



# Ambulance Victoria's Performance

## 2018/19 Quarter 4 (1st April 2019 to 30th June 2019)

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).

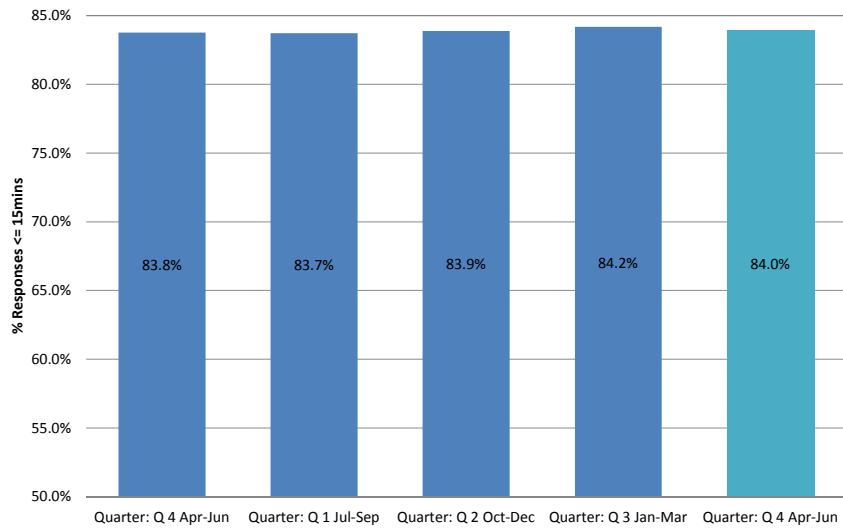
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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.

	<b>Local Government Area</b>	<b>Urban Centre Locality</b>
<b>CODE 1</b>	% <= 15 Minutes <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>	% <= 15 Minutes <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>
	Average <a href="#">MAP</a> <a href="#">TABLE</a>	Average <a href="#">MAP</a> <a href="#">TABLE</a>
<b>CODE 2</b>	Average <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>	Average <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>

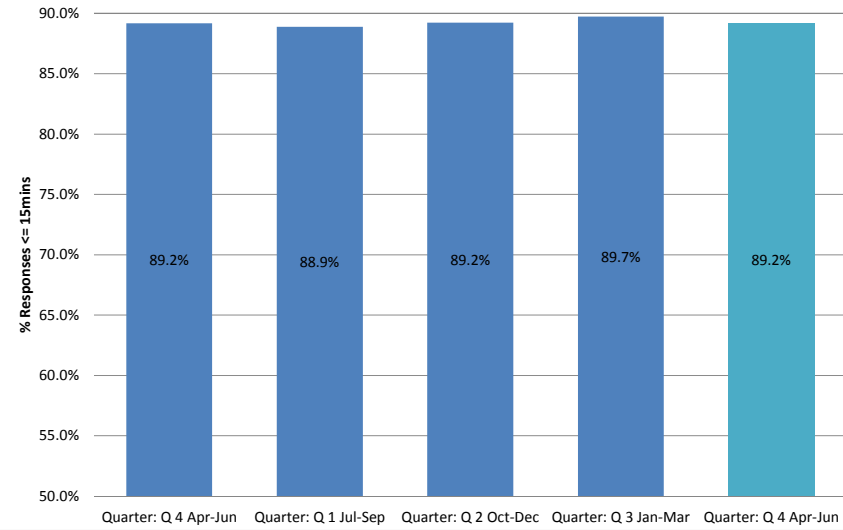
**AV State-wide Code 1 First Response Performance - Percentage <= 15 Minutes**



MAP

TABLE

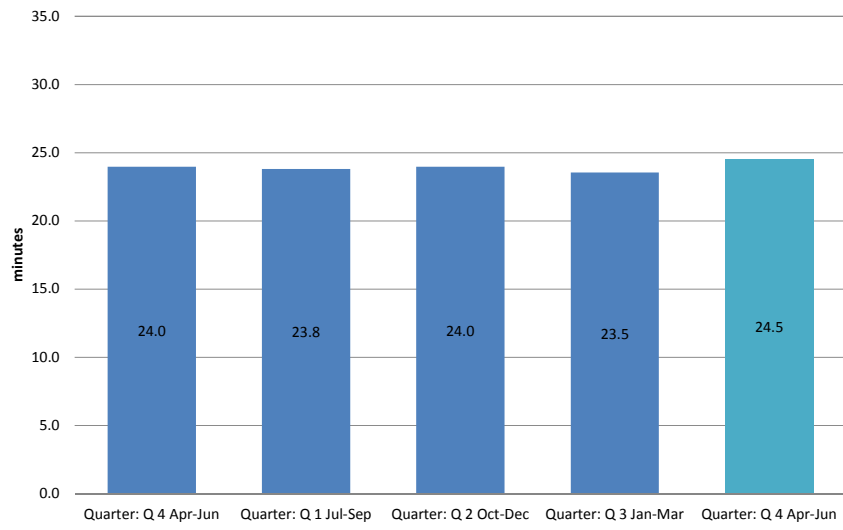
**AV State-wide Code 1 First Response Performance for UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

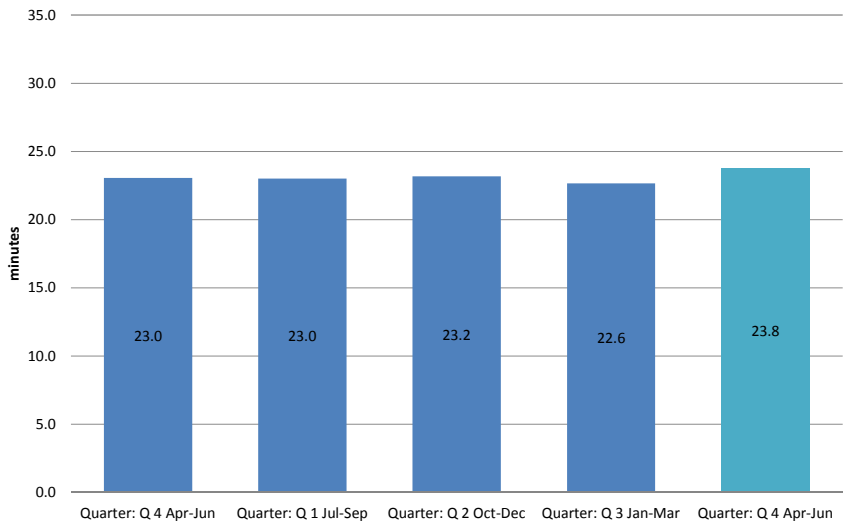
**AV State-wide Code 2 First Response Performance - Average**



MAP

TABLE

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



MAP

TABLE

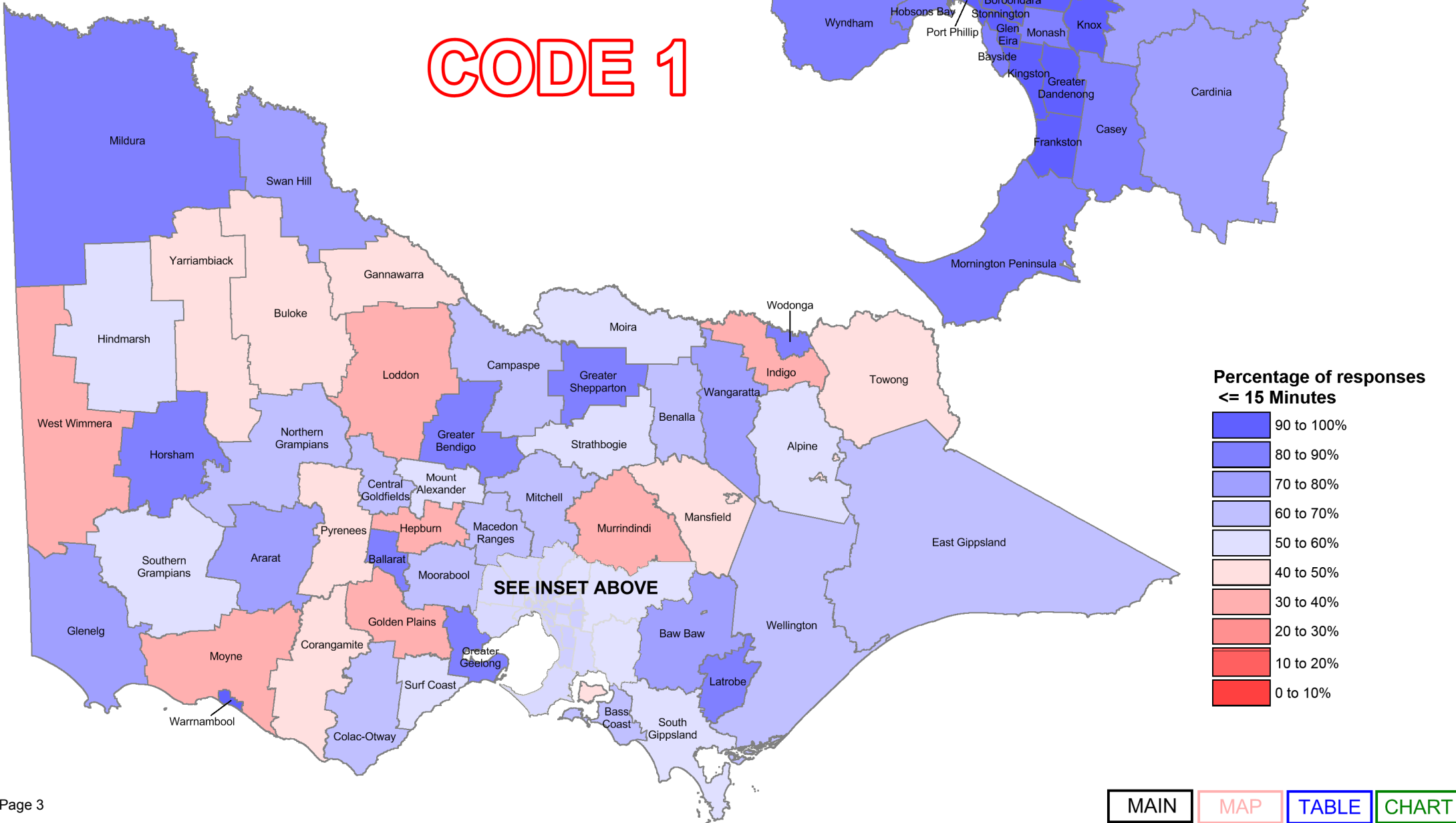


# Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2018/19 Quarter 4 (1st April 2019 to 30th June 2019)

**CODE 1**



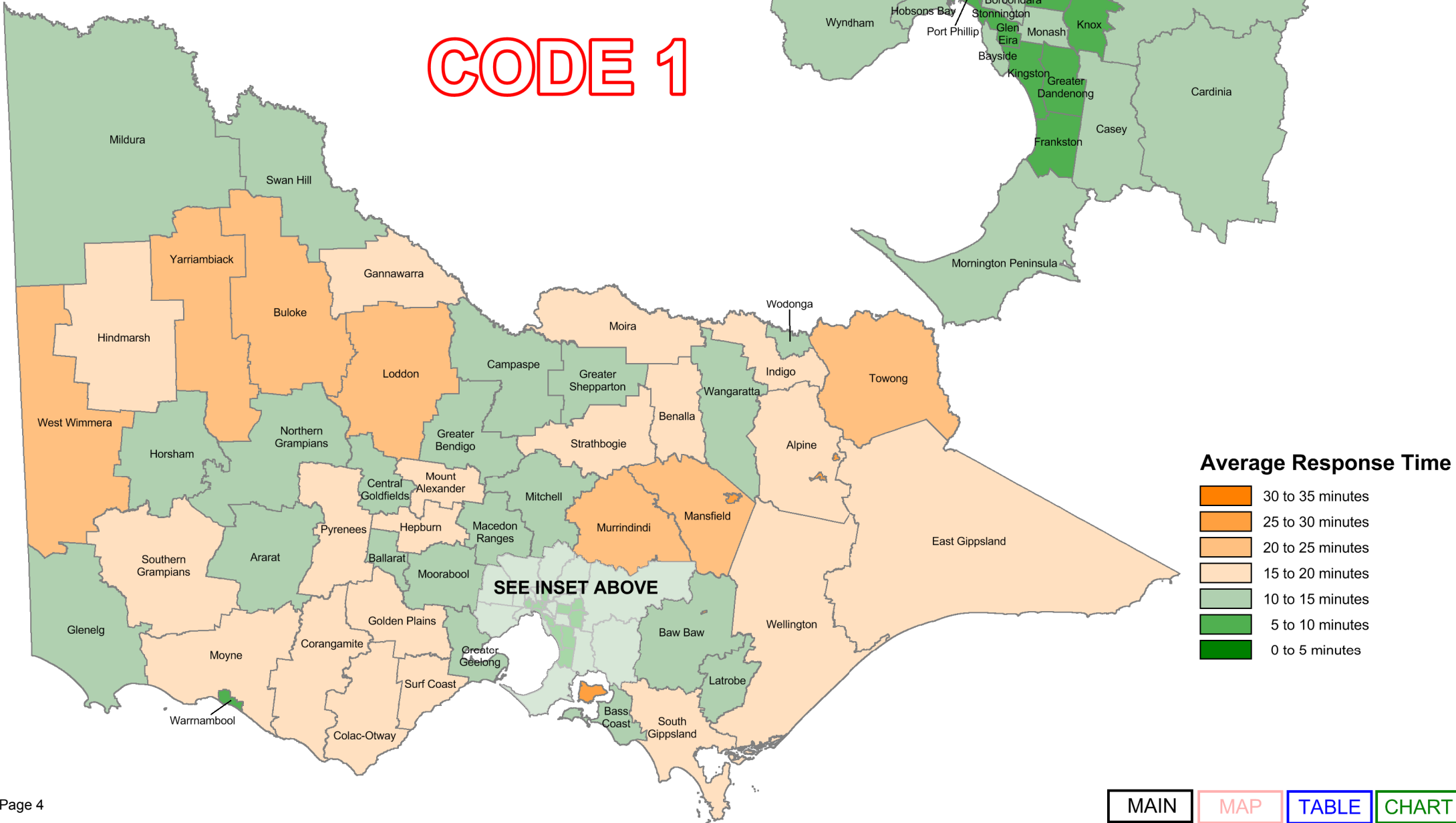


# Ambulance Victoria

Average Code 1 Response Time by LGA

2018/19 Quarter 4 (1st April 2019 to 30th June 2019)

# CODE 1







Code 1 First Response Performance by LGA

Qtr 4 2017/18

Qtr 1 2018/19

Qtr 2 2018/19

Qtr 3 2018/19

Qtr 4 2018/19

Table with columns: LGA Name, % Responses <= 15 Minutes, Average Response Time Minutes, Total Number of First Responses. Rows include various LGAs like Alpine, Ararat, Ballarat, etc., and a Total AV row at the bottom.

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



# Ambulance Victoria

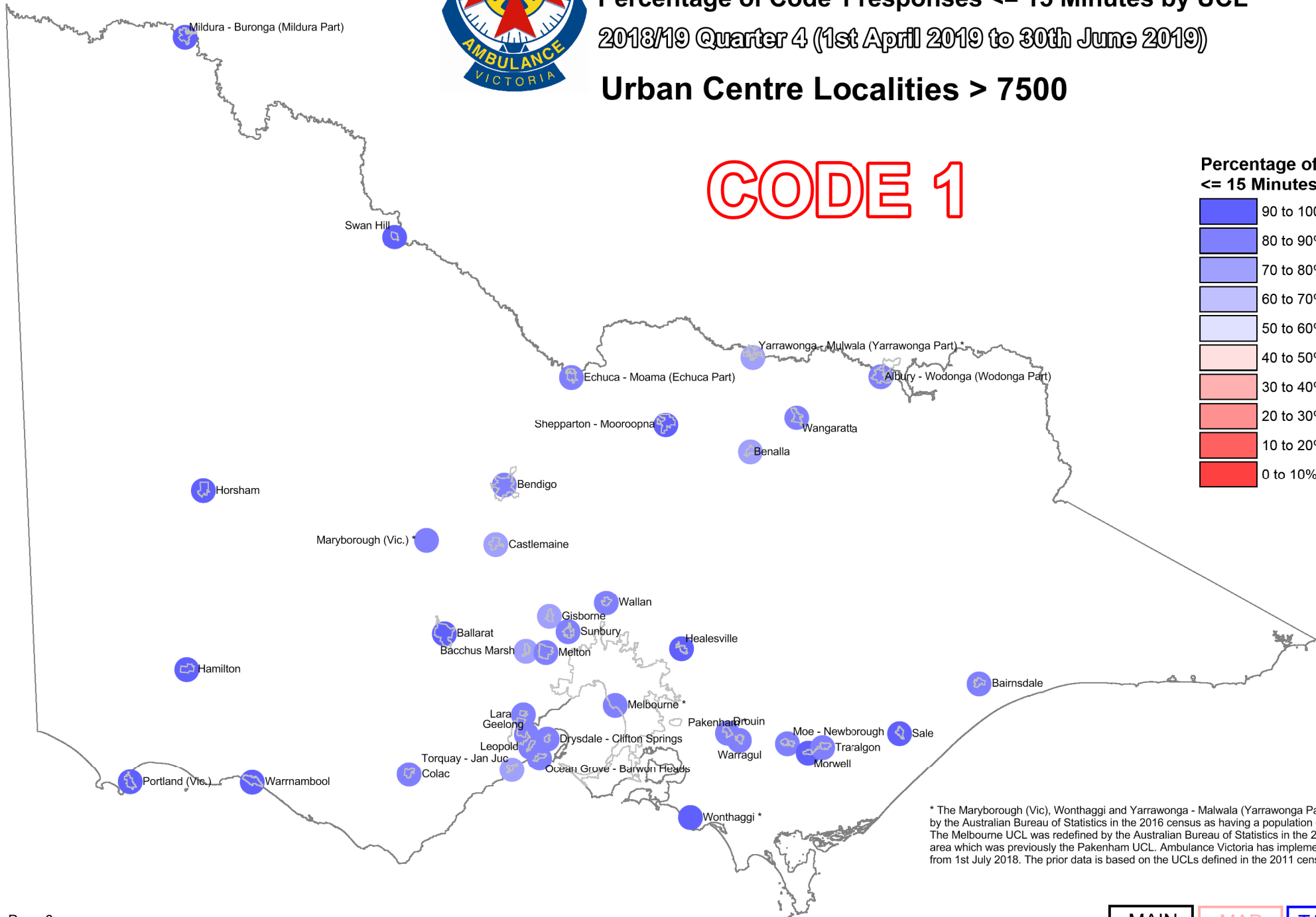
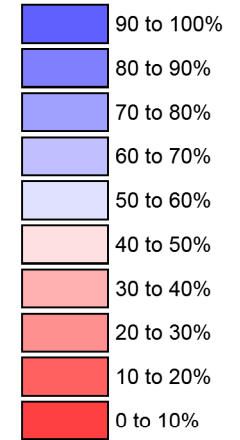
## Percentage of Code 1 responses <= 15 Minutes by UCL

### 2018/19 Quarter 4 (1st April 2019 to 30th June 2019)

### Urban Centre Localities > 7500

# CODE 1

Percentage of responses <= 15 Minutes



\* The Maryborough (Vic), Wonthaggi and Yarrowonga - Malwala (Yarrowonga 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.



# Ambulance Victoria

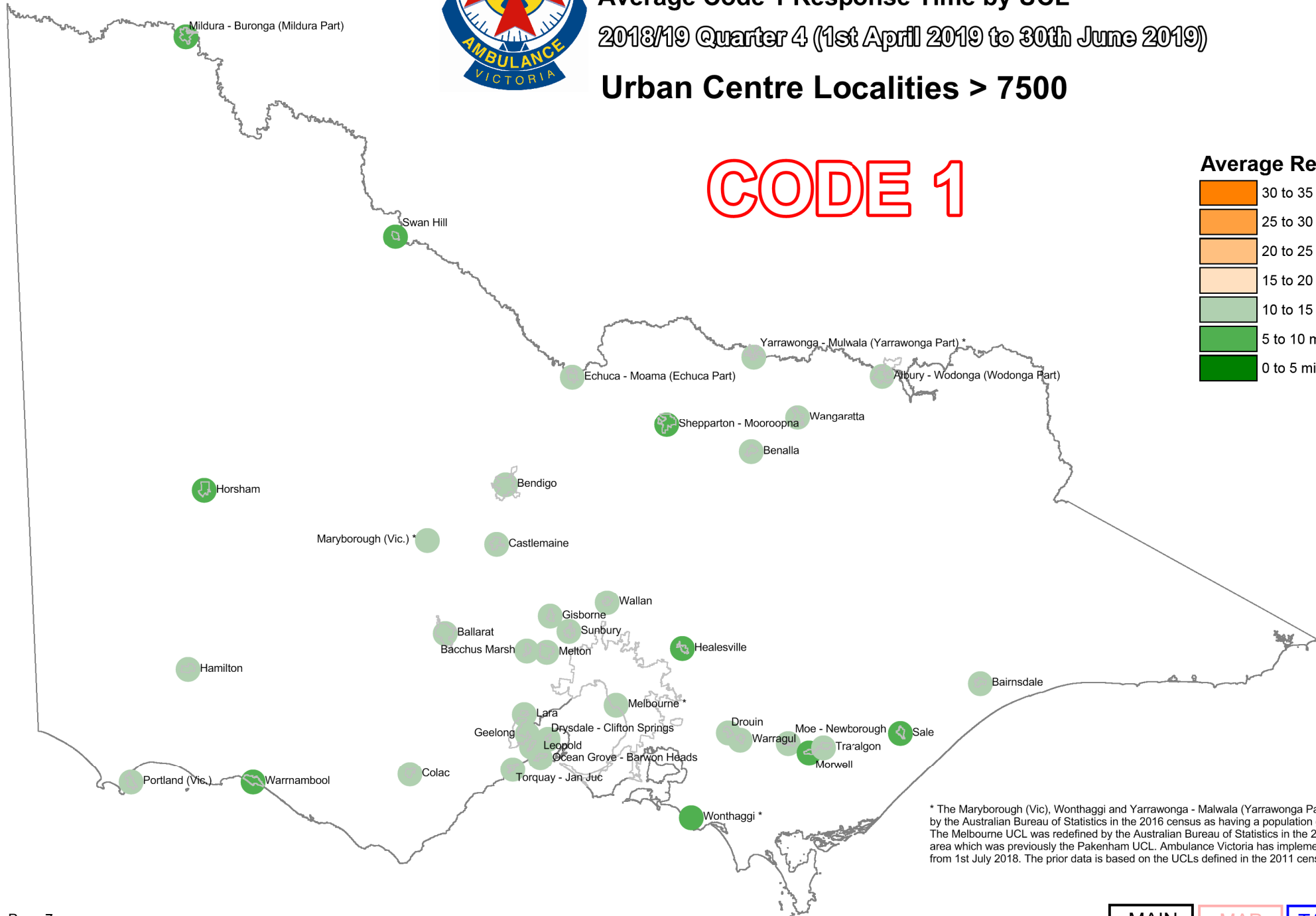
## Average Code 1 Response Time by UCL

### 2018/19 Quarter 4 (1st April 2019 to 30th June 2019)

### Urban Centre Localities > 7500

# CODE 1

#### Average Response Time



\* 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.





Code 1 First Response Performance by UCL

Qtr 4 2017/18

Qtr 1 2018/19

Qtr 2 2018/19

Qtr 3 2018/19

Qtr 4 2018/19

UCL Name

UCL Name	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	94.1%	9:29	422
Bacchus Marsh	88.9%	9:26	190
Bairnsdale	87.8%	10:35	229
Ballarat	90.2%	10:14	1,322
Benalla	80.6%	11:30	129
Bendigo	88.2%	10:30	1,305
Castlemaine	76.1%	14:05	92
Colac	85.0%	11:05	153
Drouin	83.9%	12:03	143
Drysdale - Clifton Springs	86.5%	11:10	126
Echuca - Moama (Echuca Part)	87.2%	10:10	226
Geelong	91.5%	10:11	2,195
Gisborne	79.1%	11:12	91
Hamilton	94.9%	8:57	78
Healesville	82.1%	10:13	140
Horsham	89.7%	9:07	243
Lara	93.2%	9:48	132
Leopold	92.3%	9:29	117
Maryborough (Vic.) *	NA	NA	NA
Melbourne *	89.1%	10:13	43,827
Melton	88.7%	9:45	777
Mildura - Buronga (Mildura Part)	92.8%	9:05	471
Moe - Newborough	83.1%	10:51	360
Morwell	90.7%	9:22	398
Ocean Grove - Barwon Heads	85.8%	11:11	148
Pakenham *	86.8%	10:37	532
Portland (Vic.)	93.0%	8:50	157
Sale	90.6%	8:35	160
Shepparton - Mooropna	91.4%	10:00	764
Sunbury	89.8%	9:43	450
Swan Hill	93.4%	8:20	122
Torquay - Jan Juc	80.9%	11:00	136
Traralgon	87.8%	10:35	353
Wallan	90.5%	9:19	116
Wangaratta	89.5%	10:13	266
Warragul	81.7%	11:18	191
Warrnambool	92.6%	9:25	351
Wonthaggi *	NA	NA	NA
Yarrawonga - Mulwala (Yarrawonga Part) *	NA	NA	NA
Total UCLs > 7500	89.2%	10:12	56,912

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
89.5%	10:17	474
81.9%	10:43	216
84.2%	11:05	266
90.9%	10:04	1,342
71.5%	12:44	130
86.8%	10:49	1,321
67.3%	14:46	113
85.4%	11:42	157
83.9%	12:01	149
88.0%	11:08	158
87.4%	9:37	198
89.1%	10:26	2,414
70.3%	12:40	118
90.2%	10:06	102
83.9%	11:04	137
91.2%	8:56	215
90.1%	10:16	131
88.8%	9:30	89
82.2%	11:40	152
89.2%	10:11	46,489
85.5%	10:03	955
93.3%	8:52	534
83.9%	10:34	392
93.8%	9:20	389
86.8%	10:15	174
NA	NA	NA
86.1%	10:24	122
89.6%	9:07	182
91.8%	9:42	784
88.7%	9:49	425
89.5%	9:39	162
82.3%	12:13	141
82.4%	11:17	374
82.4%	10:15	108
90.8%	10:14	271
81.4%	11:44	199
94.4%	9:03	340
90.8%	9:46	141
74.6%	13:33	122
88.9%	10:13	60,186

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
92.8%	9:35	475
88.8%	9:49	206
85.0%	10:16	266
92.2%	9:59	1,438
79.9%	11:22	139
87.6%	10:47	1,411
68.9%	14:21	122
89.0%	10:17	163
87.0%	10:52	161
80.2%	12:17	187
86.2%	10:23	224
87.9%	10:39	2,483
71.6%	12:19	109
91.3%	8:59	103
79.3%	10:37	145
93.5%	9:20	246
84.0%	10:59	150
90.3%	10:10	124
81.6%	11:35	158
89.6%	10:11	49,052
86.9%	10:05	918
95.2%	8:56	580
85.2%	10:07	446
92.1%	9:04	382
84.4%	10:48	199
NA	NA	NA
84.7%	10:26	131
89.3%	9:15	178
91.4%	9:47	871
86.8%	10:19	469
85.9%	10:25	156
80.1%	12:04	186
81.8%	11:20	433
85.0%	10:29	107
91.1%	9:32	281
81.7%	10:46	186
93.3%	9:28	359
85.3%	11:11	170
70.5%	15:19	139
89.2%	10:14	63,553

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
91.5%	9:54	527
84.8%	10:24	197
82.5%	11:24	263
91.1%	10:04	1,432
75.7%	13:05	169
87.5%	10:39	1,436
75.7%	12:46	111
86.0%	10:02	121
80.6%	12:18	165
83.1%	11:38	148
90.7%	9:33	193
88.2%	10:33	2,460
76.2%	10:51	105
96.0%	8:01	101
87.1%	9:47	132
92.7%	9:10	248
83.6%	11:13	159
87.2%	10:10	125
78.5%	11:45	135
90.2%	9:56	47,581
87.9%	9:42	858
94.8%	8:43	582
83.4%	10:09	434
90.7%	9:56	409
84.8%	10:55	204
NA	NA	NA
89.6%	9:26	135
85.5%	10:05	166
90.6%	9:45	801
87.9%	9:57	413
89.8%	9:24	137
79.9%	11:52	179
83.7%	11:13	375
89.5%	9:36	124
92.1%	9:25	302
82.5%	10:38	183
92.0%	9:30	402
91.2%	8:56	136
77.3%	12:51	132
89.7%	10:01	61,780

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
89.9%	10:24	574
78.2%	11:48	216
85.0%	10:47	226
90.5%	10:08	1,573
77.9%	12:45	154
87.7%	10:43	1,399
79.4%	12:22	136
84.3%	11:18	166
87.8%	11:34	181
87.9%	11:22	174
86.7%	10:43	211
88.2%	10:34	2,625
79.5%	10:23	117
92.0%	10:06	112
92.2%	9:08	141
93.0%	9:16	243
81.6%	11:43	196
86.3%	10:29	175
85.2%	10:36	162
89.5%	10:11	49,793
85.1%	10:12	996
95.1%	8:49	546
83.3%	10:07	485
93.5%	9:08	430
83.7%	10:38	203
NA	NA	NA
90.7%	10:10	151
91.6%	9:24	191
92.7%	9:14	776
87.9%	10:14	414
94.8%	8:33	154
74.4%	12:34	180
88.8%	10:36	429
86.4%	10:15	118
89.0%	10:34	310
85.5%	10:47	248
94.4%	9:04	376
91.6%	9:14	179
76.6%	13:18	107
89.2%	10:13	64,867

\* 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



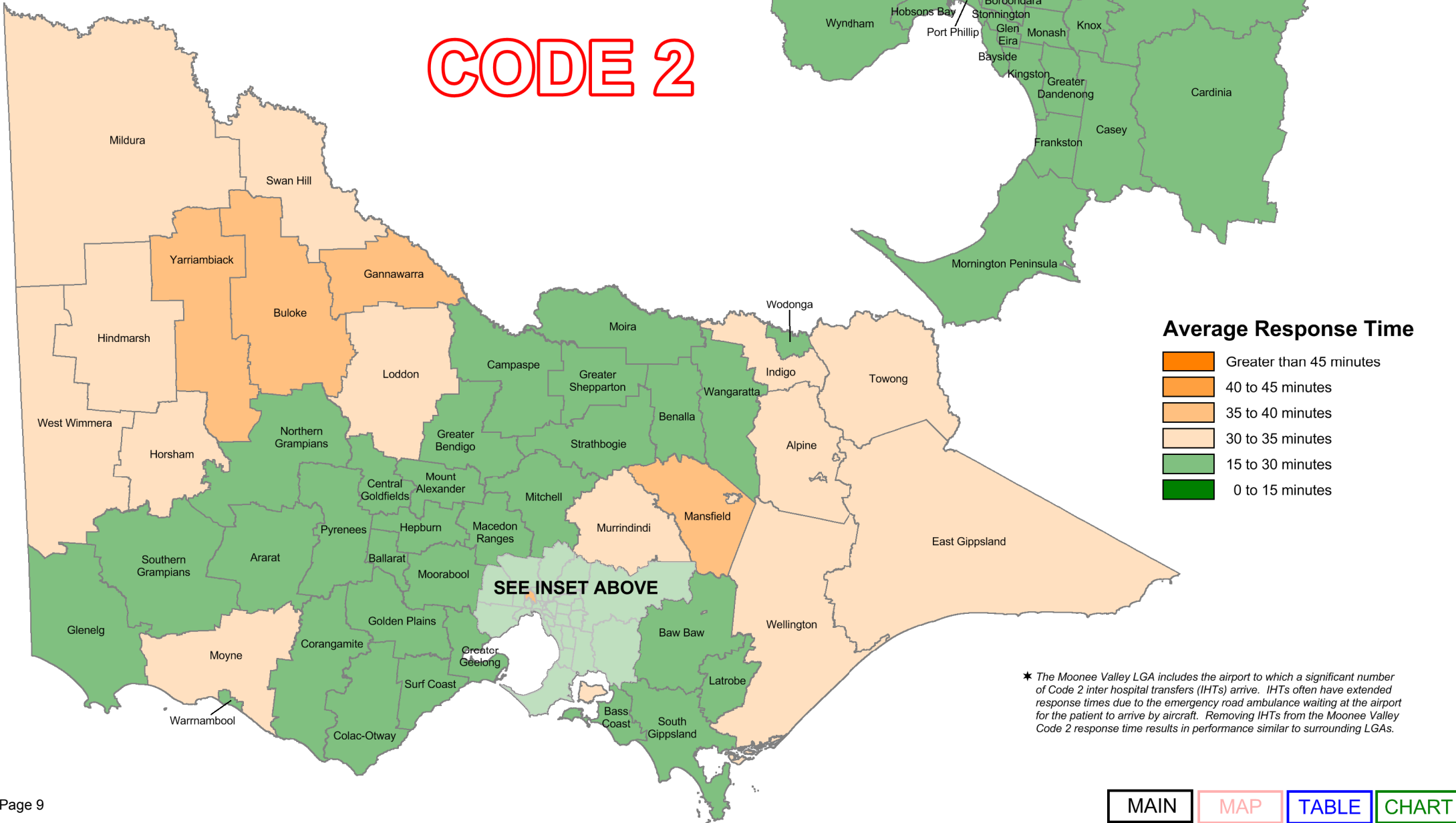


# Ambulance Victoria

Average Code 2 Response Time by LGA

2018/19 Quarter 4 (1st April 2019 to 30th June 2019)

## CODE 2





Code 2 First Response Performance by LGA

Qtr 4 2017/18

Qtr 1 2018/19

Qtr 2 2018/19

Qtr 3 2018/19

Qtr 4 2018/19

LGA Name

LGA Name	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	31:38	182	33:03	152	33:00	174	31:56	173	33:01	155
Ararat	24:55	107	26:01	132	21:23	111	26:09	141	25:14	134
Ballarat	20:32	1,015	19:12	1,024	22:05	1,082	21:55	1,140	22:47	1,059
Banyule	22:50	1,011	22:14	942	22:21	970	20:56	965	23:15	1,102
Bass Coast	28:45	412	26:45	440	26:02	516	26:55	476	27:39	544
Baw Baw	24:51	473	24:31	460	22:18	502	24:02	516	25:31	546
Bayside	25:24	703	24:12	639	25:30	623	26:03	655	25:23	662
Benalla	26:34	166	25:19	151	25:39	162	25:32	171	24:14	192
Boroondara	23:53	991	23:09	952	23:25	923	23:35	936	24:12	943
Brimbank	21:57	1,484	21:57	1,527	22:06	1,525	21:13	1,460	23:08	1,551
Buloke	40:09	56	35:36	61	42:26	53	38:45	64	36:47	62
Campaspe	28:11	428	29:36	433	28:29	423	25:25	414	28:14	501
Cardinia	21:09	690	20:49	698	21:07	740	20:06	780	20:18	850
Casey	20:44	2,158	20:32	2,173	20:23	2,317	19:55	2,312	21:03	2,395
Central Goldfields	25:47	200	27:31	199	24:25	205	25:04	216	26:14	218
Colac-Otway	23:09	259	23:48	251	28:52	250	27:36	227	26:52	218
Corangamite	27:45	158	27:34	144	30:22	156	28:38	138	26:49	186
Darebin	21:18	1,288	21:37	1,290	21:41	1,393	21:11	1,296	22:22	1,342
East Gippsland	31:08	596	30:30	635	33:06	635	30:23	632	32:41	622
Frankston	19:25	1,437	19:27	1,458	19:14	1,536	18:37	1,515	18:53	1,532
Gannawarra	36:07	140	35:16	105	33:51	107	36:43	127	39:46	113
Glen Eira	25:08	941	24:12	925	25:05	930	24:34	880	26:32	925
Glennelg	22:02	209	21:45	199	25:59	214	27:45	205	26:28	234
Golden Plains	28:20	112	27:37	80	26:53	107	27:30	90	29:24	114
Greater Bendigo	23:32	1,041	22:34	1,032	24:41	1,041	24:05	1,113	23:55	1,123
Greater Dandenong	20:30	1,333	19:39	1,394	19:34	1,526	19:21	1,483	19:42	1,514
Greater Geelong	21:43	2,276	21:02	2,350	22:55	2,508	23:18	2,502	23:35	2,519
Greater Shepparton	24:22	774	22:08	786	22:43	769	22:18	723	22:08	800
Hepburn	28:29	148	28:20	126	27:37	144	34:01	164	29:47	169
Hindmarsh	34:05	70	31:54	87	31:35	75	29:52	73	34:50	86
Hobsons Bay	21:09	652	22:08	668	23:49	726	22:39	716	24:55	705
Horsham	32:32	276	30:09	295	29:03	237	30:15	266	33:07	303
Hume	20:39	1,736	20:33	1,763	20:18	1,872	19:18	1,854	21:07	2,008
Indigo	32:35	98	31:39	90	30:42	105	34:04	97	31:31	106
Kingston	22:09	1,233	21:37	1,170	22:47	1,237	22:10	1,294	22:20	1,274
Knox	19:29	1,121	18:26	1,098	19:16	1,188	18:23	1,160	18:47	1,185
Latrobe	23:13	961	23:59	1,043	20:46	1,091	21:44	1,065	21:55	1,045
Loddon	33:33	75	34:47	82	33:21	81	35:04	76	33:38	74
Macedon Ranges	23:37	412	21:16	402	21:48	427	22:34	413	22:36	459
Manningham	24:58	672	24:46	666	23:52	699	23:58	691	24:35	758
Mansfield	33:23	97	41:53	100	31:15	111	36:55	102	35:25	107
Maribyrnong	22:24	662	23:05	702	22:42	701	21:03	691	23:31	712
Maroondah	20:10	924	20:22	952	20:03	961	18:42	957	19:32	1,015
Melbourne	22:37	2,124	21:58	2,135	22:58	2,362	22:32	2,314	22:50	2,390
Melton	20:35	1,068	21:16	1,052	20:35	1,098	19:51	1,097	22:50	1,152
Mildura	27:57	630	30:04	662	26:53	605	27:22	606	31:16	682
Mitchell	24:36	519	23:38	509	24:29	529	23:31	548	22:34	558
Moira	27:54	396	26:20	377	26:37	399	26:34	398	26:43	417
Monash	22:52	1,270	22:47	1,306	23:04	1,288	22:17	1,334	24:16	1,366
* Moonee Valley	56:48	1,328	61:54	1,285	60:52	1,325	59:47	1,361	61:26	1,430
Moorabool	21:44	312	20:52	297	23:38	329	22:01	329	22:40	327
Moreland	23:03	1,405	23:25	1,369	23:17	1,382	21:53	1,407	25:01	1,462
Mornington Peninsula	20:15	1,582	20:53	1,497	20:49	1,645	20:28	1,738	20:50	1,611
Mount Alexander	26:39	165	29:36	214	29:36	188	31:00	144	26:06	153
Moyne	34:56	104	29:28	96	30:40	108	30:33	135	32:48	120
Murrindindi	32:39	148	32:52	151	32:22	180	30:57	154	31:18	151
Nillumbik	24:29	343	22:54	342	23:44	361	23:26	367	23:22	398
Northern Grampians	27:27	174	26:36	159	27:48	167	27:38	165	28:08	177
Port Phillip	23:36	897	22:52	798	23:29	1,085	23:21	1,059	24:23	861
Pyrenees	26:11	72	27:55	81	28:20	74	28:16	77	23:12	53
Queenscliffe	25:43	29	19:52	25	24:30	37	26:25	36	24:02	33
South Gippsland	29:27	240	29:25	295	30:26	283	29:52	315	29:40	295
Southern Grampians	31:05	148	27:48	141	27:38	172	30:03	146	24:56	153
Stonnington	25:04	770	23:58	665	25:32	775	24:18	753	25:08	764
Strathbogie	30:47	122	28:44	129	26:29	119	26:06	110	25:56	123
Surf Coast	25:43	219	21:57	200	25:05	225	24:04	260	24:42	274
Swan Hill	31:39	204	30:51	255	30:57	246	29:36	243	32:26	247
Towong	34:53	99	30:43	67	34:30	70	36:00	69	31:48	84
Wangaratta	28:37	290	32:00	296	31:02	295	26:39	310	27:16	317
Warrnambool	21:20	299	19:40	336	21:16	317	21:00	376	22:21	329
Wellington	27:41	467	26:29	427	25:55	444	28:01	481	30:55	537
West Wimmera	28:52	47	31:01	40	27:05	45	35:36	21	33:21	39
Whitehorse	20:58	1,170	21:57	1,146	21:42	1,152	21:06	1,136	22:04	1,213
Whittlesea	22:58	1,410	22:15	1,402	22:42	1,449	22:26	1,413	23:26	1,564
Wodonga	23:19	392	24:01	376	23:29	361	20:20	393	24:19	433
Wyndham	20:51	1,319	21:46	1,494	21:04	1,505	20:30	1,486	21:39	1,500
Yarra	22:29	794	21:16	779	22:13	831	22:45	901	23:23	957
Yarra Ranges	21:04	1,071	20:52	1,134	20:07	1,175	19:41	1,209	19:38	1,197
Yarriambiack	30:57	70	32:35	71	31:08	63	35:02	64	35:15	71
Unincorporated	22:58	31	29:11	234	38:58	3	43:18	20	32:04	25
Interstate LGAs	29:10	138	31:45	152	34:39	146	29:37	175	25:37	145
Total AV	23:57	51,643	23:47	51,870	23:57	53,991	23:32	54,119	24:30	55,770

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



# Ambulance Victoria

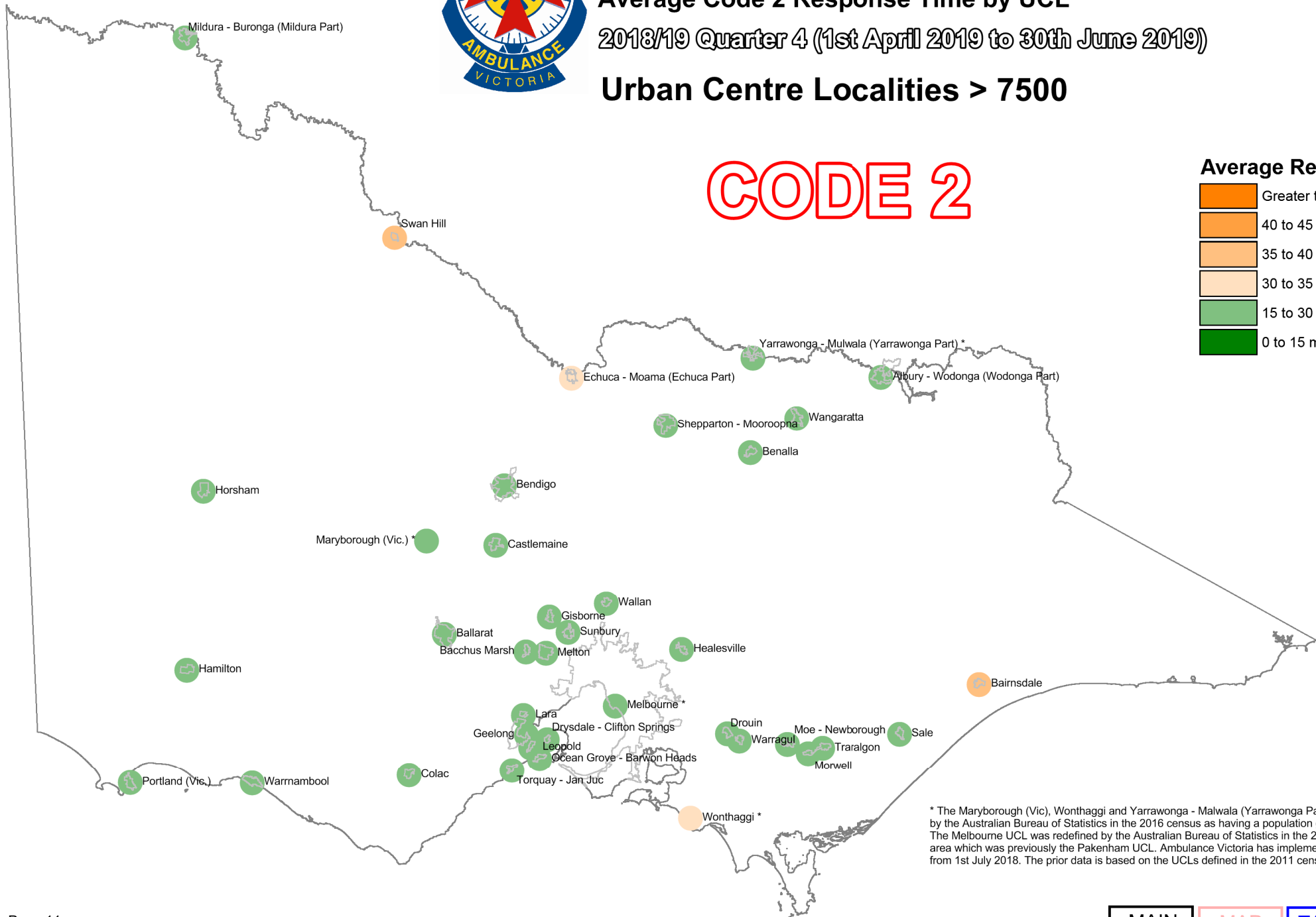
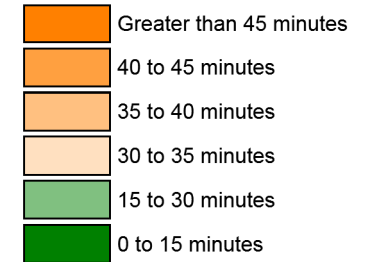
## Average Code 2 Response Time by UCL

2018/19 Quarter 4 (1st April 2019 to 30th June 2019)

### Urban Centre Localities > 7500

# CODE 2

#### Average Response Time



\* The Maryborough (Vic), Wonthaggi and Yarrowonga - Malwala (Yarrowonga 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.



**Qtr 4 2017/18**

**Qtr 1 2018/19**

**Qtr 2 2018/19**

**Qtr 3 2018/19**

**Qtr 4 2018/19**

**Code 2 First Response Performance by UCL**

UCL Name	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	21:52	341
Bacchus Marsh	20:45	198
Bairnsdale	30:16	248
Ballarat	20:20	971
Benalla	25:29	144
Bendigo	22:26	927
Castlemaine	24:20	116
Colac	22:54	200
Drouin	22:24	122
Drysdale - Clifton Springs	20:18	106
Echuca - Moama (Echuca Part)	30:55	230
Geelong	20:12	1,595
Gisborne	21:50	103
Hamilton	27:45	103
Healesville	17:20	99
Horsham	27:25	232
Lara	19:48	88
Leopold	20:32	79
Maryborough (Vic.) *	NA	NA
Melbourne *	23:21	33,010
Melton	18:43	621
Mildura - Buronga (Mildura Part)	23:22	440
Moe - Newborough	20:49	249
Morwell	21:29	288
Ocean Grove - Barwon Heads	16:34	120
Pakenham *	18:01	369
Portland (Vic.)	20:02	141
Sale	22:46	179
Shepparton - Mooropna	24:07	613
Sunbury	17:35	290
Swan Hill	33:09	124
Torquay - Jan Juc	22:58	91
Traralgon	25:29	301
Wallan	18:08	82
Wangaratta	26:30	234
Warragul	22:38	212
Warrnambool	21:32	287
Wonthaggi *	NA	NA
Yarrawonga - Mulwala (Yarrawonga Part) *	NA	NA
Total UCLs > 7500	23:02	43,553

Average Response Time Minutes	Total Number of First Responses
23:46	351
19:56	204
29:28	248
19:00	987
24:45	130
22:16	943
29:09	149
24:05	198
22:19	110
18:39	109
31:52	219
20:14	1,744
21:01	102
23:43	109
16:37	92
26:55	242
18:31	90
18:21	59
26:36	169
23:12	33,554
18:37	583
27:02	482
21:34	267
22:08	277
16:16	119
NA	NA
21:39	125
19:25	181
21:29	631
18:51	281
32:58	173
17:54	103
26:35	363
16:06	84
28:42	236
24:29	217
19:34	328
28:29	169
23:40	121
23:00	44,549

Average Response Time Minutes	Total Number of First Responses
23:31	328
21:05	216
31:53	260
21:52	1,046
24:06	137
23:52	927
29:48	133
28:34	181
17:04	107
19:34	121
33:16	232
21:01	1,866
19:37	93
21:17	113
17:10	98
27:11	214
19:58	80
20:44	70
22:11	174
23:20	35,210
18:18	624
22:25	434
19:01	292
16:30	315
16:13	133
NA	NA
27:05	143
22:19	188
22:37	647
18:46	326
34:56	157
19:38	98
24:03	343
17:11	82
27:32	241
22:37	245
21:15	304
29:11	167
23:43	120
23:09	46,465

Average Response Time Minutes	Total Number of First Responses
19:17	375
19:35	223
30:33	281
21:25	1,085
25:14	158
23:07	994
30:56	105
21:56	147
20:18	129
19:06	115
27:18	210
21:51	1,787
20:40	81
28:38	105
15:12	107
26:15	230
24:04	97
18:11	69
23:46	187
22:44	35,027
17:53	641
24:50	434
18:52	275
17:55	285
19:34	158
NA	NA
29:32	126
22:44	189
21:31	609
17:35	330
31:53	153
21:53	122
24:58	361
16:36	75
23:38	251
24:16	237
21:02	360
27:54	152
25:06	115
22:38	46,385

Average Response Time Minutes	Total Number of First Responses
23:55	404
20:48	210
36:23	252
22:42	1,015
22:41	167
22:48	1,008
25:03	114
25:57	153
23:37	114
22:27	126
31:35	272
22:13	1,801
20:31	109
18:40	107
16:51	118
29:29	260
25:41	121
21:22	83
24:43	184
23:51	36,105
21:00	626
28:09	477
18:11	264
18:15	290
19:40	136
NA	NA
24:43	158
22:56	207
22:30	649
19:21	351
35:41	151
20:38	146
26:24	340
18:00	95
23:13	256
26:23	258
22:14	315
32:19	195
25:30	127
23:47	47,764

\* 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

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<b>Response Time</b>	<p><b>Response time</b> 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.</p> <p>Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.</p>
<b>Code 1 incident</b>	<p><b>Code 1</b> incidents require urgent paramedic and hospital care, based on information available at time of call.</p>
<b>Code 2 incident</b>	<p><b>Code 2</b> incidents are acute and time sensitive, but do not require a lights and sirens response.</p>
<b>% &lt;= 15mins</b>	<p>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.</p>
<b>Average Response Time</b>	<p>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.</p>
<b>Number of First Responses</b>	<p>This is the total number of first arrivals within the reported time period.</p>
<b>UCL (Urban Centres Localities)</b>	<p>These are geographical areas based on the Australian Bureau of Statistics Urban Centres and Localities (UCLs) boundaries and residential population.</p> <p>Ambulance Victoria reports performance for larger UCLs where population exceeds 7,500 persons.</p>
<b>LGA (Local Government Area)</b>	<p>Local government in Victoria comprises of 79 municipal districts. They are often referred to as <b>local government areas</b> (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.</p>
<b>Interstate LGAs</b>	<p>Incidents responded to by AV resources outside the Victorian LGA Boundaries</p>

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