Ambulance Victoria's Performance

2016/17 Quarter 3 (1st January 2017 to 31st March 2017)

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.
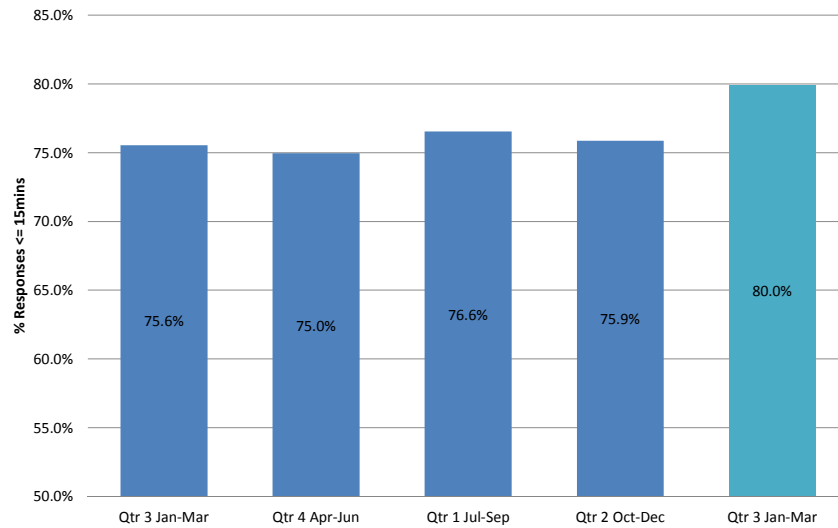
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

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.

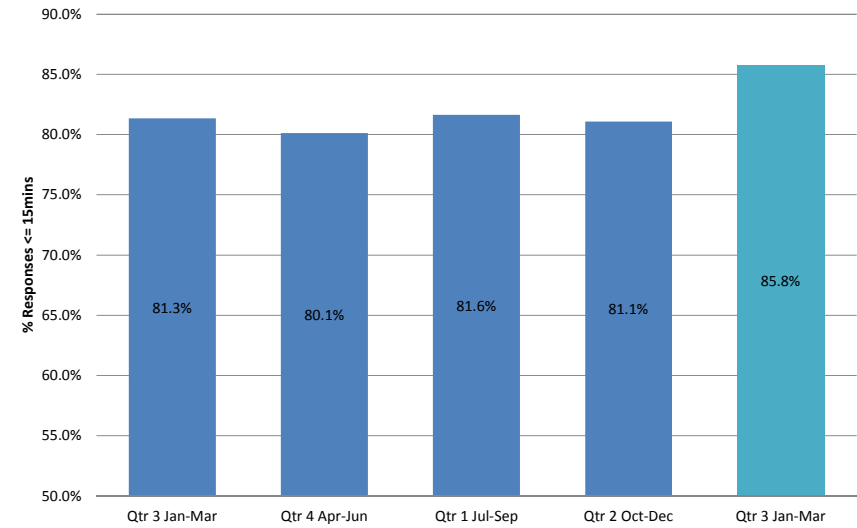|	Local Government Area	Urban Centre Locality
CODE 1	% <= 15 Minutes MAP TABLE CHART Average MAP TABLE	% <= 15 Minutes MAP TABLE CHART Average MAP TABLE
CODE 2	Average MAP TABLE CHART	Average MAP TABLE CHART

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

Quarter	% Responses <= 15mins
Qtr 3 Jan-Mar	75.6%
Qtr 4 Apr-Jun	75.0%
Qtr 1 Jul-Sep	76.6%
Qtr 2 Oct-Dec	75.9%
Qtr 3 Jan-Mar	80.0%

MAP
TABLE

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

Quarter	% Responses <= 15mins
Qtr 3 Jan-Mar	81.3%
Qtr 4 Apr-Jun	80.1%
Qtr 1 Jul-Sep	81.6%
Qtr 2 Oct-Dec	81.1%
Qtr 3 Jan-Mar	85.8%

MAP
TABLE

AV State-wide Code 2 First Response Performance - Average

Quarter	minutes
Qtr 3 Jan-Mar	28.2
Qtr 4 Apr-Jun	29.3
Qtr 1 Jul-Sep	27.6
Qtr 2 Oct-Dec	29.0
Qtr 3 Jan-Mar	25.8

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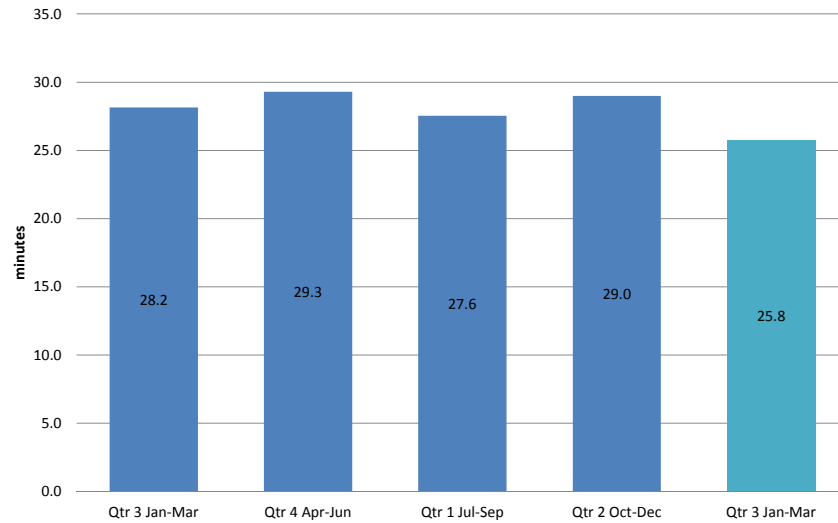
AV State-wide Code 2 First Response Performance for UCLs > 7,500 Persons - Average

Quarter	minutes
Qtr 3 Jan-Mar	27.5
Qtr 4 Apr-Jun	28.9
Qtr 1 Jul-Sep	26.9
Qtr 2 Oct-Dec	28.4
Qtr 3 Jan-Mar	24.9
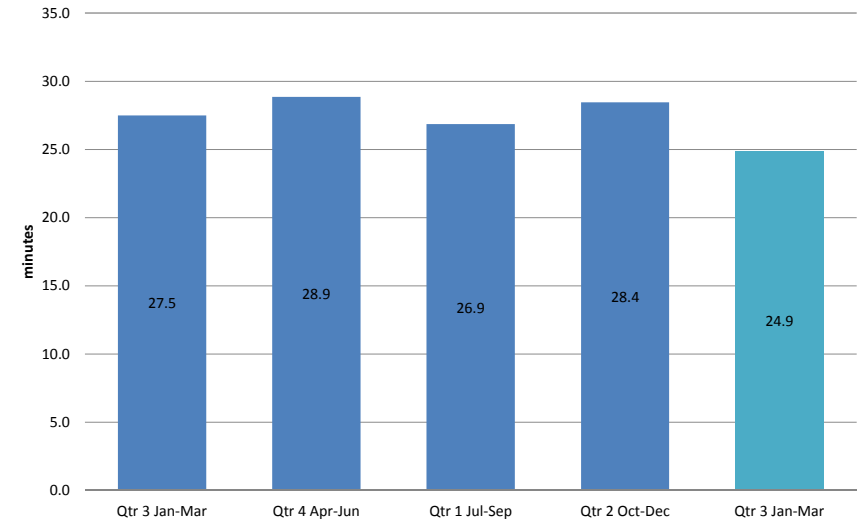
MAP
TABLE

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2016/17 Quarter 3 (1st January 2017 to 31st March 2017)

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

2016/17 Quarter 3 (1st January 2017 to 31st March 2017)

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

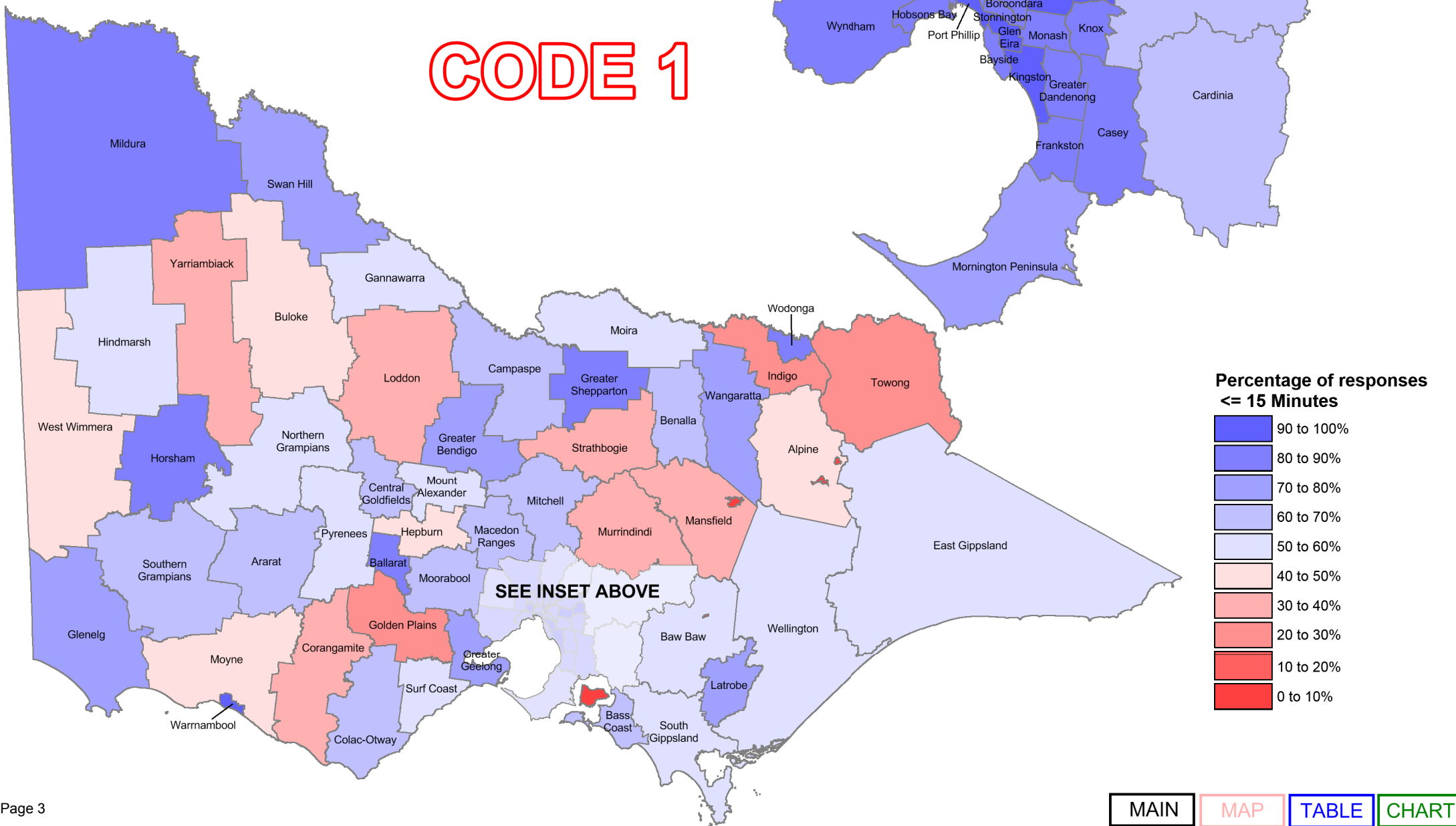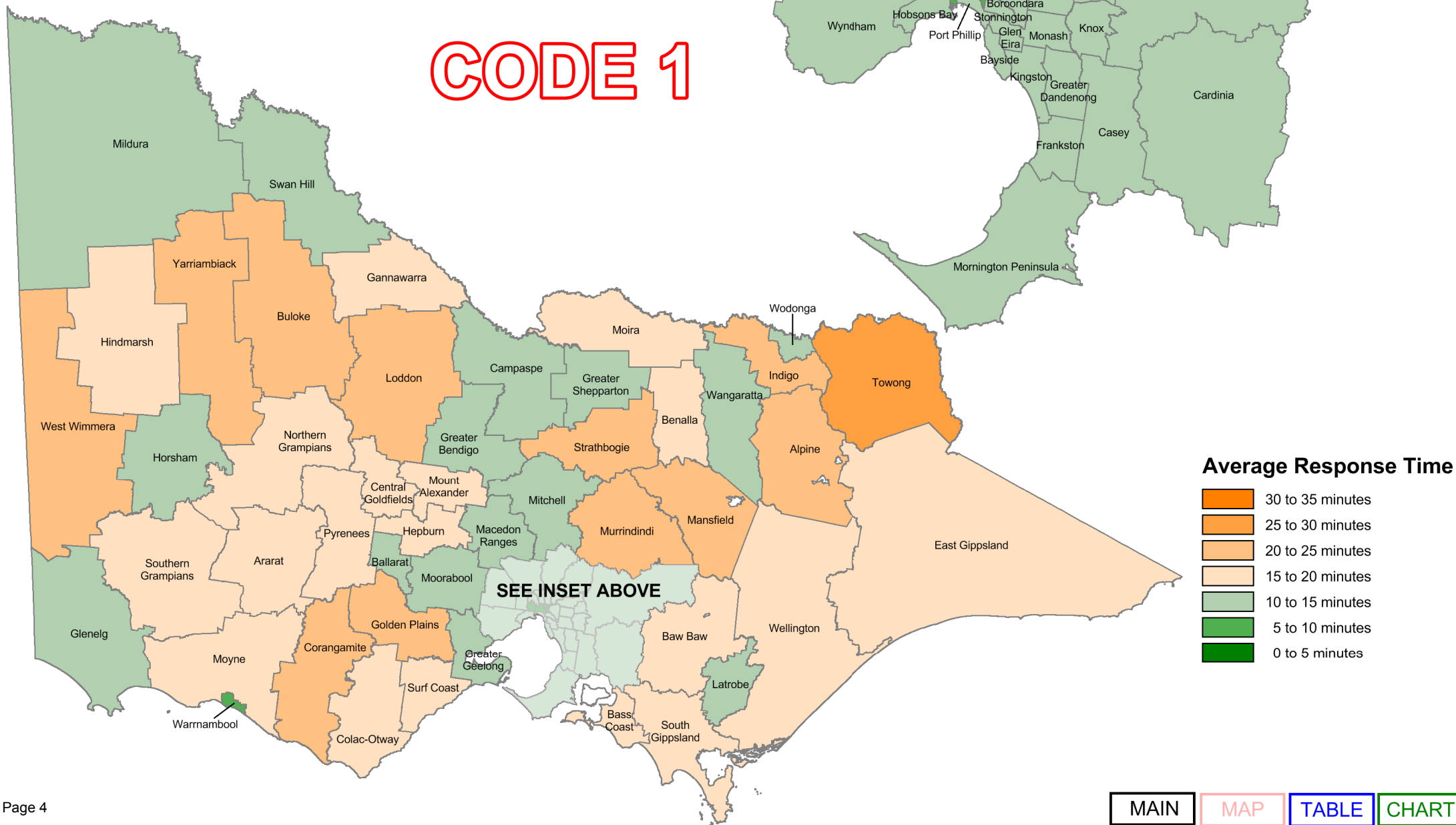**Inset (Melbourne metropolitan area):** Hume, Whittlesea, Nillumbik, Melton, Moreland, Moonee Valley, Darebin, Banyule, Manningham, Yarra Ranges, Brimbank, Maribyrnong, Yarra, Melbourne, Maroondah, Whitehorse, Hobsons Bay, Stonnington, Boroondara, Wyndham, Port Phillip, Glen Eira, Monash, Knox, Bayside,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

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

MAIN   MAP   TABLE   CHART

LGA Name	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	Qtr 2 2016/17 % Responses <= 15 Minutes	Qtr 2 2016/17 Average Response Time Minutes	Qtr 2 2016/17 Total Number of First Responses	Qtr 3 2016/17 % Responses <= 15 Minutes	Qtr 3 2016/17 Average Response Time Minutes	Qtr 3 2016/17 Total Number of First Responses
Alpine	42.3%	22:40	168	36.2%	23:09	163	41.7%	20:29	127	50.0%	19:29	140	43.8%	22:14	128
Ararat	59.8%	16:58	164	56.6%	18:50	159	63.4%	15:33	134	53.2%	18:31	141	60.5%	16:44	129
Ballarat	82.2%	12:02	1,425	82.9%	12:01	1,593	83.4%	11:40	1,400	84.0%	11:37	1,327	87.1%	10:51	1,253
Banyule	85.0%	11:28	1,539	82.3%	11:57	1,529	84.8%	11:26	1,454	85.0%	11:22	1,245	88.4%	10:20	1,157
Bass Coast	62.3%	14:41	743	66.3%	14:37	590	62.7%	15:18	576	65.2%	14:55	557	61.6%	15:03	498
Baw Baw	50.2%	17:47	667	48.7%	17:50	659	52.9%	18:07	599	55.8%	17:22	557	57.4%	16:23	535
Bayside	80.0%	12:41	991	81.7%	12:37	1,008	85.5%	11:57	881	82.2%	12:22	866	86.2%	11:26	747
Benalla	58.5%	17:22	212	59.7%	16:59	196	60.7%	15:58	178	57.0%	17:03	186	60.5%	15:50	162
Boroondara	87.4%	11:20	1,463	84.6%	11:43	1,478	86.7%	11:33	1,414	84.4%	11:34	1,171	86.8%	10:58	1,070
Brimbank	81.9%	12:08	2,629	79.2%	12:27	2,773	82.1%	12:09	2,534	80.4%	12:22	2,408	88.4%	10:32	2,150
Buloke	33.3%	24:42	90	33.8%	28:11	80	40.5%	26:43	79	40.3%	22:59	77	48.9%	22:35	45
Campaspe	57.8%	15:39	569	64.9%	15:22	538	64.9%	14:53	502	58.9%	16:10	475	64.3%	14:33	434
Cardinia	62.8%	14:33	1,203	61.4%	14:43	1,146	62.9%	14:49	1,017	63.2%	14:56	973	63.0%	14:42	910
Casey	80.5%	12:05	3,273	79.0%	12:21	3,432	80.9%	12:07	3,133	79.0%	12:16	3,050	84.1%	11:28	2,699
Central Goldfields	61.4%	15:36	241	64.5%	15:46	220	59.6%	15:44	240	60.5%	16:53	205	61.0%	16:21	141
Colac-Otway	55.6%	18:33	207	54.8%	17:53	210	61.7%	17:27	196	50.6%	18:05	174	61.5%	16:34	161
Corangamite	32.4%	21:56	182	39.3%	20:54	173	43.4%	19:24	159	45.5%	19:57	134	37.6%	20:06	149
Darebin	86.4%	11:25	2,179	84.1%	11:47	2,169	85.6%	11:08	1,945	87.5%	11:14	1,873	89.9%	10:21	1,684
East Gippsland	57.3%	17:25	830	59.2%	16:29	819	56.2%	17:49	713	64.0%	16:29	661	59.2%	16:42	696
Frankston	83.8%	11:25	2,371	84.4%	11:26	2,329	86.3%	10:59	1,987	85.2%	11:14	1,902	89.8%	10:17	1,798
Gannawarra	43.6%	20:39	117	54.1%	17:32	109	49.3%	19:15	67	39.2%	21:00	97	55.3%	18:21	94
Glen Eira	84.8%	11:35	1,589	84.2%	11:46	1,642	86.2%	11:02	1,454	85.9%	11:18	1,379	91.1%	10:10	1,210
Glenelg	71.7%	13:48	244	76.0%	13:05	242	78.2%	12:42	179	79.4%	12:57	204	76.3%	12:32	198
Golden Plains	23.5%	20:51	153	22.3%	21:34	188	23.8%	22:11	164	24.9%	20:52	177	25.7%	21:46	144
Greater Bendigo	74.0%	13:42	1,639	73.7%	13:28	1,699	73.0%	13:39	1,527	75.3%	13:25	1,428	75.2%	13:04	1,389
Greater Dandenong	84.3%	11:22	2,543	82.8%	11:45	2,472	84.1%	11:29	2,254	83.2%	11:29	2,125	86.2%	10:45	1,846
Greater Geelong	72.3%	13:28	3,782	72.4%	13:18	3,583	76.6%	12:44	3,298	75.5%	12:48	2,946	79.3%	12:13	2,806
Greater Shepparton	77.8%	12:13	1,109	78.4%	12:09	1,068	80.6%	11:28	923	78.8%	11:52	868	81.8%	11:24	831
Hepburn	30.8%	20:04	172	29.5%	21:10	200	26.9%	22:02	160	34.4%	20:41	186	43.1%	18:01	160
Hindmarsh	56.7%	17:54	97	47.9%	20:57	96	54.9%	19:02	102	56.4%	20:00	110	58.9%	18:30	73
Hobsons Bay	82.8%	11:52	1,136	80.2%	12:06	1,153	80.1%	12:11	1,103	80.2%	12:32	933	86.3%	10:57	910
Horsham	87.0%	10:08	315	79.9%	12:16	284	81.2%	11:57	287	81.9%	11:20	226	82.2%	11:29	236
Hume	69.1%	14:09	3,155	68.6%	14:03	3,143	67.9%	14:00	2,923	73.4%	13:39	2,905	81.5%	11:40	2,472
Indigo	20.6%	22:23	170	26.0%	23:04	146	27.2%	21:08	136	26.1%	20:33	142	25.0%	20:45	104
Kingston	85.2%	11:23	2,003	84.0%	11:30	1,971	85.7%	11:15	1,775	83.7%	11:34	1,624	90.0%	10:13	1,504
Knox	84.8%	11:20	1,696	82.6%	11:46	1,779	83.0%	11:48	1,683	80.5%	12:16	1,501	84.3%	11:24	1,334
Latrobe	63.1%	14:36	1,654	64.9%	14:52	1,682	67.5%	14:10	1,415	68.9%	13:44	1,366	74.1%	12:40	1,133
Loddon	37.3%	21:29	126	28.3%	24:23	127	38.5%	20:34	109	27.6%	24:08	98	32.4%	22:50	108
Macedon Ranges	58.6%	15:24	539	58.4%	15:12	543	59.0%	14:48	451	53.4%	16:13	453	61.7%	14:46	428
Manningham	79.5%	12:34	1,173	77.2%	12:54	1,286	81.0%	12:31	1,071	77.5%	12:57	1,005	81.4%	12:01	888
Mansfield	27.9%	25:22	104	31.5%	25:45	73	46.3%	21:42	80	34.1%	28:22	82	38.3%	23:52	94
Maribyrnong	86.8%	10:58	1,125	83.3%	11:47	1,160	84.0%	11:20	1,088	86.8%	11:14	938	90.9%	9:47	842
Maroondah	84.9%	11:00	1,535	85.7%	11:06	1,454	87.8%	10:39	1,407	86.1%	11:01	1,215	91.3%	10:09	1,147
Melbourne	89.0%	9:51	2,884	88.1%	10:13	2,839	88.0%	10:09	2,490	87.0%	10:30	2,442	89.4%	9:36	2,405
Melton	73.5%	13:03	1,748	69.9%	13:45	1,813	69.2%	13:32	1,758	69.3%	13:49	1,554	78.3%	11:57	1,373
Mildura	80.9%	11:37	970	82.6%	11:40	951	82.6%	11:33	853	82.6%	11:59	742	83.5%	11:18	668
Mitchell	60.4%	15:33	599	57.4%	15:45	592	56.6%	16:10	509	55.3%	16:29	474	63.0%	14:59	413
Moira	58.2%	16:01	522	57.3%	16:09	489	58.3%	16:28	446	55.2%	17:09	393	57.5%	17:14	360
Monash	84.3%	11:36	2,065	83.6%	11:46	2,074	84.3%	11:40	1,855	83.0%	11:54	1,756	86.7%	11:15	1,578
Moonee Valley	82.8%	12:12	1,479	81.4%	12:31	1,657	81.5%	12:21	1,404	80.0%	13:03	1,280	82.8%	12:03	1,128
Moorabool	53.9%	16:00	395	54.2%	16:16	373	53.0%	16:52	368	49.6%	17:15	349	62.1%	14:26	306
Moreland	84.3%	11:32	2,377	80.8%	12:19	2,454	82.7%	11:49	2,284	83.2%	11:54	2,099	89.3%	10:35	1,837
Mornington Peninsula	70.6%	13:13	2,687	73.5%	12:43	2,464	74.8%	12:36	2,204	74.8%	12:22	2,039	77.5%	11:56	1,950
Mount Alexander	48.6%	18:13	212	49.1%	18:29	230	54.1%	18:16	222	39.2%	20:07	199	53.1%	15:55	160
Moyne	34.7%	19:43	147	48.5%	17:53	169	42.8%	18:03	152	36.0%	19:13	125	41.8%	17:41	134
Murrindindi	33.8%	21:30	225	29.3%	23:33	215	36.3%	21:43	171	36.6%	19:50	172	34.9%	21:44	192
Nillumbik	50.4%	16:56	530	48.4%	16:39	574	53.0%	16:12	474	55.3%	16:01	443	62.3%	14:41	401
Northern Grampians	58.0%	17:18	188	67.0%	14:20	182	63.4%	16:44	145	66.7%	15:31	138	59.5%	15:43	126
Port Phillip	86.1%	10:57	1,559	85.7%	10:56	1,466	87.8%	10:33	1,288	88.0%	10:31	1,218	90.0%	10:11	1,185
Pyrenees	42.6%	19:52	122	48.9%	18:21	133	35.5%	20:42	107	44.0%	18:03	84	50.5%	16:57	91
Queenscliffe	27.4%	18:40	62	33.3%	18:31	42	42.1%	17:50	38	40.5%	20:00	42	27.5%	18:50	51
South Gippsland	40.6%	19:57	458	40.2%	19:39	405	40.8%	20:36	333	44.9%	19:02	325	50.0%	19:24	302
Southern Grampians	71.2%	13:53	163	64.4%	16:04	180	61.4%	16:59	145	64.0%	16:15	172	65.9%	15:21	135
Stonnington	86.9%	11:19	1,218	84.0%	12:03	1,199	85.0%	11:16	1,053	83.6%	11:42	933	86.9%	10:42	833
Strathbogie	29.9%	22:46	201	29.9%	22:20	184	28.5%	22:42	151	40.7%	19:57	140	34.1%	20:41	138
Surf Coast	46.4%	17:55	405	50.2%	17:35	321	56.3%	16:02	270	55.2%	16:46	315	56.1%	15:34	303
Swan Hill	70.1%	13:54	281	74.7%	12:59	277	70.4%	14:10	250	74.2%	12:30	233	73.3%	13:35	210
Towong	36.0%	26:37	114	39.3%	21:53	84	45.3%	22:25	53	38.0%	23:18	71	24.6%	27:31	61
Wangaratta	71.5%	14:32	428	72.5%	14:02	461	73.1%	14:28	368	73.4%	13:53	354	75.3%	13:11	328
Warrnambool	88.5%	10:39	461	90.9%	9:57	429	90.2%	10:23	356	89.8%	10:12	361	90.3%	9:54	351
Wellington	51.2%	18:07	644	54.3%	17:09	562	55.6%	16:46	518	51.9%	17:52	541	50.0%	18:17	548
West Wimmera	34.6%	21:52	26	43.1%	20:03	51	32.3%	23:08	31	39.4%	21:58	33	47.2%	20:07	36
Whitehorse	90.3%	10:27	1,769	88.5%	10:34	1,799	90.2%	10:25	1,637	89.0%	10:39	1,410	90.3%	10:01	1,314
Whittlesea	69.8%	13:43	2,397	66.4%	14:14	2,492	69.9%	13:42	2,313	69.3%	13:52	2,153	77.6%	12:22	1,900
Wodonga	82.9%	11:37	592	84.3%	11:47	578	83.7%	11:29	590	83.8%	11:45	488	84.6%	10:56	456
Wyndham	74.5%	13:16	2,031	72.5%	13:15	2,093	73.8%	13:29	2,033	73.3%	13:28	1,862	81.3%	12:00	1,622
Yarra	88.2%	10:41	1,284	89.1%	10:20	1,328	88.8%	9:59	1,224	89.6%	9:54	1,099	90.8%	9:23	1,120
Yarra Ranges	61.6%	15:20	1,931	60.5%	15:17	1,967	64.7%	14:30	1,713	62.9%	15:05	1,596	67.6%	13:56	1,499
Yarriambiack	25.0%	22:38	100	30.6%	23:15	111	18.9%	25:53	74	28.3%	25:06	99	30.1%	23:48	73
Unincorporated	13.3%	47:48	15	42.9%	37:34	14	78.9%	14:04	76	11.1%	54:15	9	9.1%	56:03	11
Interstate LGAs	49.1%	19:21	287	50.4%	18:20	258	48.1%	20:06	206	42.3%	20:53	220	55.4%	17:08	184
Total AV	75.6%	13:01	80,898	75.0%	13:07	80,874	76.6%	12:50	73,086	75.9%	13:01	68,093	80.0%	12:03	62,285

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
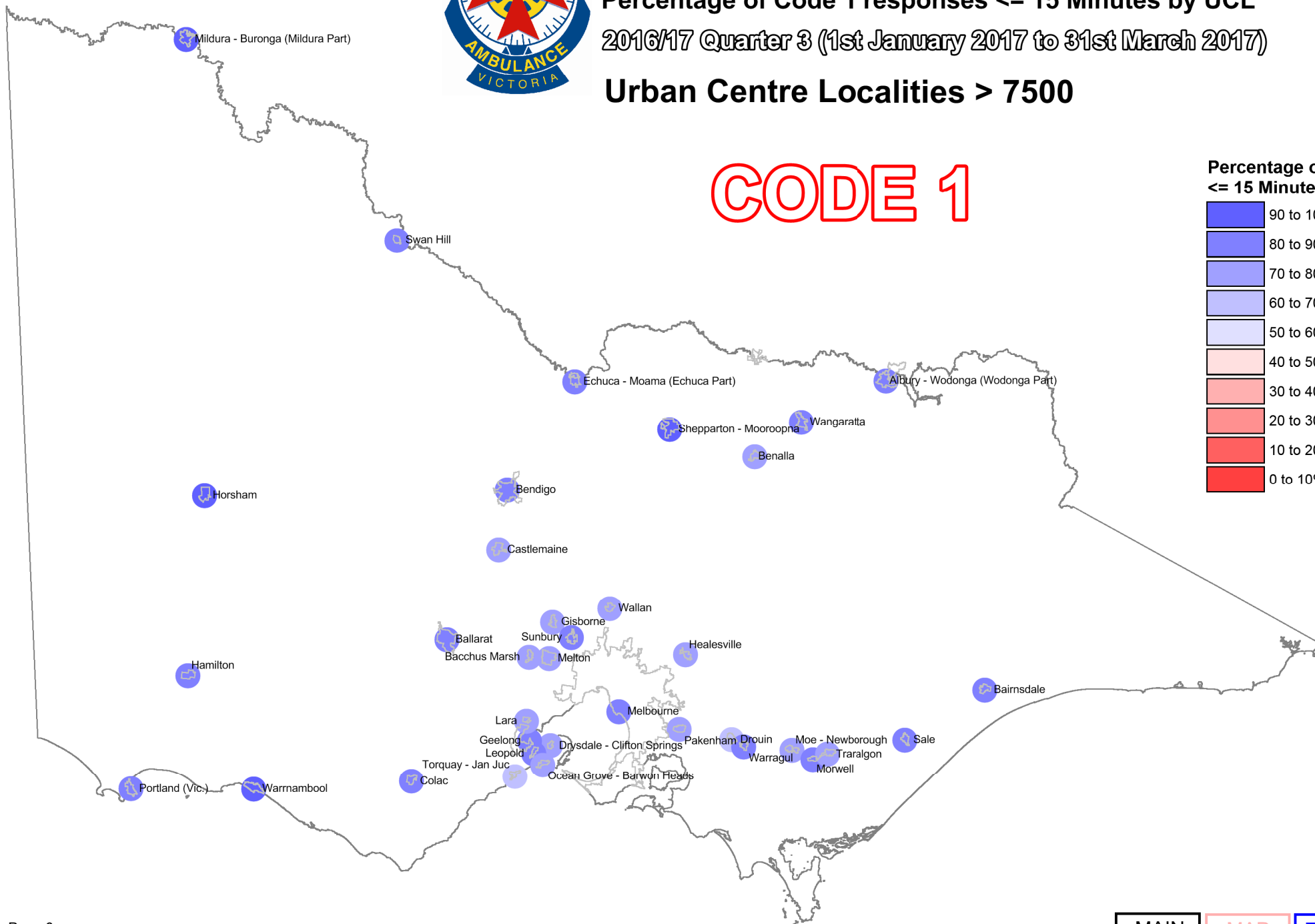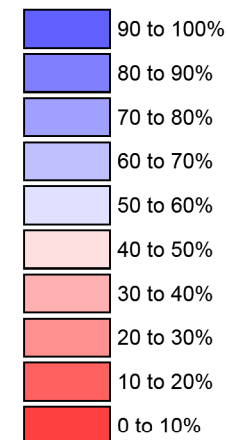
Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by UCL

2016/17 Quarter 3 (1st January 2017 to 31st March 2017)

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

Bacchus Marsh

Melton

Healesville

Hamilton

Bairnsdale

Melbourne

Lara

Geelong
Leopold

Drysdale - Clifton Springs

Pakenham

Drouin

Moe - Newborough

Sale

Torquay - Jan Juc

Warragul

Traralgon

Morwell

Portland (Vic.)

Warrnambool

Colac

Ocean Grove - Barwon Heads

MAIN   MAP   TABLE   CHART
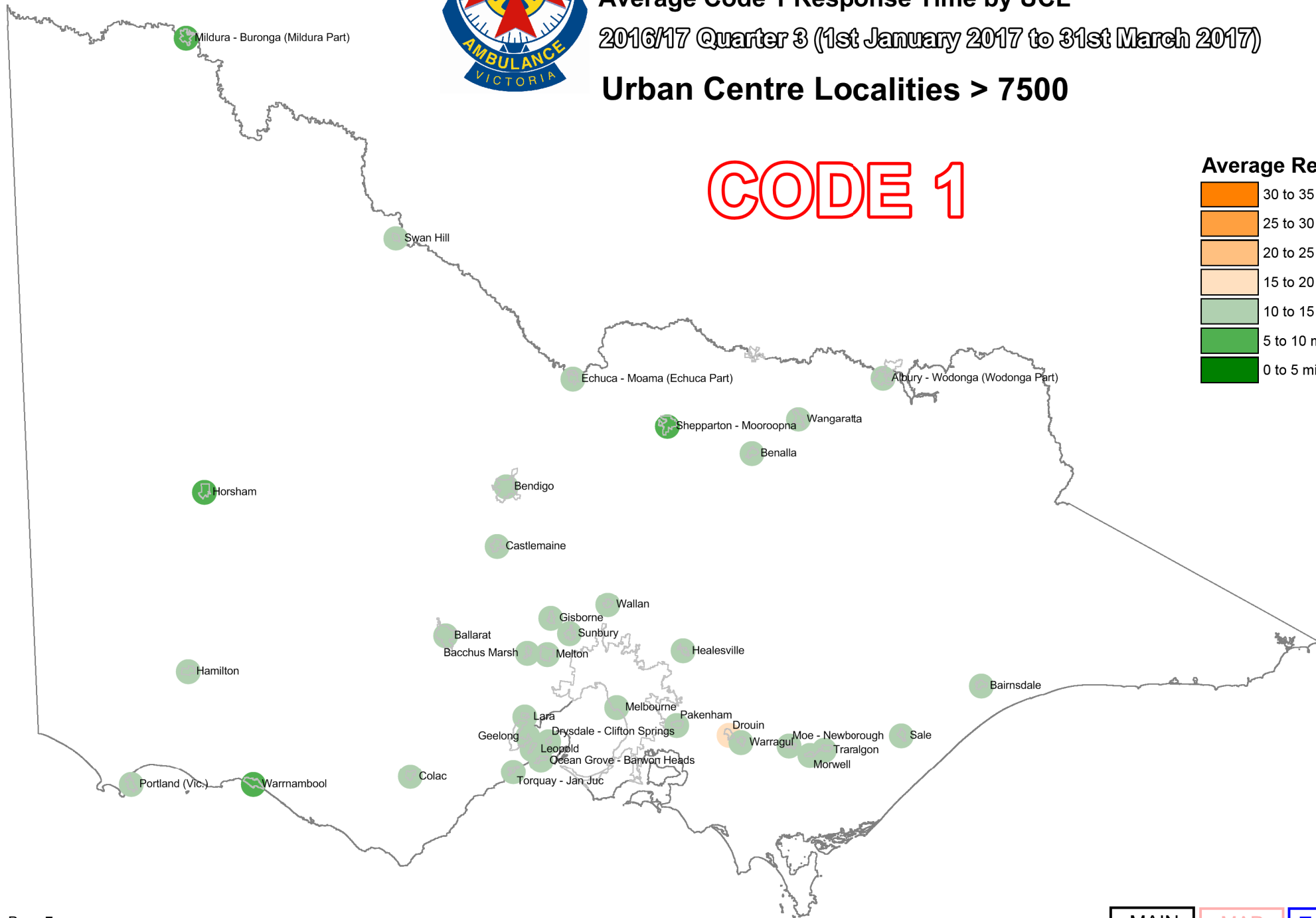
Ambulance Victoria

Average Code 1 Response Time by UCL

2016/17 Quarter 3 (1st January 2017 to 31st March 2017)

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

Portland (Vic.)

Warrnambool

Colac

Torquay - Jan Juc

MAIN | MAP | TABLE | CHART

Code 1 First Response Performance by UCL

UCL Name	Qtr 3 2015/16 % Resp <=15min	Avg Resp Time	Total Responses	Qtr 4 2015/16 %	Avg	Total	Qtr 1 2016/17 %	Avg	Total	Qtr 2 2016/17 %	Avg	Total	Qtr 3 2016/17 %	Avg	Total
Albury - Wodonga (Wodonga Part)	87.2%	10:59	531	87.0%	11:26	532	87.0%	10:57	538	88.2%	11:12	449	88.8%	10:25	419
Bacchus Marsh	70.4%	13:36	186	75.0%	13:21	200	66.5%	14:45	203	63.9%	15:03	183	78.3%	11:45	161
Bairnsdale	76.9%	12:27	286	85.8%	10:52	288	73.2%	13:33	265	84.9%	11:55	251	80.5%	12:28	231
Ballarat	84.1%	11:48	1,348	84.4%	11:51	1,523	85.4%	11:23	1,338	85.5%	11:21	1,266	88.8%	10:31	1,183
Benalla	67.9%	15:12	162	75.5%	13:13	143	69.3%	13:56	140	64.3%	15:34	154	71.9%	14:20	114
Bendigo	79.9%	12:41	1,423	79.3%	12:33	1,490	78.8%	12:37	1,341	80.8%	12:35	1,259	81.4%	12:05	1,196
Castlemaine	67.4%	15:09	129	70.0%	15:27	130	64.4%	16:31	149	61.4%	16:53	114	71.2%	13:54	104
Colac	72.2%	15:58	108	74.0%	14:19	127	78.3%	14:39	129	70.7%	15:04	99	86.2%	11:49	87
Drouin	42.7%	17:49	171	40.0%	18:41	195	50.3%	18:42	159	54.2%	16:53	142	61.1%	15:23	144
Drysdale - Clifton Springs	65.5%	14:21	139	58.8%	15:02	148	65.9%	13:57	132	61.5%	15:51	122	72.7%	12:40	110
Echuca - Moama (Echuca Part)	74.1%	13:11	232	80.3%	12:31	233	82.3%	11:40	226	81.1%	12:02	185	80.8%	11:11	182
Geelong	78.8%	12:29	2,693	78.7%	12:23	2,561	82.5%	11:48	2,413	83.1%	11:37	2,123	87.1%	11:09	1,969
Gisborne	72.4%	12:51	127	64.6%	14:11	113	65.7%	14:01	99	51.6%	15:19	91	74.7%	12:30	79
Hamilton	94.6%	9:31	111	90.1%	10:46	111	85.4%	12:48	89	85.3%	12:49	109	89.2%	10:34	83
Healesville	57.1%	16:36	156	59.0%	16:31	178	61.7%	15:28	154	67.8%	14:29	146	77.7%	12:34	130
Horsham	93.9%	8:51	280	89.5%	10:19	247	88.1%	10:06	253	90.3%	9:48	195	91.9%	9:40	197
Lara	78.1%	13:02	137	70.3%	13:26	155	74.4%	13:16	129	74.6%	14:13	114	77.3%	12:50	97
Leopold	76.9%	13:00	143	78.5%	12:50	130	82.1%	11:33	112	70.2%	13:17	114	80.4%	11:38	107
Melbourne	82.0%	11:51	53,320	80.5%	12:05	53,742	82.2%	11:48	48,893	81.5%	11:58	45,285	86.3%	10:52	41,171
Melton	74.8%	12:39	937	72.9%	13:03	1,023	71.3%	13:03	940	71.3%	13:14	811	77.6%	11:51	733
Mildura - Buronga (Mildura Part)	91.4%	9:41	694	90.3%	9:56	673	92.0%	9:44	626	91.6%	10:02	521	95.3%	8:58	445
Moe - Newborough	65.9%	13:48	452	66.6%	14:20	482	61.2%	14:13	394	67.8%	13:20	370	76.9%	11:42	295
Morwell	79.0%	12:29	457	80.0%	12:38	450	86.4%	11:29	404	80.9%	11:50	382	87.2%	10:23	337
Ocean Grove - Barwon Heads	65.4%	14:26	217	65.6%	14:10	189	66.7%	14:49	171	65.3%	14:24	144	72.5%	13:48	142
Pakenham	77.3%	12:33	644	74.2%	12:50	601	79.0%	12:30	542	78.1%	12:51	511	78.8%	12:38	438
Portland (Vic.)	85.2%	11:04	135	87.1%	10:42	155	88.4%	10:27	112	88.6%	9:54	123	87.4%	10:29	119
Sale	88.1%	10:33	193	82.1%	10:55	196	88.5%	9:38	183	84.0%	10:18	162	84.7%	11:04	163
Shepparton - Mooroopna	89.2%	10:45	846	88.9%	10:41	822	89.7%	10:12	735	89.4%	10:32	677	92.2%	9:47	651
Sunbury	78.0%	13:08	473	76.9%	13:07	546	75.8%	12:44	450	70.8%	14:25	473	85.1%	10:41	369
Swan Hill	87.7%	11:18	171	94.4%	9:00	160	92.3%	9:30	143	92.9%	8:48	140	88.5%	10:23	122
Torquay - Jan Juc	54.9%	15:41	184	66.4%	13:54	140	69.3%	13:20	150	65.6%	14:45	160	68.9%	13:16	151
Traralgon	63.7%	14:38	468	60.8%	15:47	492	65.7%	14:55	411	69.1%	13:58	414	73.3%	12:49	315
Wallan	79.1%	11:38	115	67.2%	12:45	122	72.3%	12:18	112	68.0%	13:31	103	75.9%	11:57	79
Wangaratta	89.4%	10:57	312	88.4%	10:52	336	91.1%	10:47	270	86.7%	11:11	271	88.1%	10:36	260
Warragul	83.0%	12:08	230	77.2%	13:33	215	78.8%	13:30	212	80.9%	13:09	183	82.2%	11:55	180
Warrnambool	90.2%	10:23	430	92.5%	9:39	400	90.9%	10:02	342	90.8%	10:02	346	91.2%	9:45	331
Total UCLs > 7500	81.3%	11:58	68,640	80.1%	12:10	69,248	81.6%	11:53	62,959	81.1%	12:02	58,192	85.8%	10:58	52,894

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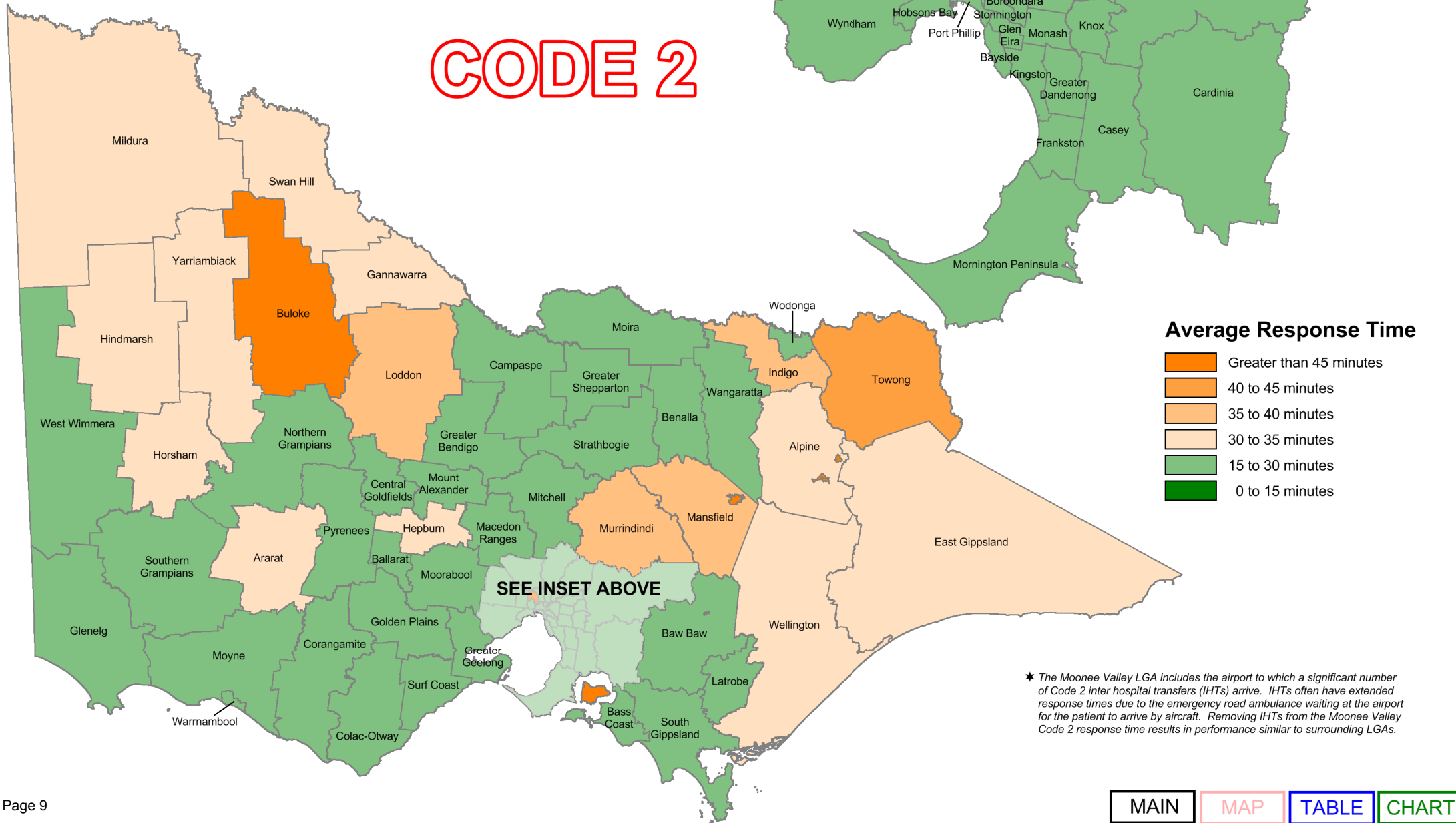
MAIN MAP <= 15 Minutes MAP Average TABLE CHART

Ambulance Victoria

Average Code 2 Response Time by LGA

2016/17 Quarter 3 (1st January 2017 to 31st March 2017)

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

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

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

SEE INSET ABOVE

★ 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

Code 2 First Response Performance by LGA

LGA Name	Qtr 3 2015/16		Qtr 4 2015/16		Qtr 1 2016/17		Qtr 2 2016/17		Qtr 3 2016/17	
	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	34:11	140	32:58	171	36:42	138	37:31	153	32:31	169
Ararat	30:52	146	33:36	118	37:58	121	33:34	130	34:18	133
Ballarat	20:40	788	23:18	863	22:29	903	24:02	977	21:01	970
Banyule	27:44	797	28:06	768	26:24	847	28:57	928	23:57	961
Bass Coast	29:36	462	31:47	360	30:11	422	28:18	477	26:48	480
Baw Baw	31:58	397	32:11	339	31:02	381	31:36	453	26:57	412
Bayside	31:51	672	33:00	626	29:45	634	33:22	679	27:24	679
Benalla	29:38	153	25:59	153	31:24	159	30:22	193	28:32	168
Boroondara	26:00	891	29:25	843	25:11	890	27:51	961	24:33	1,044
Brimbank	27:19	1,330	30:50	1,252	26:45	1,389	28:01	1,431	23:03	1,468
Buloke	42:15	54	41:04	59	40:28	60	38:29	70	45:50	49
Campaspe	29:11	370	26:53	366	30:59	400	27:48	387	26:37	353
Cardinia	25:02	521	25:22	578	24:13	572	27:03	626	24:42	642
Casey	23:22	1,738	24:29	1,679	22:38	1,926	24:21	1,991	22:22	2,010
Central Goldfields	30:14	199	28:44	157	27:04	201	28:52	218	28:31	177
Colac-Otway	31:59	203	31:33	174	31:13	169	26:37	183	26:20	182
Corangamite	27:47	134	30:45	135	27:47	128	30:21	148	29:09	137
Darebin	26:52	1,140	31:17	1,111	27:22	1,133	28:44	1,254	24:31	1,320
East Gippsland	34:11	580	30:40	470	36:52	508	32:59	614	33:12	567
Frankston	22:03	1,425	23:09	1,350	20:40	1,407	23:16	1,510	20:42	1,505
Gannawarra	36:04	99	35:03	99	33:56	88	28:20	88	34:42	100
Glen Eira	31:24	786	30:26	789	27:58	858	29:30	955	26:51	939
Glenelg	26:28	163	26:03	166	24:53	174	29:22	204	26:10	220
Golden Plains	35:12	75	32:24	81	29:43	83	33:06	102	27:59	70
Greater Bendigo	27:28	812	28:31	879	28:57	895	28:31	1,012	25:32	1,019
Greater Dandenong	24:39	1,453	25:38	1,338	24:29	1,329	26:25	1,466	23:13	1,497
Greater Geelong	28:36	1,865	27:21	1,913	26:23	1,979	27:16	2,240	24:35	2,300
Greater Shepparton	23:43	679	23:46	651	24:38	717	25:50	671	24:06	667
Hepburn	33:29	138	37:15	149	33:35	140	32:31	181	30:59	144
Hindmarsh	32:44	60	30:48	92	33:28	75	30:50	65	33:10	84
Hobsons Bay	25:45	618	30:24	655	28:06	632	29:33	727	24:41	646
Horsham	23:32	250	25:43	232	26:07	225	27:49	239	32:14	286
Hume	28:48	1,431	32:51	1,352	28:59	1,500	29:59	1,673	24:32	1,709
Indigo	31:46	82	32:19	87	28:22	77	36:17	96	36:23	99
Kingston	25:43	1,091	27:06	1,035	24:42	1,026	28:15	1,267	24:46	1,170
Knox	21:53	1,050	23:37	1,027	22:08	1,098	25:37	1,107	22:11	1,142
Latrobe	31:38	888	32:20	916	29:32	866	29:55	947	25:51	978
Loddon	37:07	63	34:53	58	36:18	60	41:13	70	39:22	65
Macedon Ranges	26:09	387	25:25	374	24:38	408	25:58	460	24:09	410
Manningham	26:17	631	29:13	602	26:47	636	29:41	705	26:30	637
Mansfield	38:47	96	34:50	84	35:52	101	33:14	98	36:33	105
Maribyrnong	25:45	578	26:29	608	26:59	597	28:22	620	24:01	686
Maroondah	24:20	980	25:46	882	24:15	898	25:00	991	22:01	1,022
Melbourne	25:15	1,851	27:20	1,604	25:09	1,628	25:41	1,975	22:59	2,016
Melton	26:38	855	31:19	817	26:49	829	28:44	988	23:30	917
Mildura	26:48	587	28:58	586	27:16	592	28:45	643	31:02	567
Mitchell	27:29	367	27:36	373	26:48	455	28:55	454	25:11	471
Moira	27:48	338	28:46	344	28:15	364	31:03	424	27:16	394
Monash	25:13	1,112	27:53	1,125	26:05	1,187	27:22	1,338	24:47	1,289
✱ Moonee Valley	67:54	1,205	61:12	1,149	61:18	1,129	61:48	1,305	57:01	1,217
Moorabool	25:25	225	32:12	263	30:43	285	27:26	309	25:56	311
Moreland	30:38	1,269	32:07	1,214	30:02	1,278	32:12	1,290	25:33	1,383
Mornington Peninsula	24:09	1,559	23:34	1,413	23:09	1,438	24:29	1,531	23:02	1,722
Mount Alexander	28:24	157	33:19	154	32:43	166	34:01	168	27:52	135
Moyne	29:24	104	32:31	108	29:52	85	32:08	113	28:54	117
Murrindindi	33:58	134	27:54	128	30:18	144	33:35	164	38:38	132
Nillumbik	31:22	248	33:38	256	32:31	295	33:05	277	29:21	314
Northern Grampians	27:29	130	27:37	152	33:27	156	31:42	178	24:59	173
Port Phillip	27:55	927	29:01	716	25:37	764	28:41	871	24:53	1,000
Pyrenees	31:32	53	29:26	56	27:57	72	30:05	63	25:04	68
Queenscliffe	32:42	35	29:10	36	28:04	37	32:37	73	24:44	44
South Gippsland	34:10	257	32:53	282	32:44	233	33:07	293	29:12	267
Southern Grampians	24:52	135	27:35	118	29:56	151	30:15	139	28:14	139
Stonnington	28:30	608	31:20	606	27:51	629	28:59	701	27:00	740
Strathbogie	33:09	107	34:44	120	33:26	125	32:15	143	28:47	117
Surf Coast	30:15	212	27:59	178	26:07	189	28:04	246	28:18	272
Swan Hill	26:55	200	31:00	204	30:23	223	28:58	235	31:29	269
Towong	28:14	64	31:20	67	35:08	66	36:55	74	40:17	79
Wangaratta	30:30	293	30:12	300	29:17	257	31:18	334	28:52	311
Warrnambool	28:11	268	21:47	280	23:13	261	24:56	294	22:28	311
Wellington	31:11	347	31:10	332	29:05	336	33:21	414	33:21	419
West Wimmera	37:11	35	30:31	42	38:08	40	31:58	51	29:41	40
Whitehorse	24:06	1,105	25:02	1,060	25:04	1,062	25:23	1,171	22:46	1,090
Whittlesea	29:53	1,076	31:21	1,087	29:08	1,187	29:56	1,297	25:40	1,348
Wodonga	25:20	344	27:58	352	26:05	353	27:40	365	25:15	371
Wyndham	26:49	1,091	28:43	1,045	27:22	1,169	28:06	1,116	23:30	1,199
Yarra	26:54	600	28:13	580	25:24	618	26:16	722	23:40	833
Yarra Ranges	27:36	926	31:39	904	24:58	991	27:51	1,127	24:05	1,088
Yarriambiack	39:12	66	34:56	96	41:38	82	35:07	93	34:32	79
Unincorporated	59:39	12	29:43	16	18:08	256	69:18	6	51:06	12
Interstate LGAs	27:31	145	34:13	120	34:34	111	36:13	132	31:54	142
Total AV	28:09	45,462	29:18	43,924	27:33	46,093	29:00	50,484	25:47	50,820

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.

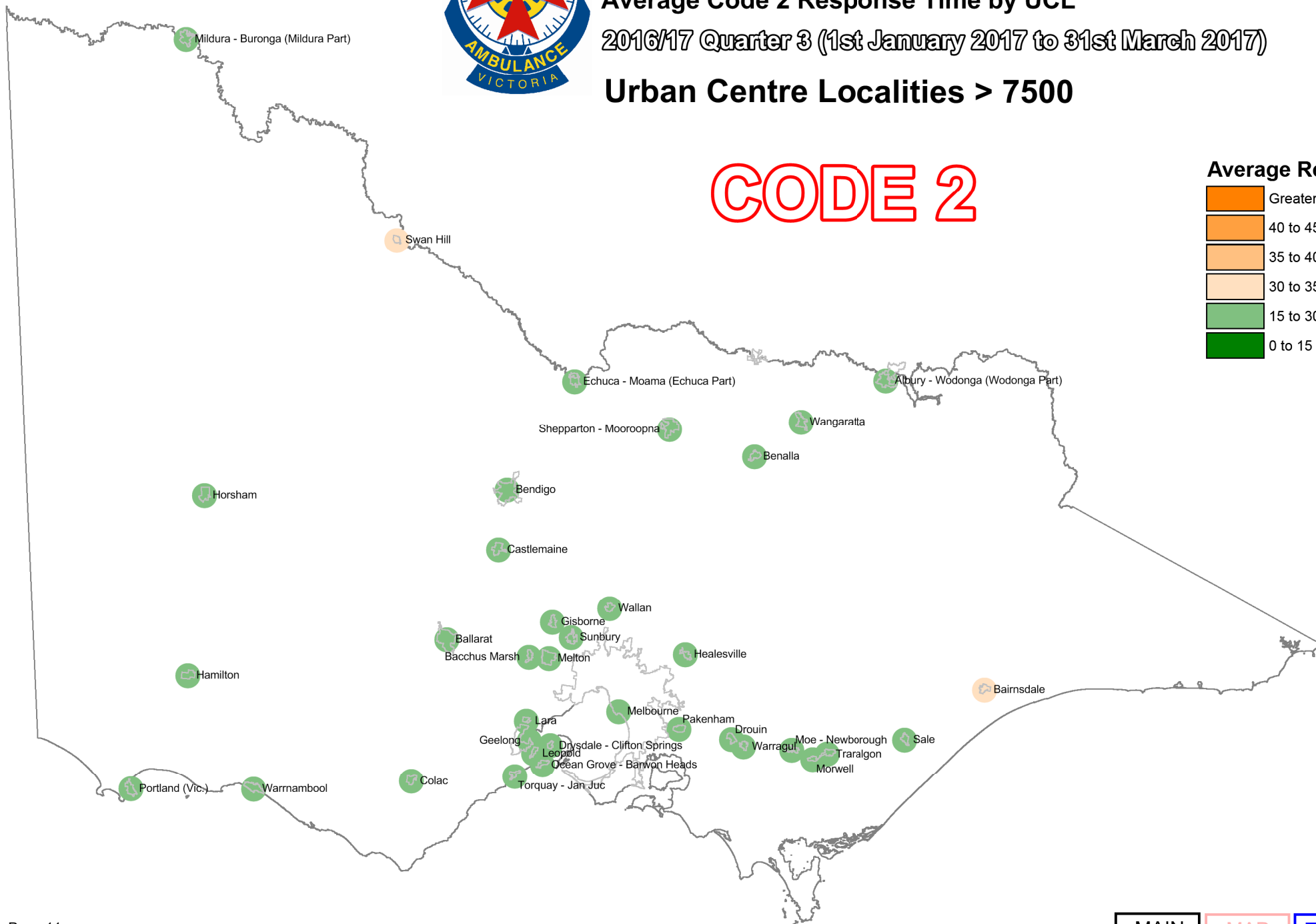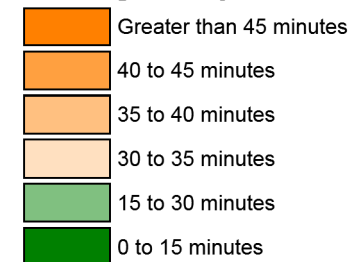MAIN MAP TABLE CHART

Ambulance Victoria

Average Code 2 Response Time by UCL

2016/17 Quarter 3 (1st January 2017 to 31st March 2017)

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

Warragul

Traralgon

Drysdale - Clifton Springs

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 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	Qtr 2 2016/17 Average Response Time Minutes	Qtr 2 2016/17 Total Number of First Responses	Qtr 3 2016/17 Average Response Time Minutes	Qtr 3 2016/17 Total Number of First Responses
Albury - Wodonga (Wodonga Part)	24:38	322	28:15	326	25:15	324	26:55	339	25:23	347
Bacchus Marsh	24:29	154	31:26	165	30:30	199	26:44	206	25:39	205
Bairnsdale	31:17	215	28:54	170	37:01	188	31:36	228	31:08	208
Ballarat	20:25	760	22:57	836	21:57	868	23:58	945	20:44	931
Benalla	28:56	141	25:31	134	31:18	137	29:39	164	26:24	142
Bendigo	26:59	745	28:00	782	28:40	801	27:41	864	24:48	913
Castlemaine	26:32	120	33:40	115	29:32	114	31:50	117	25:21	105
Colac	34:37	137	30:55	134	32:32	141	27:04	140	24:39	122
Drouin	27:44	93	33:01	95	25:53	72	31:54	93	27:40	95
Drysdale - Clifton Springs	29:04	74	23:07	66	25:28	94	26:40	77	22:08	98
Echuca - Moama (Echuca Part)	28:21	191	28:25	186	33:48	207	28:00	189	26:19	182
Geelong	27:14	1,332	26:18	1,442	24:38	1,391	25:38	1,568	23:00	1,627
Gisborne	26:12	82	24:05	84	25:37	80	26:00	101	23:05	93
Hamilton	20:39	94	22:25	81	27:07	106	25:07	93	22:45	98
Healesville	30:15	99	39:34	83	28:29	98	23:25	93	21:47	100
Horsham	20:58	230	22:27	195	22:48	199	23:46	203	27:30	253
Lara	22:30	70	28:57	52	22:15	80	26:32	85	23:54	74
Leopold	25:45	62	21:11	62	22:14	62	24:12	83	20:54	82
Melbourne	27:55	29,500	29:24	28,161	27:07	29,498	28:56	32,219	25:10	32,797
Melton	25:18	534	30:43	482	25:54	496	26:37	567	22:12	549
Mildura - Buronga (Mildura Part)	25:10	426	27:52	430	24:00	437	26:51	469	26:47	406
Moe - Newborough	30:53	211	28:08	237	25:12	230	24:09	245	22:48	247
Morwell	28:07	234	31:06	258	29:03	227	27:14	246	23:27	272
Ocean Grove - Barwon Heads	24:17	104	26:40	88	24:13	110	25:18	119	21:45	127
Pakenham	21:31	289	22:26	316	22:12	295	25:22	345	23:11	371
Portland (Vic.)	27:14	109	23:38	102	23:17	117	28:53	125	22:27	142
Sale	23:59	142	28:29	135	25:26	126	27:06	159	22:39	158
Shepparton - Mooroopna	23:02	568	22:22	531	23:41	590	25:13	542	23:23	555
Sunbury	24:06	292	31:23	227	23:25	266	28:16	293	21:28	350
Swan Hill	27:22	126	32:18	115	32:18	122	27:48	131	32:00	152
Torquay - Jan Juc	28:30	79	26:57	82	25:27	96	29:55	107	23:45	100
Traralgon	33:09	325	35:36	304	30:47	288	33:49	347	28:55	320
Wallan	21:14	44	20:50	61	19:34	73	21:33	48	19:04	69
Wangaratta	25:25	232	26:16	242	25:44	206	29:50	280	26:17	250
Warragul	32:01	185	32:42	157	31:52	197	30:31	225	24:05	193
Warrnambool	28:43	254	21:51	267	23:14	250	24:46	285	22:44	295
Total UCLs > 7500	27:29	38,575	28:51	37,203	26:51	38,785	28:26	42,340	24:53	43,028

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