Ambulance Victoria's Performance

2019/20 Quarter 2 (1st October 2019 to 31st December 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 the first AV resource arrives on scene. Response times are influenced by many factors including traffic, distance required to travel, availability of ambulances and demand for our services.

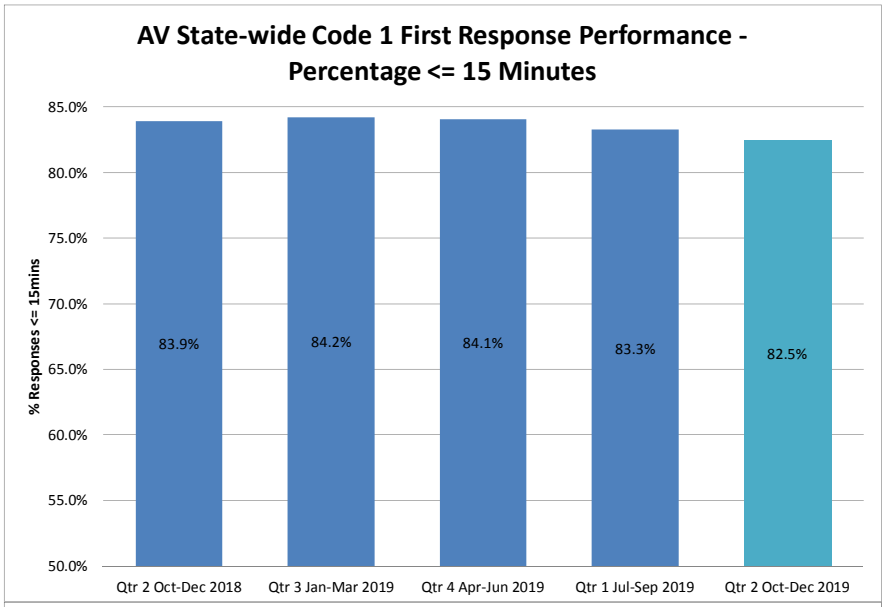
We designate those patients that require urgent paramedic and hospital care as "Code 1," and these patients receive a "lights and sirens" response. The tables below provide information about our Code 1 response time performance by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

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.

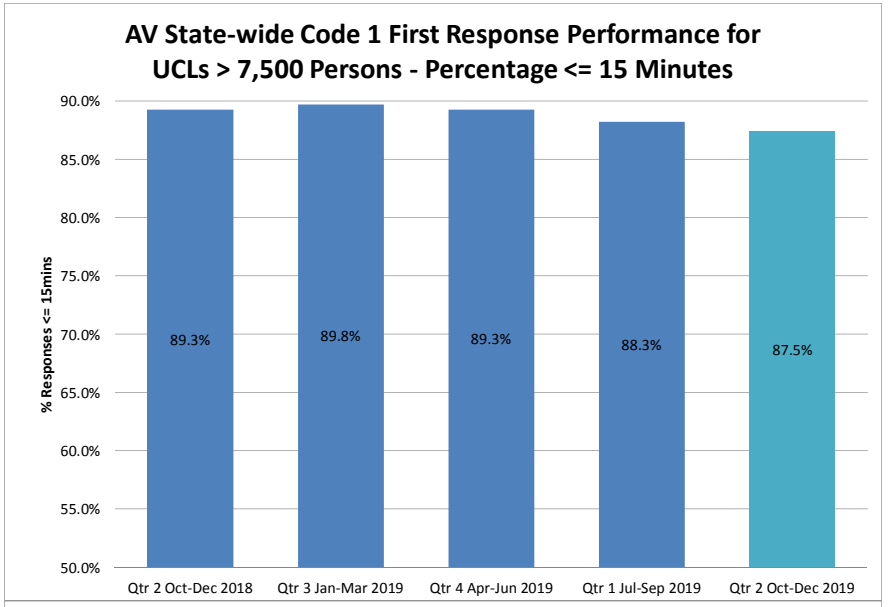
Report Navigation This table shows the response time measures published in this document. Clicking on the items Map, Table and Chart will take you to the appropriate page.

	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



MAP

TABLE



MAP

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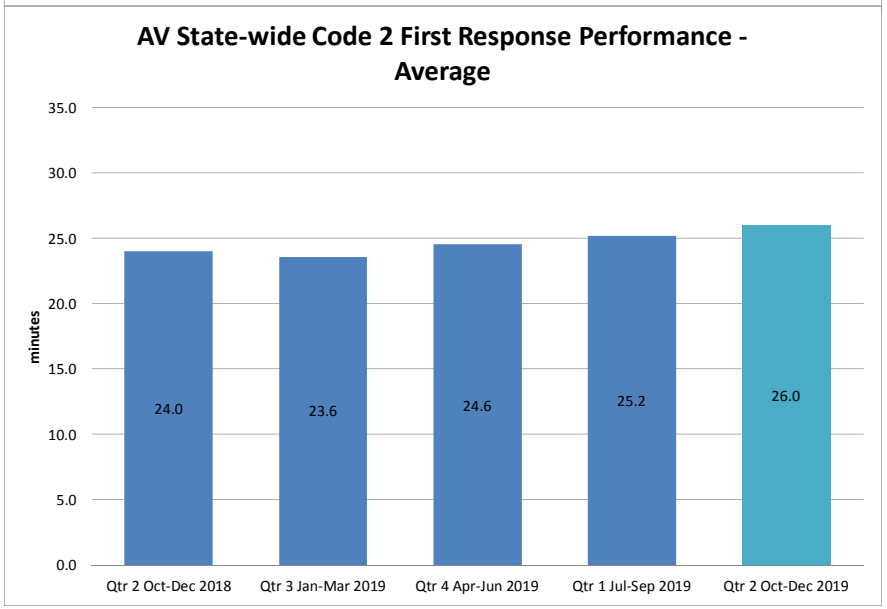

MAP

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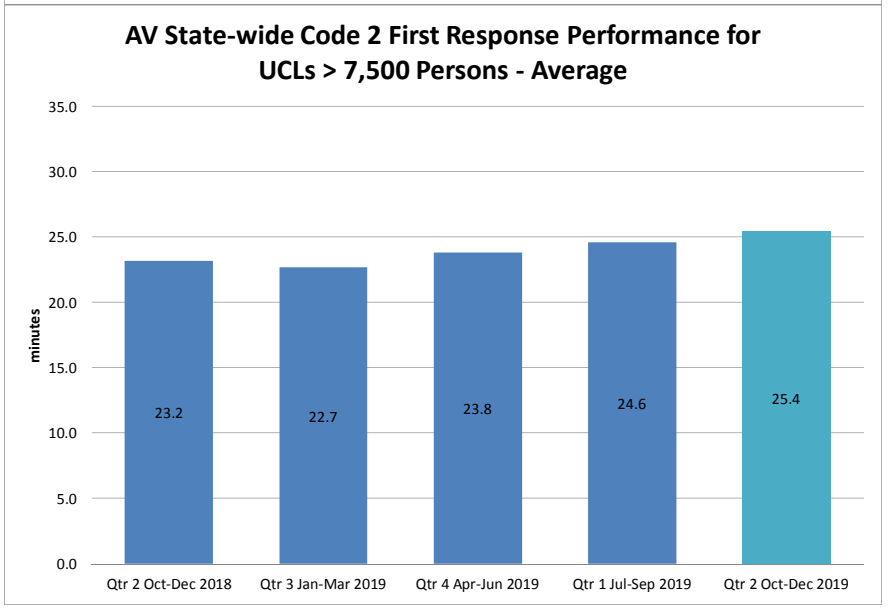


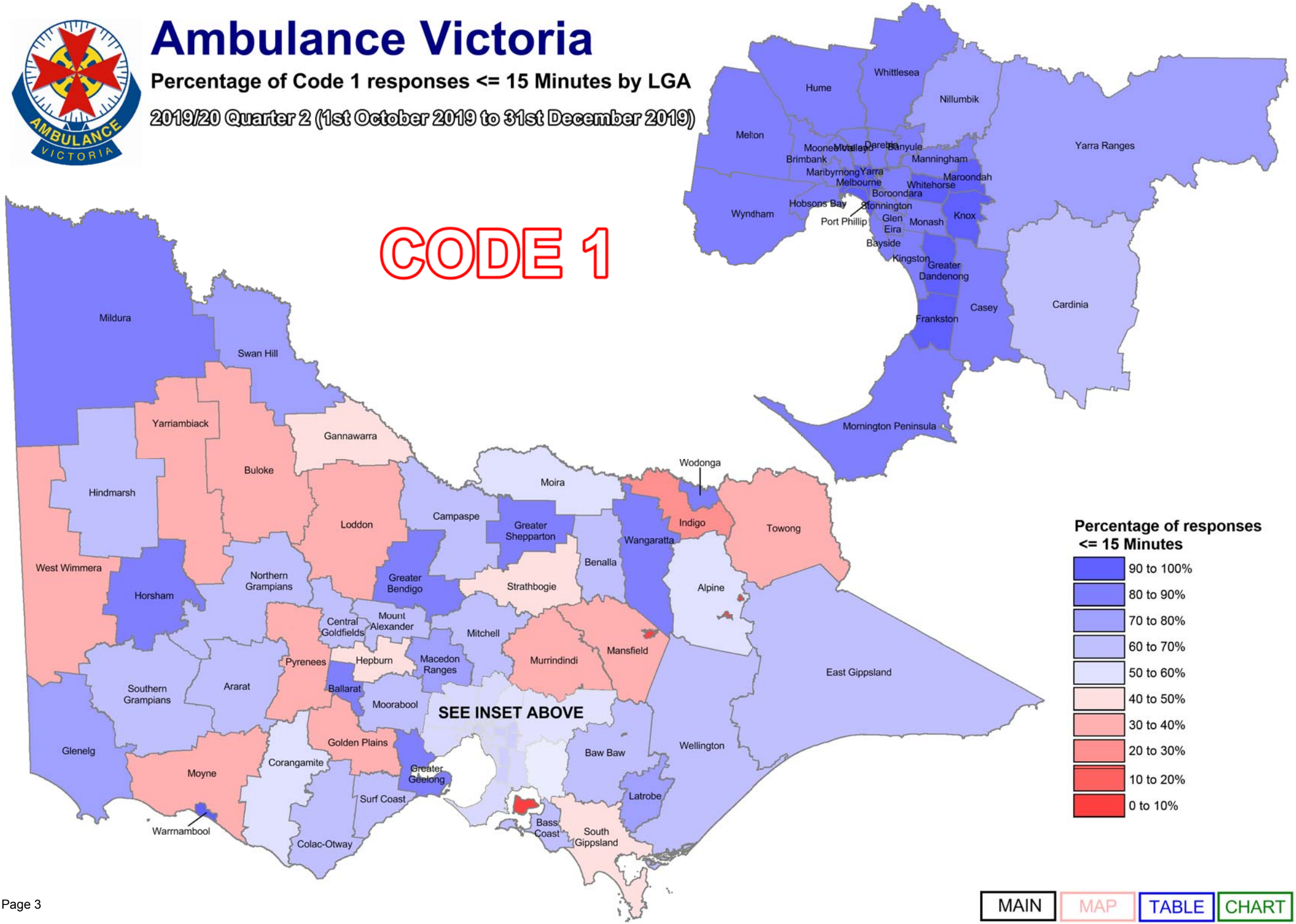
MAP

TABLE

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

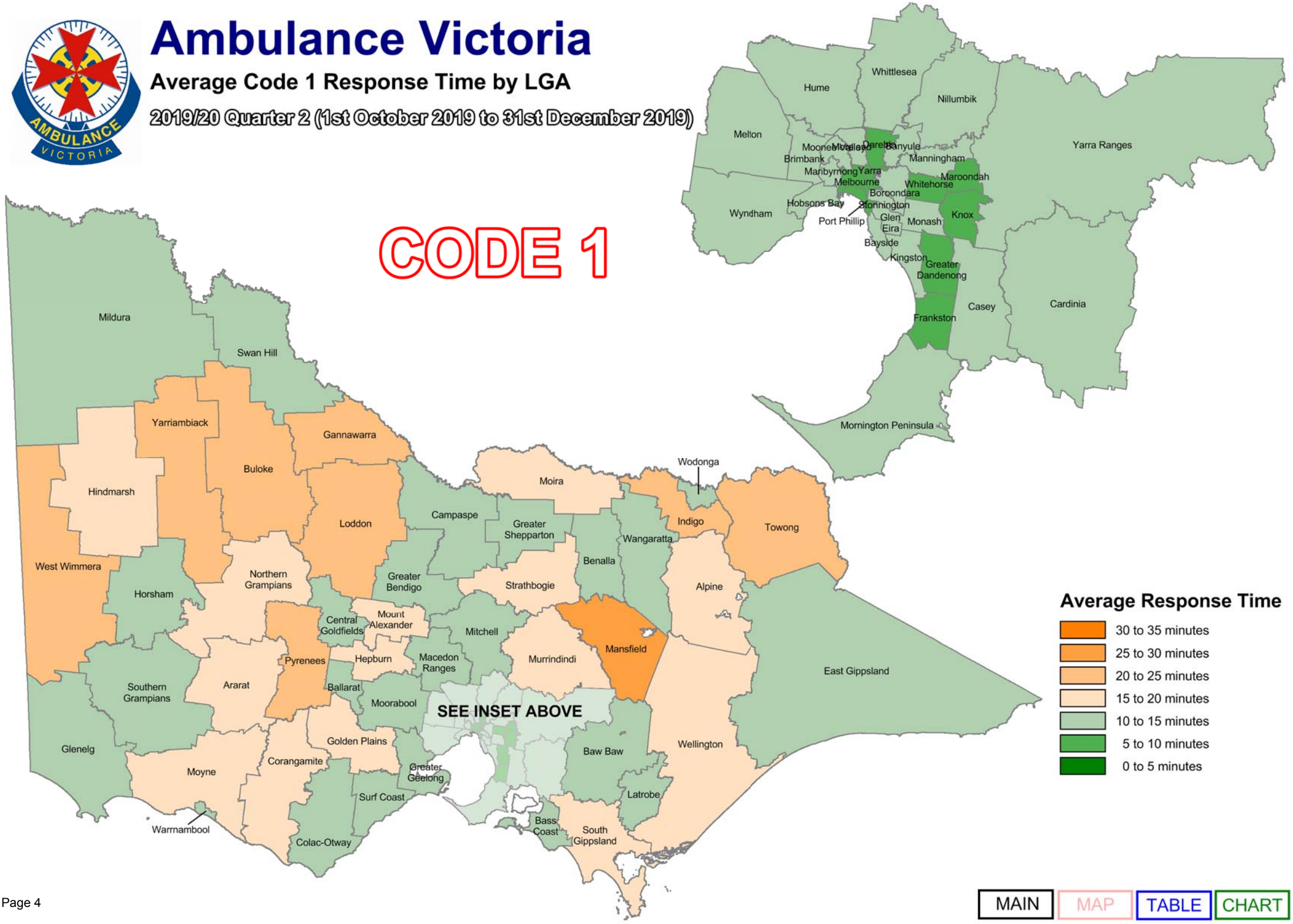
2019/20 Quarter 2 (1st October 2019 to 31st December 2019)



Ambulance Victoria

Average Code 1 Response Time by LGA

2019/20 Quarter 2 (1st October 2019 to 31st December 2019)



Code 1 First Response Performance by LGA

LGA Name	Qtr 2 2018/19			Qtr 3 2018/19			Qtr 4 2018/19			Qtr 1 2019/20			Qtr 2 2019/20		
	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	54.2%	18:44	155	44.0%	23:19	168	59.3%	17:43	135	51.2%	18:24	160	50.7%	19:42	152
Ararat	62.1%	15:07	140	65.6%	14:24	151	72.8%	13:10	158	67.2%	13:48	134	61.9%	16:20	168
Ballarat	90.7%	10:14	1,522	90.1%	10:13	1,508	89.2%	10:21	1,636	89.8%	10:21	1,750	87.6%	10:50	1,793
Banyule	92.9%	9:44	1,383	91.8%	9:40	1,332	91.0%	10:01	1,463	90.1%	10:08	1,497	87.1%	10:48	1,454
Bass Coast	65.5%	14:29	580	69.2%	14:14	603	69.4%	13:51	631	66.9%	13:57	577	67.5%	14:14	621
Baw Baw	68.9%	13:41	623	68.2%	14:04	620	73.2%	13:45	679	69.5%	14:20	758	67.6%	14:20	726
Bayside	90.0%	10:41	904	89.2%	10:34	834	90.0%	10:18	849	88.7%	10:57	856	86.7%	11:19	862
Benalla	66.7%	13:20	189	66.7%	15:00	231	63.9%	15:28	219	58.7%	16:22	252	63.7%	14:22	201
Boroondara	89.7%	10:28	1,312	92.5%	9:50	1,229	91.8%	10:16	1,288	90.4%	10:29	1,283	88.9%	10:49	1,239
Brimbank	90.6%	10:05	2,582	90.2%	10:02	2,396	88.9%	10:21	2,549	89.8%	10:37	2,682	87.8%	10:45	2,582
Buloke	46.4%	22:35	69	37.3%	23:40	83	40.0%	22:29	70	37.1%	22:59	89	31.4%	24:09	70
Campaspe	64.5%	14:04	502	65.8%	14:04	511	66.1%	13:50	496	67.4%	13:21	494	63.0%	14:04	525
Cardinia	75.4%	12:05	1,162	73.3%	12:27	1,144	74.4%	12:15	1,197	72.0%	12:34	1,242	69.5%	12:59	1,337
Casey	87.3%	10:32	3,390	88.5%	10:23	3,294	87.5%	10:37	3,533	85.7%	10:58	3,582	84.6%	11:07	3,619
Central Goldfields	66.2%	14:24	225	62.0%	14:55	213	68.9%	13:41	228	65.0%	14:51	217	65.4%	13:54	237
Colac-Otway	69.4%	14:10	252	63.7%	14:52	212	65.8%	15:17	257	70.4%	13:43	206	68.6%	14:09	280
Corangamite	49.4%	17:25	180	44.9%	19:16	198	46.6%	18:06	178	58.8%	15:19	204	54.3%	16:27	173
Darebin	92.4%	9:37	1,994	91.7%	9:37	1,902	92.2%	9:37	1,903	90.0%	10:09	2,020	89.9%	9:59	1,965
East Gippsland	64.0%	15:07	788	65.1%	15:17	757	63.5%	15:23	757	62.5%	15:30	776	63.3%	14:46	776
Frankston	92.6%	9:32	2,006	91.5%	9:51	2,012	91.1%	9:42	2,039	91.7%	9:48	2,141	92.0%	9:42	2,050
Gannawarra	57.4%	16:54	129	44.6%	20:56	101	48.0%	18:58	125	48.0%	19:38	100	42.9%	20:49	133
Glen Eira	92.2%	9:54	1,313	92.4%	9:44	1,295	91.6%	9:48	1,326	91.3%	10:02	1,405	89.7%	10:20	1,454
Glenelg	72.5%	13:32	247	75.0%	12:50	228	80.0%	12:35	260	81.3%	11:19	219	76.4%	13:00	229
Golden Plains	38.8%	17:26	188	30.4%	20:24	214	30.9%	19:13	178	36.9%	19:06	203	31.4%	19:32	194
Greater Bendigo	81.8%	11:43	1,614	80.5%	11:38	1,637	80.8%	11:57	1,615	79.8%	11:51	1,724	80.0%	11:56	1,860
Greater Dandenong	92.2%	9:40	2,149	91.4%	9:28	2,063	92.0%	9:46	2,132	91.5%	9:45	2,224	90.4%	9:53	2,258
Greater Geelong	84.4%	11:06	3,509	84.0%	11:08	3,527	84.4%	11:07	3,729	85.2%	11:05	3,741	84.8%	11:10	3,675
Greater Shepparton	84.3%	11:03	1,078	86.6%	10:31	1,021	86.7%	10:19	998	84.8%	10:49	1,080	86.2%	10:46	1,084
Hepburn	34.5%	18:46	194	38.9%	17:34	190	33.5%	19:24	212	34.7%	19:47	193	42.4%	17:55	198
Hindmarsh	60.3%	19:24	78	66.7%	16:23	63	60.3%	17:28	68	67.1%	17:53	70	60.6%	18:07	71
Hobsons Bay	87.2%	10:44	1,026	90.7%	10:06	961	88.2%	10:41	1,065	86.8%	10:37	1,155	85.6%	11:00	1,133
Horsham	84.8%	10:39	283	87.1%	10:13	278	86.0%	10:42	285	83.6%	10:58	299	85.9%	10:22	277
Hume	87.8%	10:31	3,127	89.6%	10:13	2,896	87.2%	10:37	3,194	85.6%	10:56	3,503	84.7%	11:00	3,242
Indigo	27.0%	20:54	122	24.5%	22:11	155	34.3%	19:48	140	38.5%	20:04	122	28.4%	22:06	155
Kingston (C) (V	91.5%	10:01	1,756	91.6%	9:50	1,752	91.4%	9:53	1,723	90.3%	9:58	1,785	89.3%	10:11	1,752
Knox	92.5%	9:39	1,549	93.1%	9:25	1,527	92.1%	9:42	1,750	92.1%	9:55	1,788	92.2%	9:53	1,711
Latrobe (C) (V	80.1%	11:11	1,530	80.3%	11:21	1,464	82.9%	10:53	1,581	80.0%	11:10	1,671	79.7%	11:32	1,522
Loddon	30.4%	21:20	115	28.1%	21:52	121	32.5%	21:49	117	34.6%	20:46	107	37.2%	20:45	129
Macedon Ranges	66.0%	13:32	530	68.6%	13:21	488	68.3%	13:04	527	63.6%	13:51	536	70.5%	12:58	533
Manningham	86.2%	11:33	1,095	84.6%	11:18	1,015	85.8%	11:31	1,063	85.2%	11:42	1,173	83.2%	12:06	1,187
Mansfield	47.8%	21:21	90	49.4%	22:17	83	43.8%	24:32	89	45.9%	21:46	85	31.2%	27:24	93
Maribyrnong	88.8%	10:15	1,007	92.6%	9:31	915	90.1%	9:55	907	90.9%	10:01	941	89.8%	10:05	980
Maroondah	93.5%	9:02	1,328	95.1%	8:44	1,318	93.0%	9:13	1,275	93.8%	9:10	1,366	92.2%	9:27	1,452
Melbourne	91.1%	9:10	2,578	92.2%	8:31	2,612	92.2%	8:51	2,474	91.5%	9:02	2,542	91.0%	9:11	2,827
Melton	84.1%	10:58	1,745	85.2%	10:30	1,711	82.9%	11:10	1,907	79.9%	11:38	2,069	80.5%	11:47	2,043
Mildura	86.5%	10:44	813	86.8%	10:23	805	84.2%	11:10	796	85.0%	11:12	819	85.5%	11:06	881
Mitchell	68.0%	13:51	537	68.4%	13:21	554	65.2%	14:04	609	64.7%	13:30	652	69.3%	13:39	642
Moira	60.3%	16:30	456	61.4%	15:24	438	58.2%	15:30	409	55.8%	17:02	452	57.0%	16:18	460
Monash	89.9%	10:34	1,765	89.0%	10:34	1,726	88.8%	10:49	1,878	87.5%	10:51	1,913	87.2%	11:01	1,805
Moonee Valley	88.2%	10:56	1,318	89.7%	10:43	1,286	87.7%	11:02	1,452	87.7%	11:04	1,453	86.6%	11:13	1,503
Moorabool	73.5%	12:17	370	77.0%	12:17	352	68.9%	13:29	386	61.9%	14:42	399	67.8%	13:11	400
Moreland	90.5%	10:13	2,101	92.2%	9:51	1,981	90.2%	10:16	2,137	88.0%	10:42	2,228	87.7%	10:54	2,124
Mornington Peninsula	82.7%	10:58	2,176	81.9%	11:10	2,245	83.1%	10:59	2,225	83.4%	10:56	2,211	81.2%	11:15	2,303
Mount Alexander	51.2%	17:15	209	50.2%	16:27	201	56.5%	15:56	237	58.4%	15:16	185	66.0%	15:03	212
Moyne	49.3%	17:34	134	45.8%	17:20	168	35.4%	18:56	147	41.1%	17:27	151	36.6%	19:05	164
Murrindindi	41.9%	20:30	179	44.4%	20:36	214	30.6%	23:09	173	37.4%	20:17	195	37.5%	19:43	200
Nillumbik	69.2%	13:38	517	71.0%	13:17	500	70.8%	12:56	551	71.0%	13:17	541	71.8%	13:14	589
Northern Grampians	69.5%	14:33	177	68.9%	14:00	164	69.0%	15:06	142	69.7%	15:40	145	63.5%	16:01	159
Port Phillip	91.0%	9:42	1,293	89.3%	9:37	1,327	91.9%	9:33	1,195	90.6%	9:42	1,166	90.4%	9:52	1,373
Pyrenees	44.7%	17:58	132	52.1%	17:00	96	44.4%	18:16	99	51.8%	16:54	112	39.5%	20:06	114
Queenscliffe	38.5%	16:27	39	54.5%	15:55	44	60.0%	14:54	55	60.4%	15:32	48	66.7%	14:02	54
South Gippsland	46.5%	18:14	387	45.4%	19:03	372	52.8%	16:57	369	49.9%	17:47	377	49.6%	18:01	415
Southern Grampians	65.3%	14:48	170	65.9%	15:18	173	57.5%	17:41	200	62.1%	16:44	195	66.8%	14:57	202
Stonnington	91.3%	10:00	989	90.1%	10:16	983	90.6%	10:03	991	87.7%	10:53	944	88.0%	10:32	1,064
Strathbogie	49.7%	16:44	187	46.4%	16:53	179	50.3%	16:54	165	36.7%	18:51	169	42.2%	19:40	199
Surf Coast	63.4%	14:35	355	60.1%	15:46	371	59.3%	15:38	305	68.6%	13:46	299	63.6%	14:23	423
Swan Hill	75.2%	12:15	258	71.3%	13:18	244	76.7%	12:36	292	74.4%	13:32	250	75.2%	13:19	290
Towong	44.4%	24:45	72	38.2%	25:40	76	48.1%	21:21	79	45.2%	23:46	73	31.3%	24:55	67
Wangaratta	73.4%	13:16	383	80.0%	11:40	385	77.4%	12:42	393	74.8%	12:41	421	81.3%	11:53	417
Warrnambool	92.5%	9:33	373	90.9%	9:43	430	94.0%	9:17	398	93.1%	9:32	434	92.1%	10:09	403
Wellington	58.7%	16:15	574	60.3%	15:46	564	63.1%	15:59	632	63.2%	14:46	516	63.2%	15:21	619
West Wimmera	34.9%	23:30	43	36.6%	22:19	41	39.1%	20:42	46	48.6%	18:10	35	36.6%	21:27	41
Whitehorse	92.9%	9:17	1,585	93.6%	9:00	1,552	92.7%	9:22	1,650	91.1%	9:50	1,744	90.9%	9:53	1,697
Whittlesea	79.1%	11:51	2,383	82.0%	11:17	2,293	83.6%	11:20	2,526	83.9%	11:07	2,587	84.2%	11:07	2,541
Wodonga	88.7%	10:13	520	88.6%	10:22	563	87.2%	10:47	618	86.4%	10:41	609	87.1%	10:40	630
Wyndham	88.3%	10:32	2,112	90.3%	10:02	2,052	88.5%	10:20	2,305	84.0%	11:07	2,456	83.3%	11:23	2,350
Yarra	93.2%	8:47	1,242	94.3%	8:32	1,203	92.3%	9:05	1,214	93.6%	8:53	1,139	91.0%	9:21	1,306
Yarra Ranges	77.3%	12:03	1,773	77.9%	11:44	1,700	78.0%	12:01	1,694	77.1%	12:04	1,765	75.7%	12:09	1,799
Yarriambiack	37.3%	21:02	102	42.7%	20:56	96	44.6%	20:57	83	44.8%	22:06	96	38.7%	21:14	93
Unincorporated	16.7%	39:47	6	.0%	53:59	13	45.5%	20:58	11	60.0%	22:03	60	.0%	61:34	7
Interstate LGAs	54.4%	18:30	239	66.7%	16:32	261	61.3%	16:50	269	65.8%	15:54	272	56.7%	17:03	252
Total AV	83.9%	11:10	74,307	84.2%	11:03	72,685	84.1%	11:10	75,736	83.3%	11:19	78,132	82.5%	11:29	78,820

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

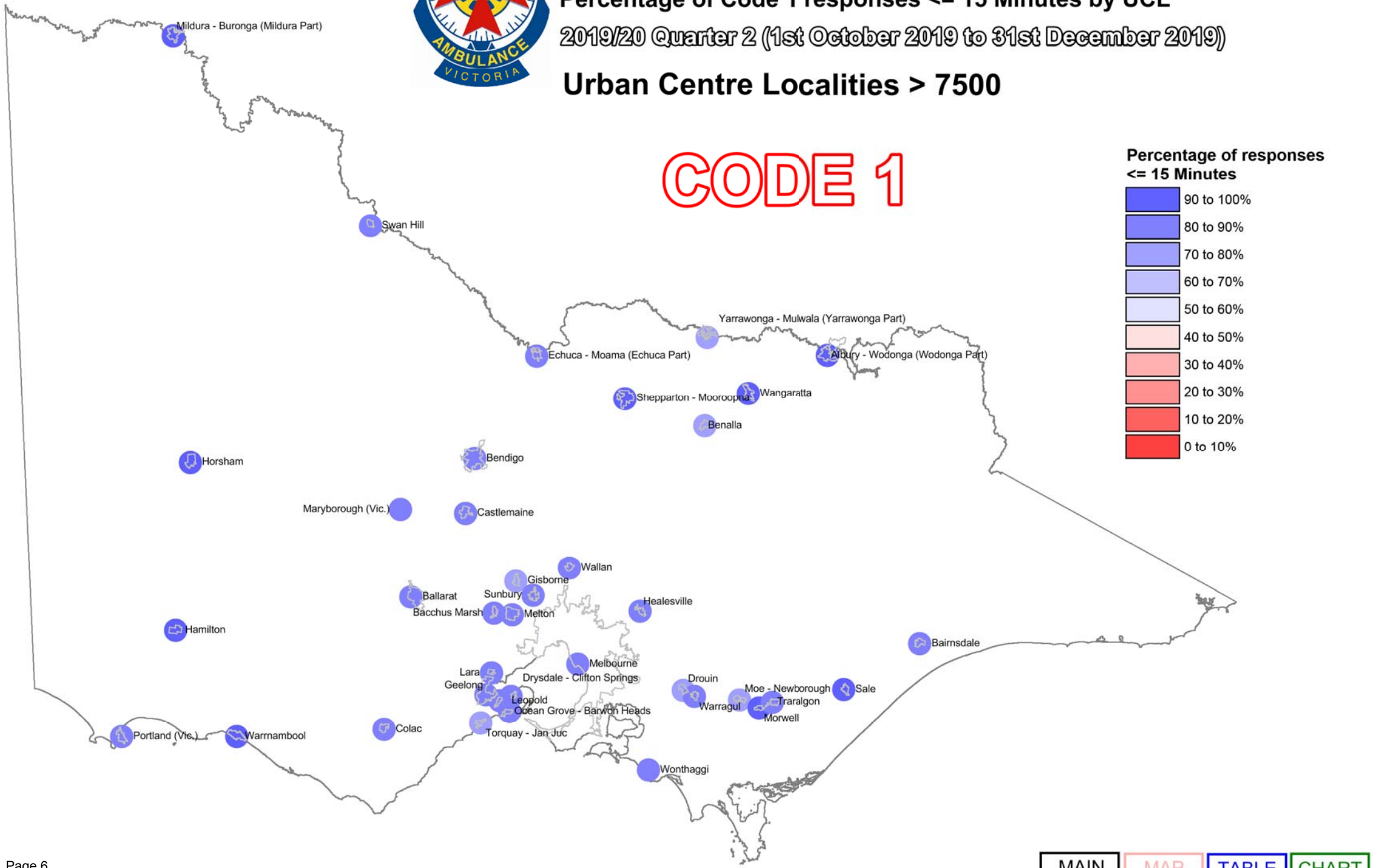
MAIN | MAP <= 15 Minutes | MAP Average | TABLE | CHART

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by UCL

2019/20 Quarter 2 (1st October 2019 to 31st December 2019)

Urban Centre Localities > 7500

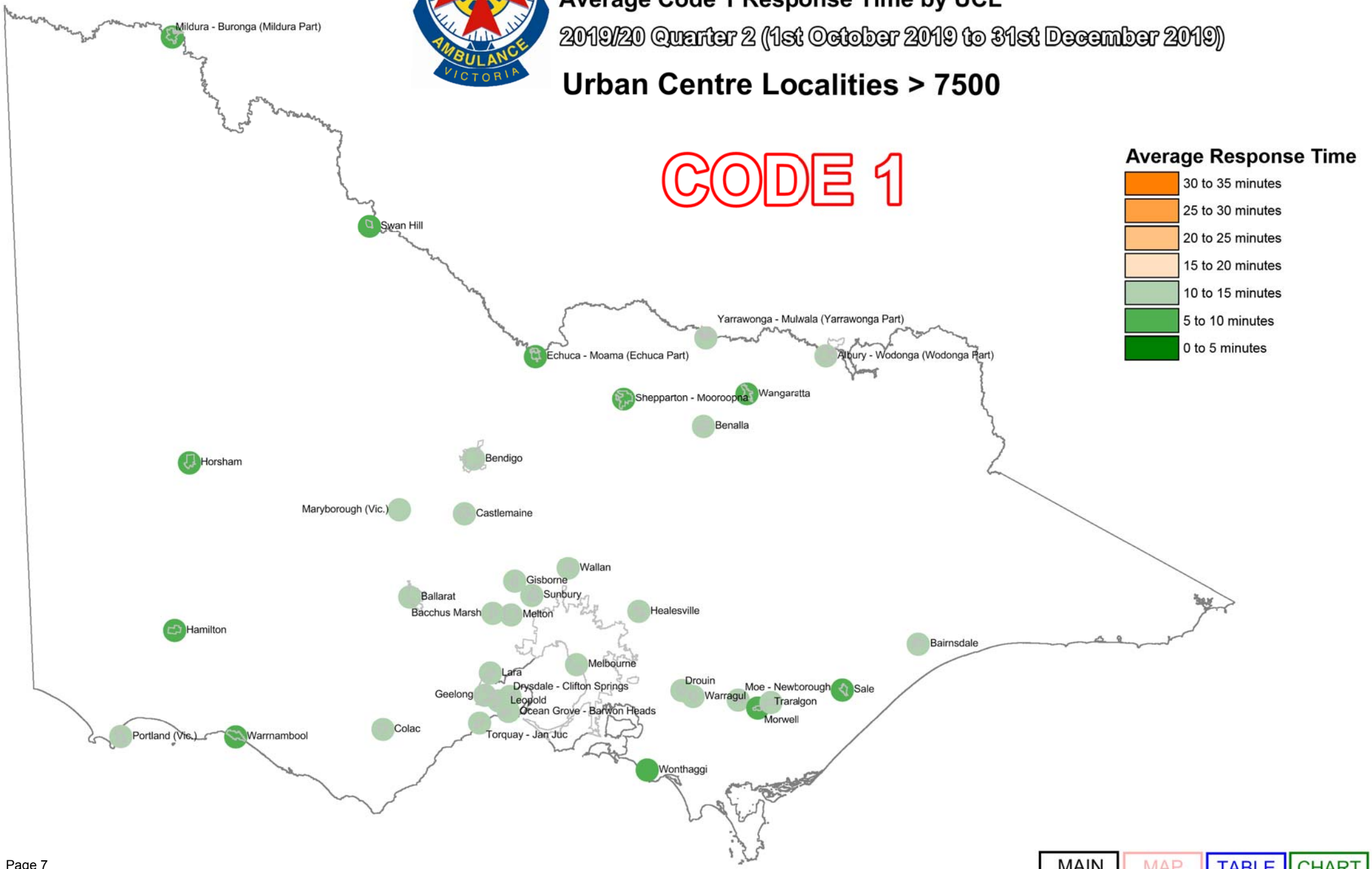


Ambulance Victoria

Average Code 1 Response Time by UCL

2019/20 Quarter 2 (1st October 2019 to 31st December 2019)

Urban Centre Localities > 7500



Code 1 First Response Performance by UCL

UCL Name	Qtr 2 2018/19			Qtr 3 2018/19			Qtr 4 2018/19			Qtr 1 2019/20			Qtr 2 2019/20		
	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	92.8%	9:36	474	91.6%	9:51	524	90.1%	10:22	574	89.6%	10:14	565	90.5%	10:11	576
Bacchus Marsh	88.8%	9:49	206	84.7%	10:26	196	78.2%	11:46	216	81.4%	10:42	220	84.3%	10:25	223
Bairnsdale	85.1%	10:14	269	82.5%	11:23	263	84.9%	10:46	225	80.3%	11:07	234	81.8%	11:17	269
Ballarat	92.3%	9:58	1,446	91.3%	10:03	1,436	90.5%	10:07	1,572	91.1%	10:09	1,685	88.8%	10:39	1,727
Benalla	79.9%	11:23	139	75.9%	13:01	170	78.1%	12:45	155	72.4%	13:30	181	74.3%	12:39	152
Bendigo	87.6%	10:47	1,417	87.4%	10:39	1,435	87.9%	10:42	1,402	86.6%	10:45	1,504	84.9%	11:05	1,663
Castlemaine	69.1%	14:16	123	75.5%	12:46	110	79.7%	12:18	138	73.5%	12:50	113	80.9%	12:23	131
Colac	89.2%	10:12	167	86.2%	9:59	123	84.3%	11:18	166	84.8%	10:55	151	86.7%	10:17	173
Drouin	87.0%	10:52	161	80.6%	12:18	165	87.9%	11:33	182	82.7%	12:20	173	76.2%	13:50	172
Drysdale - Clifton Springs	80.6%	12:15	186	83.3%	11:38	150	88.0%	11:22	175	83.0%	11:22	182	83.0%	11:59	159
Echuca - Moama (Echuca Part)	85.7%	10:51	224	91.3%	9:09	195	87.3%	10:25	213	89.6%	9:19	192	87.0%	9:45	208
Geelong	87.9%	10:40	2,496	88.4%	10:32	2,461	88.2%	10:35	2,632	88.6%	10:38	2,684	88.4%	10:36	2,605
Gisborne	71.6%	12:19	109	76.2%	10:59	105	78.8%	10:35	118	74.6%	11:10	134	74.5%	11:44	149
Hamilton	91.3%	9:00	104	97.0%	7:55	100	92.0%	10:04	113	93.9%	8:54	114	90.1%	9:52	131
Healesville	79.5%	10:35	146	87.1%	9:47	132	92.1%	9:08	140	82.8%	10:08	157	82.0%	10:39	167
Horsham	94.3%	9:01	244	92.7%	9:11	247	93.1%	9:15	245	90.6%	9:37	266	93.0%	8:54	244
Lara	84.1%	10:57	151	83.6%	11:13	159	81.6%	11:43	196	88.9%	10:23	199	81.7%	11:28	164
Leopold	90.3%	10:10	124	87.2%	10:10	125	86.4%	10:27	176	86.6%	10:28	119	88.4%	10:06	138
Maryborough (Vic.)	82.5%	11:24	160	78.1%	12:24	137	85.8%	10:19	162	79.4%	12:07	160	80.0%	11:16	170
Melbourne	89.7%	10:09	49,398	90.3%	9:55	47,880	89.6%	10:10	50,073	88.6%	10:24	51,797	87.8%	10:31	51,902
Melton	86.9%	10:06	922	87.9%	9:41	858	85.3%	10:11	1,000	82.2%	10:55	1,079	81.8%	11:07	1,028
Mildura - Buronga (Mildura Part)	95.2%	8:55	584	94.9%	8:41	584	94.9%	8:50	549	93.4%	9:11	589	93.8%	8:52	625
Moe - Newborough	85.1%	10:05	451	83.5%	10:08	437	82.8%	10:11	488	81.4%	10:36	478	78.6%	11:11	448
Morwell	91.9%	9:05	385	90.7%	9:57	408	93.7%	9:04	428	89.5%	9:35	485	92.1%	9:23	419
Ocean Grove - Barwon Heads	84.6%	10:46	201	84.3%	11:00	204	83.8%	10:38	204	88.8%	10:44	197	85.9%	11:02	227
Portland (Vic.)	85.4%	10:22	130	89.6%	9:26	135	90.2%	10:13	153	91.6%	9:24	143	85.3%	10:42	136
Sale	89.9%	9:03	178	85.8%	10:02	169	91.8%	9:23	194	92.3%	8:49	168	92.0%	8:40	224
Shepparton - Mooroopna	91.4%	9:47	873	90.8%	9:43	803	92.4%	9:21	775	92.4%	9:38	827	92.2%	9:46	869
Sunbury	87.1%	10:16	473	88.0%	9:55	409	87.7%	10:13	416	86.9%	10:01	503	84.6%	10:27	455
Swan Hill	85.8%	10:26	155	89.8%	9:24	137	94.8%	8:30	154	91.5%	8:56	117	88.3%	9:51	171
Torquay - Jan Juc	80.2%	12:02	187	79.6%	11:56	181	74.4%	12:34	180	83.8%	11:00	167	72.2%	12:35	234
Traralgon	81.6%	11:18	435	83.9%	11:10	378	88.8%	10:36	430	83.9%	10:39	478	84.1%	10:47	414
Wallan	86.1%	10:22	108	89.4%	9:37	123	86.4%	10:16	118	86.7%	9:56	143	81.3%	10:59	128
Wangaratta	91.1%	9:35	281	92.1%	9:23	305	88.8%	10:34	312	90.2%	10:03	317	93.9%	9:22	330
Warragul	81.9%	10:47	188	82.7%	10:39	185	85.7%	10:44	251	81.4%	11:50	291	80.4%	12:01	245
Warrnambool	93.3%	9:26	360	92.1%	9:29	406	94.9%	9:01	374	93.5%	9:23	416	93.5%	9:34	385
Wonthaggi	85.4%	11:12	171	91.3%	8:56	138	92.7%	9:06	178	89.7%	9:31	175	87.2%	9:44	164
Yarrawonga - Mulwala (Yarrawonga Part)	71.0%	15:12	138	77.3%	12:51	132	75.9%	13:29	108	69.9%	16:12	153	73.2%	14:31	142
Total UCLs > 7500	89.3%	10:12	63,964	89.8%	10:00	62,105	89.3%	10:12	65,185	88.3%	10:25	67,556	87.5%	10:33	67,767

MAIN

MAP <= 15 Minutes

MAP Average

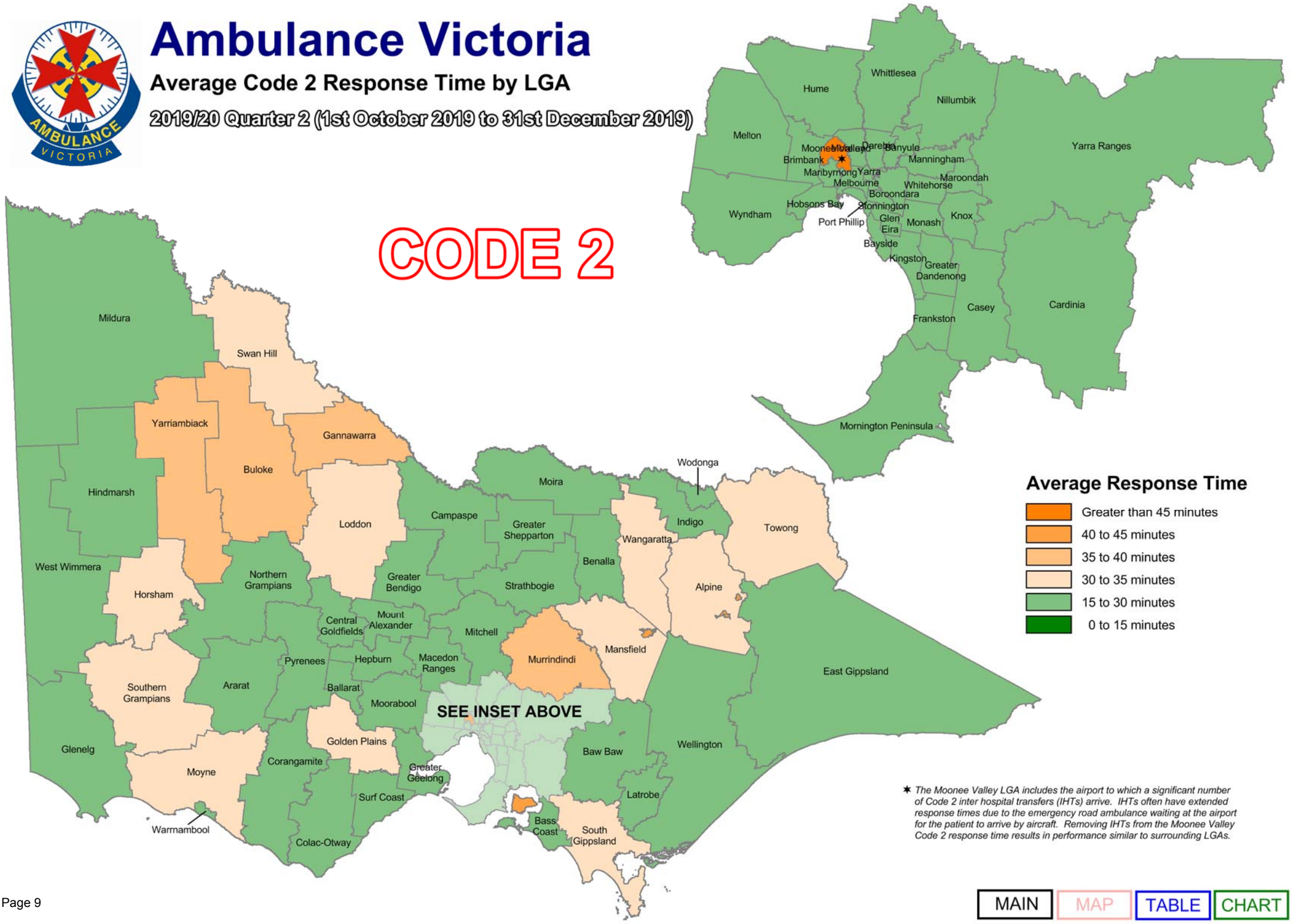
TABLE

CHART

Ambulance Victoria

Average Code 2 Response Time by LGA

2019/20 Quarter 2 (1st October 2019 to 31st December 2019)



★ *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 2018/19		Qtr 3 2018/19		Qtr 4 2018/19		Qtr 1 2019/20		Qtr 2 2019/20	
	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	33:03	175	31:54	174	32:43	156	33:27	147	31:32	170
Ararat	21:48	115	26:22	139	25:08	138	22:49	164	24:43	180
Ballarat	22:21	1,085	21:57	1,141	22:50	1,063	22:46	1,114	23:53	1,183
Banyule	22:29	972	20:59	968	23:20	1,098	23:39	1,121	24:40	1,114
Bass Coast	26:16	518	26:55	479	27:51	554	26:56	512	27:09	581
Baw Baw	22:27	508	24:03	524	25:43	550	25:56	527	27:15	599
Bayside	25:28	631	26:04	655	25:19	666	27:51	659	28:49	706
Benalla	25:35	165	25:40	170	25:53	194	27:10	186	28:27	220
Boroondara	23:28	920	23:42	933	24:16	942	25:47	973	26:48	892
Brimbank	22:07	1,529	21:14	1,459	23:14	1,544	24:23	1,618	25:32	1,644
Buloke	42:58	52	40:08	67	37:12	63	45:29	73	36:50	78
Campaspe	28:31	431	26:21	414	28:40	505	26:30	473	28:46	520
Cardinia	21:07	741	20:05	787	20:13	854	21:37	879	22:47	889
Casey	20:28	2,325	19:55	2,324	21:07	2,416	22:11	2,474	23:57	2,522
Central Goldfields	24:47	206	26:40	222	26:40	221	28:35	261	25:37	215
Colac-Otway	29:58	251	28:57	234	26:46	226	27:06	238	25:05	259
Corangamite	30:16	157	28:23	139	27:03	187	23:06	165	29:46	194
Darebin	21:40	1,394	21:15	1,289	22:21	1,347	24:57	1,383	24:40	1,361
East Gippsland	33:07	635	30:32	636	32:52	623	28:32	680	29:14	675
Frankston	19:13	1,535	18:36	1,507	18:52	1,538	19:27	1,523	20:09	1,557
Gannawarra	33:41	108	36:36	128	38:43	117	34:51	129	36:02	115
Glen Eira	25:11	933	24:41	885	26:33	925	27:15	991	29:03	973
Glenelg	25:54	217	27:50	204	26:54	235	22:29	258	28:29	242
Golden Plains	26:35	109	27:23	89	29:31	113	28:54	120	31:00	132
Greater Bendigo	24:44	1,036	24:03	1,118	23:51	1,125	24:04	1,199	25:21	1,165
Greater Dandenong	19:35	1,529	19:31	1,479	19:43	1,518	21:48	1,492	22:23	1,546
Greater Geelong	23:01	2,506	23:22	2,504	23:35	2,531	23:08	2,483	24:44	2,569
Greater Shepparton	22:43	765	22:27	722	21:55	804	22:30	856	24:14	848
Hepburn	27:59	144	34:04	162	29:48	169	29:22	167	29:28	183
Hindmarsh	32:16	76	30:11	72	34:43	87	33:49	71	29:17	63
Hobsons Bay	23:52	725	22:30	722	24:59	710	25:14	709	25:57	787
Horsham	29:54	239	30:38	261	33:17	301	31:57	310	32:23	271
Hume	20:21	1,890	19:19	1,863	21:11	2,016	22:16	2,098	21:55	2,112
Indigo	30:42	105	33:58	98	31:31	106	32:09	111	28:20	100
Kingston (C) (V	22:50	1,234	22:05	1,301	22:18	1,269	23:06	1,313	24:41	1,213
Knox	19:20	1,189	18:25	1,161	18:57	1,185	20:32	1,250	20:15	1,233
Latrobe (C) (V	20:59	1,095	21:49	1,062	21:51	1,045	23:27	1,107	22:43	1,127
Loddon	33:21	81	35:04	76	33:24	75	31:47	78	30:28	62
Macedon Ranges	21:57	431	22:35	416	22:42	457	24:18	513	24:38	490
Manningham	23:51	700	24:06	689	24:44	760	24:49	780	26:42	777
Mansfield	32:08	112	37:31	107	35:14	108	38:38	104	32:44	120
Maribyrnong	22:46	702	21:06	694	23:40	706	25:13	682	26:55	731
Maroondah	20:06	961	18:46	953	19:28	1,015	20:32	1,052	21:09	1,075
Melbourne	23:09	2,367	22:32	2,326	23:00	2,384	24:47	2,381	25:10	2,397
Melton	20:33	1,095	19:51	1,104	22:50	1,154	23:50	1,283	23:59	1,206
Mildura	27:00	602	27:36	607	31:24	675	32:08	651	29:33	687
Mitchell	24:33	535	23:42	552	22:40	558	24:25	562	24:33	596
Moira	26:47	409	26:35	398	26:42	416	28:46	467	27:56	423
Monash	23:06	1,291	22:22	1,333	24:12	1,369	24:12	1,389	26:16	1,310
✶ Moonee Valley	61:01	1,332	59:49	1,362	61:29	1,435	58:36	1,454	60:58	1,464
Moorabool	24:25	343	22:40	338	22:40	331	24:24	367	25:57	417
Moreland	23:17	1,391	22:02	1,405	25:01	1,471	25:52	1,401	26:26	1,489
Mornington Peninsula	20:51	1,659	20:25	1,747	20:55	1,615	20:34	1,753	21:30	1,894
Mount Alexander	29:34	189	30:40	146	26:24	153	25:22	169	28:04	205
Moyne	30:36	107	30:34	134	32:48	120	29:30	94	33:13	112
Murrindindi	32:14	182	31:16	155	31:01	154	30:02	137	35:17	169
Nillumbik	23:55	363	23:03	367	23:33	399	26:23	387	28:27	417
Northern Grampians	27:22	171	27:23	170	28:35	180	23:16	151	27:53	194
Port Phillip	23:44	1,078	23:23	1,057	24:28	862	26:35	865	27:41	1,037
Pyrenees	28:09	73	29:09	78	23:12	53	25:55	57	27:47	76
Queenscliffe	24:30	37	26:25	36	24:02	33	23:30	33	23:36	45
South Gippsland	30:58	285	30:53	321	29:34	296	30:33	301	32:05	353
Southern Grampians	27:05	170	29:50	148	25:07	151	30:31	167	32:49	162
Stonnington	25:39	774	24:25	749	25:12	766	27:58	754	26:38	753
Strathbogie	26:29	119	26:07	110	25:45	124	29:42	128	28:51	135
Surf Coast	25:19	222	23:41	259	24:40	272	23:27	242	23:19	259
Swan Hill	31:17	252	29:28	245	32:04	246	29:10	273	30:10	307
Towong	34:02	72	35:49	72	32:28	87	30:16	83	30:58	90
Wangaratta	30:18	294	25:38	302	27:04	318	31:03	362	30:14	373
Warrnambool	21:42	316	20:47	373	22:28	327	21:49	338	24:07	392
Wellington	25:57	449	28:18	475	30:47	537	27:20	463	26:27	514
West Wimmera	27:05	45	32:17	24	32:43	41	36:37	33	28:14	41
Whitehorse	21:40	1,156	21:10	1,136	22:08	1,212	23:51	1,246	24:10	1,331
Whittlesea	22:48	1,456	22:28	1,416	23:28	1,569	22:43	1,568	23:10	1,567
Wodonga	23:29	365	20:18	396	24:24	432	24:10	455	20:30	429
Wyndham	21:07	1,516	20:32	1,493	21:38	1,509	23:23	1,548	25:17	1,519
Yarra	22:27	836	22:59	896	23:26	950	25:44	979	25:29	975
Yarra Ranges	20:07	1,175	19:38	1,214	19:34	1,199	20:40	1,232	21:02	1,235
Yarriambiack	30:46	64	34:38	65	35:23	73	37:26	79	39:25	71
Unincorporated	38:58	3	43:18	20	33:37	26	32:54	169	42:49	7
Interstate LGAs	34:38	145	29:43	174	25:42	145	33:40	136	29:37	160
Total AV	24:02	54,170	23:36	54,230	24:33	55,904	25:13	57,200	25:57	58,304

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

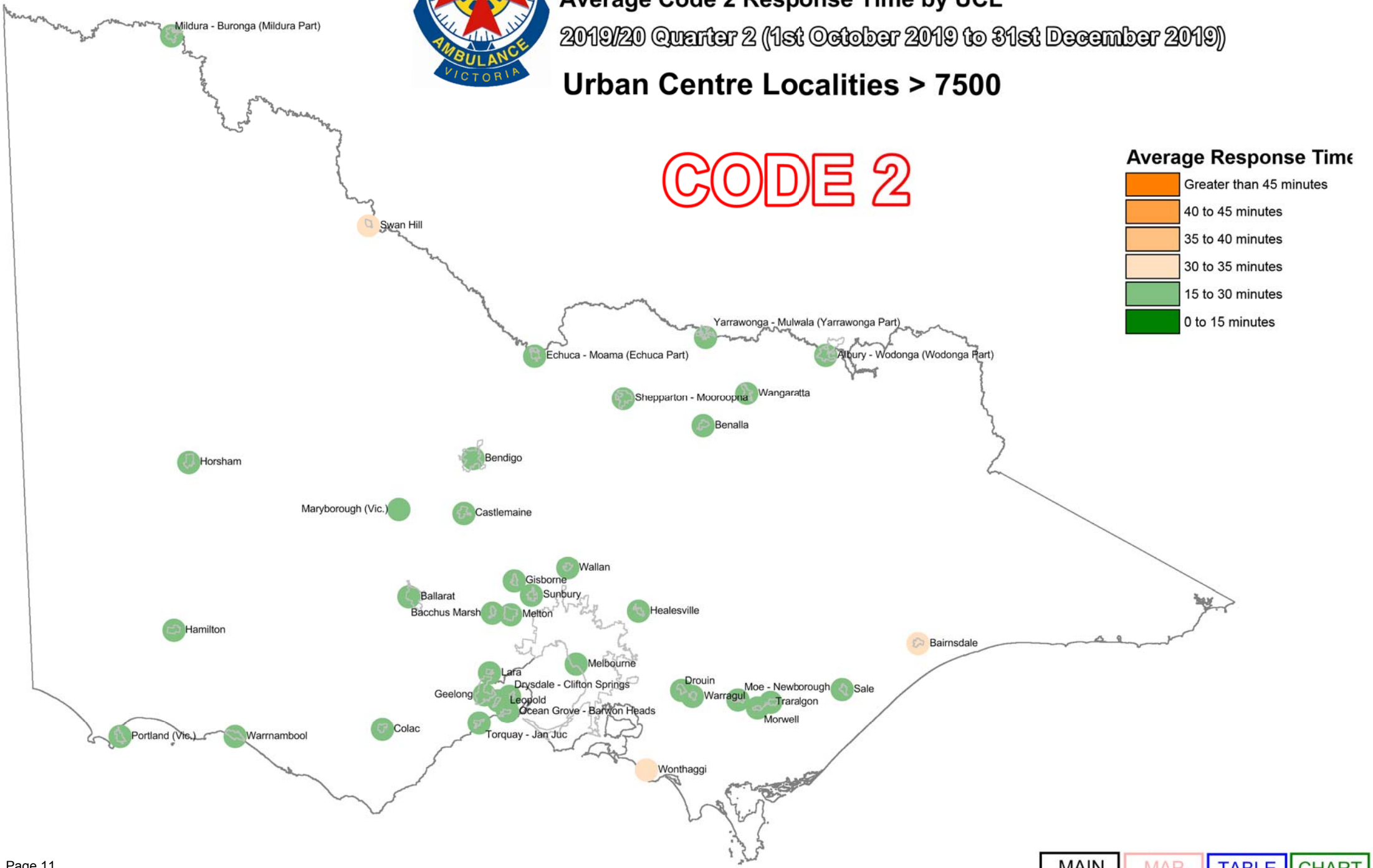
✶ The Moonee Valley LGA includes the airport to which a significant number of Code 2 inter hospital transfers (IHTs) arrive. IHTs often have extended response times due to the emergency road ambulance waiting at the airport for the patient to arrive by aircraft. Removing IHTs from the Moonee Valley Code 2 response time results in performance similar to surrounding LGAs.

Ambulance Victoria

Average Code 2 Response Time by UCL

2019/20 Quarter 2 (1st October 2019 to 31st December 2019)

Urban Centre Localities > 7500



Code 2 First Response Performance by UCL

UCL Name	Qtr 2 2018/19		Qtr 3 2018/19		Qtr 4 2018/19		Qtr 1 2019/20		Qtr 2 2019/20	
	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
Albury - Wodonga (Wodonga Part)	23:32	331	19:16	378	24:00	403	23:47	431	19:51	396
Bacchus Marsh	22:16	227	19:47	227	20:50	214	22:48	241	25:35	274
Bairnsdale	32:34	260	31:02	283	36:49	256	30:03	281	30:10	280
Ballarat	22:08	1,049	21:26	1,089	22:44	1,020	22:52	1,076	23:45	1,150
Benalla	24:04	140	25:22	157	24:34	168	26:51	163	27:59	190
Bendigo	23:55	922	23:07	999	22:45	1,009	23:23	1,073	24:15	1,040
Castlemaine	29:46	134	30:28	107	25:27	114	24:19	126	28:31	147
Colac	30:05	182	24:21	151	25:54	160	27:36	178	23:46	182
Drouin	17:04	107	20:18	129	23:46	113	21:36	112	23:22	130
Drysdale - Clifton Springs	19:34	121	19:10	114	22:15	123	21:40	118	22:17	118
Echuca - Moama (Echuca Part)	32:49	237	28:56	209	32:17	273	26:07	216	29:29	266
Geelong	21:09	1,867	21:55	1,791	22:13	1,818	22:11	1,837	23:27	1,859
Gisborne	19:33	94	20:40	81	20:31	109	24:25	98	22:04	97
Hamilton	20:20	111	28:33	106	18:49	105	23:21	111	27:52	105
Healesville	17:10	98	15:06	107	16:44	120	16:56	125	19:41	109
Horsham	20:15	160	21:42	188	29:39	258	28:14	262	29:01	240
Lara	20:08	79	24:04	97	25:37	120	22:04	104	23:04	104
Leopold	20:44	70	18:11	69	21:50	82	18:59	81	20:28	65
Maryborough (Vic.)	22:38	175	25:40	193	25:15	187	26:28	202	23:51	163
Melbourne	23:24	35,306	22:46	35,068	23:54	36,156	24:54	36,847	25:46	37,340
Melton	18:15	624	17:54	645	20:59	627	22:05	734	21:49	663
Mildura - Buronga (Mildura Part)	22:34	430	25:11	435	28:23	470	30:27	452	27:46	500
Moe - Newborough	19:18	290	18:57	272	17:55	263	20:53	286	19:52	302
Morwell	16:28	316	17:54	285	18:17	291	19:26	304	18:23	295
Ocean Grove - Barwon Heads	16:15	132	19:26	157	19:40	136	19:31	113	22:28	137
Portland (Vic.)	26:57	146	29:29	126	25:15	158	20:35	161	27:34	155
Sale	22:12	191	23:13	191	22:55	204	21:50	188	21:54	213
Shepparton - Mooroopna	22:37	643	21:43	607	22:13	654	22:16	718	24:22	697
Sunbury	18:40	326	17:34	334	19:32	353	20:29	367	19:27	347
Swan Hill	35:13	160	31:48	154	35:08	150	31:03	186	33:07	192
Torquay - Jan Juc	19:46	97	21:53	121	20:38	145	20:44	131	22:16	137
Traralgon	24:27	348	25:08	361	26:22	340	26:38	380	25:44	385
Wallan	17:20	82	16:36	75	17:44	94	16:09	85	17:53	97
Wangaratta	27:29	241	22:37	246	23:14	257	28:02	294	27:23	286
Warragul	22:48	249	24:36	242	26:38	262	27:12	278	29:59	281
Warrnambool	21:42	303	20:49	357	22:21	313	21:44	323	24:09	377
Wonthaggi	29:42	171	28:06	151	32:53	205	29:34	213	32:21	229
Yarrawonga - Mulwala (Yarrawonga Part)	23:53	125	24:50	114	25:27	126	27:24	143	27:03	130
Total UCLs > 7500	23:13	46,544	22:40	46,416	23:50	47,856	24:36	49,038	25:26	49,678

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