98
Sale	25:40	155
Shepparton - Mooropna	26:16	479
Sunbury	24:13	275
Swan Hill	18:44	102
Torquay - Jan Juc	23:47	73
Traralgon	31:21	240
Wallan	28:45	49
Wangaratta	27:54	185
Warragul	30:42	143
Warrnambool	22:18	278
Total UCL > 7500	27:42	36,790

Average Response Time Minutes	Total Number of First Responses
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

Average Response Time Minutes	Total Number of First Responses
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

Average Response Time Minutes	Total Number of First Responses
29:49	314
28:29	158
36:29	217
22:34	777
23:59	154
27:00	756
28:14	143
28:05	120
34:43	98
27:12	86
30:15	204
27:04	1,434
24:16	85
22:31	104
28:56	102
22:05	208
28:25	69
19:50	60
29:07	29,470
26:45	504
23:47	429
31:17	243
31:23	249
23:08	129
22:22	372
27:37	133
24:59	149
24:27	545
27:38	302
29:11	142
24:41	96
36:00	298
20:43	70
28:45	241
34:43	169
25:09	335
28:36	38,965

Average Response Time Minutes	Total Number of First Responses
24:38	322
24:29	154
31:17	215
20:25	760
28:56	141
26:59	745
26:32	120
34:37	137
27:44	93
29:04	74
28:21	191
27:14	1,332
26:12	82
20:39	94
30:15	99
20:58	230
22:30	70
25:45	62
27:55	29,500
25:18	534
25:10	426
30:53	211
28:07	234
24:17	104
21:31	289
27:14	109
23:59	142
23:02	568
24:06	292
27:22	126
28:30	79
33:09	325
21:14	44
25:25	232
32:01	185
28:43	254
27:29	38,575

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