Ambulance Victoria's Performance

2016/17 Quarter 1 (1st July 2016 to 30th September 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).
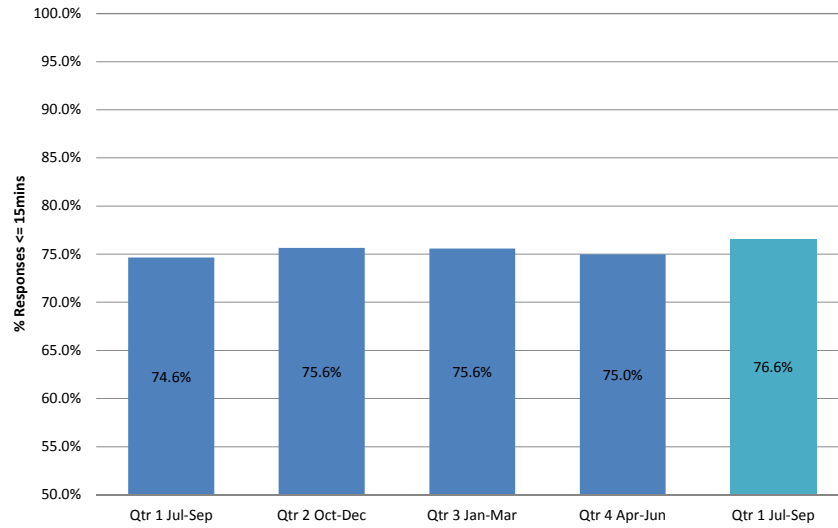
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

Quarter	% Responses <= 15mins
Qtr 1 Jul-Sep	74.6%
Qtr 2 Oct-Dec	75.6%
Qtr 3 Jan-Mar	75.6%
Qtr 4 Apr-Jun	75.0%
Qtr 1 Jul-Sep	76.6%

MAP
TABLE

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

Quarter	% Responses <= 15mins
Qtr 1 Jul-Sep	79.5%
Qtr 2 Oct-Dec	81.0%
Qtr 3 Jan-Mar	81.3%
Qtr 4 Apr-Jun	80.1%
Qtr 1 Jul-Sep	81.7%

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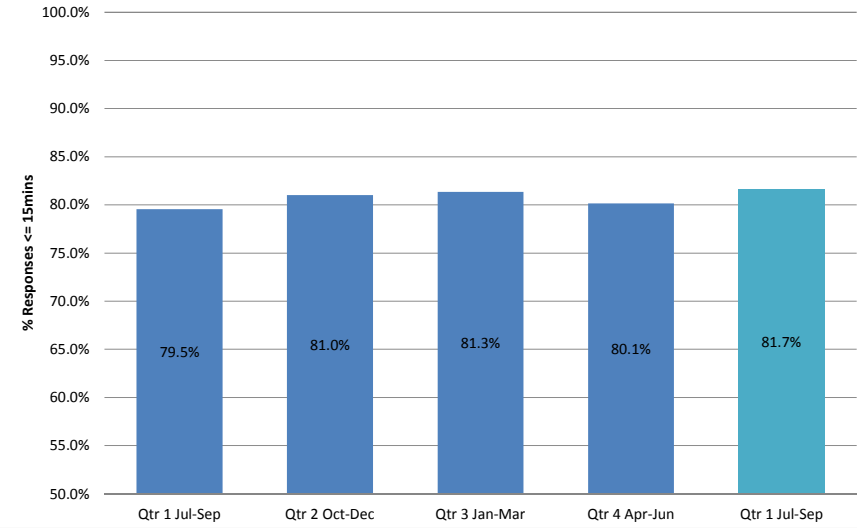
AV State-wide Code 2 First Response Performance - Average

Quarter	minutes
Qtr 1 Jul-Sep	30.8
Qtr 2 Oct-Dec	29.2
Qtr 3 Jan-Mar	28.2
Qtr 4 Apr-Jun	29.3
Qtr 1 Jul-Sep	27.6

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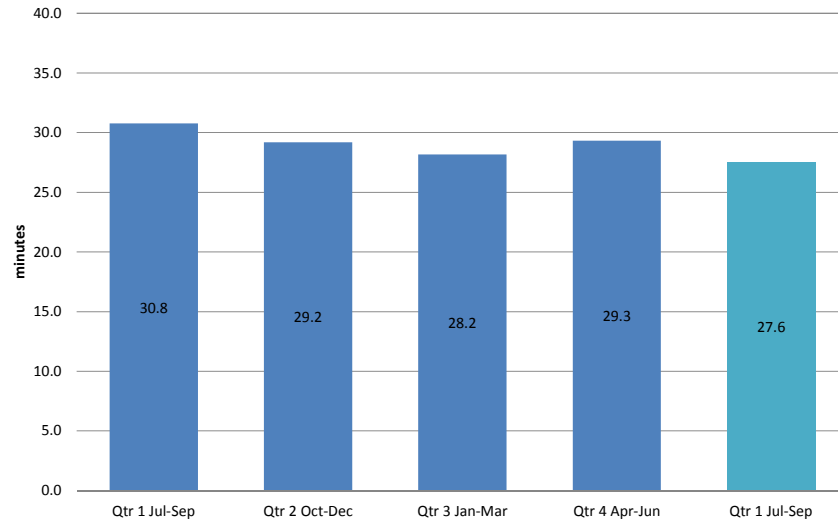
AV State-wide Code 2 First Response Performance for UCLs > 7,500 Persons - Average

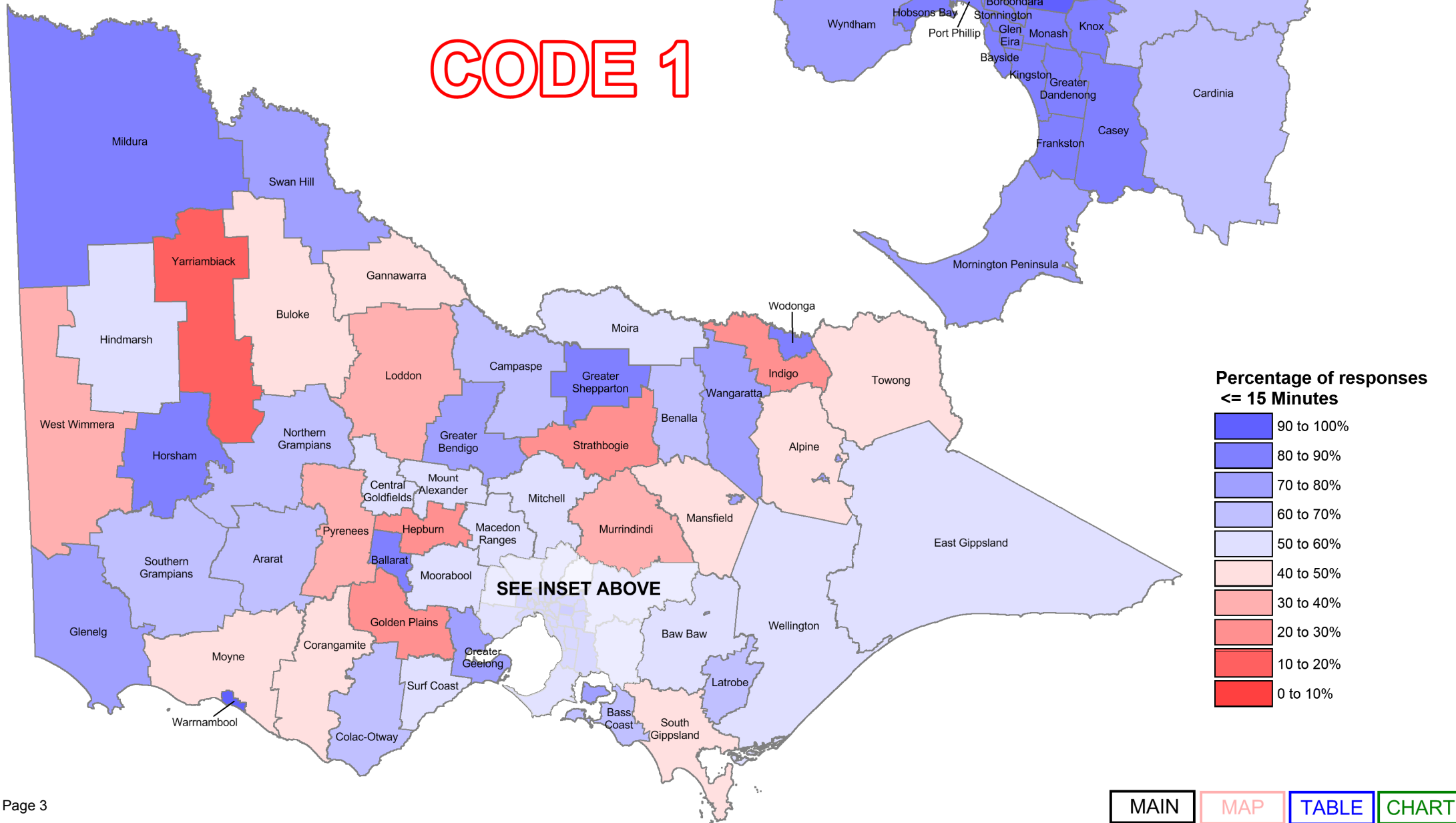| Quarter	minutes
Qtr 1 Jul-Sep	30.5
Qtr 2 Oct-Dec	28.6
Qtr 3 Jan-Mar	27.5
Qtr 4 Apr-Jun	28.9
Qtr 1 Jul-Sep	26.9
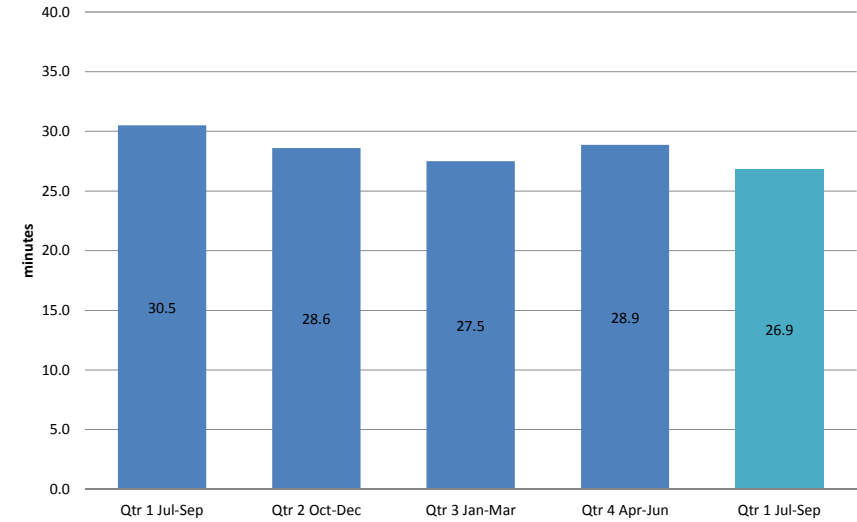
MAP
TABLE

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2016/17 Quarter 1 (1st July 2016 to 30th September 2016)

CODE 1

SEE INSET ABOVE

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%

Inset (Melbourne metropolitan area):
Hume, Whittlesea, Nillumbik, Mellon, Moreland, Darebin, Banyule, Manningham, Yarra Ranges, Moonee Valley, Brimbank, Maribyrnong, Yarra, Maroondah, Melbourne, Whitehorse, Boroondara, Hobsons Bay, Stonnington, Knox, Port Phillip, Glen Eira, Monash, Wyndham, Bayside, Kingston, Greater Dandenong, Cardinia, Frankston, Casey, Mornington Peninsula

Main map labels:
Mildura, Swan Hill, Yarriambiack, Gannawarra, Buloke, Hindmarsh, Moira, Wodonga, West Wimmera, Loddon, Campaspe, Greater Shepparton, Wangaratta, Indigo, Towong, Horsham, Greater Bendigo, Benalla, Strathbogie, Northern Grampians, Alpine, Central Goldfields, Mount Alexander, Mitchell, Mansfield, Pyrenees, Hepburn, Murrindindi, Ararat, Macedon Ranges, Southern Grampians, Ballarat, Moorabool, East Gippsland, Glenelg, Golden Plains, Baw Baw, Wellington, Moyne, Corangamite, Greater Geelong, Latrobe, Surf Coast, Warrnambool, Colac-Otway, Bass Coast, South Gippsland
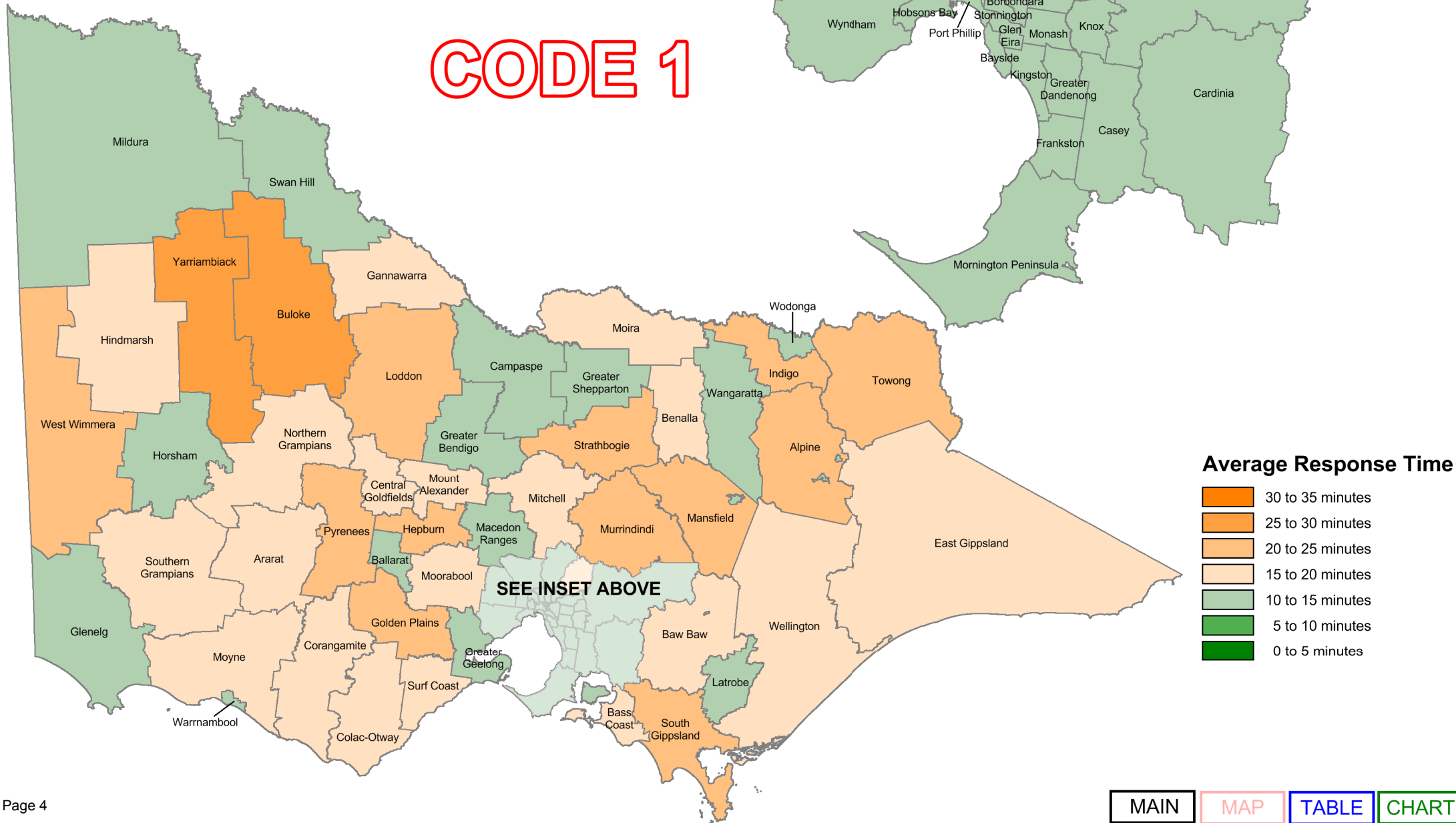
MAIN   MAP   TABLE   CHART

Ambulance Victoria

Average Code 1 Response Time by LGA

2016/17 Quarter 1 (1st July 2016 to 30th September 2016)

CODE 1

Inset map (Melbourne metropolitan area) labels: Whittlesea, Hume, Nillumbik, Mellon, Moreland, Darebin, Banyule, Manningham, Yarra Ranges, Moonee Valley, Brimbank, Maribyrnong, Yarra, Whitehorse, Maroondah, Melbourne, Boroondara, Wyndham, Hobsons Bay, Stonnington, Glen Eira, Monash, Knox, Port Phillip, Bayside, Kingston, Greater Dandenong, Cardinia, Frankston, Casey, Mornington Peninsula

Main map labels: Mildura, Swan Hill, Yarriambiack, Buloke, Gannawarra, Moira, Wodonga, Indigo, Towong, Hindmarsh, Loddon, Campaspe, Greater Shepparton, Wangaratta, Benalla, Alpine, West Wimmera, Horsham, Northern Grampians, Greater Bendigo, Strathbogie, Central Goldfields, Mount Alexander, Mitchell, Murrindindi, Mansfield, Pyrenees, Hepburn, Macedon Ranges, East Gippsland, Ararat, Southern Grampians, Ballarat, Moorabool, Glenelg, Golden Plains, Baw Baw, Wellington, Moyne, Corangamite, Surf Coast, Greater Geelong, **SEE INSET ABOVE**, Latrobe, Bass Coast, South Gippsland, Warrnambool, Colac-Otway

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

MAIN | MAP | TABLE | CHART

Code 1 First Response Performance by LGA

LGA Name	Qtr 1 2015/16 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 2 2015/16 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 3 2015/16 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 4 2015/16 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 1 2016/17 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	41.9%	21:16	136	44.2%	21:44	138	42.3%	22:40	168	36.2%	23:09	163	41.7%	20:29	127
Ararat	63.9%	15:32	216	54.2%	18:02	153	59.8%	16:58	164	56.6%	18:50	159	63.4%	15:33	134
Ballarat	84.4%	11:40	1,516	85.7%	11:45	1,430	82.2%	12:02	1,425	82.9%	12:01	1,593	83.4%	11:40	1,400
Banyule	82.0%	11:57	1,651	86.2%	11:20	1,631	85.0%	11:28	1,539	82.3%	11:57	1,529	84.8%	11:26	1,454
Bass Coast	66.0%	14:15	603	64.0%	14:40	655	62.3%	14:41	743	66.3%	14:37	590	62.7%	15:18	576
Baw Baw	45.1%	18:51	729	49.2%	18:39	664	50.2%	17:47	667	48.7%	17:50	659	52.9%	18:07	599
Bayside	82.2%	12:12	1,055	82.6%	12:18	1,006	80.0%	12:41	991	81.7%	12:37	1,008	85.5%	11:57	881
Benalla	65.6%	14:32	186	56.2%	16:45	217	58.5%	17:22	212	59.7%	16:59	196	60.7%	15:58	178
Boroondara	83.6%	11:50	1,622	87.8%	11:18	1,559	87.4%	11:20	1,463	84.6%	11:43	1,478	86.7%	11:33	1,414
Brimbank	75.6%	13:05	2,873	78.3%	12:46	2,784	81.9%	12:08	2,629	79.2%	12:27	2,773	82.1%	12:09	2,534
Buloke	30.3%	25:17	89	30.5%	23:27	59	33.3%	24:42	90	33.8%	28:11	80	40.5%	26:43	79
Campaspe	61.3%	15:51	594	58.6%	16:36	567	57.8%	15:39	569	64.9%	15:22	538	64.9%	14:53	502
Cardinia	63.1%	14:48	1,225	61.6%	15:05	1,135	62.8%	14:33	1,203	61.4%	14:43	1,146	62.9%	14:49	1,017
Casey	79.0%	12:16	3,612	80.7%	12:13	3,469	80.5%	12:05	3,273	79.0%	12:21	3,432	80.9%	12:07	3,133
Central Goldfields	59.4%	15:41	219	58.8%	16:39	238	61.4%	15:36	241	64.5%	15:46	220	59.6%	15:44	240
Colac-Otway	59.0%	16:14	217	65.0%	15:43	237	55.6%	18:33	207	54.8%	17:53	210	61.7%	17:27	196
Corangamite	40.8%	20:22	174	36.7%	22:18	196	32.4%	21:56	182	39.3%	20:54	173	43.4%	19:24	159
Darebin	83.7%	12:04	2,433	86.3%	11:24	2,364	86.4%	11:25	2,179	84.1%	11:47	2,169	85.6%	11:08	1,945
East Gippsland	54.7%	18:10	901	56.1%	18:18	887	57.3%	17:25	830	59.2%	16:29	819	56.2%	17:49	713
Frankston	82.5%	11:32	2,586	84.8%	11:16	2,409	83.8%	11:25	2,371	84.4%	11:26	2,329	86.3%	10:59	1,987
Gannawarra	63.9%	16:28	108	47.4%	19:38	135	43.6%	20:39	117	54.1%	17:32	109	49.3%	19:15	67
Glen Eira	85.0%	11:42	1,740	85.0%	11:15	1,645	84.8%	11:35	1,589	84.2%	11:46	1,642	86.2%	11:02	1,454
Glenelg	75.2%	13:28	222	73.1%	13:52	260	71.7%	13:48	244	76.0%	13:05	242	78.2%	12:42	179
Golden Plains	24.1%	21:13	187	24.2%	21:07	161	23.5%	20:51	153	22.3%	21:34	188	23.8%	22:11	164
Greater Bendigo	72.1%	13:44	1,851	73.6%	13:35	1,728	74.0%	13:42	1,639	73.7%	13:28	1,699	73.0%	13:39	1,527
Greater Dandenong	83.8%	11:20	2,662	84.2%	11:16	2,469	84.3%	11:22	2,543	82.8%	11:45	2,472	84.1%	11:29	2,254
Greater Geelong	74.7%	13:10	3,815	72.6%	13:18	3,583	72.3%	13:28	3,782	72.4%	13:18	3,583	76.6%	12:44	3,298
Greater Shepparton	77.6%	12:25	1,167	76.7%	12:25	1,139	77.8%	12:13	1,109	78.4%	12:09	1,068	80.6%	11:28	923
Hepburn	28.1%	21:36	185	29.8%	21:41	168	30.8%	20:04	172	29.5%	21:10	200	26.9%	22:02	160
Hindmarsh	49.6%	21:23	115	57.0%	18:36	86	56.7%	17:54	97	47.9%	20:57	96	54.9%	19:02	102
Hobsons Bay	82.0%	12:12	1,259	83.7%	11:52	1,153	82.8%	11:52	1,136	80.2%	12:06	1,153	80.1%	12:11	1,103
Horsham	80.7%	11:39	378	84.1%	10:48	345	87.0%	10:08	315	79.9%	12:16	284	81.2%	11:57	287
Hume	65.1%	14:50	3,451	67.6%	14:25	3,336	69.1%	14:09	3,155	68.6%	14:03	3,143	67.9%	14:00	2,923
Indigo	33.0%	20:27	182	35.2%	21:41	145	20.6%	22:23	170	26.0%	23:04	146	27.4%	21:08	135
Kingston	83.0%	11:51	2,185	85.4%	11:22	1,985	85.2%	11:23	2,003	84.0%	11:30	1,971	85.7%	11:15	1,775
Knox	83.5%	11:40	1,947	85.4%	11:25	1,924	84.8%	11:20	1,696	82.6%	11:46	1,779	83.0%	11:48	1,683
Latrobe	62.9%	14:52	1,729	62.2%	15:08	1,752	63.1%	14:36	1,654	64.9%	14:52	1,682	67.5%	14:10	1,415
Loddon	31.0%	23:39	145	29.1%	24:16	134	37.3%	21:29	126	28.3%	24:23	127	38.5%	20:34	109
Macedon Ranges	57.6%	15:20	549	60.4%	14:52	548	58.6%	15:24	539	58.4%	15:12	543	59.0%	14:48	451
Manningham	74.8%	13:23	1,351	78.9%	12:49	1,238	79.5%	12:34	1,173	77.2%	12:54	1,286	81.0%	12:31	1,071
Mansfield	49.5%	21:32	91	32.5%	25:19	114	27.9%	25:22	104	31.5%	25:45	73	46.3%	21:42	80
Maribyrnong	88.5%	10:32	1,232	87.1%	10:44	1,108	86.8%	10:58	1,125	83.3%	11:47	1,160	84.0%	11:20	1,088
Maroondah	85.3%	11:09	1,624	85.5%	10:57	1,531	84.9%	11:00	1,535	85.7%	11:06	1,454	87.8%	10:39	1,407
Melbourne	87.9%	10:00	2,733	88.4%	10:16	2,882	89.0%	9:51	2,884	88.1%	10:13	2,839	88.0%	10:09	2,490
Melton	64.5%	14:30	1,902	69.8%	13:41	1,708	73.5%	13:03	1,748	69.9%	13:45	1,813	69.3%	13:30	1,756
Mildura	82.7%	11:16	1,022	80.5%	11:36	931	80.9%	11:37	970	82.6%	11:40	951	82.6%	11:33	853
Mitchell	55.3%	16:36	570	61.1%	15:47	573	60.4%	15:33	599	57.4%	15:45	592	56.6%	16:10	509
Moira	60.2%	16:13	528	59.8%	15:50	522	58.2%	16:01	522	57.3%	16:09	489	58.3%	16:28	446
Monash	84.4%	11:43	2,247	84.5%	11:40	2,110	84.3%	11:36	2,065	83.6%	11:46	2,074	84.3%	11:40	1,855
Moonee Valley	81.4%	12:32	1,664	83.7%	12:01	1,623	82.8%	12:12	1,479	81.4%	12:31	1,657	81.5%	12:21	1,404
Moorabool	49.1%	17:30	395	50.3%	16:59	398	53.9%	16:00	395	54.2%	16:16	373	53.6%	16:42	364
Moreland	82.2%	12:05	2,765	84.6%	11:42	2,481	84.3%	11:32	2,377	80.8%	12:19	2,454	82.7%	11:49	2,284
Mornington Peninsula	68.7%	13:26	2,408	69.7%	13:20	2,499	70.6%	13:13	2,687	73.5%	12:43	2,464	74.8%	12:36	2,204
Mount Alexander	43.8%	19:00	242	39.8%	20:07	269	48.6%	18:13	212	49.1%	18:29	230	54.1%	18:16	222
Moyne	35.7%	19:17	157	36.0%	18:27	139	34.7%	19:43	147	48.5%	17:53	169	42.8%	18:03	152
Murrindindi	33.8%	22:52	198	33.6%	22:52	247	33.8%	21:30	225	29.3%	23:33	215	36.3%	21:43	171
Nillumbik	49.3%	16:58	590	49.0%	16:38	553	50.4%	16:56	530	48.4%	16:39	574	53.0%	16:12	474
Northern Grampians	59.9%	15:53	182	65.5%	14:55	171	58.0%	17:18	188	67.0%	14:20	182	63.4%	16:44	145
Port Phillip	87.5%	10:46	1,501	86.1%	10:51	1,554	86.1%	10:57	1,559	85.7%	10:56	1,466	87.8%	10:33	1,288
Pyrenees	36.4%	21:21	121	39.5%	20:15	129	42.6%	19:52	122	48.9%	18:21	133	35.5%	20:42	107
Queenscliffe	28.3%	18:49	53	27.0%	18:46	63	27.4%	18:40	62	33.3%	18:31	42	42.1%	17:50	38
South Gippsland	43.9%	18:56	394	43.9%	19:54	412	40.6%	19:57	458	40.2%	19:39	405	40.8%	20:36	333
Southern Grampians	68.5%	14:41	197	64.1%	16:05	209	71.2%	13:53	163	64.4%	16:04	180	61.4%	16:59	145
Stonnington	85.0%	11:26	1,224	84.7%	11:16	1,258	86.9%	11:19	1,218	84.0%	12:03	1,199	85.0%	11:16	1,053
Strathbogie	39.1%	21:10	156	39.9%	19:18	208	29.9%	22:46	201	29.9%	22:20	184	28.5%	22:42	151
Surf Coast	46.2%	17:54	301	49.7%	17:09	378	46.4%	17:55	405	50.2%	17:35	321	56.3%	16:02	270
Swan Hill	74.2%	12:51	330	75.2%	13:36	314	70.1%	13:54	281	74.7%	12:59	277	70.4%	14:10	250
Towong	34.7%	25:32	75	38.6%	24:33	83	36.0%	26:37	114	39.3%	21:53	84	45.3%	22:25	53
Wangaratta	74.5%	12:57	455	75.3%	13:28	429	71.5%	14:32	428	72.5%	14:02	461	73.1%	14:28	368
Warrnambool	89.9%	10:23	447	90.6%	10:14	426	88.5%	10:39	461	90.9%	9:57	429	90.2%	10:23	356
Wellington	52.5%	17:05	610	55.7%	17:39	594	51.2%	18:07	644	54.3%	17:09	562	55.6%	16:46	518
West Wimmera	40.4%	22:37	52	34.6%	28:51	52	34.6%	21:52	26	43.1%	20:03	51	32.3%	23:08	31
Whitehorse	88.0%	10:40	1,997	89.0%	10:30	1,887	90.3%	10:27	1,769	88.5%	10:34	1,799	90.2%	10:25	1,637
Whittlesea	65.6%	14:41	2,536	69.1%	13:45	2,340	69.8%	13:43	2,397	66.4%	14:14	2,492	69.9%	13:42	2,313
Wodonga	86.8%	11:02	604	82.2%	11:48	569	82.9%	11:37	592	84.3%	11:47	578	83.7%	11:29	590
Wyndham	68.9%	13:51	2,144	74.4%	13:06	2,064	74.5%	13:16	2,031	72.5%	13:15	2,093	73.8%	13:29	2,033
Yarra	88.1%	10:32	1,381	89.5%	10:17	1,460	88.2%	10:41	1,284	89.1%	10:20	1,328	88.8%	9:59	1,224
Yarra Ranges	62.4%	15:13	1,952	57.9%	15:46	1,964	61.6%	15:20	1,931	60.5%	15:17	1,967	64.7%	14:30	1,713
Yarriambiack	27.1%	24:47	107	24.0%	23:49	96	25.0%	22:38	100	30.6%	23:15	111	18.9%	25:53	74
Unincorporated	72.4%	12:24	116	20.0%	58:51	5	13.3%	47:48	15	42.9%	37:34	14	78.9%	14:04	76
Interstate LGAs	52.5%	18:16	301	55.3%	17:55	311	49.1%	19:21	287	50.4%	18:20	258	48.1%	20:06	206
Total AV	74.6%	13:10	85,473	75.6%	13:03	82,396	75.6%	13:01	80,898	75.0%	13:07	80,874	76.6%	12:50	73,079

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
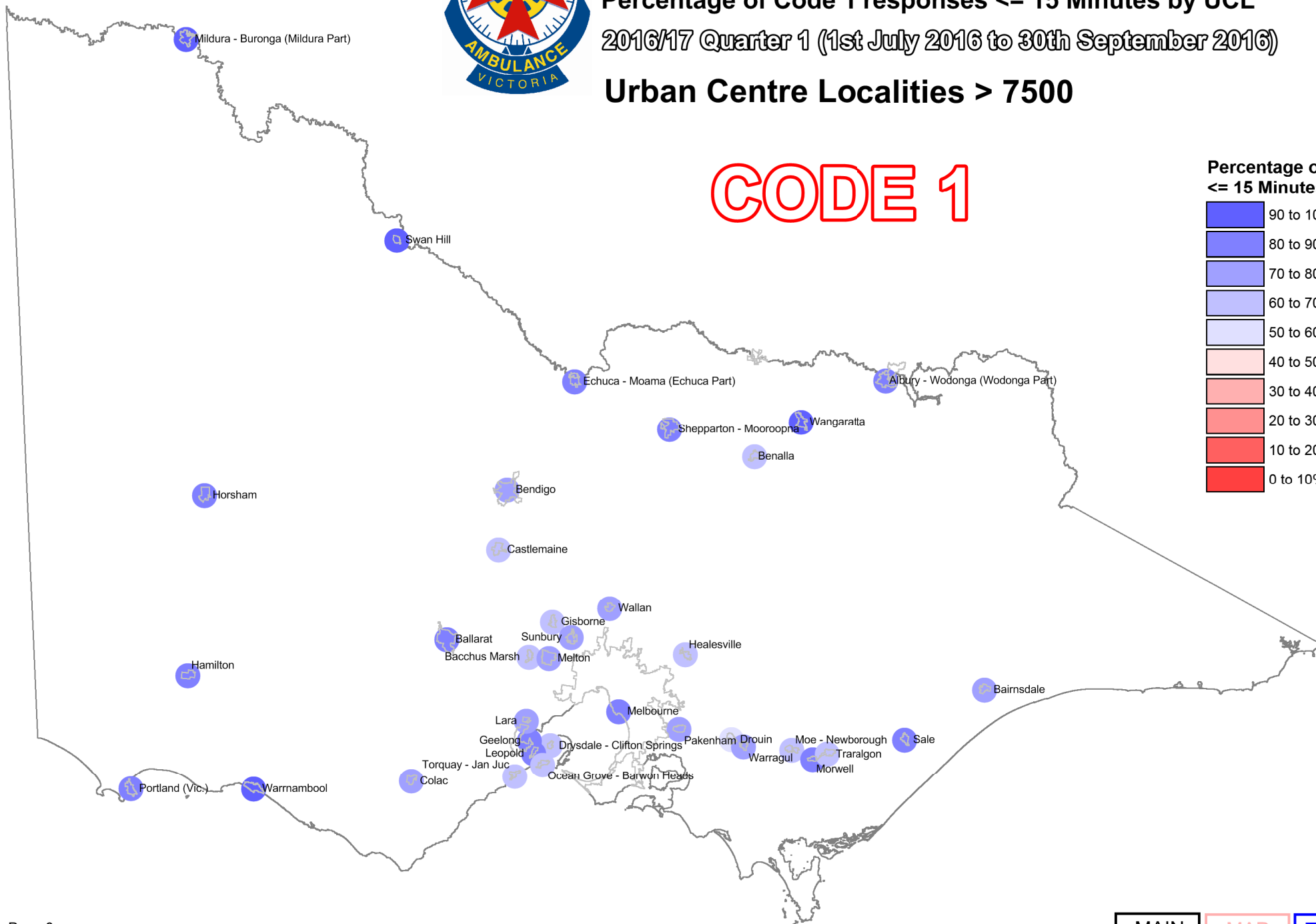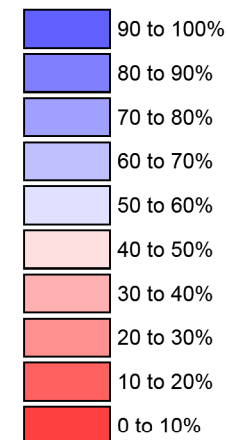
Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by UCL

2016/17 Quarter 1 (1st July 2016 to 30th September 2016)

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%

Map labels:
- 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
- Lara
- Melbourne
- Geelong
- Leopold
- Drysdale - Clifton Springs
- Pakenham
- Drouin
- Moe - Newborough
- Sale
- Torquay - Jan Juc
- Warragul
- Traralgon
- Colac
- Ocean Grove - Barwon Heads
- Morwell
- Portland (Vic.)
- Warrnambool

MAIN | MAP | TABLE | CHART
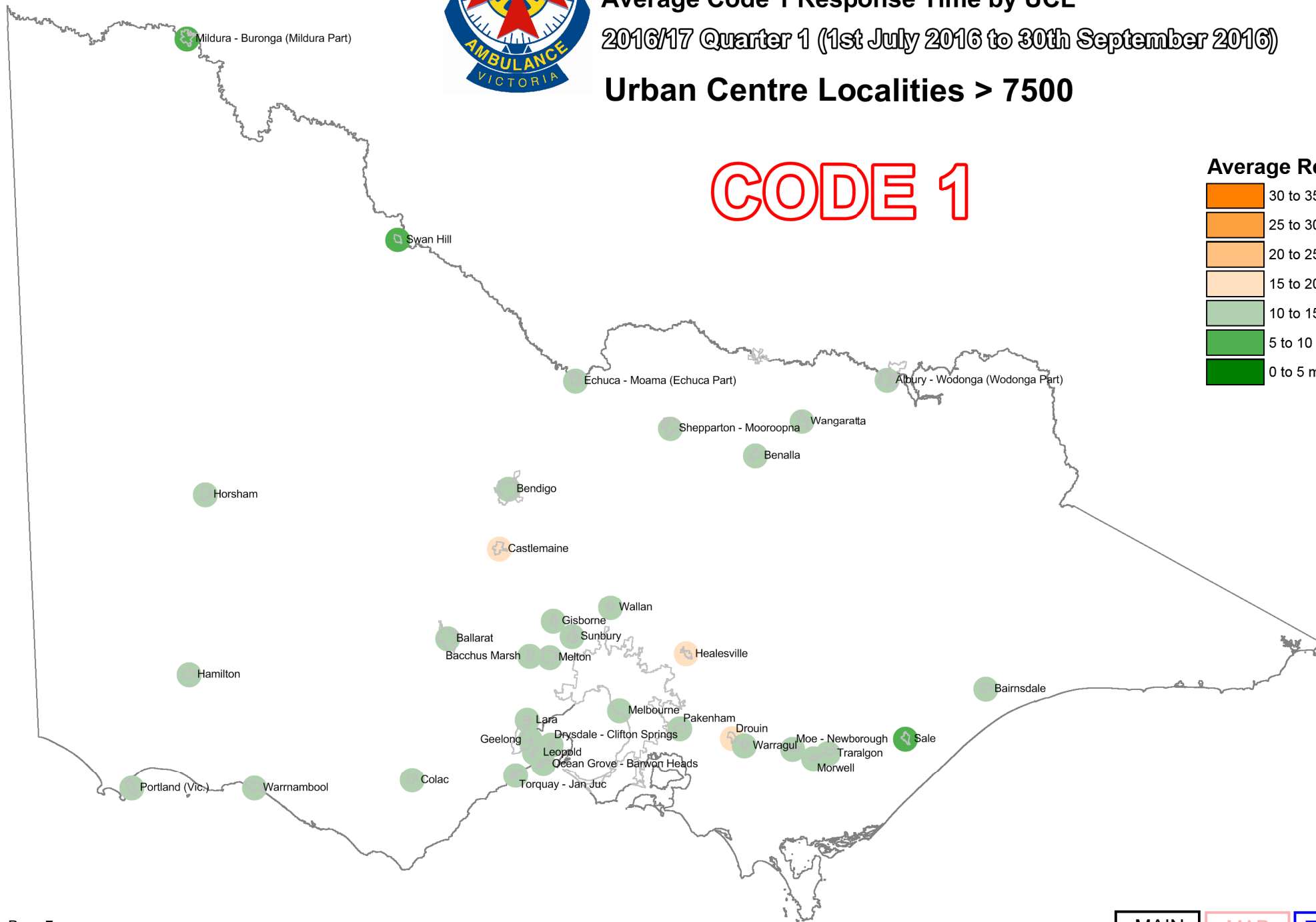
Ambulance Victoria

Average Code 1 Response Time by UCL

2016/17 Quarter 1 (1st July 2016 to 30th September 2016)

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

Morwell

Ocean Grove - Barwon Heads

Colac

Portland (Vic.)

Warrnambool

Torquay - Jan Juc

MAIN   MAP   TABLE   CHART

Code 1 First Response Performance by UCL

Page 8

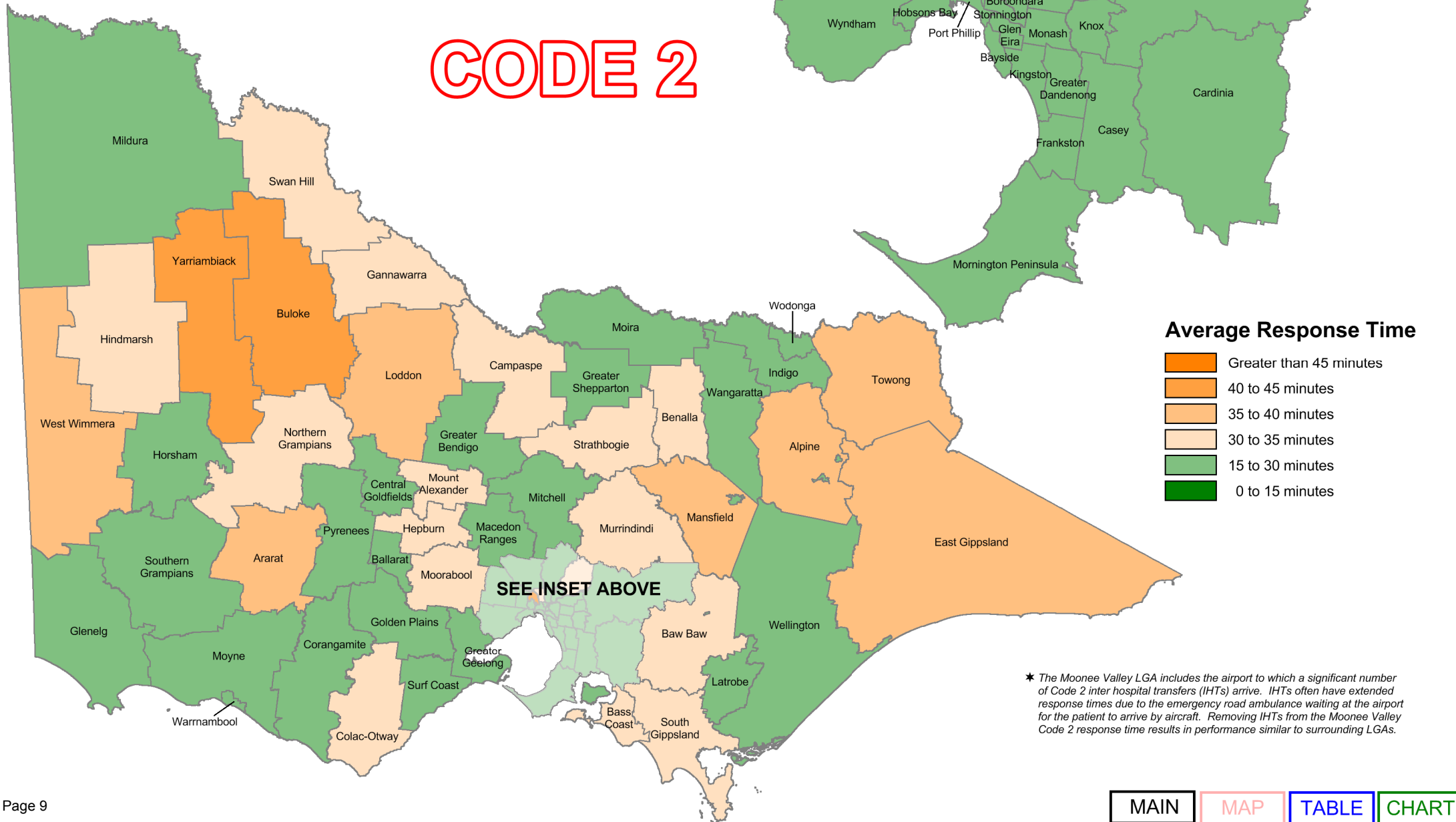| UCL Name	Qtr 1 2015/16 % Responses <= 15 Minutes	Qtr 1 2015/16 Average Response Time Minutes	Qtr 1 2015/16 Total Number of First Responses	Qtr 2 2015/16 % Responses <= 15 Minutes	Qtr 2 2015/16 Average Response Time Minutes	Qtr 2 2015/16 Total Number of First Responses	Qtr 3 2015/16 % Responses <= 15 Minutes	Qtr 3 2015/16 Average Response Time Minutes	Qtr 3 2015/16 Total Number of First Responses	Qtr 4 2015/16 % Responses <= 15 Minutes	Qtr 4 2015/16 Average Response Time Minutes	Qtr 4 2015/16 Total Number of First Responses	Qtr 1 2016/17 % Responses <= 15 Minutes	Qtr 1 2016/17 Average Response Time Minutes	Qtr 1 2016/17 Total Number of First Responses
Albury – Wodonga (Wodonga Part)	89.7%	10:22	551	87.2%	10:56	515	87.2%	10:59	531	87.0%	11:26	532	87.0%	10:57	538
Bacchus Marsh	59.9%	15:21	217	65.0%	14:24	214	70.4%	13:36	186	75.0%	13:21	200	67.2%	14:36	201
Bairnsdale	75.4%	13:28	354	79.6%	12:27	318	76.9%	12:27	286	85.8%	10:52	288	73.2%	13:33	265
Ballarat	86.1%	11:24	1,442	88.0%	11:24	1,347	84.0%	11:48	1,348	84.4%	11:51	1,523	85.4%	11:23	1,338
Benalla	74.7%	12:55	142	69.9%	14:28	153	67.9%	15:12	162	75.5%	13:13	143	69.3%	13:56	140
Bendigo	78.1%	12:38	1,579	79.2%	12:41	1,502	79.9%	12:41	1,423	79.3%	12:33	1,490	78.8%	12:37	1,341
Castlemaine	61.9%	16:15	139	55.6%	17:17	162	67.4%	15:09	129	70.0%	15:27	130	64.4%	16:31	149
Colac	80.3%	13:05	127	82.0%	12:13	139	72.2%	15:58	108	74.0%	14:19	127	78.3%	14:39	129
Drouin	45.1%	19:03	206	46.3%	18:38	190	42.7%	17:49	171	40.0%	18:41	195	50.3%	18:42	159
Drysdale – Clifton Springs	63.0%	14:40	135	59.4%	15:00	138	65.5%	14:21	139	58.8%	15:02	148	65.9%	13:57	132
Echuca – Moama (Echuca Part)	75.8%	13:30	240	77.8%	13:37	216	74.1%	13:11	232	80.3%	12:31	233	82.3%	11:40	226
Geelong	80.4%	12:20	2,872	78.3%	12:22	2,616	78.8%	12:29	2,693	78.7%	12:23	2,561	82.5%	11:48	2,413
Gisborne	61.9%	13:32	118	72.4%	12:47	127	72.4%	12:51	127	64.6%	14:11	113	65.7%	14:01	99
Hamilton	89.8%	10:07	128	92.9%	9:52	127	94.6%	9:31	111	90.1%	10:46	111	85.4%	12:48	89
Healesville	57.7%	15:39	137	54.4%	17:35	169	57.0%	16:36	156	59.0%	16:31	178	61.7%	15:28	154
Horsham	87.5%	10:18	328	91.5%	9:40	307	93.9%	8:51	280	89.5%	10:19	247	88.1%	10:06	253
Lara	62.9%	15:02	140	76.7%	13:32	133	78.1%	13:02	137	70.3%	13:26	155	74.4%	13:16	129
Leopold	83.2%	11:24	125	78.1%	12:39	128	76.9%	13:00	143	78.5%	12:50	130	82.1%	11:33	112
Melbourne	80.0%	12:12	57,318	81.8%	11:53	54,948	82.0%	11:51	53,320	80.5%	12:05	53,742	82.2%	11:48	48,893
Melton	65.9%	14:22	1,026	71.2%	13:24	918	74.8%	12:39	937	72.9%	13:03	1,023	71.4%	13:01	938
Mildura – Buronga (Mildura Part)	93.2%	9:09	709	90.2%	9:40	664	91.3%	9:41	694	90.3%	9:56	673	92.0%	9:44	626
Moe – Newborough	64.0%	14:22	489	60.8%	14:49	469	65.9%	13:48	452	66.6%	14:20	482	61.2%	14:13	394
Morwell	76.0%	12:37	462	78.7%	12:38	488	79.0%	12:29	457	80.0%	12:38	450	86.4%	11:29	404
Ocean Grove – Barwon Heads	63.4%	15:56	172	62.5%	15:13	200	65.4%	14:26	217	65.6%	14:10	189	66.7%	14:49	171
Pakenham	77.4%	12:22	664	76.6%	12:29	610	77.3%	12:33	644	74.2%	12:50	601	79.0%	12:30	542
Portland (Vic.)	88.8%	10:34	134	84.5%	11:11	148	85.2%	11:04	135	87.1%	10:42	155	88.4%	10:27	112
Sale	81.5%	10:49	184	83.0%	10:25	194	88.1%	10:33	193	82.1%	10:55	196	88.5%	9:38	183
Shepparton – Mooroopna	88.7%	10:43	900	87.7%	10:50	871	89.2%	10:45	846	88.9%	10:41	822	89.7%	10:12	735
Sunbury	66.9%	14:39	544	68.5%	14:27	524	78.0%	13:08	473	76.9%	13:07	546	75.8%	12:44	450
Swan Hill	89.7%	9:31	194	91.5%	9:51	189	87.7%	11:18	171	94.4%	9:00	160	92.3%	9:30	143
Torquay – Jan Juc	58.9%	15:08	146	63.6%	14:47	173	54.9%	15:41	184	66.4%	13:54	140	69.3%	13:20	150
Traralgon	64.0%	14:41	500	63.7%	14:35	504	63.7%	14:38	468	60.8%	15:47	492	65.7%	14:55	411
Wallan	73.1%	13:23	104	74.8%	13:00	115	79.1%	11:38	115	67.2%	12:45	122	72.3%	12:18	112
Wangaratta	89.4%	10:31	348	89.2%	10:12	316	89.4%	10:57	312	88.4%	10:52	336	91.1%	10:47	270
Warragul	68.0%	15:43	247	77.3%	12:57	211	83.0%	12:08	230	77.2%	13:33	215	78.8%	13:30	212
Warrnambool	90.5%	10:12	432	91.0%	10:09	410	90.2%	10:23	430	92.5%	9:39	400	90.9%	10:02	342
Total UCLs > 7500	79.5%	12:16	73,553	81.0%	12:01	70,453	81.3%	11:58	68,640	80.1%	12:10	69,248	81.7%	11:53	62,955

MAIN MAP <= 15 Minutes MAP Average TABLE CHART

Ambulance Victoria

Average Code 2 Response Time by LGA

2016/17 Quarter 1 (1st July 2016 to 30th September 2016)

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

★ *The Moonee Valley LGA includes the airport to which a significant number of Code 2 inter hospital transfers (IHTs) arrive. IHTs often have extended response times due to the emergency road ambulance waiting at the airport for the patient to arrive by aircraft. Removing IHTs from the Moonee Valley Code 2 response time results in performance similar to surrounding LGAs.*

SEE INSET ABOVE

MAIN   MAP   TABLE   CHART

LGA Name	Qtr 1 2015/16 Average Response Time Minutes	Qtr 1 2015/16 Total Number of First Responses	Qtr 2 2015/16 Average Response Time Minutes	Qtr 2 2015/16 Total Number of First Responses	Qtr 3 2015/16 Average Response Time Minutes	Qtr 3 2015/16 Total Number of First Responses	Qtr 4 2015/16 Average Response Time Minutes	Qtr 4 2015/16 Total Number of First Responses	Qtr 1 2016/17 Average Response Time Minutes	Qtr 1 2016/17 Total Number of First Responses
Alpine	37:47	140	32:35	143	34:11	140	32:58	171	36:42	138
Ararat	34:46	127	33:16	132	30:52	146	33:36	118	37:58	121
Ballarat	22:05	757	23:18	810	20:40	788	23:18	863	22:29	903
Banyule	33:09	838	29:42	827	27:44	797	28:06	768	26:24	847
Bass Coast	29:28	399	28:00	430	29:36	462	31:47	360	30:11	422
Baw Baw	34:35	348	36:28	384	31:58	397	32:11	339	31:02	381
Bayside	31:37	643	31:11	656	31:51	672	33:00	626	29:45	634
Benalla	24:48	152	26:51	172	29:38	153	25:59	153	31:24	159
Boroondara	31:57	942	28:15	928	26:00	891	29:25	843	25:11	890
Brimbank	32:05	1,239	28:23	1,326	27:19	1,330	30:50	1,252	26:45	1,389
Buloke	44:52	65	51:30	68	42:15	54	41:04	59	40:28	60
Campaspe	29:48	372	28:44	379	29:11	370	26:53	366	30:59	400
Cardinia	27:04	558	24:25	623	25:02	521	25:22	578	24:13	572
Casey	25:28	1,859	24:00	1,796	23:22	1,738	24:29	1,679	22:38	1,926
Central Goldfields	26:45	145	27:34	123	30:14	199	28:44	157	27:04	201
Colac-Otway	33:18	165	29:02	168	31:59	203	31:33	174	31:13	169
Corangamite	28:02	112	36:26	126	27:47	134	30:45	135	27:47	128
Darebin	33:18	1,119	30:57	1,179	26:52	1,140	31:17	1,111	27:22	1,133
East Gippsland	36:14	491	36:13	548	34:11	580	30:40	470	36:56	507
Frankston	24:17	1,355	23:45	1,397	22:03	1,425	23:09	1,350	20:40	1,407
Gannawarra	26:13	73	30:57	94	36:04	99	35:03	99	33:56	88
Glen Eira	34:01	918	30:17	888	31:24	786	30:26	789	27:58	858
Glenelg	24:14	181	27:51	178	26:28	163	26:03	166	24:53	174
Golden Plains	31:15	72	30:15	71	35:12	75	32:24	81	29:43	83
Greater Bendigo	30:00	912	27:42	855	27:28	812	28:31	879	28:57	895
Greater Dandenong	26:50	1,341	25:09	1,294	24:39	1,453	25:38	1,338	24:29	1,329
Greater Geelong	28:16	1,919	27:37	1,982	28:36	1,865	27:21	1,913	26:23	1,978
Greater Shepparton	24:22	577	25:45	644	23:43	679	23:46	651	24:38	717
Hepburn	35:05	119	31:15	117	33:29	138	37:15	149	33:35	140
Hindmarsh	40:48	77	34:01	75	32:44	60	30:48	92	33:28	75
Hobsons Bay	30:40	653	25:57	642	25:45	618	30:24	655	28:06	632
Horsham	31:24	234	23:22	222	23:32	250	25:43	232	26:07	225
Hume	34:02	1,418	32:49	1,456	28:48	1,431	32:51	1,352	28:59	1,500
Indigo	29:39	81	34:07	76	31:46	82	32:19	87	28:22	77
Kingston	28:52	1,050	25:44	1,052	25:43	1,091	27:06	1,035	24:42	1,026
Knox	25:51	1,042	24:47	1,003	21:53	1,050	23:37	1,027	22:08	1,098
Latrobe	31:49	847	33:29	934	31:38	888	32:20	916	29:32	866
Loddon	38:36	65	36:43	55	37:07	63	34:53	58	36:18	60
Macedon Ranges	23:47	375	24:03	418	26:09	387	25:25	374	24:38	408
Manningham	31:34	658	29:48	608	26:17	631	29:13	602	26:47	636
Mansfield	42:52	85	37:00	99	38:47	96	34:50	84	35:52	101
Maribyrnong	30:44	581	25:51	630	25:45	578	26:29	608	26:59	597
Maroondah	27:28	866	24:12	883	24:20	980	25:46	882	24:15	898
Melbourne	29:13	1,608	27:20	1,666	25:15	1,851	27:20	1,604	25:09	1,628
Melton	31:24	796	27:21	842	26:38	855	31:19	817	26:49	829
Mildura	27:34	565	26:53	571	26:48	587	28:58	586	27:20	593
Mitchell	26:17	377	26:06	399	27:29	367	27:36	373	26:48	455
Moira	29:11	324	30:26	333	27:48	338	28:46	344	28:15	364
Monash	30:51	1,159	27:24	1,212	25:13	1,112	27:53	1,125	26:05	1,187
* Moonee Valley	68:18	1,153	64:22	1,236	67:54	1,205	61:12	1,149	61:21	1,128
Moorabool	29:20	237	29:27	263	25:25	225	32:12	263	30:43	285
Moreland	35:00	1,309	31:50	1,263	30:38	1,269	32:07	1,214	30:02	1,278
Mornington Peninsula	25:42	1,376	24:34	1,471	24:09	1,559	23:34	1,413	23:09	1,438
Mount Alexander	32:37	158	29:29	186	28:24	157	33:19	154	32:43	166
Moyne	28:59	87	27:19	86	29:24	104	32:31	108	29:52	85
Murrindindi	37:13	121	37:13	132	33:58	134	27:54	128	30:18	144
Nillumbik	38:23	258	35:48	253	31:22	248	33:38	256	32:31	295
Northern Grampians	26:03	125	31:38	110	27:29	130	27:37	152	33:27	156
Port Phillip	29:46	794	29:10	870	27:55	927	29:01	716	25:37	764
Pyrenees	34:37	66	30:44	60	31:32	53	29:26	56	27:57	72
Queenscliffe	36:51	31	30:41	41	32:42	35	29:10	36	28:04	37
South Gippsland	31:11	207	34:49	245	34:10	257	32:53	282	32:44	233
Southern Grampians	25:44	134	28:00	146	24:52	135	27:35	118	29:56	151
Stonnington	31:46	569	31:52	627	28:30	608	31:20	606	27:51	629
Strathbogie	34:57	96	29:55	102	33:09	107	34:44	120	33:26	125
Surf Coast	27:56	150	28:37	200	30:15	212	27:59	178	26:07	189
Swan Hill	28:17	203	29:51	218	26:55	200	31:00	204	30:23	223
Towong	26:09	55	40:41	63	28:14	64	31:20	67	35:08	66
Wangaratta	29:20	264	30:14	276	30:30	293	30:12	300	29:17	257
Warrnambool	25:53	291	25:01	340	28:11	268	21:47	280	23:13	261
Wellington	30:36	319	31:31	327	31:11	347	31:10	332	29:05	336
West Wimmera	35:59	41	34:35	34	37:11	35	30:31	42	38:08	40
Whitehorse	27:46	1,145	24:56	1,130	24:06	1,105	25:02	1,060	25:04	1,062
Whittlesea	35:31	1,042	31:36	1,101	29:53	1,076	31:21	1,087	29:08	1,187
Wodonga	28:08	336	30:14	339	25:20	344	27:58	352	26:05	353
Wyndham	30:16	1,034	28:10	1,096	26:49	1,091	28:43	1,045	27:21	1,168
Yarra	31:11	547	26:59	642	26:54	600	28:13	580	25:24	618
Yarra Ranges	28:36	1,000	26:43	986	27:36	926	31:39	904	24:58	991
Yarriambiack	36:50	67	35:29	84	39:12	66	34:56	96	41:38	82
Unincorporated	20:20	278	46:44	2	59:39	12	29:43	16	18:08	256
Interstate LGAs	33:46	129	34:32	128	27:31	145	34:13	120	34:34	111
Total AV	30:45	44,421	29:10	45,571	28:09	45,462	29:18	43,924	27:33	46,090

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

✱ The Moonee Valley LGA includes the airport to which a significant number of Code 2 inter hospital transfers (IHTs) arrive. IHTs often have extended response times due to the emergency road ambulance waiting at the airport for the patient to arrive by aircraft. Removing IHTs from the Moonee Valley Code 2 response time results in performance similar to surrounding LGAs.

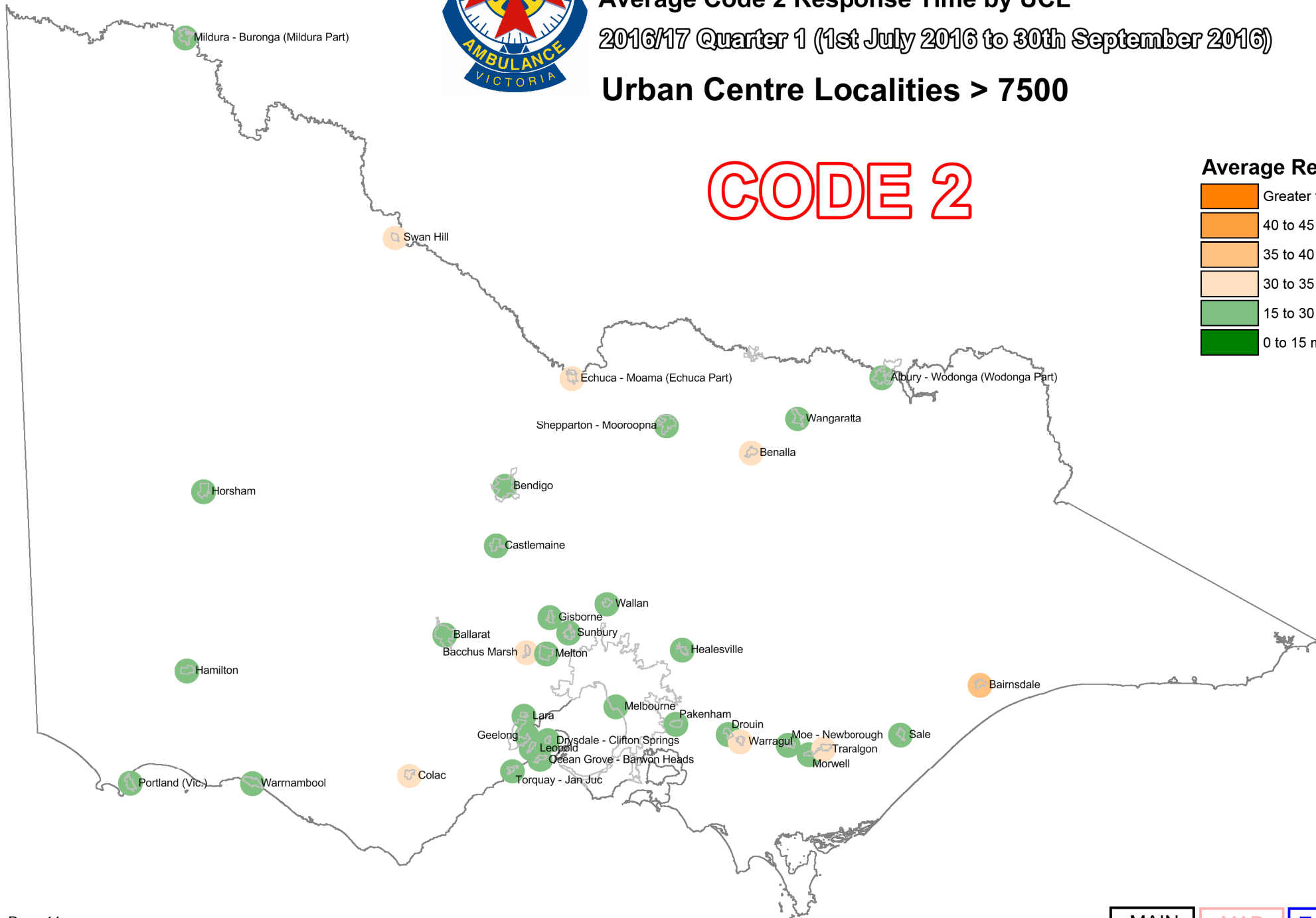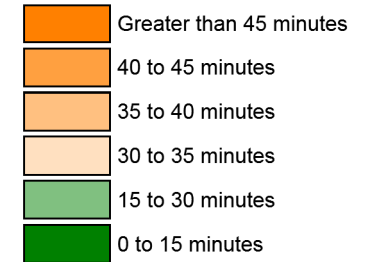MAIN | MAP | TABLE | CHART

Ambulance Victoria

Average Code 2 Response Time by UCL

2016/17 Quarter 1 (1st July 2016 to 30th September 2016)

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

Pakenham

Lara

Drouin

Moe - Newborough

Sale

Geelong

Drysdale - Clifton Springs

Warragul

Traralgon

Leopold

Morwell

Ocean Grove - Barwon Heads

Portland (Vic.)

Warrnambool

Colac

Torquay - Jan Juc

MAIN   MAP   TABLE   CHART

Code 2 First Response Performance by UCL

UCL Name	Qtr 1 2015/16 Average Response Time Minutes	Qtr 1 2015/16 Total Number of First Responses	Qtr 2 2015/16 Average Response Time Minutes	Qtr 2 2015/16 Total Number of First Responses	Qtr 3 2015/16 Average Response Time Minutes	Qtr 3 2015/16 Total Number of First Responses	Qtr 4 2015/16 Average Response Time Minutes	Qtr 4 2015/16 Total Number of First Responses	Qtr 1 2016/17 Average Response Time Minutes	Qtr 1 2016/17 Total Number of First Responses
Albury - Wodonga (Wodonga Part)	27:24	313	29:49	314	24:38	322	28:15	326	25:15	324
Bacchus Marsh	28:29	139	28:29	158	24:29	154	31:26	165	30:30	199
Bairnsdale	37:40	187	36:29	217	31:17	215	28:54	170	37:01	188
Ballarat	21:19	736	22:34	777	20:25	760	22:57	836	21:57	868
Benalla	23:16	133	23:59	154	28:56	141	25:31	134	31:18	137
Bendigo	29:30	815	27:00	756	26:59	745	28:00	782	28:40	801
Castlemaine	31:01	118	28:14	143	26:32	120	33:40	115	29:32	114
Colac	34:45	126	28:05	120	34:37	137	30:55	134	32:32	141
Drouin	30:20	81	34:43	98	27:44	93	33:01	95	25:53	72
Drysdale - Clifton Springs	26:03	73	27:12	86	29:04	74	23:07	66	25:28	94
Echuca - Moama (Echuca Part)	30:43	198	30:15	204	28:21	191	28:25	186	33:48	207
Geelong	26:05	1,419	27:04	1,434	27:14	1,332	26:18	1,442	24:38	1,390
Gisborne	22:17	61	24:16	85	26:12	82	24:05	84	25:37	80
Hamilton	22:12	107	22:31	104	20:39	94	22:25	81	27:07	106
Healesville	28:13	102	28:56	102	30:15	99	39:34	83	28:29	98
Horsham	25:21	192	22:05	208	20:58	230	22:27	195	22:48	199
Lara	31:23	61	28:25	69	22:30	70	28:57	52	22:15	80
Leopold	24:34	53	19:50	60	25:45	62	21:11	62	22:14	62
Melbourne	31:37	28,868	29:07	29,470	27:55	29,500	29:24	28,161	27:07	29,496
Melton	28:27	493	26:45	504	25:18	534	30:43	482	25:54	496
Mildura - Buronga (Mildura Part)	25:07	414	23:47	429	25:10	426	27:52	430	24:00	437
Moe - Newborough	29:08	230	31:17	243	30:53	211	28:08	237	25:12	230
Morwell	27:50	215	31:23	249	28:07	234	31:06	258	29:03	227
Ocean Grove - Barwon Heads	24:32	96	23:08	129	24:17	104	26:40	88	24:13	110
Pakenham	24:27	331	22:22	372	21:31	289	22:26	316	22:12	295
Portland (Vic.)	23:00	124	27:37	133	27:14	109	23:38	102	23:17	117
Sale	24:27	118	24:59	149	23:59	142	28:29	135	25:26	126
Shepparton - Mooroopna	23:09	471	24:27	545	23:02	568	22:22	531	23:41	590
Sunbury	26:38	303	27:38	302	24:06	292	31:23	227	23:25	266
Swan Hill	24:28	126	29:11	142	27:22	126	32:18	115	32:18	122
Torquay - Jan Juc	27:16	73	24:41	96	28:30	79	26:57	82	25:27	96
Traralgon	35:28	293	36:00	298	33:09	325	35:36	304	30:47	288
Wallan	19:47	49	20:43	70	21:14	44	20:50	61	19:34	73
Wangaratta	24:14	204	28:45	241	25:25	232	26:16	242	25:44	206
Warragul	36:21	159	34:43	169	32:01	185	32:42	157	31:52	197
Warrnambool	26:02	281	25:09	335	28:43	254	21:51	267	23:14	250
Total UCLs > 7500	30:30	37,762	28:36	38,965	27:29	38,575	28:51	37,203	26:51	38,782

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.
UCL (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