AMBULANCE VICTORIA'S PERFORMANCE

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 time critical or high priority response as "Code 1," and these patients receive a "lights and sirens" response. The tables below provides information about our Code 1 response time performance in 2013 by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

AV also responds to "Code 2" and "Code 3" incidents. Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. The average Code 2 response time performance has also been provided in the tables below.

AV intends to further improve the information that we regularly provide to the public about our performance and will soon publicly report our Code 1 response time performance on a quarterly basis.

In the future, we will seek to publish this information within 8 weeks of the end of each quarter, and in a map-based format that helps show performance across all parts of the state.

Because it is important to understand our response time performance in the context of the outcomes that we deliver to patients, we will also seek to publicly report on our key clinical indicators. AV continues to achieve world class cardiac arrest outcomes and also make a significant difference to patient outcomes in major trauma and stroke.

As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document. The information below was prepared in response to a Freedom of Information request for Code 1 response time data for the period 1 January 2013 to 8 January 2014.

AMBULANCE VICTORIA
LOCAL GOVERNMENT (LGA) CODE 1 RESPONSE TIME
1 JANUARY 2013 TO 8 JANUARY 2014

LGA Name	Average Response Time	%<=15mins	Number of First Responses
Alpine	22:33	39.04%	666
Ararat	17:42	54.64%	604
Ballarat	12:47	78.05%	5235
Banyule	12:16	80.34%	6052
Bass Coast	16:25	57.74%	2667
Baw Baw	21:42	41.66%	2489
Bayside	13:07	78.19%	4228
Benalla	16:57	57.65%	843
Boroondara	12:03	83.84%	6094
Brimbank	13:22	73.93%	10377
Buloke	22:04	38.78%	343
Campaspe	17:04	56.42%	2189
Cardinia	16:10	55.59%	4087
Casey	12:35	77.69%	12317
Central Goldfields	16:26	57.60%	776
Colac-Otway	18:51	54.10%	841
Corangamite	19:27	42.70%	719
Darebin	11:56	84.14%	8708
East Gippsland	18:21	53.35%	3222
Frankston	11:57	81.41%	8829
Gannawarra	16:53	57.21%	451
Glen Eira	12:04	83.33%	6633
Glenelg	14:53	67.20%	936
Golden Plains	24:28	12.01%	616
Greater Bendigo	15:05	65.36%	6094
Greater Dandenong	11:32	83.48%	9584
Greater Geelong	14:57	64.63%	13021
Greater Shepparton	13:58	71.02%	3944
Hepburn	26:19	14.35%	683
Hindmarsh	20:04	51.37%	364
Hobsons Bay	12:18	80.04%	4568
Horsham	12:43	76.82%	1346
Hume	15:10	63.10%	11899
Indigo	23:42	21.94%	588
Kingston	12:16	80.36%	8437
Knox	12:12	81.25%	7244
Latrobe	16:50	55.19%	6278
Loddon	23:29	26.96%	497
Macedon Ranges	17:41	47.55%	2023

AMBULANCE VICTORIA
LOCAL GOVERNMENT (LGA) CODE 1 RESPONSE TIME
1 JANUARY 2013 TO 8 JANUARY 2014

LGA Name	Average Response Time	%<=15mins	Number of First Responses
Manningham	13:16	75.27%	4973
Mansfield	26:35	31.84%	380
Maribyrnong	10:59	86.70%	4339
Maroondah	11:42	83.04%	5824
Melbourne	10:18	88.18%	9183
Melton	15:59	55.87%	6112
Mildura	12:11	79.11%	3719
Mitchell	19:13	39.24%	1975
Moira	18:10	50.59%	1961
Monash	12:07	82.77%	8162
Moonee Valley	12:17	81.49%	6337
Moorabool	18:20	44.67%	1361
Moreland	12:10	81.87%	9765
Mornington Peninsula	14:26	64.53%	9593
Mount Alexander	20:37	42.67%	893
Moyne	18:32	40.55%	688
Murrindindi	23:58	30.25%	876
Nillumbik	17:39	46.98%	2118
Northern Grampians	16:02	58.94%	699
Port Phillip	11:08	86.01%	5584
Pyrenees	22:03	34.45%	389
Queenscliffe (B)	22:02	23.72%	215
South Gippsland	19:31	42.42%	1551
Southern Grampians	14:25	67.41%	758
Stonnington	11:16	84.94%	4483
Strathbogie	21:16	34.23%	704
Surf Coast	18:44	45.78%	1291
Swan Hill	14:16	69.39%	1137
Towong	25:09	29.60%	321
Unincorporated Vic.	28:14	46.46%	99
Wangaratta	16:01	64.43%	1628
Warrnambool	11:34	84.26%	1779
Wellington	18:28	49.90%	2547
West Wimmera	22:34	38.10%	168
Whitehorse	11:04	87.01%	7459
Whittlesea	14:37	64.94%	8295
Wodonga	14:07	72.18%	2085
Wyndham	13:59	69.34%	7240
Yarra	10:25	89.16%	4999
Yarra Ranges	16:02	56.98%	7701
Yarriambiack	23:38	28.87%	433

Notes:

1. Response times are based on data sourced from the Computer Aided Dispatch (CAD) system
2. Definitions can be found in the Glossary at the end of this document.

AMBULANCE VICTORIA
URBAN CENTRES AND LOCALITIES (UCL) CODE 1 RESPONSE TIME
1 JANUARY 2013 TO 8 JANUARY 2014

	UCL Name	Average Response Time	%<=15mins	Number of First Responses
Metro UCL	Bacchus Marsh	15:44	59.86%	705
	Healesville	17:29	52.15%	673
	Melbourne	12:27	78.90%	204702
	Melton	16:07	54.99%	3304
	Pakenham	13:37	71.44%	2136
	Sunbury	15:00	63.68%	1809
Rural UCL	Albury - Wodonga (Wodonga Part)	14:01	75.94%	1010
	Bairnsdale	13:47	72.09%	1118
	Ballarat	12:36	79.44%	5015
	Benalla	14:39	69.27%	628
	Bendigo	14:01	71.20%	5216
	Castlemaine	17:25	62.53%	459
	Colac	15:28	72.04%	490
	Drouin	21:45	41.24%	599
	Drysdale - Clifton Springs	16:38	56.75%	289
	Echuca - Moama (Echuca Part)	12:49	75.25%	404
	Geelong	13:59	70.15%	9502
	Gisborne	14:23	64.80%	358
	Hamilton	9:51	90.37%	488
	Horsham	11:13	84.78%	1163
	Lara	14:29	68.27%	457
	Leopold	15:29	59.77%	430
	Mildura - Buronga (Mildura Part)	10:15	88.41%	1312
	Moe - Newborough	16:44	53.47%	907
	Morwell	14:59	68.42%	1726
	Ocean Grove - Barwon Heads	16:02	59.50%	400
	Portland (Vic.)	12:08	79.57%	235
	Sale	13:22	70.79%	921
	Shepparton - Mooroopna	12:35	80.23%	1598
	Swan Hill	10:28	87.25%	651
	Torquay - Jan Juc	15:58	54.84%	310
	Traralgon	15:59	59.41%	1705
	Wallan	20:28	18.44%	347
	Wangaratta	12:58	79.84%	1220
	Warragul	17:25	63.27%	855
	Warrnambool	11:23	85.34%	1699

Notes:

1. Response times are based on data sourced from the Computer Aided Dispatch (CAD) system
2. Definitions can be found in the Glossary at the end of this document.

AMBULANCE VICTORIA
LOCAL GOVERNMENT (LGA) CODE 2 RESPONSE TIME
1 JANUARY 2013 TO 8 JANUARY 2014

LGA Name	Average Response Time	Number of First Responses
Alpine (S)	39:11	496
Ararat (RC)	36:28	415
Ballarat (C)	28:26	2524
Banyule (C)	33:23	2861
Bass Coast (S)	32:13	1362
Baw Baw (S)	38:50	1117
Bayside (C)	37:58	2263
Benalla (RC)	32:21	532
Boroondara (C)	31:15	3222
Brimbank (C)	33:03	4476
Buloke (S)	39:50	236
Campaspe (S)	34:52	1231
Cardinia (S)	29:35	1751
Casey (C)	28:10	5860
Central Goldfields (S)	29:49	405
Colac-Otway (S)	31:17	544
Corangamite (S)	32:01	497
Darebin (C)	32:52	3784
East Gippsland (S)	37:55	1874
Frankston (C)	28:23	4665
Gannawarra (S)	35:56	305
Glen Eira (C)	36:23	2905
Glenelg (S)	29:18	594
Golden Plains (S)	41:23	254
Greater Bendigo (C)	32:18	2787
Greater Dandenong (C)	28:16	4487
Greater Geelong (C)	32:46	6090
Greater Shepparton (C)	28:24	2182
Hepburn (S)	40:03	425
Hindmarsh (S)	35:59	298
Hobsons Bay (C)	29:19	2080
Horsham (RC)	33:38	802
Hume (C)	34:40	4728
Indigo (S)	40:56	288
Kingston (C)	34:16	3845
Knox (C)	27:22	3772
Latrobe (C)	36:48	2960
Loddon (S)	47:39	227
Macedon Ranges (S)	30:17	1345

AMBULANCE VICTORIA
LOCAL GOVERNMENT (LGA) CODE 2 RESPONSE TIME
1 JANUARY 2013 TO 8 JANUARY 2014

LGA Name	Average Response Time	Number of First Responses
Manningham (C)	31:24	2106
Mansfield (S)	43:58	306
Maribyrnong (C)	30:31	2130
Maroondah (C)	28:38	3051
Melbourne (C)	28:49	5262
Melton (S)	32:02	2622
Mildura (RC)	27:23	2009
Mitchell (S)	29:34	1098
Moira (S)	33:26	1171
Monash (C)	32:38	4153
Moonee Valley (C)	59:13	4228
Moorabool (S)	31:56	757
Moreland (C)	35:14	4389
Mornington Peninsula (S)	31:23	4999
Mount Alexander (S)	32:15	513
Moyne (S)	31:26	321
Murrindindi (S)	35:08	469
Nillumbik (S)	36:01	893
Northern Grampians (S)	34:33	488
Port Phillip (C)	31:12	2672
Pyrenees (S)	34:34	176
Queenscliffe (B)	36:19	174
South Gippsland (S)	39:47	872
Southern Grampians (S)	29:42	444
Stonnington (C)	34:44	2132
Strathbogie (S)	36:04	395
Surf Coast (S)	29:29	644
Swan Hill (RC)	29:06	726
Towong (S)	40:40	231
Unincorporated Vic.	31:04	254
Wangaratta (RC)	30:57	882
Warrnambool (C)	28:51	1047
Wellington (S)	35:11	1281
West Wimmera (S)	42:49	133
Whitehorse (C)	28:52	3880
Whittlesea (C)	34:20	3455
Wodonga (RC)	33:59	1088
Wyndham (C)	29:35	3154
Yarra (C)	30:16	2152
Yarra Ranges (S)	31:41	3448
Yarriambiack (S)	39:16	281

Notes:

3. Response times are based on data sourced from the Computer Aided Dispatch (CAD) system
4. Definitions can be found in the Glossary at the end of this document.

AMBULANCE VICTORIA
URBAN CENTRES AND LOCALITIES (UCL) CODE 2 RESPONSE TIME
1 JANUARY 2013 TO 8 JANUARY 2014

	UCL Name	Average Response Time	Number of First Responses
Metro	Bacchus Marsh	31:52	542
	Healesville	34:22	383
	Melbourne	32:40	98299
	Melton	31:22	1656
	Pakenham	27:07	934
	Sunbury	32:06	995
Rural	Albury - Wodonga (Wodonga Part)	31:31	490
	Bairnsdale	40:03	740
	Ballarat	27:51	2423
	Benalla	31:41	468
	Bendigo	31:34	2442
	Castlemaine	32:07	384
	Colac	33:34	404
	Drouin	38:50	245
	Drysdale - Clifton Springs	29:50	144
	Echuca - Moama (Echuca Part)	36:16	307
	Geelong	31:36	4514
	Gisborne	26:09	263
	Hamilton	28:24	315
	Horsham	31:41	718
	Lara	28:17	186
	Leopold	31:51	149
	Mildura - Buronga (Mildura Part)	25:08	754
	Moe - Newborough	34:54	419
	Morwell	34:59	839
	Ocean Grove - Barwon Heads	29:58	172
	Portland (Vic.)	29:23	214
	Sale	32:39	540
	Shepparton - Mooroopna	28:31	891
	Swan Hill	28:35	431
	Torquay - Jan Juc	28:33	147
	Traralgon	36:41	938
	Wallan	31:33	137
	Wangaratta	28:34	734
	Warragul	36:28	522
	Warrnambool	28:59	1006

Notes:

3. Response times are based on data sourced from the Computer Aided Dispatch (CAD) system
4. Definitions can be found in the Glossary at the end of this document.

Glossary

Response Time	**Response time** measures the time from a triple zero (000) call being answered and logged by the Emergency Services Telecommunications Authority (ESTA), to the time of the first AV resource arrival at the incident scene. Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.
Code 1 incident	**Code 1 incidents** are time critical, requiring a lights and sirens response.
Code 2 incident	**Code 2 incidents** are acute, but not time critical (without a lights and sirens).
% <= 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 Resp Time	The average response time is the typical 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 times is provided in minutes and seconds.
Number of First Responses	This is the total number of first arrivals within the reported time period.
Urban Centres and 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 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.