Ambulance Victoria's Performance

2017/18 Quarter 4 (1st April 2018 to 30th June 2018)

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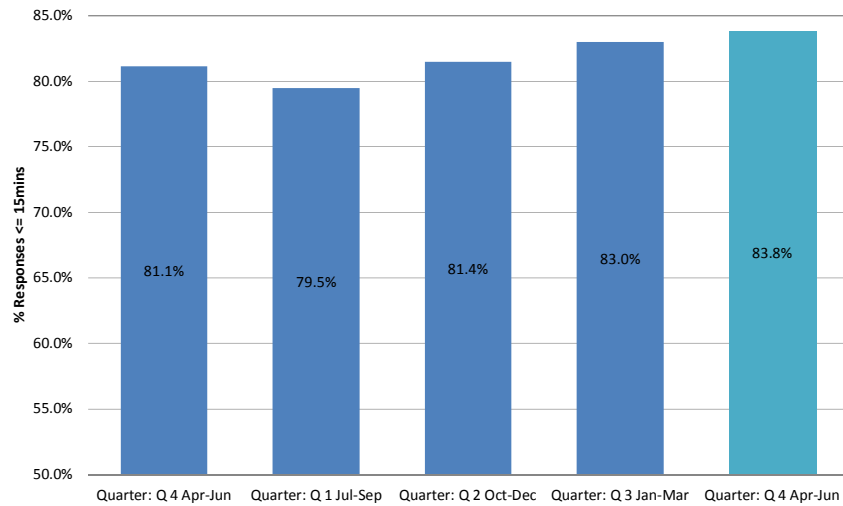
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

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: Q 4 Apr-Jun	Quarter: Q 1 Jul-Sep	Quarter: Q 2 Oct-Dec	Quarter: Q 3 Jan-Mar	Quarter: Q 4 Apr-Jun
81.1%	79.5%	81.4%	83.0%	83.8%

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

Quarter: Q 4 Apr-Jun	Quarter: Q 1 Jul-Sep	Quarter: Q 2 Oct-Dec	Quarter: Q 3 Jan-Mar	Quarter: Q 4 Apr-Jun
86.6%	84.5%	86.8%	88.5%	89.2%
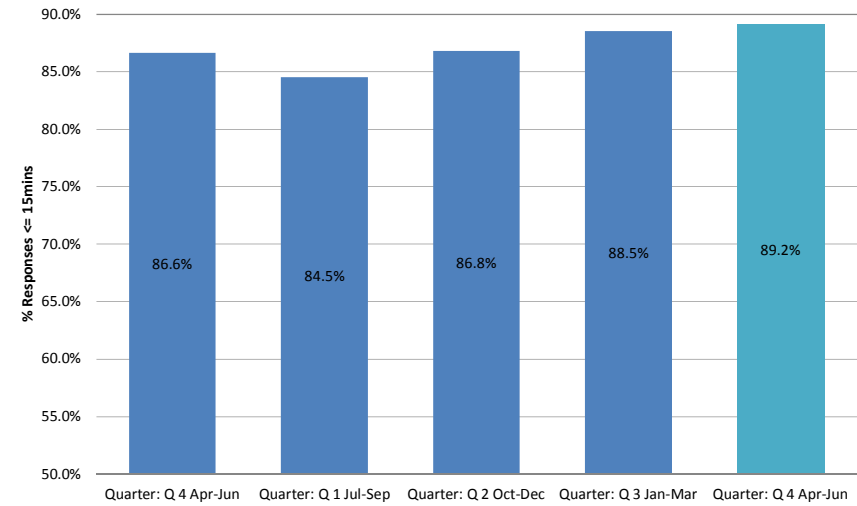
AV State-wide Code 2 First Response Performance - Average

Quarter: Q 4 Apr-Jun	Quarter: Q 1 Jul-Sep	Quarter: Q 2 Oct-Dec	Quarter: Q 3 Jan-Mar	Quarter: Q 4 Apr-Jun
25.6	28.5	26.3	24.5	24.0
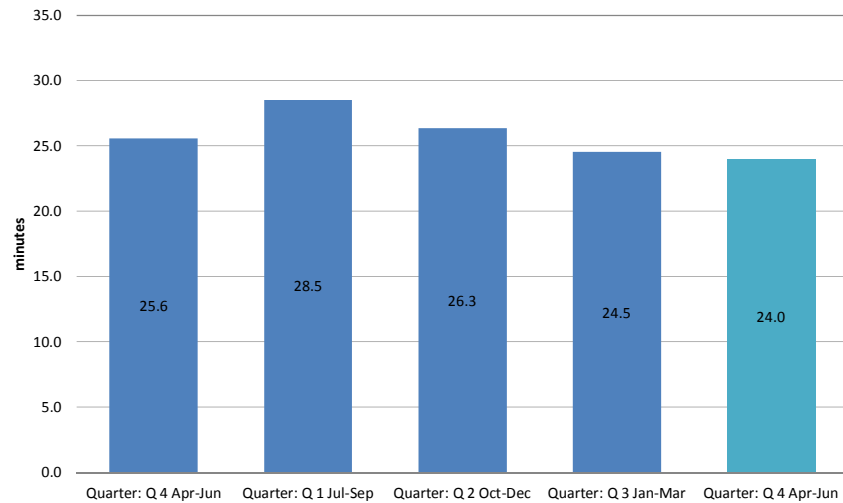
AV State-wide Code 2 First Response Performance for UCLs > 7,500 Persons - Average

Quarter: Q 4 Apr-Jun	Quarter: Q 1 Jul-Sep	Quarter: Q 2 Oct-Dec	Quarter: Q 3 Jan-Mar	Quarter: Q 4 Apr-Jun
24.8	28.1	25.7	23.8	23.0
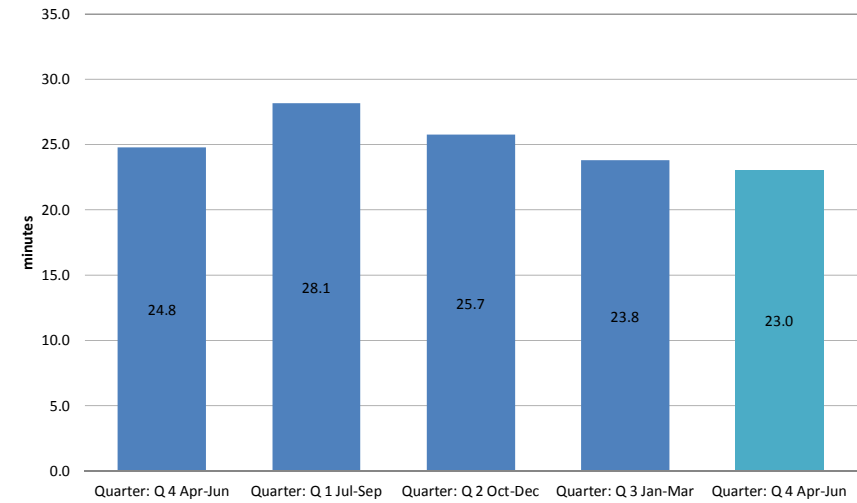
MAP
TABLE

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2017/18 Quarter 4 (1st April 2018 to 30th June 2018)

CODE 1

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

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

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%

MAIN | MAP | TABLE | CHART

Ambulance Victoria

Average Code 1 Response Time by LGA

2017/18 Quarter 4 (1st April 2018 to 30th June 2018)

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

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

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

SEE INSET ABOVE

MAIN MAP TABLE CHART

LGA Name	Qtr 4 2016/17			Qtr 1 2017/18			Qtr 2 2017/18			Qtr 3 2017/18			Qtr 4 2017/18		
	% 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	48.6%	21:10	142	45.3%	21:55	139	48.1%	21:24	158	49.7%	17:41	145	42.3%	21:33	149
Ararat	62.2%	17:10	143	68.2%	14:10	151	64.3%	16:09	157	66.2%	15:26	142	70.8%	13:30	168
Ballarat	88.8%	10:30	1,326	87.5%	10:52	1,507	87.9%	10:28	1,379	87.0%	10:55	1,292	88.8%	10:25	1,387
Banyule	90.9%	10:18	1,311	87.0%	11:00	1,410	88.4%	10:37	1,235	89.2%	10:07	1,191	90.4%	9:58	1,207
Bass Coast	65.3%	13:58	467	62.7%	14:27	555	66.7%	14:07	510	63.5%	14:08	598	68.1%	13:57	504
Baw Baw	60.5%	15:17	562	58.3%	15:31	645	70.4%	14:17	618	72.8%	13:20	563	68.6%	14:21	547
Bayside	85.4%	11:25	859	85.4%	11:26	922	87.9%	11:10	850	88.4%	10:45	809	88.2%	10:58	823
Benalla	69.3%	13:59	163	72.4%	13:55	185	66.5%	13:55	179	75.3%	12:46	166	69.0%	13:46	171
Boroondara	87.5%	11:01	1,179	86.6%	11:03	1,392	89.2%	10:40	1,240	90.5%	10:25	1,161	89.8%	10:24	1,253
Brimbank	88.8%	10:20	2,170	85.3%	11:10	2,553	87.3%	10:39	2,402	89.7%	10:19	2,172	88.3%	10:25	2,210
Buloke	39.7%	25:51	58	40.0%	23:29	75	36.5%	24:09	74	40.9%	23:54	66	25.4%	28:25	63
Campaspe	63.3%	15:26	471	65.8%	14:45	474	67.0%	14:14	461	67.3%	14:14	495	68.2%	14:03	488
Cardinia	67.9%	13:46	944	64.0%	14:24	1,141	62.5%	14:21	1,084	72.4%	12:39	1,007	71.8%	12:44	1,004
Casey	82.8%	11:33	2,983	81.0%	11:58	3,354	82.9%	11:36	3,137	86.3%	10:47	2,968	86.8%	10:39	3,048
Central Goldfields	60.8%	15:34	166	61.8%	16:15	207	63.4%	15:14	202	62.5%	15:29	168	68.8%	13:54	189
Colac-Otway	66.7%	14:47	168	66.7%	15:47	210	67.3%	14:55	220	62.6%	15:52	235	70.0%	13:37	217
Corangamite	43.8%	21:07	162	40.3%	21:08	154	51.5%	17:35	171	48.5%	18:13	171	50.3%	18:10	143
Darebin	89.6%	10:28	1,761	87.3%	11:02	2,056	87.9%	10:34	1,942	91.7%	10:02	1,813	91.6%	9:59	1,785
East Gippsland	61.4%	16:01	650	61.7%	16:28	779	62.9%	15:46	706	59.2%	16:42	710	66.6%	14:32	668
Frankston	88.4%	10:29	1,762	88.7%	10:32	2,024	90.0%	10:03	1,914	93.1%	9:19	1,781	92.2%	9:40	1,783
Gannawarra	58.1%	19:02	74	51.4%	19:49	105	49.4%	19:20	89	42.4%	21:18	125	46.5%	18:56	114
Glen Eira	90.7%	10:15	1,311	87.7%	10:58	1,509	89.5%	10:27	1,249	90.0%	10:06	1,307	91.7%	9:48	1,279
Glenelg	72.0%	13:25	200	69.0%	14:04	210	76.5%	12:29	187	80.2%	12:19	248	77.4%	12:32	243
Golden Plains	35.8%	19:32	162	39.3%	17:52	168	38.4%	18:00	190	39.4%	18:05	160	31.0%	18:46	174
Greater Bendigo	80.4%	12:08	1,471	77.5%	12:29	1,523	80.0%	12:07	1,463	80.4%	11:55	1,380	83.1%	11:20	1,470
Greater Dandenong	87.3%	10:42	1,999	84.6%	11:21	2,207	88.0%	10:46	2,024	90.1%	10:11	1,926	92.0%	9:40	1,938
Greater Geelong	82.1%	11:36	3,099	82.2%	11:40	3,348	85.0%	11:03	3,237	85.4%	11:02	3,095	87.4%	10:48	3,138
Greater Shepparton	80.6%	11:32	835	82.1%	11:31	937	85.3%	10:37	999	84.5%	10:46	886	83.7%	11:16	985
Hepburn	41.9%	17:45	148	31.6%	20:01	155	36.0%	19:01	200	45.6%	16:43	158	38.3%	18:09	162
Hindmarsh	40.2%	22:03	82	45.0%	22:20	80	55.9%	19:46	68	54.2%	21:59	59	64.4%	18:21	59
Hobsons Bay	87.1%	10:43	951	85.5%	11:19	1,060	83.5%	11:40	933	85.4%	10:45	889	87.6%	10:34	952
Horsham	82.4%	11:13	245	83.5%	10:50	279	85.7%	10:56	245	85.7%	10:33	272	82.2%	10:49	275
Hume	82.2%	11:38	2,702	78.7%	12:16	3,039	83.8%	11:22	2,972	87.5%	10:41	2,688	87.7%	10:37	2,810
Indigo	21.8%	23:07	110	32.5%	21:00	157	28.8%	20:48	139	32.7%	22:20	110	31.1%	19:59	119
Kingston	89.1%	10:17	1,609	88.0%	10:48	1,783	88.3%	10:29	1,708	89.9%	10:10	1,509	91.2%	9:52	1,624
Knox	87.2%	10:55	1,489	86.1%	11:03	1,622	90.7%	9:59	1,597	90.7%	10:18	1,445	90.9%	9:56	1,529
Latrobe	77.8%	11:59	1,247	77.2%	12:05	1,572	79.3%	11:34	1,367	78.0%	11:47	1,325	80.8%	11:24	1,330
Loddon	19.8%	25:46	96	29.4%	23:56	102	30.5%	21:40	128	31.5%	23:17	92	24.8%	21:29	105
Macedon Ranges	63.4%	14:28	459	61.1%	14:22	496	62.6%	14:36	470	63.7%	14:20	430	65.2%	13:34	448
Manningham	83.7%	11:59	955	80.8%	12:28	1,206	82.8%	11:55	1,028	84.1%	11:50	989	85.3%	11:36	1,058
Mansfield	37.6%	25:43	85	44.0%	20:55	91	45.7%	21:34	81	42.7%	19:38	96	44.9%	23:35	69
Maribyrnong	89.8%	10:10	866	88.2%	10:31	986	89.0%	10:01	928	88.4%	10:11	853	91.0%	9:43	853
Maroondah	90.0%	10:09	1,285	86.9%	10:43	1,355	91.5%	9:46	1,204	92.9%	9:12	1,229	94.4%	9:02	1,255
Melbourne	90.4%	9:20	2,271	89.2%	9:47	2,323	89.9%	9:32	2,573	91.9%	8:48	2,503	90.8%	8:55	2,203
Melton	80.4%	11:36	1,442	74.3%	12:48	1,858	78.4%	11:51	1,560	82.0%	11:09	1,541	85.0%	10:46	1,533
Mildura	81.5%	11:42	703	81.5%	11:45	827	82.7%	11:12	779	85.7%	10:31	740	84.0%	10:49	693
Mitchell	57.7%	15:39	478	62.5%	14:31	501	62.7%	14:15	517	64.7%	14:28	498	66.9%	13:36	510
Moira	61.2%	15:54	379	58.2%	16:17	402	58.9%	15:49	421	59.7%	15:56	372	57.2%	16:35	376
Monash	88.0%	10:48	1,649	85.1%	11:38	1,862	87.4%	10:55	1,746	86.9%	10:58	1,686	88.8%	10:54	1,610
Moonee Valley	85.3%	11:27	1,229	83.5%	12:00	1,395	84.2%	11:38	1,326	87.0%	11:19	1,246	87.3%	10:55	1,281
Moorabool	55.7%	14:07	289	57.3%	16:01	384	62.7%	14:24	357	70.9%	12:53	327	71.6%	13:12	328
Moreland	89.0%	10:41	1,957	86.7%	11:09	2,252	88.2%	10:38	2,196	89.6%	10:28	1,898	89.9%	10:07	2,048
Mornington Peninsula	79.1%	11:43	1,919	77.4%	12:19	2,168	79.9%	11:26	2,133	82.2%	11:19	2,134	82.1%	11:12	1,920
Mount Alexander	49.4%	17:00	174	46.3%	19:55	218	53.8%	16:25	208	48.1%	17:37	208	54.9%	16:21	164
Moyne	46.1%	17:32	128	44.9%	16:58	127	40.7%	18:42	145	42.7%	18:18	157	35.4%	20:20	127
Murrindindi	37.2%	22:19	183	31.8%	21:54	173	29.8%	23:28	181	34.7%	21:25	176	40.9%	20:25	186
Nillumbik	55.8%	15:27	457	59.6%	15:34	456	62.3%	14:48	488	69.9%	13:18	418	71.9%	13:03	502
Northern Grampians	56.3%	15:25	135	68.3%	14:21	142	67.7%	14:50	164	62.3%	14:16	122	58.3%	16:12	127
Port Phillip	89.5%	10:02	1,148	87.5%	10:28	1,164	90.0%	10:05	1,288	89.9%	9:52	1,224	91.7%	9:32	1,151
Pyrenees	39.1%	20:11	87	39.2%	19:44	97	42.3%	19:05	111	51.2%	18:06	86	49.1%	18:04	106
Queenscliffe	44.1%	16:47	34	53.7%	15:06	41	47.1%	15:44	34	49.2%	16:49	63	41.0%	16:07	39
South Gippsland	47.7%	19:15	327	57.8%	15:27	346	48.4%	19:16	370	50.7%	17:43	335	50.7%	17:07	365
Southern Grampians	71.2%	13:35	146	75.6%	13:29	160	68.2%	14:33	151	65.5%	15:17	148	66.7%	14:52	117
Stonnington	85.1%	11:07	940	85.9%	11:18	1,020	86.8%	11:14	990	89.4%	10:10	914	87.9%	10:44	859
Strathbogie	36.6%	20:02	134	40.9%	20:21	164	40.6%	18:39	165	32.2%	20:49	171	41.2%	18:58	131
Surf Coast	65.1%	14:40	275	64.2%	14:44	288	58.0%	15:57	312	65.6%	14:13	352	62.0%	14:38	300
Swan Hill	71.1%	14:28	197	75.9%	13:12	232	72.6%	13:19	226	72.6%	13:20	237	75.5%	12:42	229
Towong	32.0%	23:02	50	43.8%	22:46	64	40.0%	22:31	60	28.6%	25:01	77	31.4%	26:26	70
Wangaratta	75.6%	12:41	303	78.0%	12:38	387	78.6%	11:57	341	77.0%	12:25	361	78.0%	12:20	337
Warrnambool	90.7%	10:09	322	92.7%	9:34	383	92.0%	9:39	387	90.4%	9:45	417	91.1%	9:37	372
Wellington	54.5%	17:32	492	56.2%	16:51	537	58.5%	16:32	525	57.1%	17:44	501	57.9%	16:55	539
West Wimmera	33.3%	22:16	39	45.2%	23:23	31	37.5%	20:27	32	38.7%	23:13	31	29.7%	25:21	37
Whitehorse	90.6%	9:46	1,545	90.1%	10:19	1,639	92.0%	9:41	1,508	92.2%	9:15	1,395	92.5%	9:15	1,449
Whittlesea	79.0%	11:57	2,038	75.5%	12:47	2,367	78.4%	12:24	2,135	81.1%	11:45	1,987	81.1%	11:31	2,156
Wodonga	84.5%	11:12	439	85.0%	11:20	520	89.0%	10:08	437	86.3%	10:44	488	90.5%	10:02	464
Wyndham	84.4%	11:22	1,681	79.6%	12:29	2,061	83.0%	11:21	1,975	85.5%	10:44	1,831	86.0%	10:38	1,807
Yarra	92.6%	9:15	1,035	90.7%	9:36	1,136	90.1%	9:36	1,272	94.1%	8:47	1,166	93.1%	9:02	1,108
Yarra Ranges	70.0%	13:33	1,587	67.8%	13:55	1,797	73.8%	12:42	1,623	74.9%	12:18	1,547	77.1%	11:59	1,508
Yarriambiack	44.4%	21:28	72	34.3%	24:57	102	41.3%	22:18	92	34.4%	24:13	93	40.6%	20:57	96
Unincorporated	33.3%	31:03	12	61.9%	16:49	63	.0%	67:59	8	.0%	51:24	11	25.0%	37:15	8
Interstate LGAs	60.0%	17:05	215	54.5%	17:46	235	54.9%	18:38	195	60.4%	17:14	227	56.1%	17:43	214
Total AV	81.1%	11:50	65,438	79.5%	12:14	73,845	81.4%	11:43	70,176	83.0%	11:23	66,612	83.8%	11:12	66,866

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
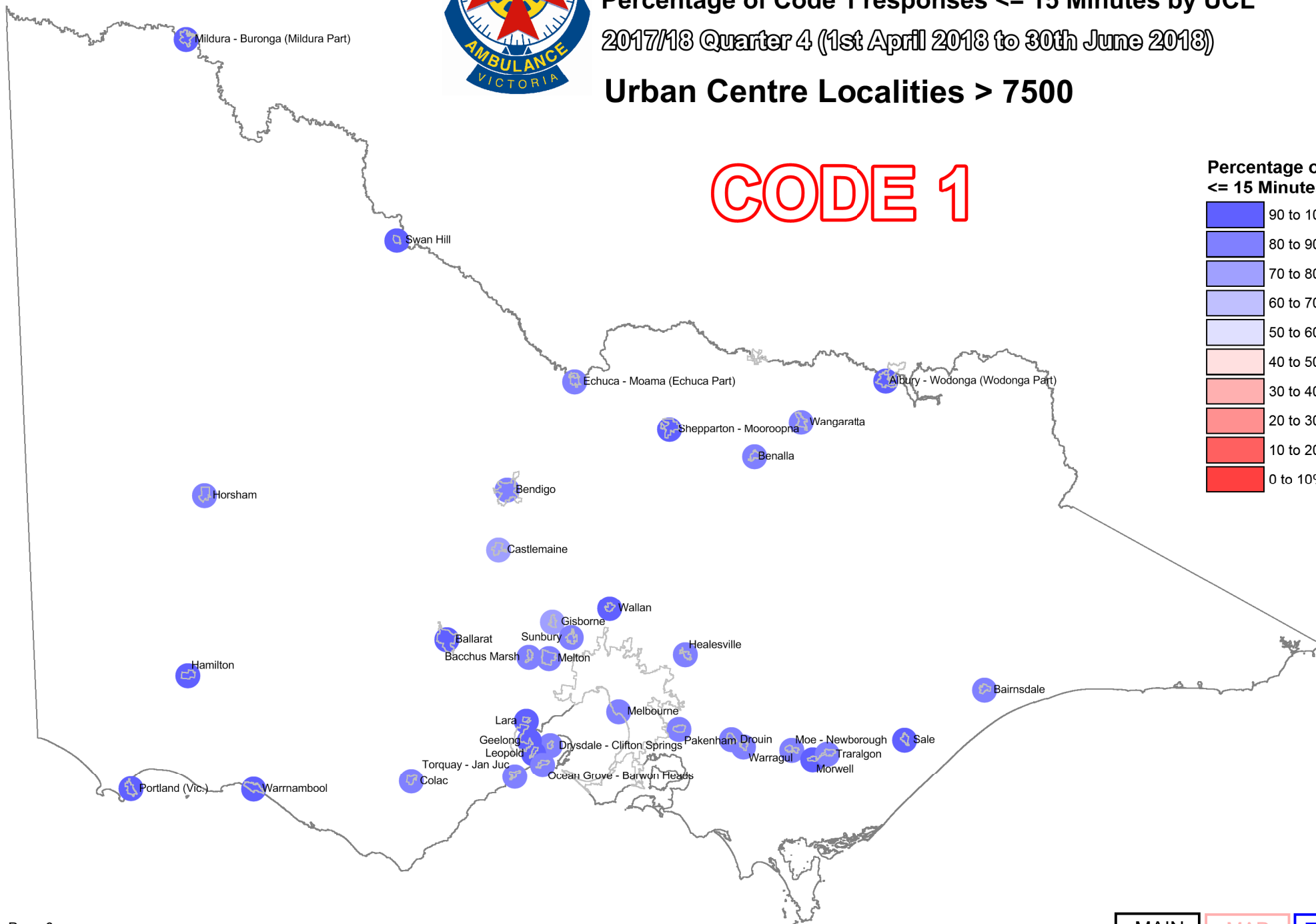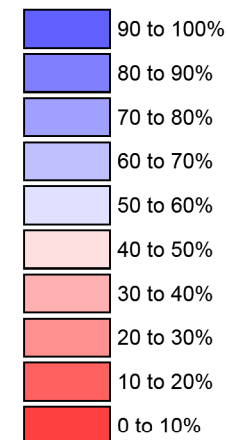
Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by UCL

2017/18 Quarter 4 (1st April 2018 to 30th June 2018)

Urban Centre Localities > 7500
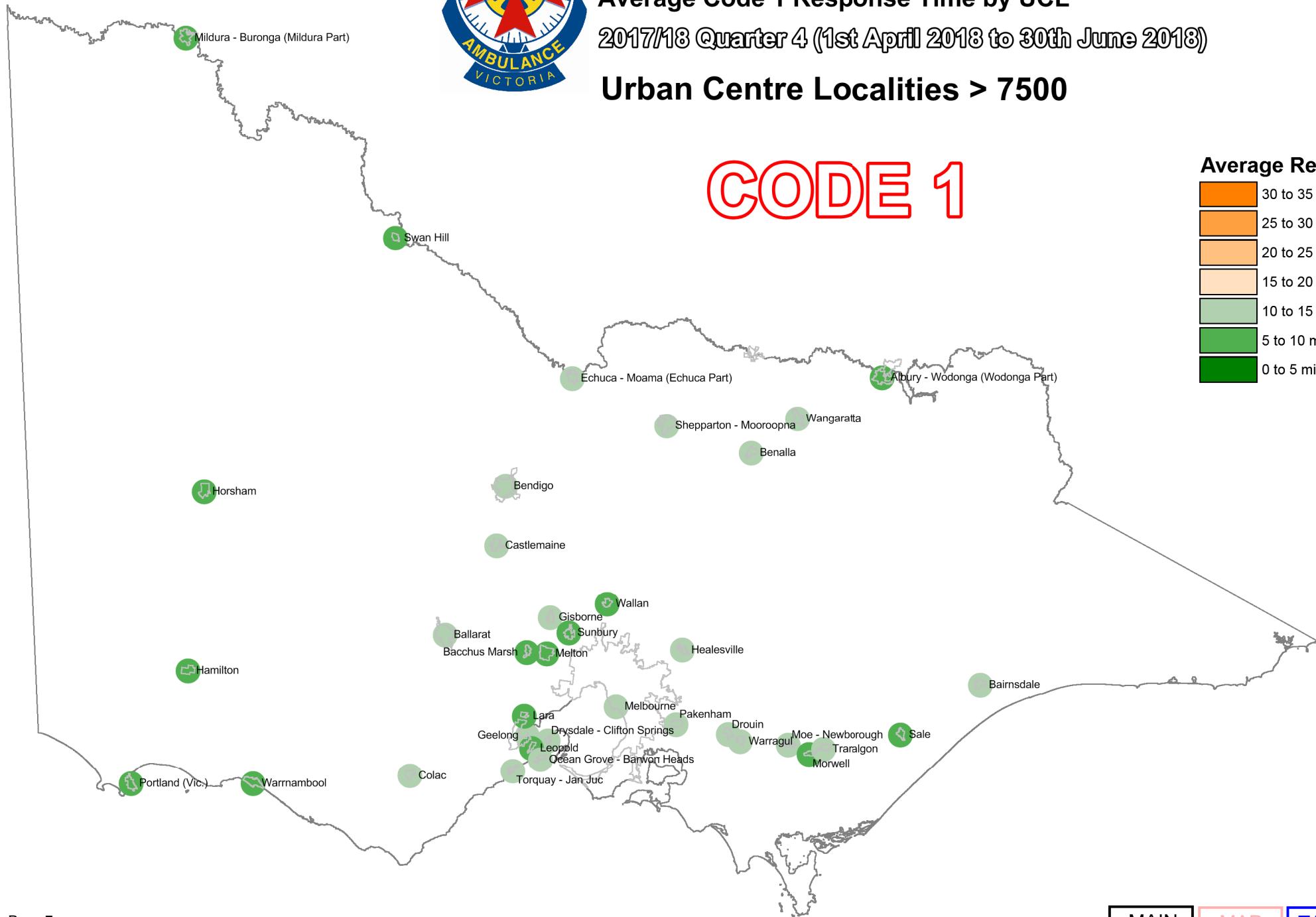
CODE 1

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

Ballarat

Sunbury

Healesville

Bacchus Marsh

Melton

Hamilton

Bairnsdale

Lara

Melbourne

Geelong

Pakenham

Drouin

Moe - Newborough

Sale

Leopold

Drysdale - Clifton Springs

Warragul

Traralgon

Torquay - Jan Juc

Morwell

Portland (Vic.)

Warrnambool

Colac

Ocean Grove - Barwon Heads

MAIN	MAP	TABLE	CHART

Ambulance Victoria

Average Code 1 Response Time by UCL

2017/18 Quarter 4 (1st April 2018 to 30th June 2018)

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

Drysdale - Clifton Springs

Geelong

Leopold

Ocean Grove - Barwon Heads

Drouin

Warragul

Moe - Newborough

Traralgon

Sale

Morwell

Colac

Portland (Vic.)

Warrnambool

Torquay - Jan Juc

MAIN   MAP   TABLE   CHART

Code 1 First Response Performance by UCL

UCL Name	Qtr 4 2016/17			Qtr 1 2017/18			Qtr 2 2017/18			Qtr 3 2017/18			Qtr 4 2017/18		
	% 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
Albury – Wodonga (Wodonga Part)	87.9%	10:34	396	89.3%	10:44	476	91.5%	9:46	401	90.8%	10:00	436	94.1%	9:29	422
Bacchus Marsh	73.2%	11:39	153	65.5%	14:48	226	79.3%	11:30	188	88.9%	9:41	180	88.9%	9:26	190
Bairnsdale	83.0%	11:27	206	81.5%	12:19	276	86.2%	11:01	253	88.0%	10:15	208	87.8%	10:35	229
Ballarat	90.4%	10:16	1,272	88.8%	10:39	1,438	89.4%	10:14	1,296	89.0%	10:40	1,216	90.2%	10:14	1,322
Benalla	81.7%	11:13	120	88.6%	11:28	140	81.8%	11:33	137	85.2%	10:56	128	80.6%	11:30	129
Bendigo	86.2%	11:05	1,260	83.7%	11:25	1,327	86.6%	11:06	1,276	86.6%	10:54	1,190	88.2%	10:30	1,305
Castlemaine	75.5%	13:15	98	69.6%	17:03	125	72.4%	13:03	116	68.5%	14:49	108	76.1%	14:05	92
Colac	85.6%	10:31	104	85.4%	12:48	137	84.7%	10:57	131	86.5%	10:24	126	85.0%	11:05	153
Drouin	60.9%	14:45	128	57.2%	14:55	159	77.8%	13:27	162	81.9%	12:12	160	83.9%	12:03	143
Drysdale – Clifton Springs	77.6%	12:31	125	81.6%	12:18	141	79.7%	11:48	143	82.1%	11:46	95	86.5%	11:10	126
Echuca – Moama (Echuca Part)	81.8%	11:56	214	81.5%	11:53	189	88.6%	11:13	202	88.6%	10:42	237	87.2%	10:10	226
Geelong	87.7%	10:53	2,214	86.9%	11:02	2,350	89.7%	10:22	2,284	89.6%	10:26	2,201	91.5%	10:11	2,195
Gisborne	69.9%	12:53	113	70.0%	12:39	120	73.2%	12:49	97	76.0%	12:21	104	79.1%	11:12	91
Hamilton	93.3%	9:18	104	94.6%	8:32	112	97.8%	8:08	90	89.9%	10:30	99	94.9%	8:57	78
Healesville	79.3%	11:28	150	68.1%	13:53	160	74.0%	12:12	131	73.9%	11:29	134	82.1%	10:13	140
Horsham	94.7%	9:14	209	93.4%	9:15	243	94.3%	9:05	209	92.5%	9:22	241	89.7%	9:07	243
Lara	82.3%	11:13	130	80.8%	11:04	151	80.6%	11:42	129	90.2%	10:26	123	93.2%	9:48	132
Leopold	87.7%	10:32	106	88.5%	10:12	139	89.1%	9:52	101	90.3%	10:10	93	92.3%	9:29	117
Melbourne	86.9%	10:46	43,415	84.7%	11:18	48,866	86.9%	10:46	46,339	88.8%	10:18	43,494	89.1%	10:13	43,821
Melton	80.8%	11:07	802	73.2%	12:47	1,026	79.7%	11:13	836	86.6%	10:11	797	88.7%	9:45	777
Mildura – Buronga (Mildura Part)	93.2%	9:26	486	88.6%	10:04	580	92.1%	9:22	559	95.1%	8:33	513	92.8%	9:05	471
Moe – Newborough	80.1%	11:11	352	77.9%	11:44	430	78.5%	11:26	381	81.2%	10:58	361	83.1%	10:51	360
Morwell	90.2%	9:48	348	86.9%	10:14	466	91.4%	9:28	361	88.7%	10:04	373	90.7%	9:22	398
Ocean Grove – Barwon Heads	77.1%	12:30	179	84.6%	11:22	175	85.5%	10:46	159	80.8%	11:43	156	85.8%	11:11	148
Pakenham	81.7%	11:50	476	77.8%	12:20	612	74.5%	12:40	557	87.7%	10:21	512	86.8%	10:37	532
Portland (Vic.)	85.8%	10:25	113	82.9%	11:20	117	85.8%	10:20	113	90.8%	9:41	174	93.0%	8:50	157
Sale	87.1%	10:17	132	88.9%	9:25	162	91.7%	9:40	156	87.5%	10:22	144	90.6%	8:35	160
Shepparton – Mooroopna	90.2%	9:59	662	90.4%	10:08	726	92.6%	9:32	796	90.9%	9:49	693	91.4%	10:00	764
Sunbury	83.1%	10:52	445	71.3%	12:50	446	79.5%	11:17	440	84.1%	10:31	433	89.8%	9:43	450
Swan Hill	90.7%	9:56	118	88.7%	10:33	133	90.2%	9:01	123	87.3%	9:43	126	93.4%	8:20	122
Torquay – Jan Juc	78.4%	11:20	139	79.7%	12:17	143	74.4%	12:16	129	81.0%	11:35	153	80.9%	11:00	136
Traralgon	80.2%	11:53	338	78.7%	12:11	446	82.6%	11:04	390	79.9%	11:43	373	87.8%	10:35	353
Wallan	83.8%	10:38	99	88.9%	10:24	99	89.8%	10:04	118	90.0%	10:16	100	90.5%	9:19	116
Wangaratta	89.5%	10:14	229	90.4%	10:13	311	92.6%	9:34	256	90.9%	9:39	276	89.5%	10:13	266
Warragul	86.6%	10:54	201	83.3%	12:09	228	83.6%	11:28	226	84.9%	10:42	219	81.7%	11:18	191
Warrnambool	90.5%	10:07	306	93.9%	9:24	362	93.0%	9:25	370	92.4%	9:25	397	92.6%	9:25	351
Total UCLs > 7500	86.6%	10:47	55,942	84.5%	11:19	63,237	86.8%	10:44	59,655	88.5%	10:20	56,373	89.2%	10:12	56,906

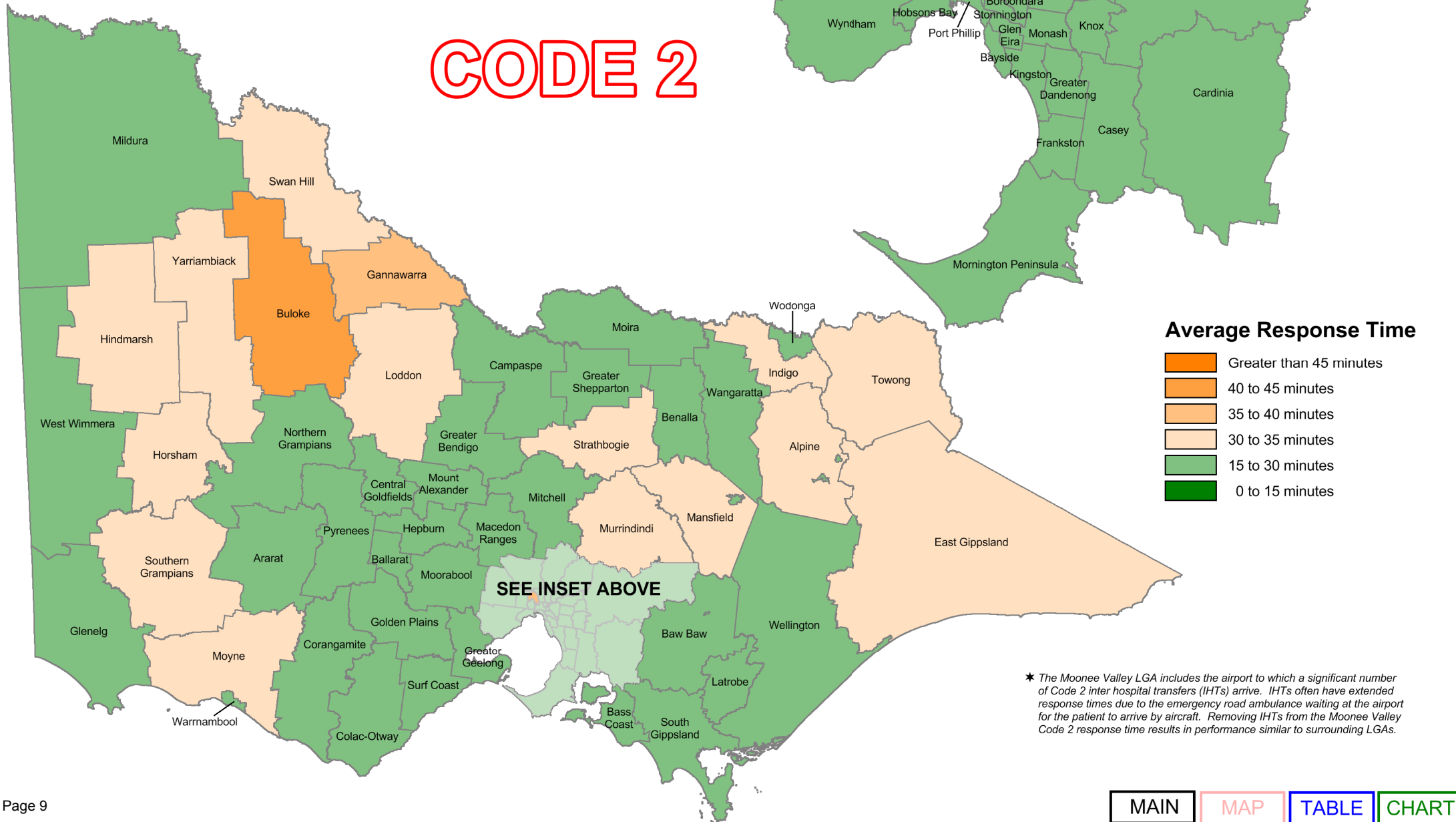MAIN · MAP <= 15 Minutes · MAP Average · TABLE · CHART

Ambulance Victoria

Average Code 2 Response Time by LGA

2017/18 Quarter 4 (1st April 2018 to 30th June 2018)

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.*

MAIN   MAP   TABLE   CHART

Code 2 First Response Performance by LGA

LGA Name	Qtr 4 2016/17 Average Response Time Minutes	Qtr 4 2016/17 Total Number of First Responses	Qtr 1 2017/18 Average Response Time Minutes	Qtr 1 2017/18 Total Number of First Responses	Qtr 2 2017/18 Average Response Time Minutes	Qtr 2 2017/18 Total Number of First Responses	Qtr 3 2017/18 Average Response Time Minutes	Qtr 3 2017/18 Total Number of First Responses	Qtr 4 2017/18 Average Response Time Minutes	Qtr 4 2017/18 Total Number of First Responses
Alpine	32:46	168	32:51	150	28:45	169	31:55	157	31:38	182
Ararat	29:37	164	27:10	171	30:28	149	26:12	145	24:55	107
Ballarat	21:37	1,060	23:24	1,061	20:55	1,098	20:56	1,016	20:32	1,015
Banyule	25:30	1,013	28:05	1,032	25:31	982	23:30	956	22:50	1,011
Bass Coast	27:59	392	25:47	423	27:23	496	26:43	452	28:45	412
Baw Baw	29:14	471	27:56	518	26:34	476	27:36	492	24:51	473
Bayside	29:08	713	33:13	774	29:15	689	25:47	652	25:24	703
Benalla	23:34	190	25:38	173	22:32	196	24:29	192	26:34	166
Boroondara	24:32	970	30:51	1,047	26:14	953	24:19	923	23:53	991
Brimbank	23:16	1,577	28:19	1,689	25:31	1,596	22:24	1,517	21:57	1,484
Buloke	42:39	60	38:32	69	38:45	72	40:16	63	40:09	56
Campaspe	29:38	444	30:21	393	27:44	446	32:22	429	28:11	428
Cardinia	24:10	692	27:42	723	25:54	714	22:35	648	21:09	690
Casey	22:44	2,073	27:13	2,209	24:25	2,128	21:27	2,145	20:44	2,158
Central Goldfields	26:46	201	32:50	196	26:59	194	28:59	184	25:47	200
Colac-Otway	25:47	240	25:28	212	29:17	218	23:27	217	23:09	259
Corangamite	27:44	179	28:45	149	27:12	153	28:13	157	27:45	158
Darebin	24:31	1,386	29:21	1,482	25:27	1,444	23:02	1,324	21:18	1,288
East Gippsland	32:22	593	33:06	602	29:22	625	29:00	641	31:08	596
Frankston	21:02	1,469	24:02	1,632	21:26	1,559	19:33	1,495	19:25	1,436
Gannawarra	31:44	126	37:33	133	33:46	98	40:46	98	36:07	140
Glen Eira	27:10	1,035	32:50	1,085	29:28	1,006	26:19	954	25:08	941
Glenelg	24:56	207	26:27	221	27:07	208	24:36	229	22:02	209
Golden Plains	28:16	104	33:23	102	27:57	98	25:12	103	28:20	112
Greater Bendigo	25:22	1,053	26:34	1,137	25:56	1,062	24:13	1,080	23:32	1,041
Greater Dandenong	23:30	1,475	27:46	1,594	24:02	1,431	22:03	1,420	20:30	1,333
Greater Geelong	23:39	2,338	24:09	2,360	22:38	2,399	21:50	2,258	21:43	2,276
Greater Shepparton	25:04	723	23:42	767	23:44	787	25:04	717	24:22	774
Hepburn	28:37	144	33:07	135	32:50	167	34:05	158	28:29	148
Hindmarsh	30:18	70	30:35	82	31:32	80	28:06	92	34:05	70
Hobsons Bay	23:06	703	27:11	734	26:35	695	23:28	703	21:09	652
Horsham	26:41	276	30:33	283	26:41	274	25:58	244	32:32	276
Hume	23:44	1,820	27:14	1,863	24:16	1,871	21:24	1,739	20:39	1,736
Indigo	30:04	105	30:24	112	27:10	83	30:15	112	32:35	98
Kingston	25:12	1,211	28:39	1,312	26:27	1,227	23:19	1,180	22:09	1,233
Knox	21:32	1,205	24:09	1,211	21:42	1,225	19:32	1,125	19:29	1,121
Latrobe	23:52	985	26:24	1,050	23:28	1,044	23:36	998	23:13	961
Loddon	39:04	74	35:15	94	33:28	78	30:58	54	33:33	75
Macedon Ranges	23:57	437	25:13	475	24:28	409	23:28	430	23:37	412
Manningham	26:52	711	29:53	768	26:55	778	25:28	723	24:58	672
Mansfield	34:55	126	33:41	106	34:36	117	33:58	112	33:23	97
Maribyrnong	22:50	670	27:14	684	25:26	714	22:57	648	22:24	662
Maroondah	23:29	1,105	25:51	1,082	22:27	1,063	20:06	953	20:10	924
Melbourne	23:12	2,098	27:15	2,162	25:34	2,319	23:16	2,253	22:37	2,124
Melton	22:31	995	27:14	1,111	24:19	1,012	21:44	1,069	20:35	1,068
Mildura	32:19	608	29:49	675	28:35	626	29:38	632	27:57	630
Mitchell	25:59	521	24:09	500	26:31	523	23:06	483	24:36	519
Moira	28:29	350	27:24	408	29:25	396	29:11	416	27:54	396
Monash	25:09	1,342	29:03	1,378	26:41	1,307	23:21	1,289	22:52	1,270
* Moonee Valley	54:26	1,262	58:04	1,396	60:48	1,288	60:51	1,251	56:48	1,328
Moorabool	24:56	311	28:30	369	23:36	342	21:07	346	21:44	312
Moreland	25:10	1,463	30:06	1,451	27:17	1,423	24:19	1,393	23:03	1,405
Mornington Peninsula	21:47	1,662	24:13	1,600	23:03	1,724	21:30	1,669	20:15	1,582
Mount Alexander	31:06	177	28:02	185	26:52	192	28:51	174	26:39	165
Moyne	30:41	112	34:29	120	33:34	120	30:25	123	34:56	104
Murrindindi	33:46	183	33:59	162	35:19	172	30:10	143	32:39	148
Nillumbik	28:36	315	33:15	330	26:21	364	24:12	353	24:29	343
Northern Grampians	28:14	146	26:40	172	26:57	166	27:23	147	27:27	174
Port Phillip	24:24	931	29:47	907	27:52	959	24:53	1,004	23:36	897
Pyrenees	30:50	79	29:21	70	29:43	74	23:18	84	26:11	72
Queenscliffe	28:52	42	25:07	42	27:38	29	24:15	48	25:43	29
South Gippsland	29:48	275	28:09	251	32:08	262	30:35	284	29:27	240
Southern Grampians	28:26	137	32:20	137	23:38	164	27:57	134	31:05	148
Stonnington	26:02	765	31:54	774	28:47	743	25:52	703	25:04	770
Strathbogie	30:06	141	25:33	134	26:06	139	25:49	127	30:47	122
Surf Coast	25:11	203	24:59	204	25:32	228	24:20	270	25:43	219
Swan Hill	29:46	275	30:11	214	32:16	222	32:25	226	31:39	204
Towong	34:19	69	41:06	71	40:02	56	32:30	80	34:53	99
Wangaratta	26:15	322	26:47	334	27:15	347	26:44	297	28:37	290
Warrnambool	21:43	306	24:07	308	22:46	348	23:56	351	21:20	299
Wellington	30:36	409	29:09	434	29:24	405	31:16	418	27:41	467
West Wimmera	37:46	40	34:53	28	32:21	26	24:59	35	28:52	47
Whitehorse	23:18	1,218	26:27	1,235	24:49	1,306	21:34	1,058	20:58	1,170
Whittlesea	24:29	1,350	29:22	1,487	25:42	1,475	22:54	1,329	22:58	1,410
Wodonga	25:23	357	26:12	370	22:13	447	21:34	392	23:19	392
Wyndham	22:26	1,356	27:39	1,417	24:39	1,422	21:10	1,292	20:50	1,318
Yarra	25:01	766	27:28	759	26:05	864	23:06	830	22:29	794
Yarra Ranges	23:42	1,192	26:47	1,202	23:26	1,270	20:43	1,112	21:04	1,071
Yarriambiack	39:06	76	36:47	66	37:14	66	36:23	66	30:57	70
Unincorporated	37:06	26	19:50	292	38:25	9	54:00	16	22:58	31
Interstate LGAs	29:20	128	30:36	131	25:50	117	29:01	162	29:10	138
Total AV	25:33	52,766	28:29	54,981	26:19	54,223	24:32	51,994	23:57	51,641

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.
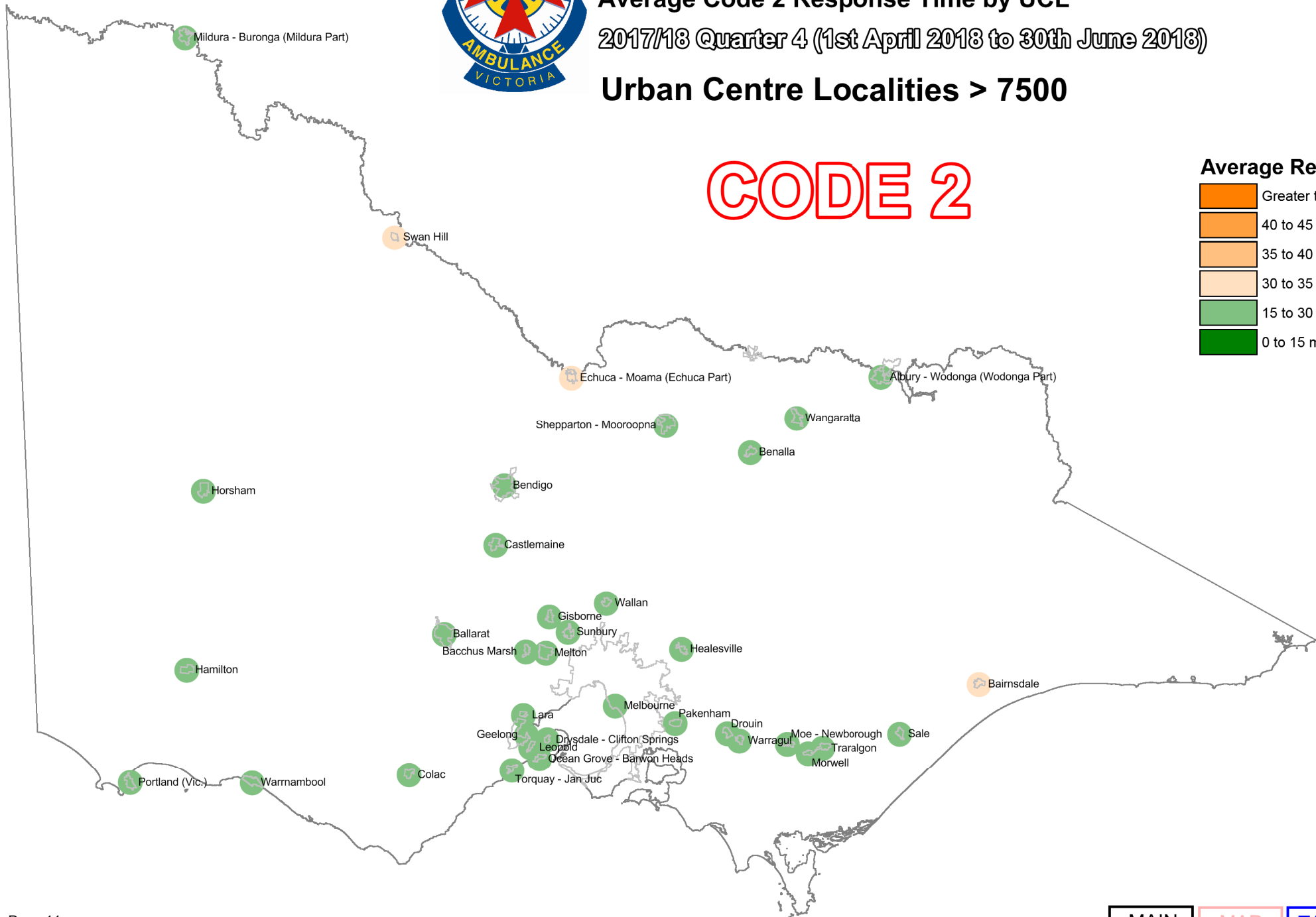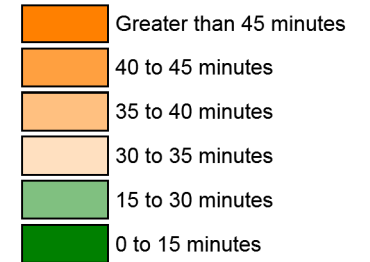
MAIN   MAP   TABLE   CHART

Ambulance Victoria

Average Code 2 Response Time by UCL

2017/18 Quarter 4 (1st April 2018 to 30th June 2018)

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

Ballarat   Sunbury

Bacchus Marsh   Melton

Healesville

Hamilton

Bairnsdale

Lara   Melbourne   Pakenham

Geelong   Drouin

Drysdale - Clifton Springs   Moe - Newborough   Sale

Leopold   Warragul

Ocean Grove - Barwon Heads   Traralgon

Morwell

Portland (Vic.)   Warrnambool   Colac

Torquay - Jan Juc

MAIN | MAP | TABLE | CHART

Code 2 First Response Performance by UCL

UCL Name	Qtr 4 2016/17 Avg Response Time Minutes	Qtr 4 2016/17 Total Number of First Responses	Qtr 1 2017/18 Avg Response Time Minutes	Qtr 1 2017/18 Total Number of First Responses	Qtr 2 2017/18 Avg Response Time Minutes	Qtr 2 2017/18 Total Number of First Responses	Qtr 3 2017/18 Avg Response Time Minutes	Qtr 3 2017/18 Total Number of First Responses	Qtr 4 2017/18 Avg Response Time Minutes	Qtr 4 2017/18 Total Number of First Responses
Albury - Wodonga (Wodonga Part)	25:05	316	24:24	325	21:32	407	20:47	364	21:52	341
Bacchus Marsh	24:00	206	29:54	260	23:20	220	18:59	225	20:45	198
Bairnsdale	32:28	226	32:24	253	28:05	268	33:03	238	30:16	248
Ballarat	20:18	1,008	22:52	1,010	20:47	1,041	20:33	974	20:20	971
Benalla	22:32	161	24:42	154	21:50	171	24:06	170	25:29	144
Bendigo	24:20	932	25:42	1,005	25:24	936	23:52	952	22:26	927
Castlemaine	29:25	123	27:12	135	26:15	143	27:34	125	24:20	116
Colac	25:23	172	22:13	147	29:43	154	23:19	153	22:54	200
Drouin	28:17	112	28:54	110	26:00	126	23:00	122	22:24	122
Drysdale - Clifton Springs	21:53	84	21:09	98	21:06	86	21:15	104	20:18	106
Echuca - Moama (Echuca Part)	31:24	207	29:47	199	28:20	220	37:36	232	30:55	230
Geelong	22:19	1,659	23:08	1,693	21:12	1,740	20:32	1,558	20:12	1,595
Gisborne	21:32	96	23:58	106	23:50	92	22:43	96	21:50	103
Hamilton	22:01	95	30:46	97	18:58	118	23:39	96	27:45	103
Healesville	20:49	120	24:59	117	22:15	142	18:35	93	17:20	99
Horsham	24:04	239	24:39	243	24:50	237	23:28	214	27:25	232
Lara	25:47	94	21:23	112	20:49	89	18:58	77	19:48	88
Leopold	17:36	89	20:09	70	19:04	81	19:49	64	20:32	79
Melbourne	25:04	34,051	29:09	35,443	26:30	34,859	24:05	33,144	23:21	33,008
Melton	20:51	598	26:05	640	22:32	604	18:07	586	18:43	621
Mildura - Buronga (Mildura Part)	28:21	433	26:46	478	26:12	476	27:00	461	23:22	440
Moe - Newborough	22:23	232	25:40	280	19:39	269	20:17	235	20:49	249
Morwell	22:55	289	23:10	295	21:50	287	20:55	286	21:29	288
Ocean Grove - Barwon Heads	22:44	131	22:19	115	21:35	121	20:12	109	16:34	120
Pakenham	21:52	370	26:27	402	24:39	385	19:30	361	18:01	369
Portland (Vic.)	24:04	131	25:50	143	26:25	134	23:17	154	20:02	141
Sale	26:31	172	21:48	160	23:28	150	25:29	158	22:46	179
Shepparton - Mooroopna	24:39	572	23:23	604	23:08	651	24:58	570	24:07	613
Sunbury	21:26	325	25:13	339	24:60	322	20:02	321	17:35	290
Swan Hill	27:59	187	24:36	129	29:59	139	30:23	138	33:09	124
Torquay - Jan Juc	21:55	90	19:44	87	20:17	79	19:49	96	22:58	91
Traralgon	24:56	334	28:42	325	26:03	336	24:50	344	25:29	301
Wallan	19:45	81	18:18	90	20:49	78	18:11	88	18:08	82
Wangaratta	24:11	269	23:28	260	24:34	282	23:55	246	26:30	234
Warragul	29:43	226	25:10	237	25:03	208	27:47	233	22:38	212
Warrnambool	21:49	299	23:51	301	22:33	329	24:25	331	21:32	287
Total UCLs > 7500	24:45	44,729	28:08	46,462	25:44	45,980	23:47	43,718	23:02	43,551

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