Ambulance Victoria's Performance

2018/19 Quarter 1 (1st July 2018 to 30th September 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.
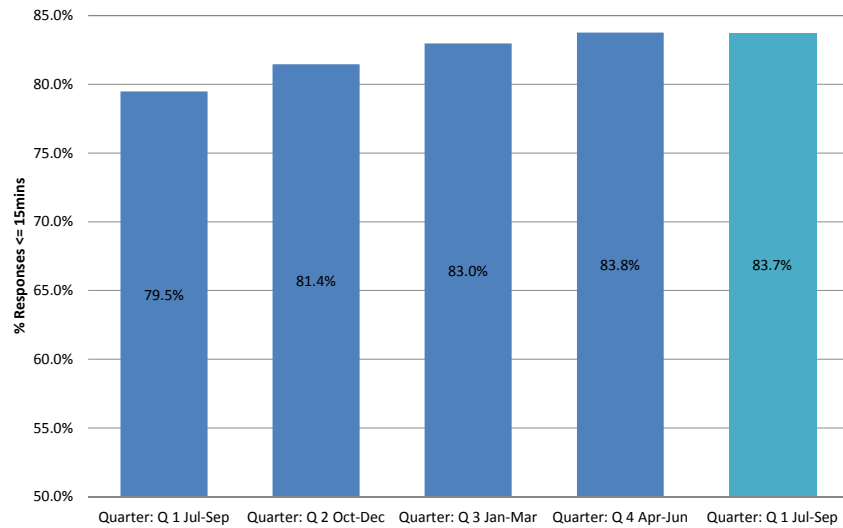
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

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.

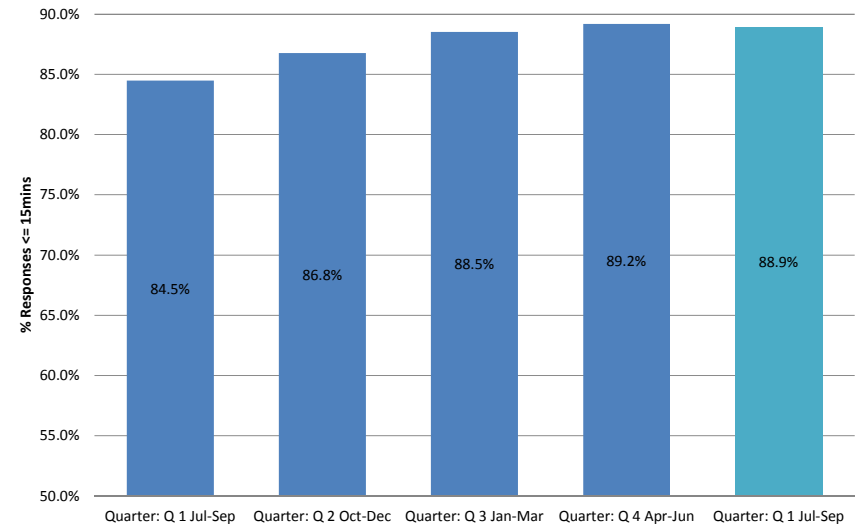|	Local Government Area	Urban Centre Locality
CODE 1	% <= 15 Minutes MAP TABLE CHART Average MAP TABLE	% <= 15 Minutes MAP TABLE CHART Average MAP TABLE
CODE 2	Average MAP TABLE CHART	Average MAP TABLE CHART

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

% Responses <= 15mins

Quarter	%
Quarter: Q 1 Jul-Sep	79.5%
Quarter: Q 2 Oct-Dec	81.4%
Quarter: Q 3 Jan-Mar	83.0%
Quarter: Q 4 Apr-Jun	83.8%
Quarter: Q 1 Jul-Sep	83.7%

MAP

TABLE

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

% Responses <=15mins

Quarter	%
Quarter: Q 1 Jul-Sep	84.5%
Quarter: Q 2 Oct-Dec	86.8%
Quarter: Q 3 Jan-Mar	88.5%
Quarter: Q 4 Apr-Jun	89.2%
Quarter: Q 1 Jul-Sep	88.9%

MAP

TABLE

AV State-wide Code 2 First Response Performance - Average

minutes

Quarter	minutes
Quarter: Q 1 Jul-Sep	28.5
Quarter: Q 2 Oct-Dec	26.3
Quarter: Q 3 Jan-Mar	24.5
Quarter: Q 4 Apr-Jun	24.0
Quarter: Q 1 Jul-Sep	23.8

MAP
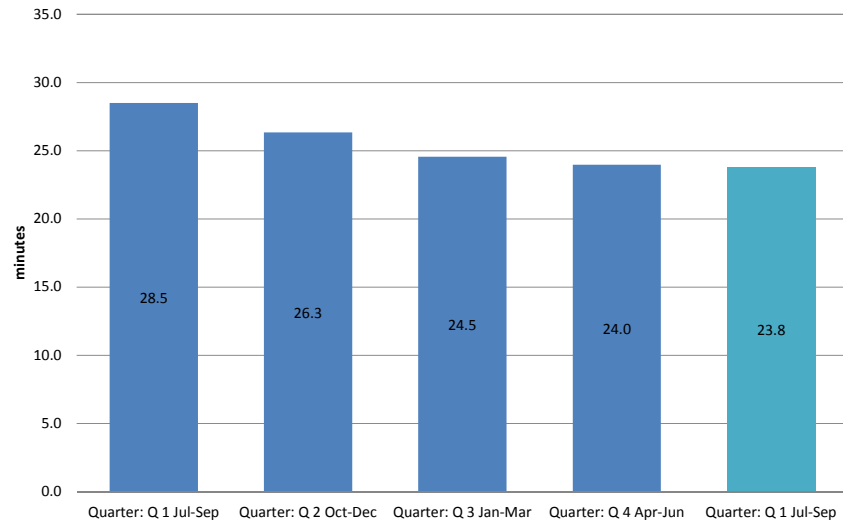
TABLE

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

minutes

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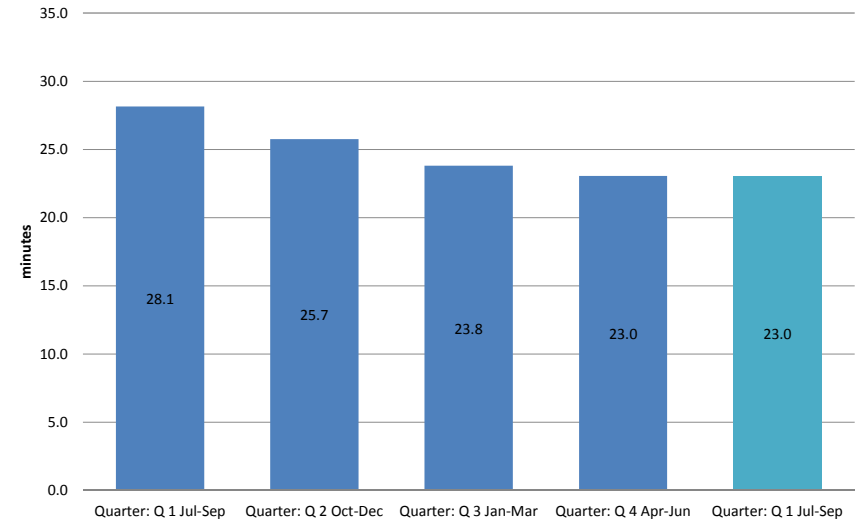
MAP

TABLE

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2018/19 Quarter 1 (1st July 2018 to 30th September 2018)

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

2018/19 Quarter 1 (1st July 2018 to 30th September 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

SEE INSET ABOVE

MAIN MAP TABLE CHART

Code 1 First Response Performance by LGA

LGA Name	Qtr 1 2017/18 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 2 2017/18 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 3 2017/18 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 4 2017/18 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 1 2018/19 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	45.3%	21:55	139	48.1%	21:24	158	49.7%	17:41	145	42.3%	21:33	149	47.4%	21:32	116
Ararat	68.2%	14:10	151	64.3%	16:09	157	66.2%	15:26	142	70.8%	13:30	168	63.0%	15:46	138
Ballarat	87.5%	10:52	1,507	87.9%	10:28	1,379	87.0%	10:55	1,292	88.8%	10:25	1,387	89.3%	10:18	1,393
Banyule	87.0%	11:00	1,410	88.4%	10:37	1,235	89.2%	10:07	1,191	90.4%	9:58	1,207	89.9%	10:05	1,252
Bass Coast	62.7%	14:27	555	66.7%	14:07	510	63.5%	14:08	598	68.1%	13:57	504	68.9%	13:33	514
Baw Baw	58.3%	15:31	645	70.4%	14:17	618	72.8%	13:20	563	68.6%	14:21	547	67.9%	14:30	592
Bayside	85.4%	11:26	922	87.9%	11:10	850	88.4%	10:45	809	88.2%	10:58	823	90.2%	10:23	855
Benalla	72.8%	13:50	184	66.5%	13:55	179	75.3%	12:46	166	69.0%	13:46	171	57.9%	16:11	183
Boroondara	86.6%	11:03	1,392	89.3%	10:40	1,240	90.4%	10:26	1,162	89.8%	10:24	1,253	89.6%	10:24	1,269
Brimbank	85.3%	11:10	2,553	87.3%	10:39	2,402	89.7%	10:19	2,172	88.3%	10:25	2,210	89.6%	10:17	2,396
Buloke	40.0%	23:29	75	36.5%	24:09	74	40.9%	23:54	66	25.4%	28:25	63	29.0%	25:25	69
Campaspe	65.8%	14:45	474	67.0%	14:14	461	67.3%	14:14	495	68.2%	14:03	488	73.1%	12:32	449
Cardinia	64.0%	14:24	1,141	62.5%	14:21	1,084	72.4%	12:39	1,007	71.8%	12:44	1,004	70.9%	12:37	984
Casey	81.0%	11:58	3,354	82.9%	11:36	3,137	86.3%	10:47	2,968	86.8%	10:39	3,048	88.3%	10:24	3,183
Central Goldfields	61.8%	16:15	207	63.4%	15:14	202	62.5%	15:29	168	68.8%	13:54	189	65.0%	16:02	217
Colac-Otway	66.7%	15:47	210	67.3%	14:55	220	62.6%	15:52	235	70.0%	13:37	217	64.8%	15:44	230
Corangamite	40.3%	21:08	154	51.5%	17:35	171	48.5%	18:13	171	50.3%	18:10	143	46.4%	18:25	153
Darebin	87.3%	11:02	2,056	87.9%	10:34	1,942	91.7%	10:02	1,813	91.6%	9:59	1,785	91.6%	9:55	1,888
East Gippsland	61.7%	16:28	779	62.9%	15:46	706	59.2%	16:42	710	66.6%	14:32	668	66.6%	14:58	713
Frankston	88.7%	10:32	2,024	90.0%	10:03	1,914	93.1%	9:19	1,781	92.2%	9:40	1,783	90.1%	9:50	1,912
Gannawarra	51.4%	19:49	105	49.4%	19:20	89	42.4%	21:18	125	46.5%	18:56	114	51.4%	19:01	105
Glen Eira	87.7%	10:58	1,509	89.5%	10:27	1,249	90.0%	10:06	1,307	91.7%	9:48	1,279	92.0%	9:40	1,283
Glenelg	69.0%	14:04	210	76.5%	12:29	187	80.2%	12:19	248	77.4%	12:32	243	74.4%	13:06	207
Golden Plains	39.3%	17:52	168	38.4%	18:00	190	39.4%	18:05	160	31.0%	18:46	174	38.4%	17:48	172
Greater Bendigo	77.5%	12:29	1,523	80.0%	12:07	1,463	80.4%	11:55	1,380	83.1%	11:20	1,470	80.4%	11:49	1,524
Greater Dandenong	84.6%	11:21	2,207	88.0%	10:46	2,024	90.1%	10:11	1,926	92.0%	9:40	1,938	92.3%	9:41	2,054
Greater Geelong	82.2%	11:40	3,348	85.0%	11:03	3,237	85.4%	11:02	3,095	87.4%	10:48	3,138	86.7%	10:47	3,281
Greater Shepparton	82.1%	11:31	937	85.3%	10:37	999	84.5%	10:46	886	83.7%	11:16	985	84.7%	10:48	965
Hepburn	31.6%	20:01	155	36.0%	19:01	200	45.6%	16:43	158	38.3%	18:09	162	44.5%	17:33	191
Hindmarsh	45.0%	22:20	80	55.9%	19:46	68	54.2%	21:59	59	64.4%	18:21	59	39.4%	26:58	66
Hobsons Bay	85.5%	11:19	1,060	83.5%	11:40	933	85.4%	10:45	889	87.6%	10:34	952	86.8%	10:38	997
Horsham	83.5%	10:50	279	85.7%	10:56	245	85.7%	10:33	272	82.2%	10:49	275	81.9%	10:33	248
Hume	78.7%	12:16	3,039	83.8%	11:22	2,973	87.5%	10:41	2,688	87.7%	10:37	2,810	88.1%	10:21	3,028
Indigo	32.5%	21:00	157	28.8%	20:48	139	32.7%	22:20	110	31.1%	19:59	119	29.6%	21:02	125
Kingston	88.0%	10:48	1,783	88.3%	10:29	1,708	89.9%	10:10	1,509	91.2%	9:52	1,624	91.5%	9:45	1,677
Knox	86.1%	11:03	1,622	90.7%	9:59	1,597	90.7%	10:18	1,445	90.9%	9:56	1,529	92.9%	9:43	1,546
Latrobe	77.2%	12:05	1,572	79.3%	11:34	1,367	78.0%	11:47	1,325	80.8%	11:24	1,330	80.2%	11:34	1,380
Loddon	29.4%	23:56	102	30.5%	21:40	128	31.5%	23:17	92	24.8%	21:29	105	33.3%	21:31	129
Macedon Ranges	61.1%	14:22	496	62.6%	14:36	470	63.7%	14:20	430	65.2%	13:34	448	65.8%	13:41	442
Manningham	80.8%	12:28	1,206	82.8%	11:55	1,028	84.1%	11:50	989	85.3%	11:36	1,058	85.1%	11:33	1,091
Mansfield	44.0%	20:55	91	45.7%	21:34	81	42.7%	19:38	96	44.9%	23:35	69	43.1%	23:59	72
Maribyrnong	88.2%	10:31	986	89.0%	10:01	928	88.4%	10:11	853	91.0%	9:43	854	90.7%	9:36	891
Maroondah	86.9%	10:43	1,355	91.5%	9:46	1,204	92.9%	9:12	1,229	94.4%	9:02	1,255	93.1%	9:06	1,224
Melbourne	89.2%	9:47	2,323	90.0%	9:31	2,573	91.9%	8:47	2,502	90.8%	8:55	2,205	92.3%	8:48	2,297
Melton	74.3%	12:48	1,858	78.4%	11:51	1,560	82.0%	11:09	1,541	85.0%	10:46	1,533	82.6%	10:57	1,775
Mildura	81.5%	11:45	827	82.7%	11:12	779	85.7%	10:31	740	84.0%	10:49	693	83.8%	10:55	767
Mitchell	62.5%	14:31	501	62.7%	14:15	517	64.7%	14:28	498	66.9%	13:36	510	65.8%	13:44	532
Moira	58.2%	16:17	402	58.9%	15:49	421	59.7%	15:56	372	57.2%	16:35	376	62.0%	15:04	416
Monash	85.1%	11:38	1,862	87.4%	10:55	1,746	86.9%	10:58	1,686	88.8%	10:54	1,610	88.9%	10:49	1,670
Moonee Valley	83.5%	12:00	1,395	84.2%	11:38	1,326	87.0%	11:19	1,246	87.3%	10:55	1,281	86.6%	11:01	1,250
Moorabool	57.3%	16:01	384	62.7%	14:24	357	70.9%	12:53	327	71.6%	13:12	328	68.1%	13:15	379
Moreland	86.7%	11:09	2,252	88.2%	10:28	2,196	89.6%	10:28	1,898	90.0%	10:07	2,048	90.0%	10:19	2,032
Mornington Peninsula	77.4%	12:19	2,168	79.9%	11:26	2,133	82.2%	11:19	2,134	82.1%	11:12	1,921	84.6%	10:42	2,033
Mount Alexander	46.3%	19:55	218	53.8%	16:25	208	48.1%	17:37	208	54.9%	16:21	164	51.0%	17:19	204
Moyne	44.9%	16:58	127	40.7%	18:42	145	42.7%	18:18	157	35.4%	20:20	127	38.2%	17:34	123
Murrindindi	31.8%	21:54	173	29.8%	23:28	181	34.5%	21:23	177	40.6%	20:18	187	37.9%	21:52	195
Nillumbik	59.6%	15:34	456	62.3%	14:48	488	69.9%	13:18	418	71.9%	13:03	502	72.3%	13:11	499
Northern Grampians	68.3%	14:21	142	67.7%	14:50	164	62.3%	14:16	122	58.3%	16:12	127	65.0%	14:29	140
Port Phillip	87.5%	10:28	1,164	90.0%	10:05	1,288	89.9%	9:52	1,224	91.7%	9:32	1,151	91.5%	9:14	1,027
Pyrenees	39.2%	19:44	97	42.3%	19:05	111	51.2%	18:06	86	49.1%	18:04	106	49.1%	17:58	116
Queenscliffe	53.7%	15:06	41	47.1%	15:44	34	49.2%	16:49	63	41.0%	16:07	39	83.3%	12:13	24
South Gippsland	57.8%	15:27	346	48.4%	19:16	370	50.7%	17:43	335	50.7%	17:07	365	47.7%	17:54	367
Southern Grampians	75.6%	13:29	160	68.2%	14:33	151	65.5%	15:17	148	66.7%	14:52	117	63.0%	15:40	165
Stonnington	85.9%	11:18	1,020	86.8%	11:14	990	89.4%	10:10	914	87.9%	10:44	859	89.3%	10:24	910
Strathbogie	40.9%	20:21	164	40.6%	18:39	165	32.2%	20:49	171	41.2%	18:58	131	37.0%	20:27	162
Surf Coast	64.2%	14:44	288	58.0%	15:57	312	65.6%	14:13	352	62.0%	14:38	300	62.5%	15:19	285
Swan Hill	75.9%	13:12	232	72.6%	13:19	226	72.6%	13:20	237	75.5%	12:42	229	75.7%	13:19	296
Towong	43.8%	22:46	64	40.0%	22:31	60	28.6%	25:01	77	31.4%	26:26	70	38.3%	20:15	60
Wangaratta	78.0%	12:38	387	78.6%	11:57	341	77.0%	12:25	361	78.0%	12:20	337	74.5%	13:02	361
Warrnambool	92.7%	9:34	383	92.0%	9:39	387	90.4%	9:45	417	91.1%	9:37	372	93.3%	9:14	358
Wellington	56.2%	16:51	537	58.5%	16:32	525	57.1%	17:44	501	57.9%	16:55	539	58.7%	16:43	523
West Wimmera	45.2%	23:23	31	37.5%	20:27	32	38.7%	23:13	31	29.7%	25:21	37	42.1%	19:31	38
Whitehorse	90.1%	10:19	1,639	92.0%	9:42	1,509	92.2%	9:15	1,395	92.5%	9:15	1,449	92.2%	9:25	1,477
Whittlesea	75.5%	12:47	2,367	78.4%	12:24	2,135	81.1%	11:45	1,987	81.1%	11:31	2,156	81.9%	11:27	2,243
Wodonga	85.0%	11:20	520	89.0%	10:08	437	86.3%	10:44	488	90.5%	10:02	464	85.6%	10:46	512
Wyndham	79.6%	12:29	2,061	83.0%	11:21	1,975	85.5%	10:44	1,831	86.0%	10:38	1,808	85.1%	10:52	2,066
Yarra	90.7%	9:36	1,136	90.1%	9:36	1,272	94.1%	8:47	1,166	93.1%	9:02	1,108	93.2%	8:44	995
Yarra Ranges	67.8%	13:55	1,797	73.8%	12:42	1,623	74.9%	12:18	1,547	77.1%	11:59	1,508	78.6%	11:51	1,561
Yarriambiack	34.3%	24:57	102	41.3%	22:18	92	34.4%	24:13	93	40.6%	20:57	96	35.3%	22:18	102
Unincorporated	61.9%	16:49	63	.0%	67:59	8	.0%	51:24	11	25.0%	37:15	8	51.8%	22:27	56
Interstate LGAs	54.5%	17:46	235	54.9%	18:38	195	60.4%	17:14	227	56.1%	17:43	214	66.0%	15:58	209
Total AV	79.5%	12:14	73,844	81.4%	11:43	70,178	83.0%	11:23	66,613	83.8%	11:12	66,872	83.7%	11:11	69,429

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

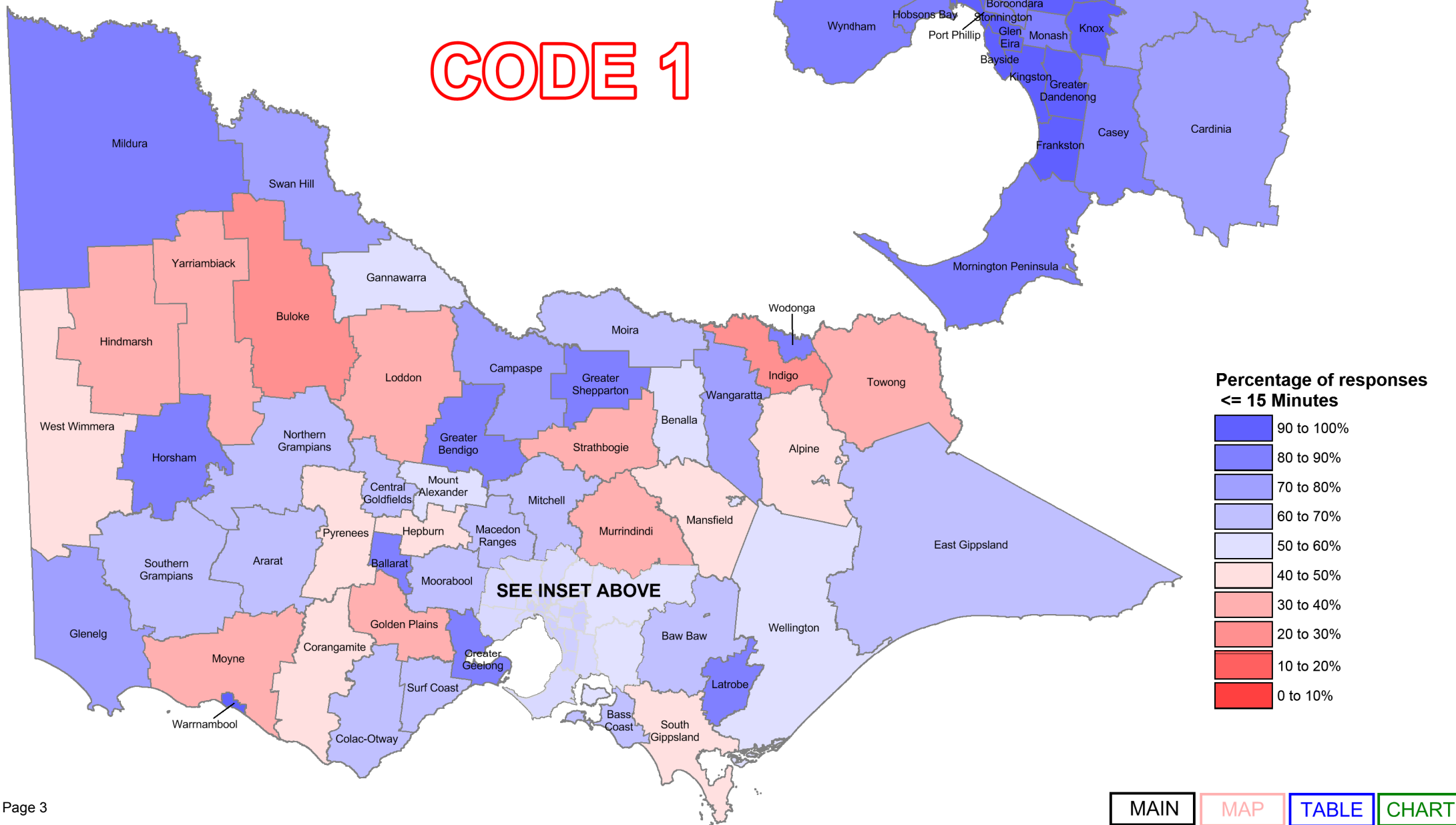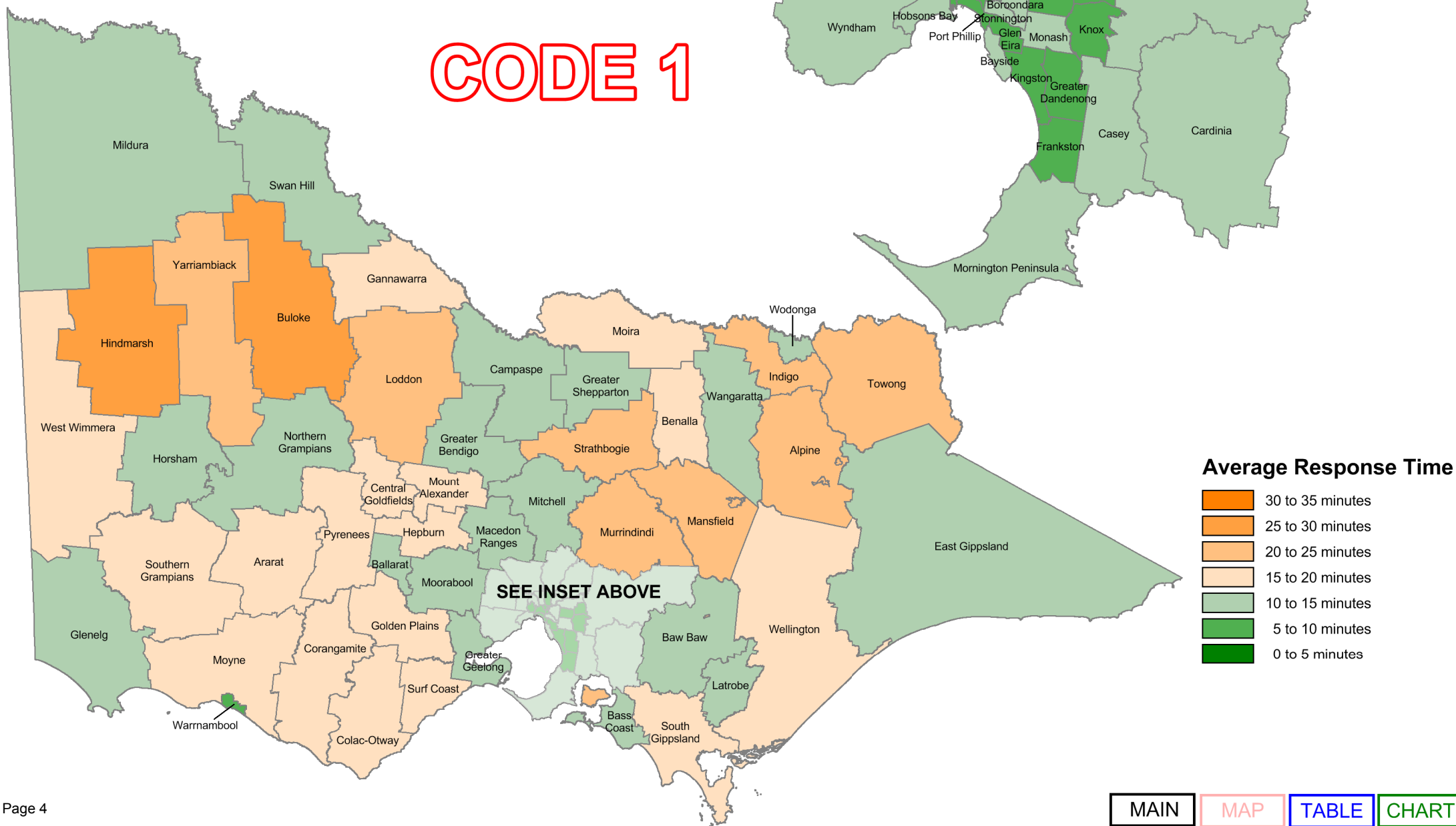MAIN | MAP <= 15 Minutes | MAP Average | TABLE | CHART
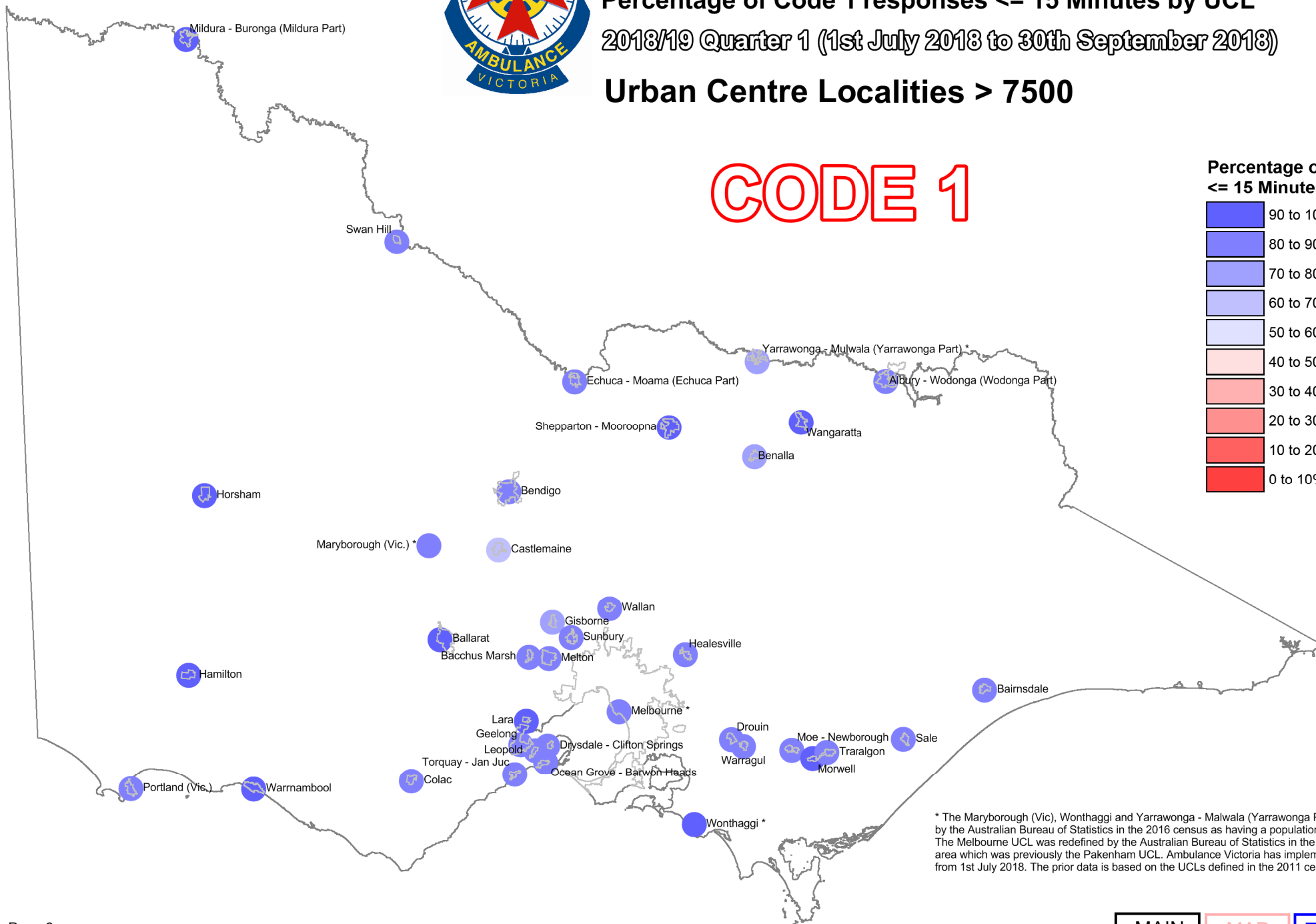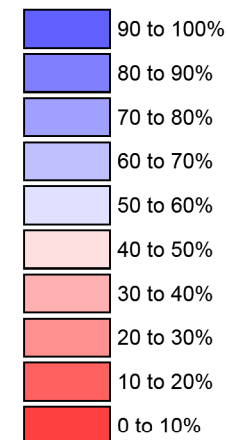
Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by UCL

2018/19 Quarter 1 (1st July 2018 to 30th September 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%
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- 30 to 40%
- 20 to 30%
- 10 to 20%
- 0 to 10%

Mildura - Buronga (Mildura Part)

Swan Hill

Yarrawonga - Mulwala (Yarrawonga Part) *

Echuca - Moama (Echuca Part)

Albury - Wodonga (Wodonga Part)

Shepparton - Mooroopna

Wangaratta

Benalla

Horsham

Bendigo

Maryborough (Vic.) *

Castlemaine

Wallan

Gisborne

Ballarat

Sunbury

Bacchus Marsh

Melton

Healesville

Hamilton

Bairnsdale

Lara

Melbourne *

Geelong

Drouin

Moe - Newborough

Sale

Leopold

Drysdale - Clifton Springs

Traralgon

Torquay - Jan Juc

Warragul

Morwell

Portland (Vic.)

Warrnambool

Colac

Ocean Grove - Barwon Heads

Wonthaggi *

* The Maryborough (Vic), Wonthaggi and Yarrawonga - Malwala (Yarrawonga Part) UCLs were redefined by the Australian Bureau of Statistics in the 2016 census as having a population greater than 7,500 people. The Melbourne UCL was redefined by the Australian Bureau of Statistics in the 2016 census to include the area which was previously the Pakenham UCL. Ambulance Victoria has implemented 2016 census changes from 1st July 2018. The prior data is based on the UCLs defined in the 2011 census.

MAIN | MAP | TABLE | CHART
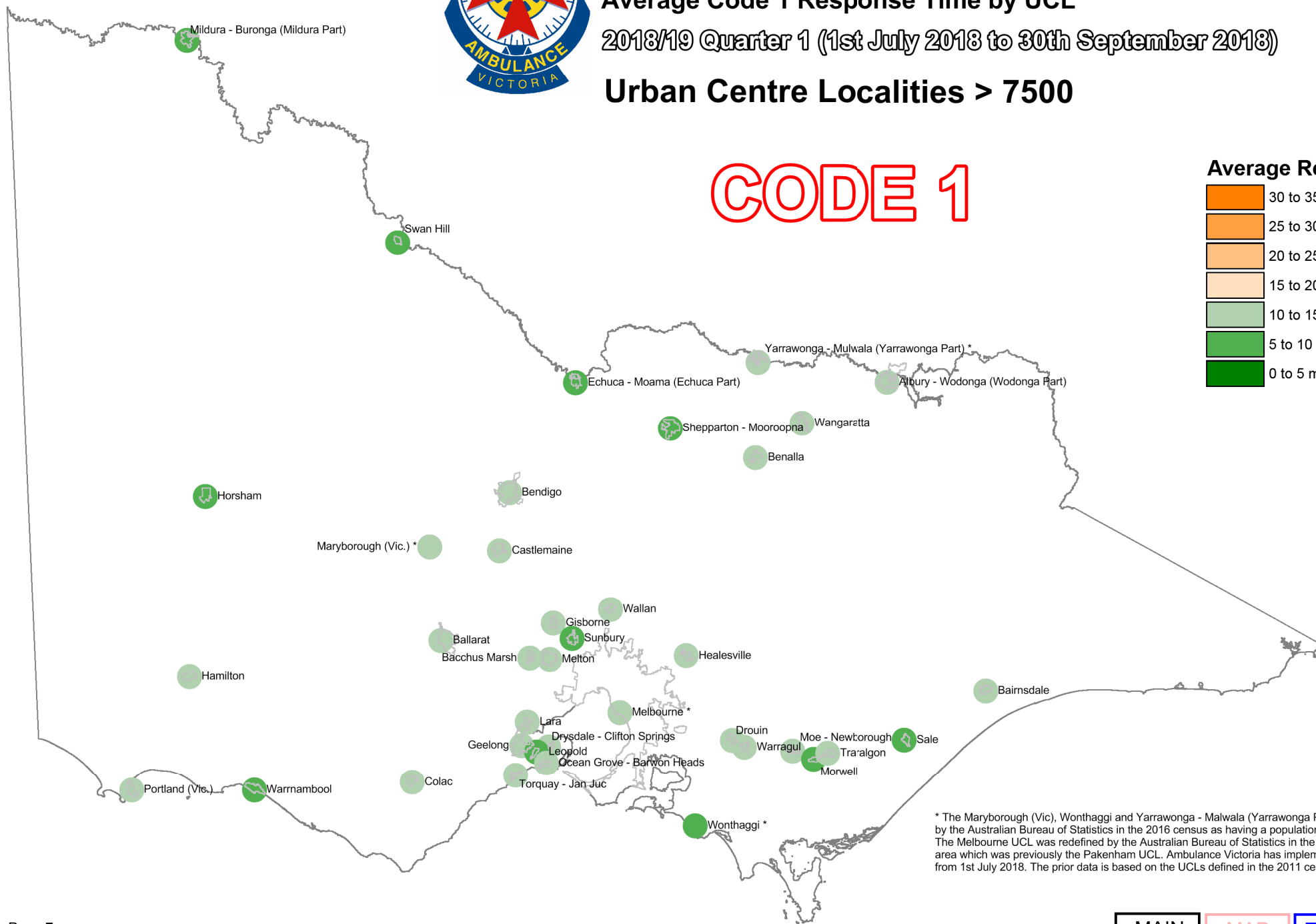
Ambulance Victoria

Average Code 1 Response Time by UCL

2018/19 Quarter 1 (1st July 2018 to 30th September 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
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- 5 to 10 minutes
- 0 to 5 minutes

Mildura - Buronga (Mildura Part)

Swan Hill

Yarrawonga - Mulwala (Yarrawonga Part) *

Echuca - Moama (Echuca Part)

Albury - Wodonga (Wodonga Part)

Shepparton - Mooroopna

Wangaratta

Benalla

Horsham

Bendigo

Maryborough (Vic.) *

Castlemaine

Wallan

Gisborne

Ballarat

Sunbury

Bacchus Marsh

Melton

Healesville

Hamilton

Bairnsdale

Lara

Melbourne *

Drouin

Moe - Newborough

Sale

Drysdale - Clifton Springs

Warragul

Traralgon

Geelong

Leopold

Ocean Grove - Barwon Heads

Morwell

Portland (Vic.)

Warrnambool

Colac

Torquay - Jan Juc

Wonthaggi *

* The Maryborough (Vic), Wonthaggi and Yarrawonga - Malwala (Yarrawonga Part) UCLs were redefined by the Australian Bureau of Statistics in the 2016 census as having a population greater than 7,500 people. The Melbourne UCL was redefined by the Australian Bureau of Statistics in the 2016 census to include the area which was previously the Pakenham UCL. Ambulance Victoria has implemented 2016 census changes from 1st July 2018. The prior data is based on the UCLs defined in the 2011 census.

MAIN   MAP   TABLE   CHART

Code 1 First Response Performance by UCL

UCL Name	Qtr 1 2017/18 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 2 2017/18 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 3 2017/18 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 4 2017/18 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 1 2018/19 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury – Wodonga (Wodonga Part)	89.3%	10:44	476	91.5%	9:46	401	90.8%	10:00	436	94.1%	9:29	422	89.6%	10:15	472
Bacchus Marsh	65.5%	14:48	226	79.3%	11:30	188	88.9%	9:41	180	88.9%	9:26	190	81.9%	10:43	215
Bairnsdale	81.5%	12:19	276	86.2%	11:01	253	88.0%	10:15	208	87.8%	10:35	229	84.2%	11:05	266
Ballarat	88.8%	10:39	1,438	89.4%	10:14	1,296	89.0%	10:40	1,216	90.2%	10:14	1,322	91.0%	10:02	1,337
Benalla	88.6%	11:28	140	81.8%	11:33	137	85.2%	10:56	128	80.6%	11:30	129	71.5%	12:44	130
Bendigo	83.7%	11:25	1,327	86.6%	11:06	1,276	86.6%	10:54	1,190	88.2%	10:30	1,305	87.0%	10:48	1,319
Castlemaine	69.6%	17:03	125	72.4%	13:03	116	68.5%	14:49	108	76.1%	14:05	92	67.3%	14:46	113
Colac	85.4%	12:48	137	84.7%	10:57	131	86.5%	10:24	126	85.0%	11:05	153	85.4%	11:42	157
Drouin	57.2%	14:55	159	77.8%	13:27	162	81.9%	12:12	160	83.9%	12:03	143	83.9%	12:01	149
Drysdale – Clifton Springs	81.6%	12:18	141	79.7%	11:48	143	82.1%	11:46	95	86.5%	11:10	126	88.5%	11:01	157
Echuca – Moama (Echuca Part)	81.5%	11:53	189	88.6%	11:13	202	88.6%	10:42	237	87.2%	10:10	226	87.3%	9:36	197
Geelong	86.9%	11:02	2,350	89.7%	10:22	2,284	89.6%	10:26	2,201	91.5%	10:11	2,195	89.3%	10:24	2,410
Gisborne	70.0%	12:39	120	73.2%	12:49	97	76.0%	12:21	104	79.1%	11:12	91	70.3%	12:40	118
Hamilton	94.6%	8:32	112	97.8%	8:08	90	89.9%	10:30	99	94.9%	8:57	78	90.1%	10:05	101
Healesville	68.1%	13:53	160	74.0%	12:12	131	73.9%	11:29	134	82.1%	10:13	140	83.8%	11:04	136
Horsham	93.4%	9:15	243	94.3%	9:05	209	92.5%	9:22	241	89.7%	9:07	243	91.1%	8:56	213
Lara	80.8%	11:04	151	80.6%	11:42	129	90.2%	10:26	123	93.2%	9:48	132	90.1%	10:16	131
Leopold	88.5%	10:12	139	89.1%	9:52	101	90.3%	10:10	93	92.3%	9:29	117	88.8%	9:30	89
Maryborough (Vic.) *	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	82.2%	11:40	152
Melbourne *	84.7%	11:18	48,866	86.9%	10:46	46,341	88.8%	10:18	43,494	89.1%	10:13	43,826	89.3%	10:10	46,373
Melton	73.2%	12:47	1,026	79.7%	11:13	836	86.6%	10:11	797	88.7%	9:45	777	85.6%	10:02	954
Mildura – Buronga (Mildura Part)	88.6%	10:04	580	92.1%	9:22	559	95.1%	8:33	513	92.8%	9:05	471	93.4%	8:50	531
Moe – Newborough	77.9%	11:44	430	78.5%	11:26	381	81.2%	10:58	361	83.1%	10:51	360	84.1%	10:33	391
Morwell	86.9%	10:14	466	91.4%	9:28	361	88.7%	10:04	373	90.7%	9:22	398	93.8%	9:20	389
Ocean Grove – Barwon Heads	84.6%	11:22	175	85.5%	10:46	159	80.8%	11:43	156	85.8%	11:11	148	86.8%	10:15	174
Pakenham *	77.8%	12:20	612	74.5%	12:40	557	87.7%	10:21	512	86.8%	10:37	532	NA	NA	NA
Portland (Vic.)	82.9%	11:20	117	85.8%	10:20	113	90.8%	9:41	174	93.0%	8:50	157	86.1%	10:24	122
Sale	88.9%	9:25	162	91.7%	9:40	156	87.5%	10:22	144	90.6%	8:35	160	89.6%	9:07	182
Shepparton – Mooroopna	90.4%	10:08	726	92.6%	9:32	796	90.9%	9:49	693	91.4%	10:00	764	91.8%	9:41	783
Sunbury	71.3%	12:50	446	79.5%	11:17	440	84.1%	10:31	433	89.8%	9:43	450	88.7%	9:49	423
Swan Hill	88.7%	10:33	133	90.2%	9:01	123	87.3%	9:43	126	93.4%	8:20	122	89.4%	9:38	161
Torquay – Jan Juc	79.7%	12:17	143	74.4%	12:16	129	81.0%	11:35	153	80.9%	11:00	136	82.1%	12:15	140
Traralgon	78.7%	12:11	446	82.6%	11:04	390	79.9%	11:43	373	87.8%	10:35	353	82.3%	11:17	373
Wallan	88.9%	10:24	99	89.8%	10:04	118	90.0%	10:16	100	90.5%	9:19	116	82.4%	10:15	108
Wangaratta	90.4%	10:13	311	92.6%	9:34	256	90.9%	9:39	276	89.5%	10:13	266	90.8%	10:14	271
Warragul	83.3%	12:09	228	83.6%	11:28	226	84.9%	10:42	219	81.7%	11:18	191	81.8%	11:31	198
Warrnambool	93.9%	9:24	362	93.0%	9:25	370	92.4%	9:25	397	92.6%	9:25	351	94.4%	9:03	340
Wonthaggi *	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90.8%	9:46	141
Yarrawonga – Mulwala (Yarrawonga Part) *	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	74.6%	13:33	122
Total UCLs > 7500	84.5%	11:19	63,237	86.8%	10:44	59,657	88.5%	10:20	56,373	89.2%	10:12	56,911	88.9%	10:12	60,038

* The Maryborough (Vic), Wonthaggi and Yarrawonga - Malwala (Yarrawonga Part) UCLs were redefined by the Australian Bureau of Statistics in the 2016 census as having a population greater than 7,500 people.
The Melbourne UCL was redefined by the Australian Bureau of Statistics in the 2016 census to include the area which was previously the Pakenham UCL. Ambulance Victoria has implemented 2016 census changes from 1st July 2018. The prior data is based on the UCLs defined in the 2011 census.

MAIN

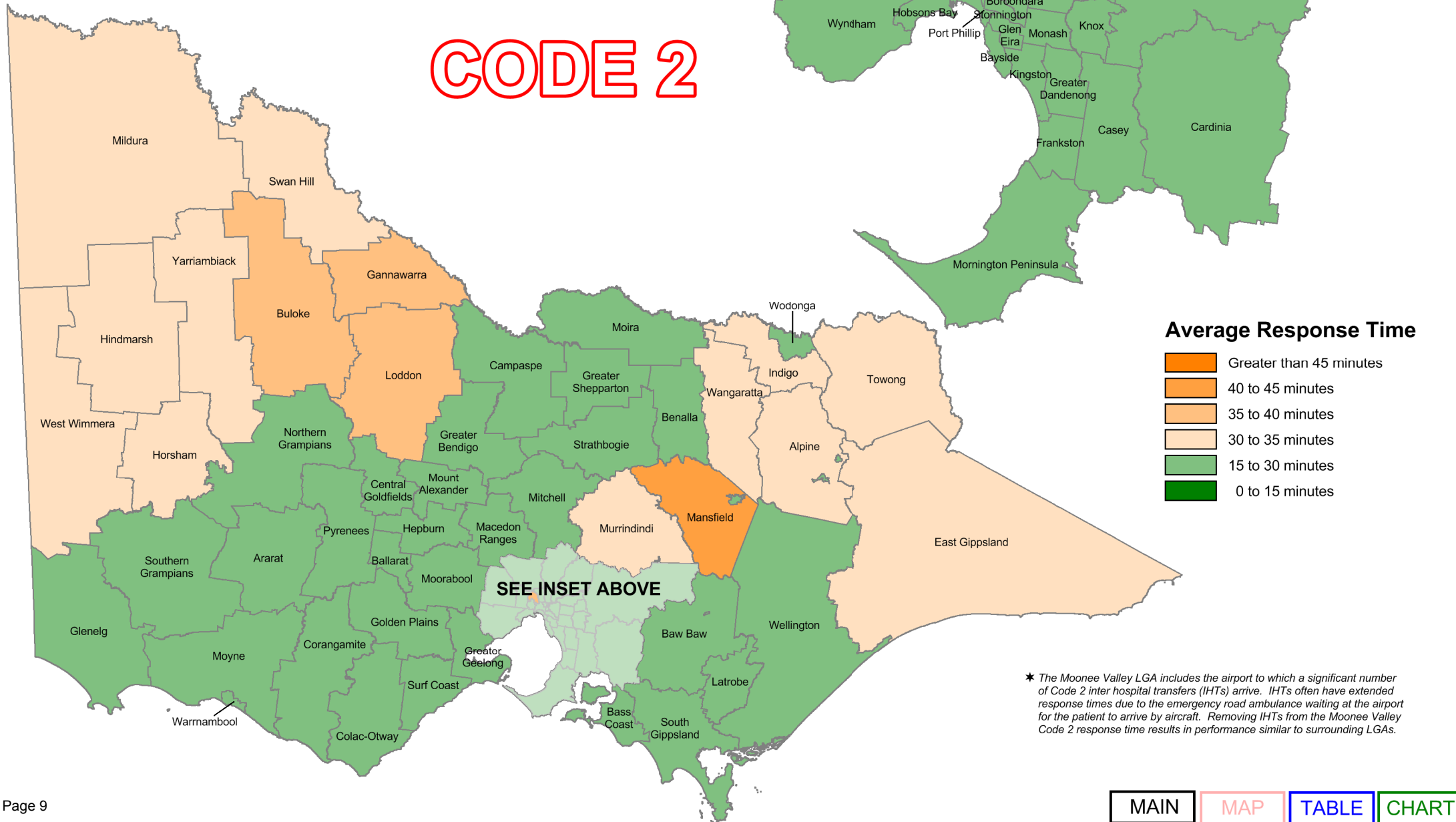MAP <= 15 Minutes

MAP Average

TABLE

CHART

Ambulance Victoria

Average Code 2 Response Time by LGA

2018/19 Quarter 1 (1st July 2018 to 30th September 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

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 1 2017/18		Qtr 2 2017/18		Qtr 3 2017/18		Qtr 4 2017/18		Qtr 1 2018/19	
	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	32:51	150	28:45	169	31:55	157	31:38	182	33:40	147
Ararat	27:10	171	30:28	149	26:12	145	24:55	107	26:01	132
Ballarat	23:24	1,061	20:55	1,098	20:56	1,016	20:32	1,015	19:10	1,018
Banyule	28:05	1,032	25:31	982	23:30	956	22:50	1,011	22:10	939
Bass Coast	25:47	423	27:23	496	26:43	452	28:45	412	26:45	440
Baw Baw	27:56	518	26:34	476	27:36	492	24:51	473	24:27	458
Bayside	33:13	774	29:15	689	25:47	652	25:24	703	24:10	638
Benalla	25:38	173	22:32	196	24:29	192	26:34	166	25:19	151
Boroondara	30:51	1,047	26:14	953	24:19	923	23:53	991	23:06	950
Brimbank	28:19	1,689	25:31	1,596	22:24	1,517	21:57	1,484	21:57	1,524
Buloke	38:32	69	38:45	72	40:16	63	40:09	56	35:36	61
Campaspe	30:21	393	27:44	446	32:22	429	28:11	428	29:36	433
Cardinia	27:42	723	25:54	714	22:35	648	21:09	690	20:50	696
Casey	27:13	2,209	24:25	2,128	21:27	2,145	20:44	2,158	20:32	2,173
Central Goldfields	32:50	196	26:59	194	28:59	184	25:47	200	27:31	199
Colac-Otway	25:28	212	29:17	218	23:27	217	23:09	259	23:55	252
Corangamite	28:45	149	27:12	153	28:13	157	27:45	158	27:34	144
Darebin	29:21	1,482	25:27	1,444	23:02	1,324	21:18	1,288	21:36	1,286
East Gippsland	33:06	602	29:22	625	29:00	641	31:08	596	30:30	635
Frankston	24:02	1,632	21:26	1,559	19:33	1,495	19:25	1,436	19:25	1,456
Gannawarra	37:33	133	33:46	98	40:46	98	36:07	140	35:16	105
Glen Eira	32:50	1,085	29:28	1,006	26:19	954	25:08	941	24:12	924
Glenelg	26:27	221	27:07	208	24:36	229	22:02	209	21:45	199
Golden Plains	33:23	102	27:57	98	25:12	103	28:20	112	27:37	80
Greater Bendigo	26:34	1,137	25:56	1,062	24:13	1,080	23:32	1,041	22:26	1,026
Greater Dandenong	27:46	1,594	24:02	1,431	22:03	1,420	20:30	1,333	19:40	1,392
Greater Geelong	24:09	2,360	22:38	2,399	21:50	2,258	21:43	2,276	21:00	2,345
Greater Shepparton	23:42	767	23:44	787	25:04	717	24:22	774	22:06	784
Hepburn	33:07	135	32:50	167	34:05	158	28:29	148	28:20	126
Hindmarsh	30:35	82	31:32	80	28:06	92	34:05	70	31:54	87
Hobsons Bay	27:11	734	26:35	695	23:28	703	21:09	652	22:08	668
Horsham	30:33	283	26:41	274	25:58	244	32:32	276	30:09	295
Hume	27:14	1,863	24:16	1,871	21:24	1,739	20:39	1,736	20:32	1,757
Indigo	30:24	112	27:10	83	30:15	112	32:35	98	31:39	89
Kingston	28:39	1,312	26:27	1,227	23:19	1,180	22:09	1,233	21:41	1,166
Knox	24:09	1,211	21:42	1,225	19:32	1,125	19:29	1,121	18:25	1,096
Latrobe	26:24	1,050	23:28	1,044	23:36	998	23:13	961	23:57	1,041
Loddon	35:15	94	33:28	78	30:58	54	33:33	75	35:13	81
Macedon Ranges	25:13	475	24:28	409	23:28	430	23:37	412	21:17	401
Manningham	29:53	768	26:55	778	25:28	723	24:58	672	24:47	665
Mansfield	33:41	106	34:36	117	33:58	112	33:23	97	41:53	100
Maribyrnong	27:14	684	25:26	714	22:57	648	22:24	662	23:05	701
Maroondah	25:51	1,082	22:27	1,063	20:06	953	20:10	924	20:19	950
Melbourne	27:15	2,162	25:34	2,319	23:16	2,253	22:37	2,124	21:57	2,134
Melton	27:14	1,111	24:19	1,012	21:44	1,069	20:35	1,068	21:16	1,050
Mildura	29:49	675	28:35	626	29:38	632	27:57	630	30:04	662
Mitchell	24:09	500	26:31	523	23:06	483	24:36	519	23:47	510
Moira	27:24	408	29:25	396	29:11	416	27:54	396	26:21	378
Monash	29:03	1,378	26:41	1,307	23:21	1,289	22:52	1,270	22:47	1,302
✱ Moonee Valley	58:04	1,396	60:48	1,288	60:51	1,251	56:48	1,328	61:58	1,283
Moorabool	28:30	369	23:36	342	21:07	346	21:44	312	20:52	297
Moreland	30:06	1,451	27:17	1,423	24:19	1,393	23:03	1,405	23:26	1,370
Mornington Peninsula	24:13	1,600	23:03	1,724	21:30	1,669	20:15	1,582	20:53	1,497
Mount Alexander	28:02	185	26:52	192	28:51	174	26:39	165	29:36	214
Moyne	34:29	120	33:34	120	30:25	123	34:56	104	29:28	96
Murrindindi	33:59	162	35:19	172	30:10	143	32:39	148	32:38	150
Nillumbik	33:15	330	26:21	364	24:12	353	24:29	343	22:54	342
Northern Grampians	26:40	172	26:57	166	27:23	147	27:27	174	27:17	160
Port Phillip	29:47	907	27:52	959	24:53	1,004	23:36	897	22:53	796
Pyrenees	29:21	70	29:43	74	23:18	84	26:11	72	27:55	81
Queenscliffe	25:07	42	27:38	29	24:15	48	25:43	29	19:52	25
South Gippsland	28:09	251	32:08	262	30:35	284	29:27	240	29:28	294
Southern Grampians	32:20	137	23:38	164	27:57	134	31:05	148	27:16	140
Stonnington	31:54	774	28:47	743	25:52	703	25:04	770	23:59	664
Strathbogie	25:33	134	26:06	139	25:49	127	30:47	122	28:49	130
Surf Coast	24:59	204	25:32	228	24:20	270	25:43	219	21:57	200
Swan Hill	30:11	214	32:16	222	32:25	226	31:39	204	31:00	253
Towong	41:06	71	40:02	56	32:30	80	34:53	99	30:43	67
Wangaratta	26:47	334	27:15	347	26:44	297	28:37	290	32:00	296
Warrnambool	24:07	308	22:46	348	23:56	351	21:20	299	19:37	334
Wellington	29:09	434	29:24	405	31:16	418	27:41	467	26:24	425
West Wimmera	34:53	28	32:21	26	24:59	35	28:52	47	31:01	40
Whitehorse	26:27	1,235	24:49	1,306	21:34	1,058	20:58	1,170	21:56	1,142
Whittlesea	29:22	1,487	25:42	1,475	22:54	1,329	22:58	1,410	22:12	1,399
Wodonga	26:12	370	22:13	447	21:34	392	23:19	392	23:49	374
Wyndham	27:39	1,417	24:39	1,422	21:10	1,292	20:51	1,319	21:47	1,491
Yarra	27:28	759	26:05	864	23:06	830	22:29	794	21:16	775
Yarra Ranges	26:47	1,202	23:26	1,270	20:43	1,112	21:04	1,071	20:55	1,134
Yarriambiack	36:47	66	37:14	66	36:23	66	30:57	70	32:11	70
Unincorporated	19:50	292	38:25	9	54:00	16	22:58	31	28:49	237
Interstate LGAs	30:36	131	25:50	117	29:01	162	29:10	138	32:17	153
Total AV	28:29	54,981	26:19	54,223	24:32	51,994	23:57	51,642	23:47	51,775

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
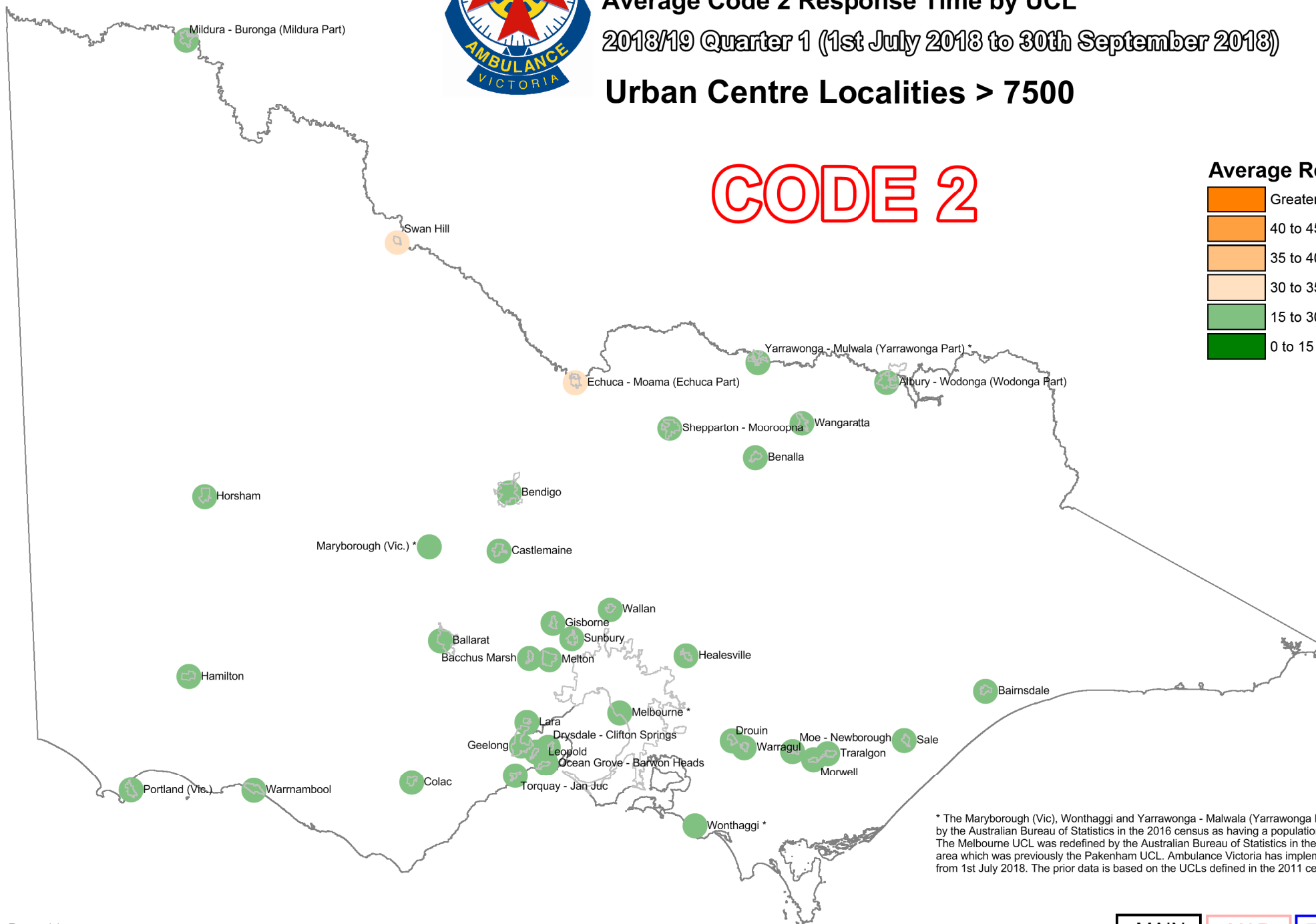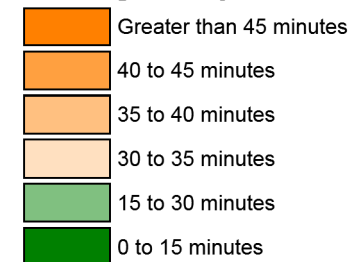
Ambulance Victoria

Average Code 2 Response Time by UCL

2018/19 Quarter 1 (1st July 2018 to 30th September 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

Map labels:
- Mildura - Buronga (Mildura Part)
- Swan Hill
- Yarrawonga - Mulwala (Yarrawonga Part) *
- Echuca - Moama (Echuca Part)
- Albury - Wodonga (Wodonga Part)
- Shepparton - Mooroopna
- Wangaratta
- Benalla
- Horsham
- Bendigo
- Maryborough (Vic.) *
- Castlemaine
- Wallan
- Gisborne
- Sunbury
- Ballarat
- Bacchus Marsh
- Melton
- Healesville
- Hamilton
- Bairnsdale
- Lara
- Melbourne *
- Drysdale - Clifton Springs
- Geelong
- Leopold
- Ocean Grove - Barwon Heads
- Drouin
- Warragul
- Moe - Newborough
- Sale
- Traralgon
- Morwell
- Portland (Vic.)
- Warrnambool
- Colac
- Torquay - Jan Juc
- Wonthaggi *

* The Maryborough (Vic), Wonthaggi and Yarrawonga - Malwala (Yarrawonga Part) UCLs were redefined by the Australian Bureau of Statistics in the 2016 census as having a population greater than 7,500 people. The Melbourne UCL was redefined by the Australian Bureau of Statistics in the 2016 census to include the area which was previously the Pakenham UCL. Ambulance Victoria has implemented 2016 census changes from 1st July 2018. The prior data is based on the UCLs defined in the 2011 census.

MAIN   MAP   TABLE   CHART

Code 2 First Response Performance by UCL

UCL Name	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	Qtr 1 2018/19 Average Response Time Minutes	Qtr 1 2018/19 Total Number of First Responses
Albury – Wodonga (Wodonga Part)	24:24	325	21:32	407	20:47	364	21:52	341	23:33	349
Bacchus Marsh	29:54	260	23:20	220	18:59	225	20:45	198	19:56	204
Bairnsdale	32:24	253	28:05	268	33:03	238	30:16	248	29:28	248
Ballarat	22:52	1,010	20:47	1,041	20:33	974	20:20	971	18:57	981
Benalla	24:42	154	21:50	171	24:06	170	25:29	144	24:45	130
Bendigo	25:42	1,005	25:24	936	23:52	952	22:26	927	22:10	938
Castlemaine	27:12	135	26:15	143	27:34	125	24:20	116	29:09	149
Colac	22:13	147	29:43	154	23:19	153	22:54	200	24:14	199
Drouin	28:54	110	26:00	126	23:00	122	22:24	122	22:19	110
Drysdale – Clifton Springs	21:09	98	21:06	86	21:15	104	20:18	106	18:39	109
Echuca – Moama (Echuca Part)	29:47	199	28:20	220	37:36	232	30:55	230	31:52	219
Geelong	23:08	1,693	21:12	1,740	20:32	1,558	20:12	1,595	20:12	1,745
Gisborne	23:58	106	23:50	92	22:43	96	21:50	103	21:01	102
Hamilton	30:46	97	18:58	118	23:39	96	27:45	103	23:43	109
Healesville	24:59	117	22:15	142	18:35	93	17:20	99	16:37	92
Horsham	24:39	243	24:50	237	23:28	214	27:25	232	26:55	242
Lara	21:23	112	20:49	89	18:58	77	19:48	88	18:25	89
Leopold	20:09	70	19:04	81	19:49	64	20:32	79	18:21	59
Maryborough (Vic.) *	NA	NA	NA	NA	NA	NA	NA	NA	26:36	169
Melbourne *	29:09	35,443	26:30	34,859	24:05	33,144	23:21	33,009	23:12	33,501
Melton	26:05	640	22:32	604	18:07	586	18:43	621	18:37	581
Mildura – Buronga (Mildura Part)	26:46	478	26:12	476	27:00	461	23:22	440	26:57	481
Moe – Newborough	25:40	280	19:39	269	20:17	235	20:49	249	21:23	265
Morwell	23:10	295	21:50	287	20:55	286	21:29	288	22:08	277
Ocean Grove – Barwon Heads	22:19	115	21:35	121	20:12	109	16:34	120	16:16	119
Pakenham *	26:27	402	24:39	385	19:30	361	18:01	369	NA	NA
Portland (Vic.)	25:50	143	26:25	134	23:17	154	20:02	141	21:39	125
Sale	21:48	160	23:28	150	25:29	158	22:46	179	19:08	180
Shepparton – Mooroopna	23:23	604	23:08	651	24:58	570	24:07	613	21:26	629
Sunbury	25:13	339	24:60	322	20:02	321	17:35	290	18:51	281
Swan Hill	24:36	129	29:59	139	30:23	138	33:09	124	33:06	172
Torquay – Jan Juc	19:44	87	20:17	79	19:49	96	22:58	91	17:54	103
Traralgon	28:42	325	26:03	336	24:50	344	25:29	301	26:40	362
Wallan	18:18	90	20:49	78	18:11	88	18:08	82	16:06	84
Wangaratta	23:28	260	24:34	282	23:55	246	26:30	234	28:42	236
Warragul	25:10	237	25:03	208	27:47	233	22:38	212	24:22	215
Warrnambool	23:51	301	22:33	329	24:25	331	21:32	287	19:31	326
Wonthaggi *	NA	NA	NA	NA	NA	NA	NA	NA	28:29	169
Yarrawonga – Mulwala (Yarrawonga Part) *	NA	NA	NA	NA	NA	NA	NA	NA	23:40	121
Total UCLs > 7500	28:08	46,462	25:44	45,980	23:47	43,718	23:02	43,552	22:59	44,470

* The Maryborough (Vic), Wonthaggi and Yarrawonga – Malwala (Yarrawonga Part) UCLs were redefined by the Australian Bureau of Statistics in the 2016 census as having a population greater than 7,500 people. The Melbourne UCL was redefined by the Australian Bureau of Statistics in the 2016 census to include the area which was previously the Pakenham UCL. Ambulance Victoria has implemented 2016 census changes from 1st July 2018. The prior data is based on the UCLs defined in the 2011 census.

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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