Ambulance Victoria's Performance
2018/19 Quarter 2 (1st October 2018 to 31st December 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).
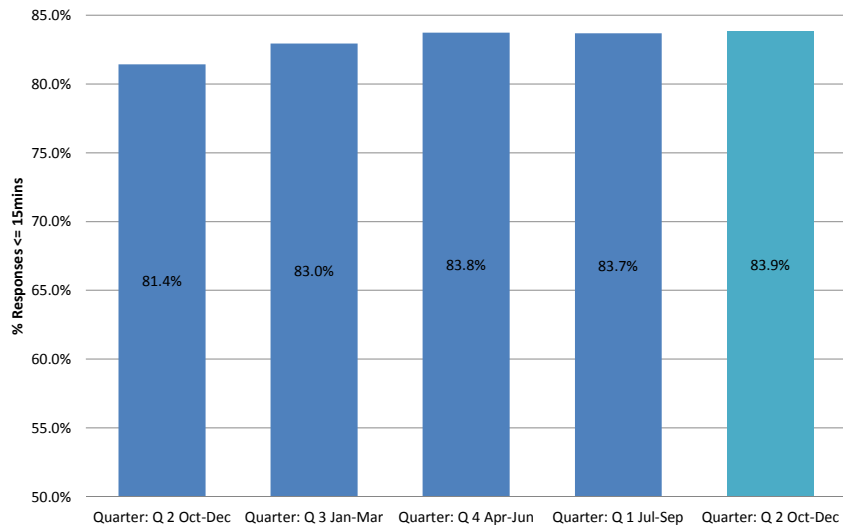
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

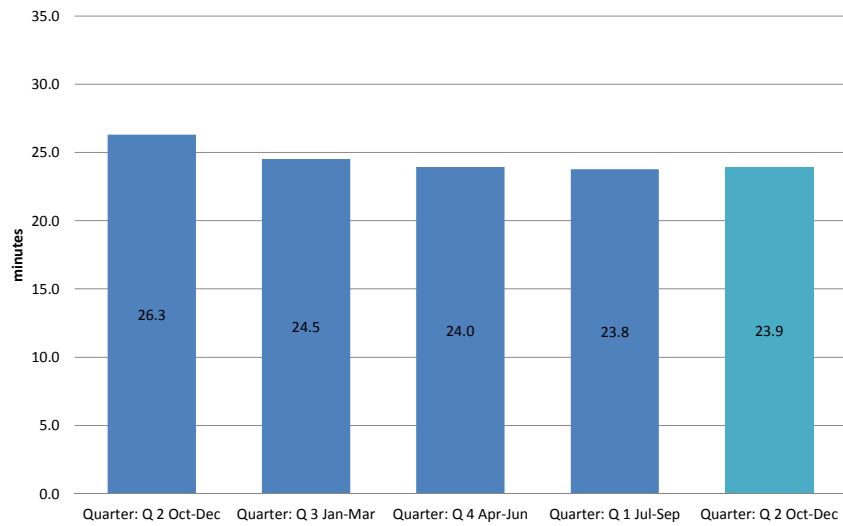## AV State-wide Code 1 First Response Performance - Percentage <= 15 Minutes

Quarter	% Responses <= 15mins
Q 2 Oct-Dec	81.4%
Q 3 Jan-Mar	83.0%
Q 4 Apr-Jun	83.8%
Q 1 Jul-Sep	83.7%
Q 2 Oct-Dec	83.9%

MAP

TABLE

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

Quarter	% Responses <= 15mins
Q 2 Oct-Dec	86.8%
Q 3 Jan-Mar	88.5%
Q 4 Apr-Jun	89.2%
Q 1 Jul-Sep	88.9%
Q 2 Oct-Dec	89.2%

MAP
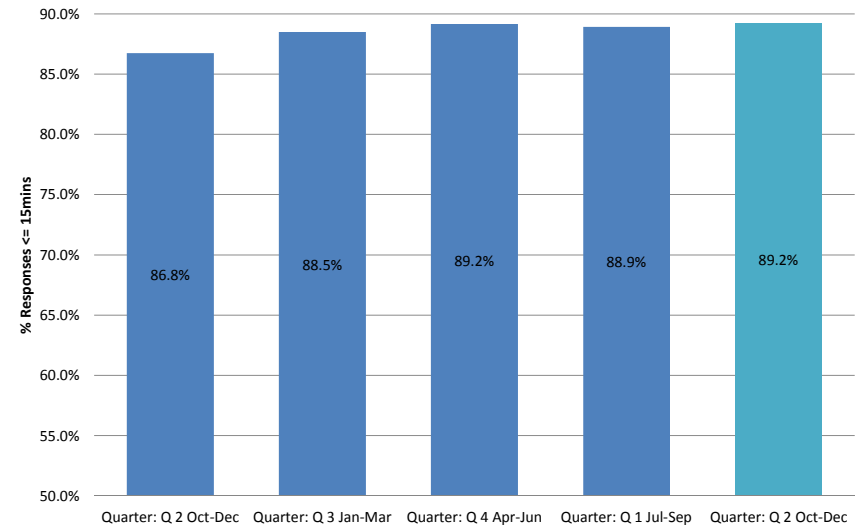
TABLE

AV State-wide Code 2 First Response Performance - Average

Quarter	minutes
Q 2 Oct-Dec	26.3
Q 3 Jan-Mar	24.5
Q 4 Apr-Jun	24.0
Q 1 Jul-Sep	23.8
Q 2 Oct-Dec	23.9

MAP

TABLE

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

Quarter	minutes
Q 2 Oct-Dec	25.7
Q 3 Jan-Mar	23.8
Q 4 Apr-Jun	23.0
Q 1 Jul-Sep	23.0
Q 2 Oct-Dec	23.1
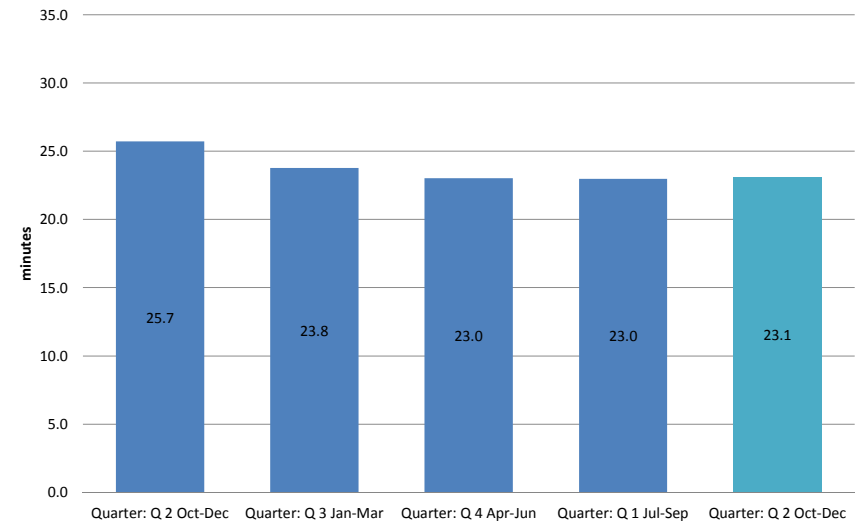
MAP

TABLE

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2018/19 Quarter 2 (1st October 2018 to 31st December 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 2 (1st October 2018 to 31st December 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

Ambulance Victoria

LGA Name	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	Qtr 2 2018/19 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	48.1%	21:24	158	49.7%	17:41	145	42.3%	21:33	149	47.4%	21:32	116	53.9%	18:49	154
Ararat	64.3%	16:09	157	66.2%	15:26	142	70.8%	13:30	168	63.0%	15:46	138	61.7%	15:09	141
Ballarat	87.9%	10:28	1,379	87.0%	10:55	1,292	88.8%	10:25	1,387	89.3%	10:18	1,393	90.6%	10:16	1,514
Banyule	88.4%	10:37	1,235	89.2%	10:07	1,191	90.4%	9:58	1,207	89.9%	10:05	1,252	92.8%	9:45	1,374
Bass Coast	66.7%	14:07	510	63.5%	14:08	598	68.1%	13:57	504	68.9%	13:33	514	65.6%	14:28	575
Baw Baw	70.4%	14:17	618	72.8%	13:20	563	68.6%	14:21	547	67.9%	14:30	592	68.7%	13:41	620
Bayside	87.9%	11:10	850	88.4%	10:45	809	88.2%	10:58	823	90.2%	10:23	855	89.9%	10:42	901
Benalla	66.5%	13:55	179	75.3%	12:46	166	69.0%	13:46	171	57.9%	16:11	183	66.7%	13:19	189
Boroondara	89.3%	10:40	1,240	90.4%	10:26	1,162	89.8%	10:24	1,253	89.6%	10:24	1,269	89.8%	10:28	1,304
Brimbank	87.3%	10:39	2,402	89.7%	10:19	2,172	88.3%	10:25	2,210	89.6%	10:17	2,396	90.6%	10:07	2,560
Buloke	36.5%	24:09	74	40.9%	23:54	66	25.4%	28:25	63	29.0%	25:25	69	45.6%	22:00	68
Campaspe	67.0%	14:14	461	67.3%	14:14	495	68.2%	14:03	488	73.1%	12:32	449	64.7%	13:52	502
Cardinia	62.5%	14:21	1,084	72.4%	12:39	1,007	71.8%	12:44	1,004	70.9%	12:37	984	75.6%	12:03	1,156
Casey	82.9%	11:36	3,137	86.3%	10:47	2,968	86.8%	10:39	3,048	88.3%	10:24	3,183	87.3%	10:32	3,376
Central Goldfields	63.4%	15:14	202	62.5%	15:29	168	68.8%	13:54	189	65.0%	16:02	217	65.5%	14:33	223
Colac-Otway	67.3%	14:55	220	62.6%	15:52	235	70.0%	13:37	217	64.8%	15:44	230	69.2%	14:12	247
Corangamite	51.5%	17:35	171	48.5%	18:13	171	50.3%	18:10	143	46.4%	18:25	153	49.4%	17:25	180
Darebin	87.9%	10:34	1,942	91.7%	10:02	1,813	91.6%	9:59	1,785	91.6%	9:54	1,890	92.3%	9:40	1,989
East Gippsland	62.9%	15:46	706	59.2%	16:42	710	66.6%	14:32	668	66.6%	14:58	713	63.9%	15:09	783
Frankston	90.0%	10:03	1,914	93.1%	9:19	1,781	92.2%	9:40	1,783	90.1%	9:50	1,912	92.6%	9:34	2,004
Gannawarra	49.4%	19:20	89	42.4%	21:18	125	46.5%	18:56	114	51.4%	19:01	105	57.4%	16:54	129
Glen Eira	89.5%	10:27	1,249	90.0%	10:06	1,307	91.7%	9:48	1,279	91.9%	9:40	1,286	92.3%	9:54	1,292
Glenelg	76.5%	12:29	187	80.2%	12:19	248	77.4%	12:32	243	74.4%	13:06	207	72.2%	13:34	248
Golden Plains	38.4%	18:00	190	39.4%	18:05	160	31.0%	18:46	174	38.4%	17:48	172	39.5%	17:22	190
Greater Bendigo	80.0%	12:07	1,463	80.4%	11:55	1,380	83.1%	11:20	1,470	80.4%	11:49	1,524	81.8%	11:43	1,603
Greater Dandenong	88.0%	10:46	2,024	90.1%	10:11	1,926	92.0%	9:40	1,938	92.3%	9:41	2,054	92.1%	9:40	2,137
Greater Geelong	85.0%	11:03	3,237	85.4%	11:02	3,095	87.4%	10:48	3,138	86.7%	10:47	3,281	84.4%	11:05	3,489
Greater Shepparton	85.3%	10:37	999	84.5%	10:46	886	83.7%	11:16	985	84.7%	10:48	965	84.4%	11:02	1,073
Hepburn	36.0%	19:01	200	45.6%	16:43	158	38.3%	18:09	162	44.5%	17:33	191	34.4%	18:38	192
Hindmarsh	55.9%	19:46	68	54.2%	21:59	59	64.4%	18:21	59	39.4%	26:58	66	60.3%	19:24	78
Hobsons Bay	83.5%	11:40	933	85.4%	10:45	889	87.6%	10:34	952	86.8%	10:38	997	87.5%	10:42	1,017
Horsham	85.7%	10:56	245	85.7%	10:33	272	82.2%	10:49	275	81.9%	10:33	248	85.1%	10:30	281
Hume	83.8%	11:22	2,973	87.5%	10:41	2,688	87.7%	10:37	2,810	88.1%	10:32	3,028	87.7%	10:32	3,105
Indigo	28.8%	20:48	139	32.7%	22:20	110	31.1%	19:59	119	29.6%	21:02	125	27.0%	20:54	122
Kingston	88.3%	10:29	1,708	89.9%	10:10	1,509	91.2%	9:52	1,624	91.5%	9:45	1,677	91.4%	10:02	1,742
Knox	90.7%	9:59	1,597	90.7%	10:18	1,445	90.9%	9:56	1,529	92.9%	9:43	1,546	92.4%	9:41	1,542
Latrobe	79.3%	11:34	1,367	78.0%	11:47	1,325	80.8%	11:24	1,330	80.2%	11:34	1,380	80.3%	11:12	1,519
Loddon	30.5%	21:40	128	31.5%	23:17	92	24.8%	21:29	105	33.3%	21:31	129	30.7%	21:14	114
Macedon Ranges	62.6%	14:36	470	63.7%	14:20	430	65.2%	13:34	448	65.8%	13:41	442	65.9%	13:34	528
Manningham	82.8%	11:55	1,028	84.1%	11:50	989	85.3%	11:36	1,058	85.1%	11:33	1,091	86.1%	11:35	1,087
Mansfield	45.7%	21:34	81	42.7%	19:38	96	44.9%	23:35	69	43.1%	23:59	72	46.7%	22:25	90
Maribyrnong	89.0%	10:01	928	88.4%	10:11	853	91.0%	9:43	854	90.7%	9:36	891	88.9%	10:11	998
Maroondah	91.5%	9:46	1,204	92.9%	9:12	1,229	94.4%	9:02	1,255	93.1%	9:06	1,224	93.4%	9:03	1,321
Melbourne	90.0%	9:31	2,573	91.9%	8:47	2,502	90.8%	8:55	2,205	92.2%	8:48	2,299	90.8%	9:17	2,522
Melton	78.4%	11:51	1,560	82.0%	11:09	1,541	85.0%	10:46	1,533	82.6%	10:57	1,775	84.2%	10:57	1,729
Mildura	82.7%	11:12	779	85.7%	10:31	740	84.0%	10:49	693	83.8%	10:55	767	86.3%	10:45	810
Mitchell	62.7%	14:15	517	64.7%	14:28	498	66.9%	13:36	510	65.8%	13:44	532	67.7%	13:50	535
Moira	58.9%	15:49	421	59.7%	15:56	372	57.2%	16:35	376	62.0%	15:04	416	60.3%	16:34	456
Monash	87.4%	10:55	1,746	86.9%	10:58	1,686	88.8%	10:54	1,610	88.9%	10:49	1,670	89.9%	10:36	1,745
Moonee Valley	84.2%	11:38	1,326	87.0%	11:19	1,246	87.3%	10:55	1,281	86.6%	11:01	1,250	88.0%	11:03	1,312
Moorabool	62.7%	14:24	357	70.9%	12:53	327	71.6%	13:12	328	68.1%	13:15	379	73.7%	12:14	369
Moreland	88.2%	10:38	2,196	89.6%	10:06	1,898	90.0%	10:07	2,048	90.0%	10:19	2,032	90.4%	10:16	2,088
Mornington Peninsula	79.9%	11:26	2,133	82.2%	11:19	2,134	82.1%	11:12	1,921	84.6%	10:43	2,034	82.7%	10:56	2,167
Mount Alexander	53.8%	16:25	208	48.1%	17:37	208	54.9%	16:21	164	51.0%	17:19	204	50.7%	17:20	209
Moyne	40.7%	18:42	145	42.7%	18:18	157	35.4%	20:20	127	38.2%	17:34	123	49.6%	17:25	133
Murrindindi	29.8%	23:28	181	34.5%	21:23	177	40.6%	20:18	187	37.9%	21:52	195	41.7%	20:42	180
Nillumbik	62.3%	14:48	488	69.9%	13:18	418	71.9%	13:03	502	72.3%	13:11	499	69.1%	13:44	517
Northern Grampians	67.7%	14:50	164	62.3%	14:16	122	58.3%	16:12	127	64.5%	14:30	141	69.5%	14:33	177
Port Phillip	90.0%	10:05	1,288	89.9%	9:52	1,224	91.7%	9:32	1,151	91.5%	9:13	1,028	90.9%	9:47	1,267
Pyrenees	42.3%	19:05	111	51.2%	18:06	86	49.1%	18:04	106	49.1%	17:58	116	44.6%	18:00	130
Queenscliffe	47.1%	15:44	34	49.2%	16:49	63	41.0%	16:07	39	83.3%	12:13	24	38.5%	16:27	39
South Gippsland	48.4%	19:16	370	50.7%	17:43	335	50.7%	17:07	365	47.7%	17:54	367	46.2%	18:07	385
Southern Grampians	68.2%	14:33	151	65.5%	15:17	148	66.7%	14:52	117	63.0%	15:40	165	65.1%	14:50	169
Stonnington	86.8%	11:14	990	89.4%	10:10	914	87.9%	10:44	859	89.4%	10:24	911	91.5%	9:59	968
Strathbogie	40.6%	18:39	165	32.2%	20:49	171	41.2%	18:58	131	37.0%	20:27	162	48.1%	16:58	187
Surf Coast	58.0%	15:57	312	65.6%	14:13	352	62.0%	14:38	300	62.5%	15:19	285	63.4%	14:39	352
Swan Hill	72.6%	13:19	226	72.6%	13:20	237	75.5%	12:42	229	75.7%	13:19	296	75.0%	12:15	260
Towong	40.0%	22:31	60	28.6%	25:01	77	31.4%	26:26	70	38.3%	20:15	60	44.4%	24:45	72
Wangaratta	78.6%	11:57	341	77.0%	12:25	361	78.0%	12:20	337	74.5%	13:02	361	73.3%	13:15	382
Warrnambool	92.0%	9:39	387	90.4%	9:45	417	91.1%	9:37	372	93.3%	9:14	358	92.5%	9:35	372
Wellington	58.5%	16:32	525	57.1%	17:44	501	57.9%	16:55	539	58.7%	16:43	523	58.3%	16:22	571
West Wimmera	37.5%	20:27	32	38.7%	23:13	31	29.7%	25:21	37	42.1%	19:31	38	34.9%	23:30	43
Whitehorse	92.0%	9:42	1,509	92.2%	9:15	1,395	92.5%	9:15	1,449	92.2%	9:25	1,477	92.8%	9:17	1,575
Whittlesea	78.4%	12:24	2,135	81.1%	11:45	1,987	81.1%	11:31	2,156	81.9%	11:27	2,243	79.1%	11:52	2,366
Wodonga	89.0%	10:08	437	86.3%	10:44	488	90.5%	10:02	464	85.9%	10:46	512	88.5%	10:14	523
Wyndham	83.0%	11:21	1,975	85.5%	10:44	1,831	86.0%	10:38	1,808	85.1%	10:52	2,066	88.3%	10:32	2,103
Yarra	90.1%	9:36	1,272	94.1%	8:47	1,166	93.1%	9:02	1,108	93.1%	8:46	997	93.1%	8:50	1,214
Yarra Ranges	73.8%	12:42	1,623	74.9%	12:18	1,547	77.1%	11:59	1,508	78.6%	11:51	1,561	77.3%	12:07	1,765
Yarriambiack	41.3%	22:18	92	34.4%	24:13	93	40.6%	20:57	96	35.3%	22:18	102	37.5%	21:04	104
Unincorporated	.0%	67:59	8	.0%	51:24	11	25.0%	37:15	8	51.8%	22:27	56	16.7%	39:47	6
Interstate LGAs	54.9%	18:38	195	60.4%	17:14	227	56.1%	17:43	214	66.0%	15:58	209	54.6%	18:26	238
Total AV	81.4%	11:43	70,178	83.0%	11:23	66,613	83.8%	11:12	66,872	83.7%	11:11	69,442	83.9%	11:12	73,797

NOTE: The "Total AV" result includes a small number of incidents for which we are unable to determine the LGA.
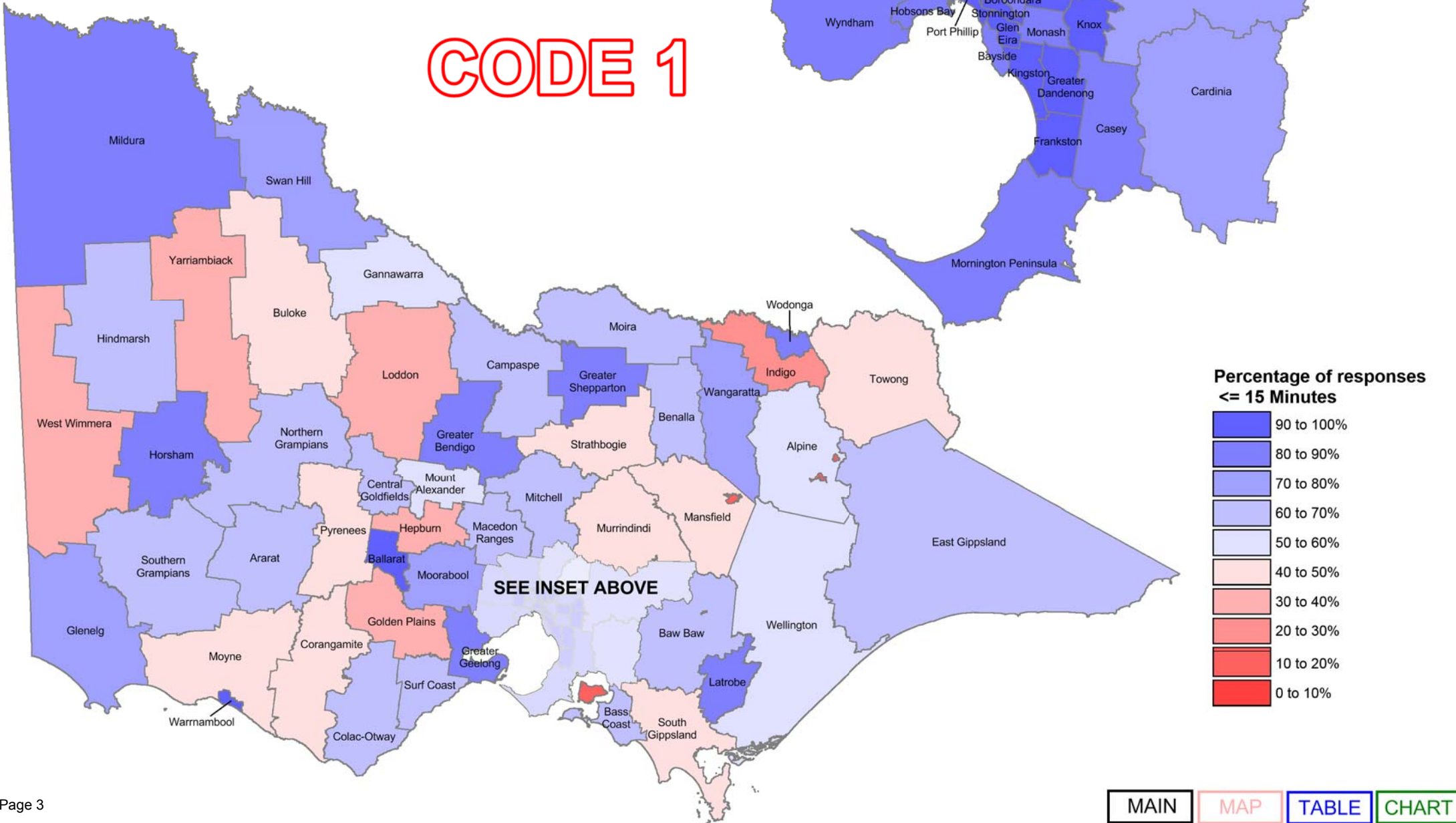
MAIN | MAP <= 15 Minutes | MAP Average | TABLE | CHART

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by UCL

2018/19 Quarter 2 (1st October 2018 to 31st December 2018)

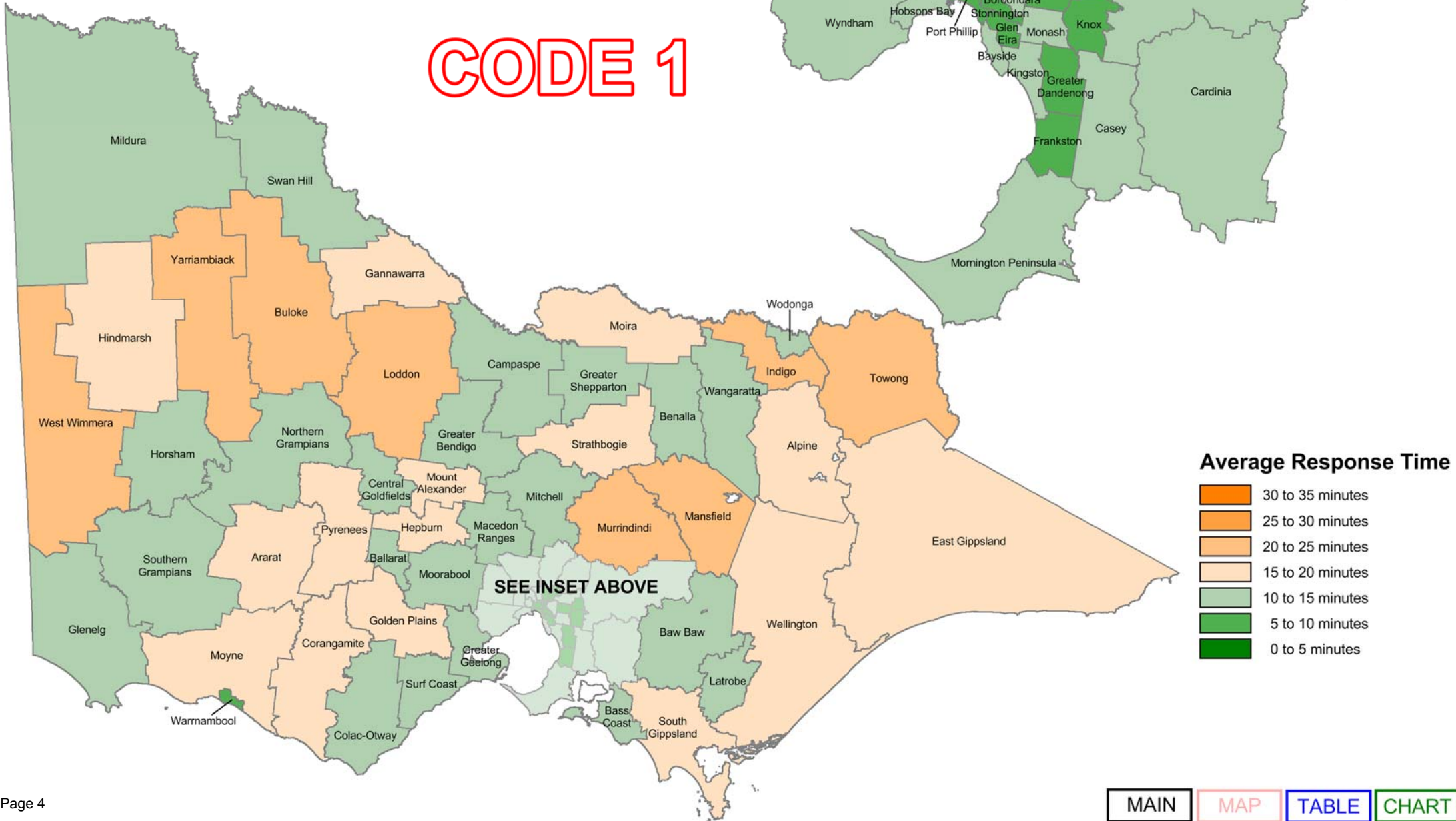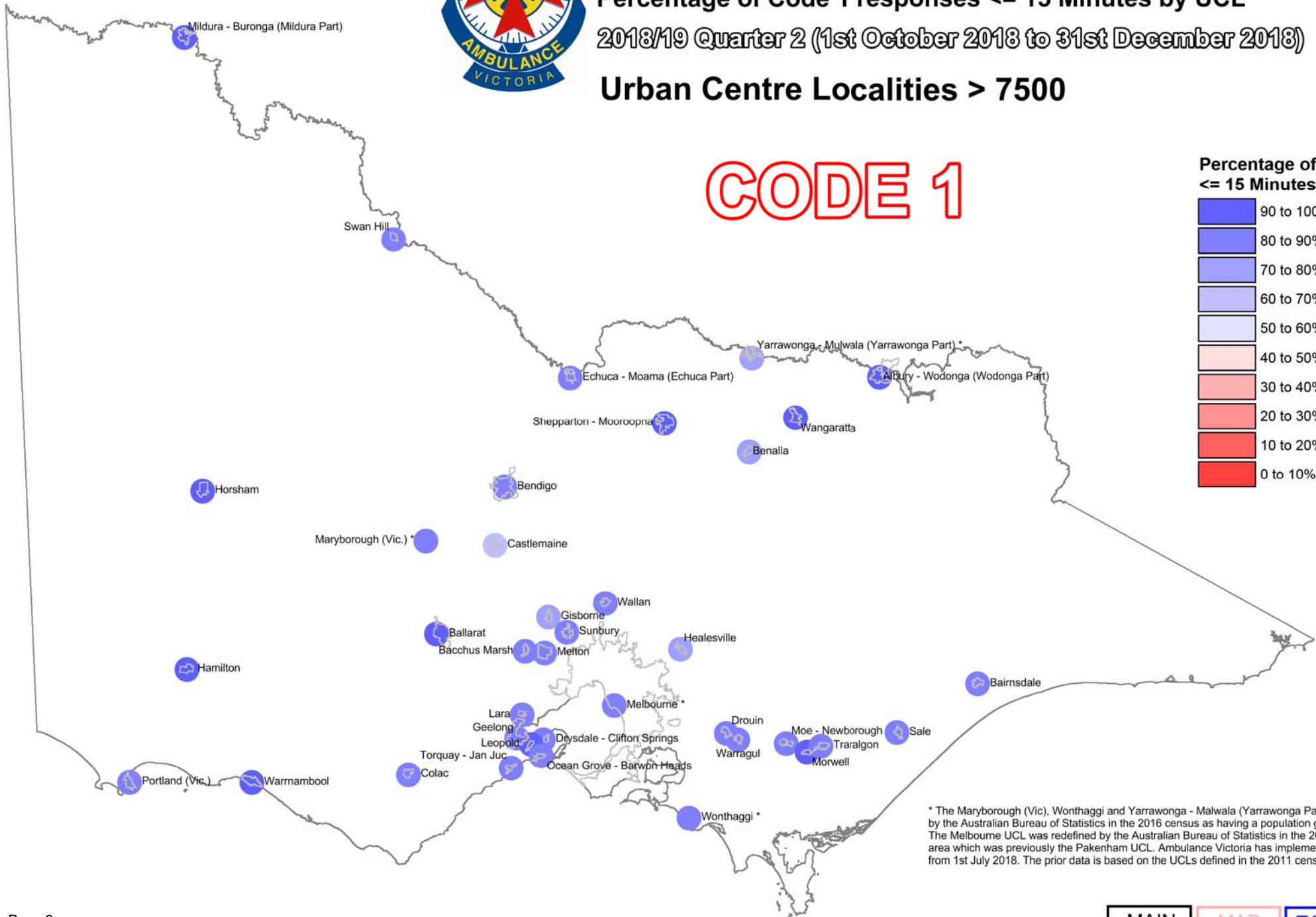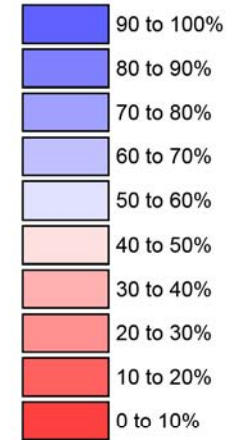## Urban Centre Localities > 7500

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%

* 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 2 (1st October 2018 to 31st December 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

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

Traralgon

Sale

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.
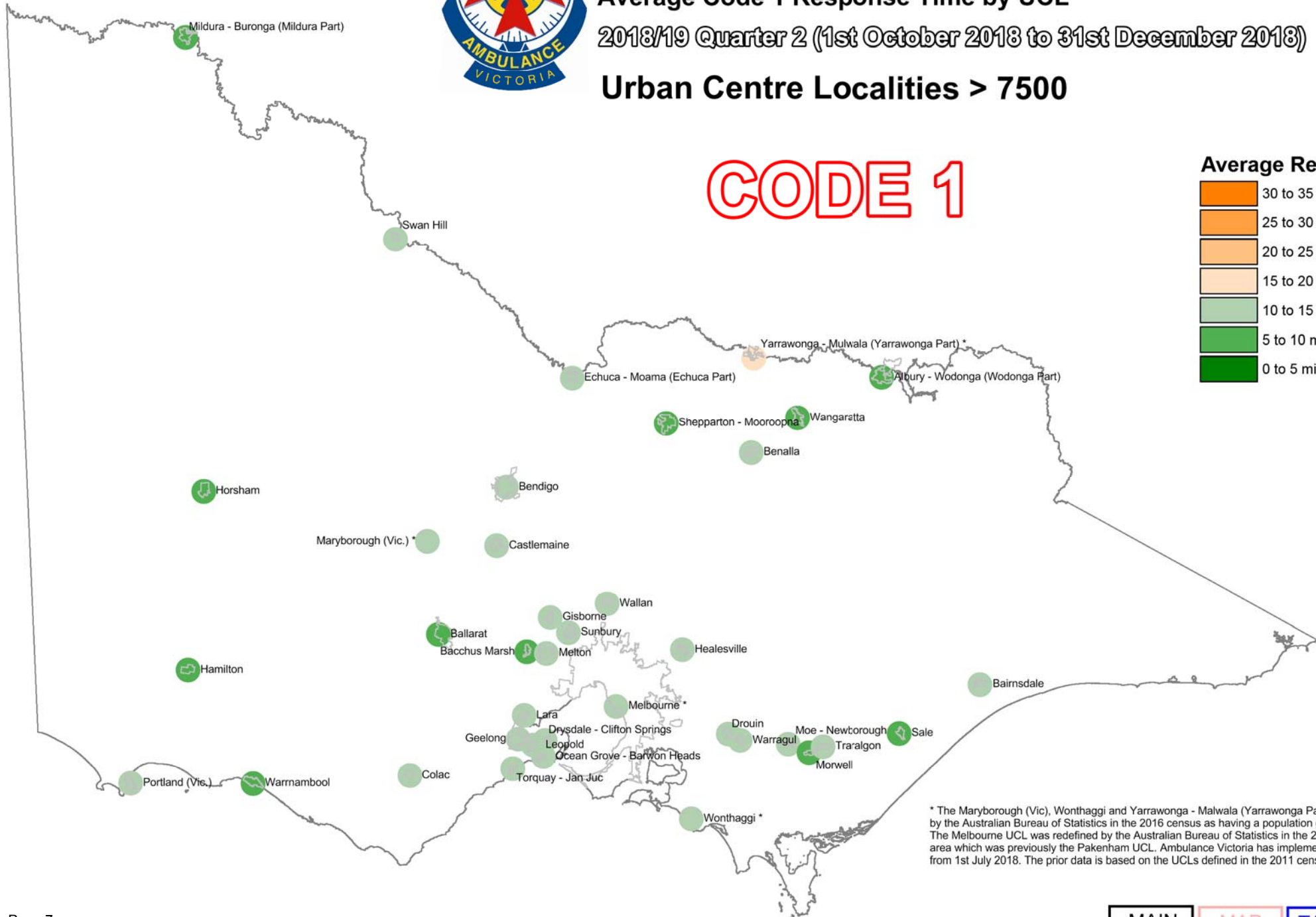
MAIN | MAP | TABLE | CHART

Code 1 First Response Performance by UCL

UCL Name	Qtr 2 2017/18 % Responses <= 15 Minutes	Qtr 2 2017/18 Average Response Time Minutes	Qtr 2 2017/18 Total Number of First Responses	Qtr 3 2017/18 % Responses <= 15 Minutes	Qtr 3 2017/18 Average Response Time Minutes	Qtr 3 2017/18 Total Number of First Responses	Qtr 4 2017/18 % Responses <= 15 Minutes	Qtr 4 2017/18 Average Response Time Minutes	Qtr 4 2017/18 Total Number of First Responses	Qtr 1 2018/19 % Responses <= 15 Minutes	Qtr 1 2018/19 Average Response Time Minutes	Qtr 1 2018/19 Total Number of First Responses	Qtr 2 2018/19 % Responses <= 15 Minutes	Qtr 2 2018/19 Average Response Time Minutes	Qtr 2 2018/19 Total Number of First Responses
Albury - Wodonga (Wodonga Part)	91.5%	9:46	401	90.8%	10:00	436	94.1%	9:29	422	89.6%	10:15	472	92.8%	9:35	475
Bacchus Marsh	79.3%	11:30	188	88.9%	9:41	180	88.9%	9:26	190	81.9%	10:43	215	88.8%	9:49	206
Bairnsdale	86.2%	11:01	253	88.0%	10:15	208	87.8%	10:35	229	84.2%	11:05	266	85.0%	10:16	266
Ballarat	89.4%	10:14	1,296	89.0%	10:40	1,216	90.2%	10:14	1,322	91.0%	10:02	1,337	92.2%	9:59	1,438
Benalla	81.8%	11:33	137	85.2%	10:56	128	80.6%	11:30	129	71.5%	12:44	130	79.9%	11:22	139
Bendigo	86.6%	11:06	1,276	86.6%	10:54	1,190	88.2%	10:30	1,305	87.0%	10:48	1,319	87.6%	10:47	1,407
Castlemaine	72.4%	13:03	116	68.5%	14:49	108	76.1%	14:05	92	67.3%	14:46	113	68.3%	14:25	123
Colac	84.7%	10:57	131	86.5%	10:24	126	85.0%	11:05	153	85.4%	11:42	157	89.0%	10:17	163
Drouin	77.8%	13:27	162	81.9%	12:12	160	83.9%	12:03	143	83.9%	12:01	149	87.0%	10:52	161
Drysdale - Clifton Springs	79.7%	11:48	143	82.1%	11:46	95	86.5%	11:10	126	88.5%	11:01	157	80.6%	12:06	186
Echuca - Moama (Echuca Part)	88.6%	11:13	202	88.6%	10:42	237	87.2%	10:10	226	87.3%	9:36	197	86.2%	10:23	224
Geelong	89.7%	10:22	2,284	89.6%	10:26	2,201	91.5%	10:11	2,195	89.3%	10:24	2,410	88.0%	10:38	2,486
Gisborne	73.2%	12:49	97	76.0%	12:21	104	79.1%	11:12	91	70.3%	12:40	118	71.6%	12:19	109
Hamilton	97.8%	8:08	90	89.9%	10:30	99	94.9%	8:57	78	90.1%	10:05	101	91.3%	8:59	103
Healesville	74.0%	12:12	131	73.9%	11:29	134	82.1%	10:13	140	83.8%	11:04	136	79.5%	10:37	146
Horsham	94.3%	9:05	209	92.5%	9:22	241	89.7%	9:07	243	91.1%	8:56	213	93.9%	9:08	245
Lara	80.6%	11:42	129	90.2%	10:26	123	93.2%	9:48	132	90.1%	10:16	131	84.0%	10:59	150
Leopold	89.1%	9:52	101	90.3%	10:10	93	92.3%	9:29	117	88.8%	9:30	89	90.2%	10:10	123
Maryborough (Vic.) *	NA	NA	NA	NA	NA	NA	NA	NA	NA	82.2%	11:40	152	81.6%	11:35	158
Melbourne *	86.9%	10:46	46,341	88.8%	10:18	43,494	89.1%	10:13	43,826	89.3%	10:10	46,382	89.6%	10:11	49,006
Melton	79.7%	11:13	836	86.6%	10:11	797	88.7%	9:45	777	85.6%	10:02	954	87.0%	10:03	917
Mildura - Buronga (Mildura Part)	92.1%	9:22	559	95.1%	8:33	513	92.8%	9:05	471	93.4%	8:50	531	95.2%	8:56	579
Moe - Newborough	78.5%	11:26	381	81.2%	10:58	361	83.1%	10:51	360	84.1%	10:33	391	85.2%	10:07	446
Morwell	91.4%	9:28	361	88.7%	10:04	373	90.7%	9:22	398	93.8%	9:20	389	92.2%	9:04	383
Ocean Grove - Barwon Heads	85.5%	10:46	159	80.8%	11:43	156	85.8%	11:11	148	86.8%	10:15	174	84.8%	10:45	198
Pakenham *	74.5%	12:40	557	87.7%	10:21	512	86.8%	10:37	532	NA	NA	NA	NA	NA	NA
Portland (Vic.)	85.8%	10:20	113	90.8%	9:41	174	93.0%	8:50	157	86.1%	10:24	122	84.8%	10:24	132
Sale	91.7%	9:40	156	87.5%	10:22	144	90.6%	8:35	160	89.6%	9:07	182	89.8%	9:08	177
Shepparton - Mooroopna	92.6%	9:32	796	90.9%	9:49	693	91.4%	10:00	764	91.8%	9:41	783	91.5%	9:46	869
Sunbury	79.5%	11:17	440	84.1%	10:31	433	89.8%	9:43	450	88.7%	9:49	423	86.8%	10:18	468
Swan Hill	90.2%	9:01	123	87.3%	9:43	126	93.4%	8:20	122	89.4%	9:38	161	85.9%	10:25	156
Torquay - Jan Juc	74.4%	12:16	129	81.0%	11:35	153	80.9%	11:00	136	82.1%	12:15	140	80.1%	12:04	186
Traralgon	82.6%	11:04	390	79.9%	11:43	373	87.8%	10:35	353	82.3%	11:17	373	81.7%	11:19	432
Wallan	89.8%	10:04	118	90.0%	10:16	100	90.5%	9:19	116	82.4%	10:15	108	85.0%	10:29	107
Wangaratta	92.6%	9:34	256	90.9%	9:39	276	89.5%	10:13	266	90.8%	10:14	271	91.1%	9:31	280
Warragul	83.6%	11:28	226	84.9%	10:42	219	81.7%	11:18	191	81.8%	11:31	198	81.7%	10:46	186
Warrnambool	93.0%	9:25	370	92.4%	9:25	397	92.6%	9:25	351	94.4%	9:03	340	93.3%	9:28	359
Wonthaggi *	NA	NA	NA	NA	NA	NA	NA	NA	NA	90.8%	9:46	141	84.8%	11:21	171
Yarrawonga - Mulwala (Yarrawonga Part) *	NA	NA	NA	NA	NA	NA	NA	NA	NA	74.6%	13:33	122	70.5%	15:19	139
Total UCLs > 7500	86.8%	10:44	59,657	88.5%	10:20	56,373	89.2%	10:12	56,911	88.9%	10:12	60,047	89.2%	10:14	63,499

* 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 2 (1st October 2018 to 31st December 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 2 2017/18 Average Response Time Minutes	Total Number of First Responses	Qtr 3 2017/18 Average Response Time Minutes	Total Number of First Responses	Qtr 4 2017/18 Average Response Time Minutes	Total Number of First Responses	Qtr 1 2018/19 Average Response Time Minutes	Total Number of First Responses	Qtr 2 2018/19 Average Response Time Minutes	Total Number of First Responses
Alpine	28:45	169	31:55	157	31:38	182	33:40	147	33:11	173
Ararat	30:28	149	26:12	145	24:55	107	26:01	132	21:23	111
Ballarat	20:55	1,098	20:56	1,016	20:32	1,015	19:10	1,018	22:04	1,081
Banyule	25:31	982	23:30	956	22:50	1,011	22:10	939	22:21	969
Bass Coast	27:23	496	26:43	452	28:45	412	26:45	440	26:04	515
Baw Baw	26:34	476	27:36	492	24:51	473	24:27	458	22:18	501
Bayside	29:15	689	25:47	652	25:24	703	24:10	638	25:26	620
Benalla	22:32	196	24:29	192	26:34	166	25:19	151	25:39	162
Boroondara	26:14	953	24:19	923	23:53	991	23:06	950	23:24	923
Brimbank	25:31	1,596	22:24	1,517	21:57	1,484	21:57	1,524	22:06	1,525
Buloke	38:45	72	40:16	63	40:09	56	35:36	61	42:26	53
Campaspe	27:44	446	32:22	429	28:11	428	29:36	433	28:29	426
Cardinia	25:54	714	22:35	648	21:09	690	20:50	696	21:07	740
Casey	24:25	2,128	21:27	2,145	20:44	2,158	20:32	2,173	20:23	2,316
Central Goldfields	26:59	194	28:59	184	25:47	200	27:31	199	24:25	205
Colac-Otway	29:17	218	23:27	217	23:09	259	23:55	252	28:54	249
Corangamite	27:12	153	28:13	157	27:45	158	27:34	144	30:22	156
Darebin	25:27	1,444	23:02	1,324	21:18	1,288	21:36	1,286	21:41	1,393
East Gippsland	29:22	625	29:00	641	31:08	596	30:30	635	33:06	635
Frankston	21:26	1,559	19:33	1,495	19:25	1,436	19:25	1,456	19:11	1,534
Gannawarra	33:46	98	40:46	98	36:07	140	35:16	105	33:51	107
Glen Eira	29:28	1,006	26:19	954	25:08	941	24:12	924	25:05	930
Glenelg	27:07	208	24:36	229	22:02	209	21:45	199	25:59	214
Golden Plains	27:57	98	25:12	103	28:20	112	27:37	80	27:23	107
Greater Bendigo	25:56	1,062	24:13	1,080	23:32	1,041	22:26	1,027	24:40	1,040
Greater Dandenong	24:02	1,431	22:03	1,420	20:30	1,333	19:40	1,392	19:32	1,525
Greater Geelong	22:38	2,399	21:50	2,258	21:43	2,276	21:00	2,345	22:55	2,506
Greater Shepparton	23:44	787	25:04	717	24:22	774	22:06	784	22:45	765
Hepburn	32:50	167	34:05	158	28:29	148	28:20	126	27:37	144
Hindmarsh	31:32	80	28:06	92	34:05	70	31:54	87	31:35	75
Hobsons Bay	26:35	695	23:28	703	21:09	652	22:08	668	23:49	726
Horsham	26:41	274	25:58	244	32:32	276	30:09	295	29:03	237
Hume	24:16	1,871	21:24	1,739	20:39	1,736	20:32	1,758	20:18	1,870
Indigo	27:10	83	30:15	112	32:35	98	31:39	89	30:42	105
Kingston	26:27	1,227	23:19	1,180	22:09	1,233	21:41	1,166	22:48	1,237
Knox	21:42	1,225	19:32	1,125	19:29	1,121	18:25	1,096	19:16	1,188
Latrobe	23:28	1,044	23:36	998	23:13	961	23:57	1,041	20:46	1,092
Loddon	33:28	78	30:58	54	33:33	75	35:13	81	33:21	81
Macedon Ranges	24:28	409	23:28	430	23:37	412	21:17	401	21:47	428
Manningham	26:55	778	25:28	723	24:58	672	24:46	666	23:54	697
Mansfield	34:36	117	33:58	112	33:23	97	41:53	100	31:15	111
Maribyrnong	25:26	714	22:57	648	22:24	662	23:05	701	22:42	701
Maroondah	22:27	1,063	20:06	953	20:10	924	20:19	950	20:03	961
Melbourne	25:34	2,319	23:16	2,253	22:37	2,124	21:58	2,135	22:58	2,361
Melton	24:19	1,012	21:44	1,069	20:35	1,068	21:16	1,050	20:35	1,098
Mildura	28:35	626	29:38	632	27:57	630	30:04	662	26:55	604
Mitchell	26:31	523	23:06	483	24:36	519	23:47	510	24:29	529
Moira	29:25	396	29:11	416	27:54	396	26:21	378	26:35	400
Monash	26:41	1,307	23:21	1,289	22:52	1,270	22:47	1,302	23:04	1,284
✱ Moonee Valley	60:48	1,288	60:51	1,251	56:48	1,328	61:58	1,283	60:49	1,323
Moorabool	23:36	342	21:07	346	21:44	312	20:52	297	23:38	329
Moreland	27:17	1,423	24:19	1,393	23:03	1,405	23:26	1,370	23:17	1,381
Mornington Peninsula	23:03	1,724	21:30	1,669	20:15	1,582	20:53	1,497	20:45	1,641
Mount Alexander	26:52	192	28:51	174	26:39	165	29:36	214	29:36	188
Moyne	33:34	120	30:25	123	34:56	104	29:28	96	31:24	105
Murrindindi	35:19	172	30:10	143	32:39	148	32:38	150	32:22	180
Nillumbik	26:21	364	24:12	353	24:29	343	22:54	342	23:44	361
Northern Grampians	26:57	166	27:23	147	27:27	174	27:17	160	27:48	167
Port Phillip	27:52	959	24:53	1,004	23:36	897	22:53	796	23:27	1,084
Pyrenees	29:43	74	23:18	84	26:11	72	27:55	81	28:20	74
Queenscliffe	27:38	29	24:15	48	25:43	29	19:52	25	24:30	37
South Gippsland	32:08	262	30:35	284	29:27	240	29:28	294	30:44	283
Southern Grampians	23:38	164	27:57	134	31:05	148	27:16	140	27:38	172
Stonnington	28:47	743	25:52	703	25:04	770	23:59	664	25:30	776
Strathbogie	26:06	139	25:49	127	30:47	122	28:49	130	26:52	119
Surf Coast	25:32	228	24:20	270	25:43	219	21:57	200	24:57	224
Swan Hill	32:16	222	32:25	226	31:39	204	31:00	253	30:57	246
Towong	40:02	56	32:30	80	34:53	99	30:43	67	34:30	70
Wangaratta	27:15	347	26:44	297	28:37	290	32:00	296	31:02	295
Warrnambool	22:46	348	23:56	351	21:20	299	19:37	334	21:12	318
Wellington	29:24	405	31:16	418	27:41	467	26:30	426	25:55	444
West Wimmera	32:21	26	24:59	35	28:52	47	31:01	40	27:05	45
Whitehorse	24:49	1,306	21:34	1,058	20:58	1,170	21:56	1,142	21:42	1,152
Whittlesea	25:42	1,475	22:54	1,329	22:58	1,410	22:12	1,399	22:43	1,448
Wodonga	22:13	447	21:34	392	23:19	392	23:49	374	23:31	360
Wyndham	24:39	1,422	21:10	1,292	20:51	1,319	21:47	1,491	21:03	1,504
Yarra	26:05	864	23:06	830	22:29	794	21:16	775	22:13	830
Yarra Ranges	23:26	1,270	20:43	1,112	21:04	1,071	20:55	1,134	20:07	1,175
Yarriambiack	37:14	66	36:23	66	30:57	70	32:11	70	31:08	63
Unincorporated	38:25	9	54:00	16	22:58	31	28:49	237	29:14	4
Interstate LGAs	25:50	117	29:01	162	29:10	138	32:17	153	34:39	146
Total AV	26:19	54,223	24:32	51,994	23:57	51,642	23:47	51,780	23:56	53,954

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
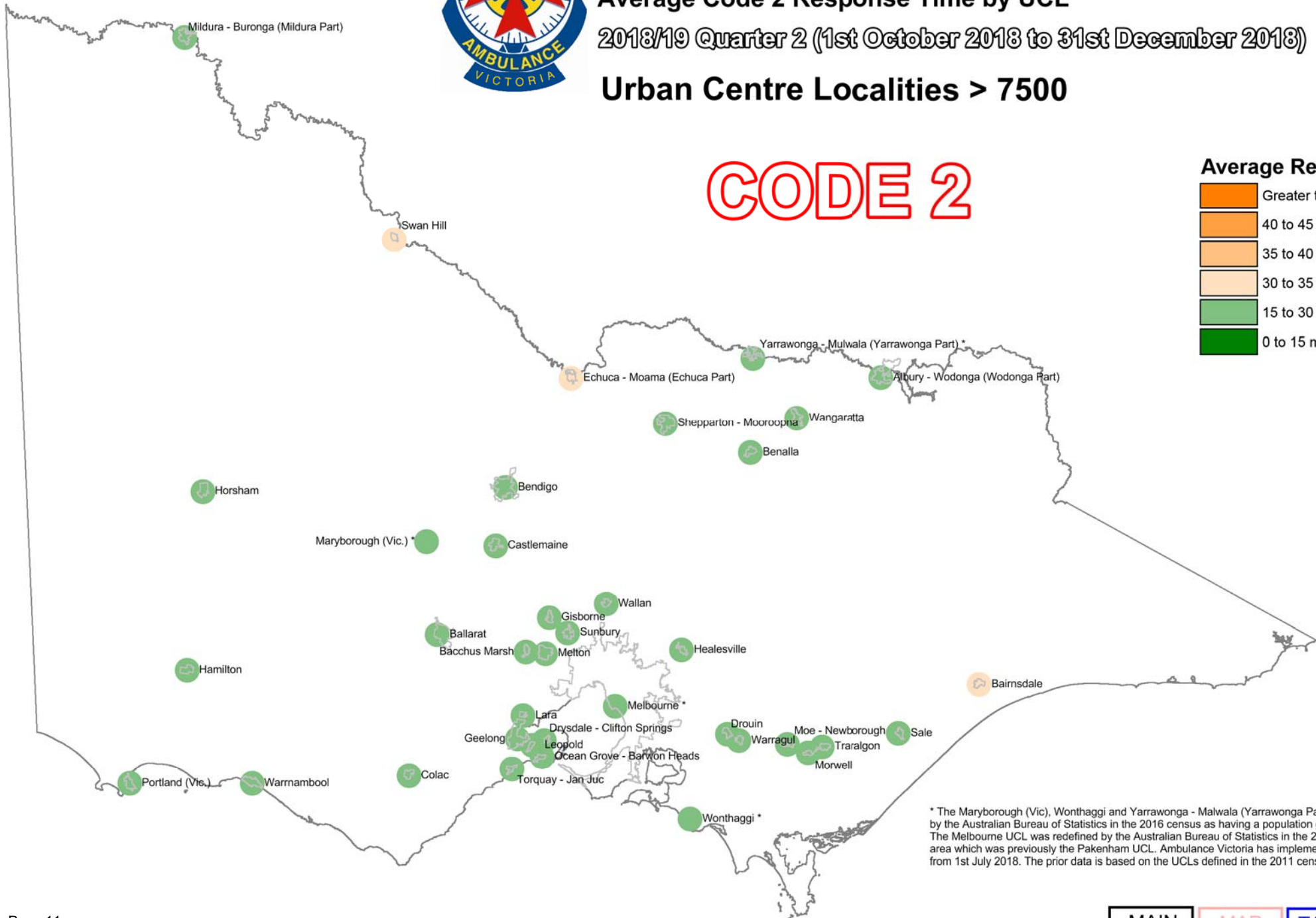
Ambulance Victoria

Average Code 2 Response Time by UCL

2018/19 Quarter 2 (1st October 2018 to 31st December 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)

Yarrawonga - Mulwala (Yarrawonga Part) *

Albury - Wodonga (Wodonga Part)

Shepparton - Mooroopna

Wangaratta

Benalla

Horsham

Bendigo

Maryborough (Vic.) *

Castlemaine

Wallan

Gisborne

Sunbury

Ballarat

Bacchus Marsh

Melton

Healesville

Hamilton

Bairnsdale

Melbourne *

Lara

Drysdale - Clifton Springs

Drouin

Moe - Newborough

Sale

Geelong

Leopold

Warragul

Traralgon

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 2 First Response Performance by UCL

UCL Name	Qtr 2 2017/18 Avg Response Time Minutes	Total Number of First Responses	Qtr 3 2017/18 Avg Response Time Minutes	Total Number of First Responses	Qtr 4 2017/18 Avg Response Time Minutes	Total Number of First Responses	Qtr 1 2018/19 Avg Response Time Minutes	Total Number of First Responses	Qtr 2 2018/19 Avg Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	21:32	407	20:47	364	21:52	341	23:33	349	23:33	327
Bacchus Marsh	23:20	220	18:59	225	20:45	198	19:56	204	21:05	216
Bairnsdale	28:05	268	33:03	238	30:16	248	29:28	248	31:53	260
Ballarat	20:47	1,041	20:33	974	20:20	971	18:57	981	21:50	1,045
Benalla	21:50	171	24:06	170	25:29	144	24:45	130	24:06	137
Bendigo	25:24	936	23:52	952	22:26	927	22:10	939	23:51	926
Castlemaine	26:15	143	27:34	125	24:20	116	29:09	149	29:48	133
Colac	29:43	154	23:19	153	22:54	200	24:14	199	28:34	181
Drouin	26:00	126	23:00	122	22:24	122	22:19	110	17:04	107
Drysdale - Clifton Springs	21:06	86	21:15	104	20:18	106	18:39	109	19:34	121
Echuca - Moama (Echuca Part)	28:20	220	37:36	232	30:55	230	31:52	219	33:16	232
Geelong	21:12	1,740	20:32	1,558	20:12	1,595	20:12	1,745	21:00	1,865
Gisborne	23:50	92	22:43	96	21:50	103	21:01	102	19:32	94
Hamilton	18:58	118	23:39	96	27:45	103	23:43	109	21:17	113
Healesville	22:15	142	18:35	93	17:20	99	16:37	92	17:10	98
Horsham	24:50	237	23:28	214	27:25	232	26:55	242	27:17	215
Lara	20:49	89	18:58	77	19:48	88	18:25	89	19:58	80
Leopold	19:04	81	19:49	64	20:32	79	18:21	59	20:44	70
Maryborough (Vic.) *	NA	NA	NA	NA	NA	NA	26:36	169	22:11	174
Melbourne *	26:30	34,859	24:05	33,144	23:21	33,009	23:12	33,502	23:19	35,185
Melton	22:32	604	18:07	586	18:43	621	18:37	581	18:18	624
Mildura - Buronga (Mildura Part)	26:12	476	27:00	461	23:22	440	26:57	481	22:27	433
Moe - Newborough	19:39	269	20:17	235	20:49	249	21:23	265	18:59	294
Morwell	21:50	287	20:55	286	21:29	288	22:08	277	16:30	315
Ocean Grove - Barwon Heads	21:35	121	20:12	109	16:34	120	16:16	119	16:13	133
Pakenham *	24:39	385	19:30	361	18:01	369	NA	NA	NA	NA
Portland (Vic.)	26:25	134	23:17	154	20:02	141	21:39	125	27:05	143
Sale	23:28	150	25:29	158	22:46	179	19:25	181	22:19	188
Shepparton - Mooroopna	23:08	651	24:58	570	24:07	613	21:26	629	22:39	643
Sunbury	24:60	322	20:02	321	17:35	290	18:51	281	18:46	326
Swan Hill	29:59	139	30:23	138	33:09	124	33:06	172	34:56	157
Torquay - Jan Juc	20:17	79	19:49	96	22:58	91	17:54	103	19:38	98
Traralgon	26:03	336	24:50	344	25:29	301	26:40	362	24:07	342
Wallan	20:49	78	18:11	88	18:08	82	16:06	84	17:11	82
Wangaratta	24:34	282	23:55	246	26:30	234	28:42	236	27:32	241
Warragul	25:03	208	27:47	233	22:38	212	24:22	215	22:38	244
Warrnambool	22:33	329	24:25	331	21:32	287	19:31	326	21:16	306
Wonthaggi *	NA	NA	NA	NA	NA	NA	28:29	169	29:11	167
Yarrawonga - Mulwala (Yarrawonga Part) *	NA	NA	NA	NA	NA	NA	23:40	121	23:43	120
Total UCLs > 7500	25:44	45,980	23:47	43,718	23:02	43,552	22:59	44,473	23:08	46,435

* 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

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