



Ambulance Victoria's Performance

2020/21 Quarter 2 (1st October 2020 to 31st December 2020)

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).

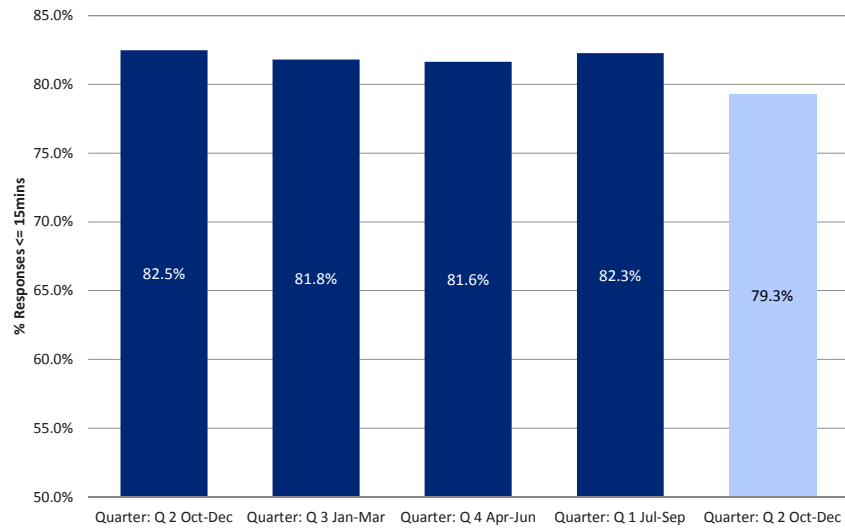
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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	% <= 15 Minutes MAP TABLE CHART
	Average MAP TABLE	Average MAP TABLE
CODE 2	Average MAP TABLE CHART	Average MAP TABLE CHART

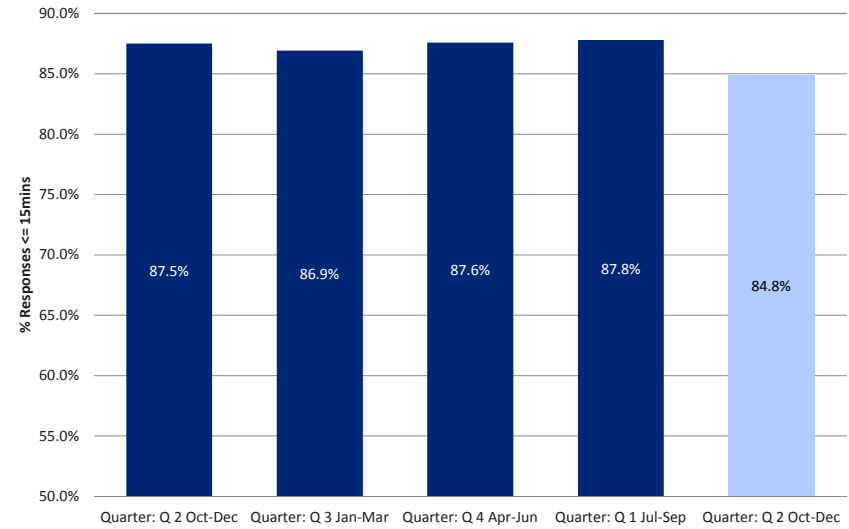
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

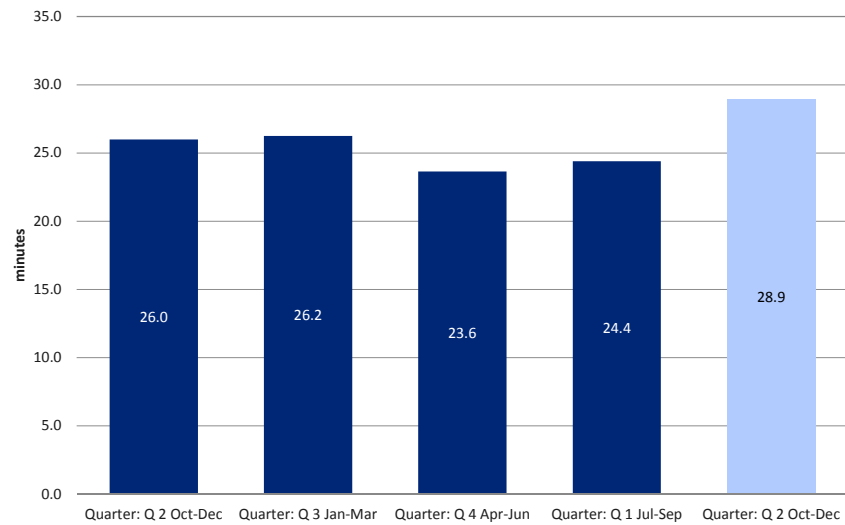
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

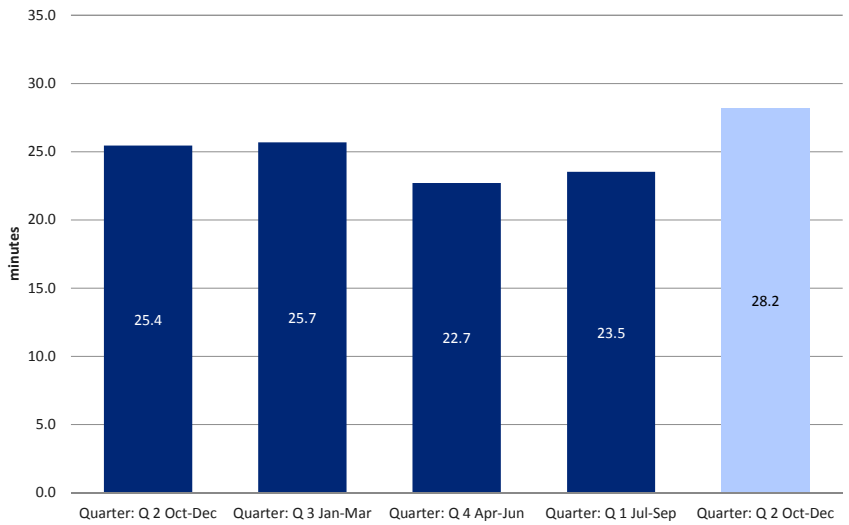
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

TABLE

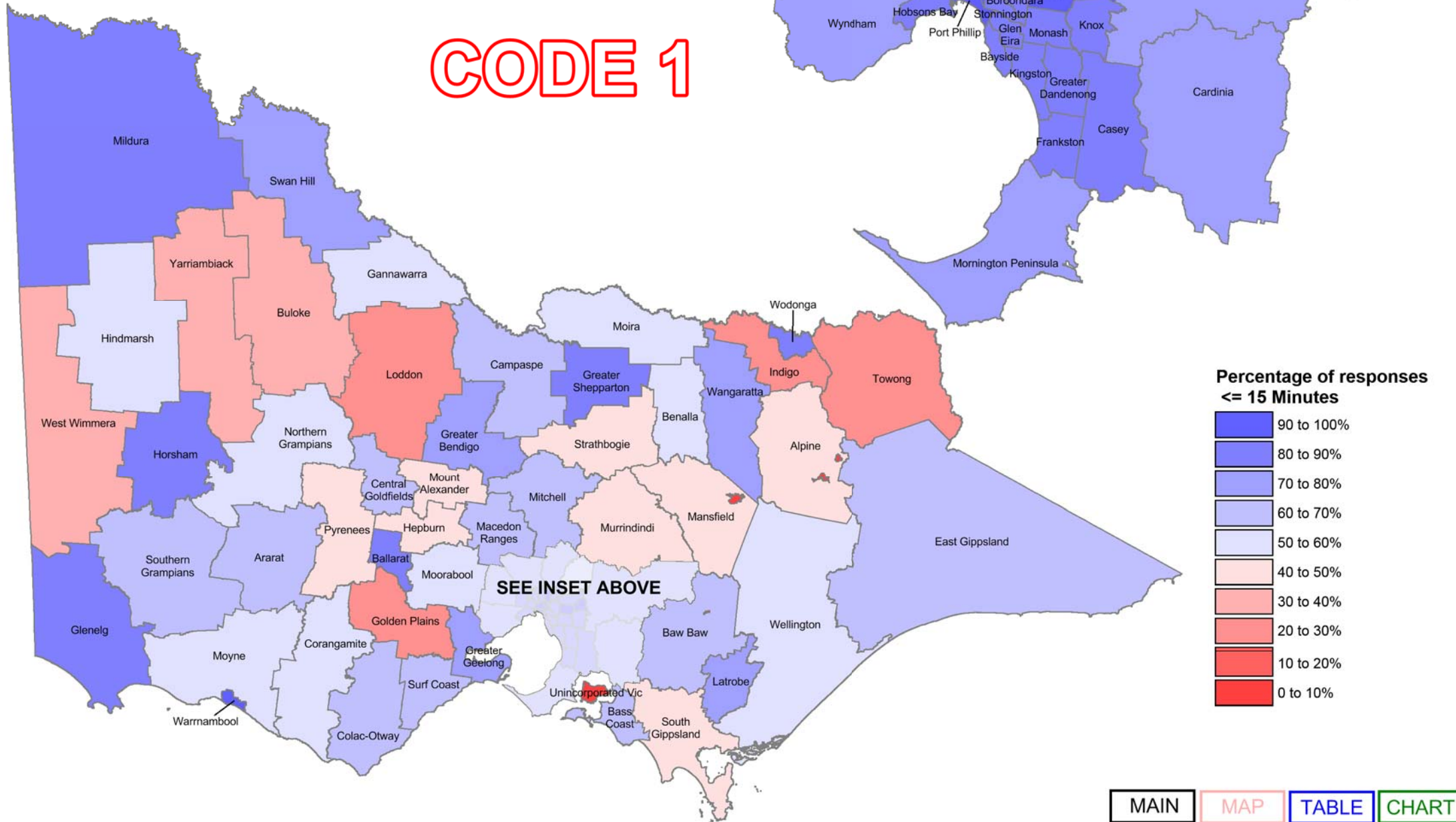


Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2020/21 Quarter 2 (1st October 2020 to 31st December 2020)

CODE 1

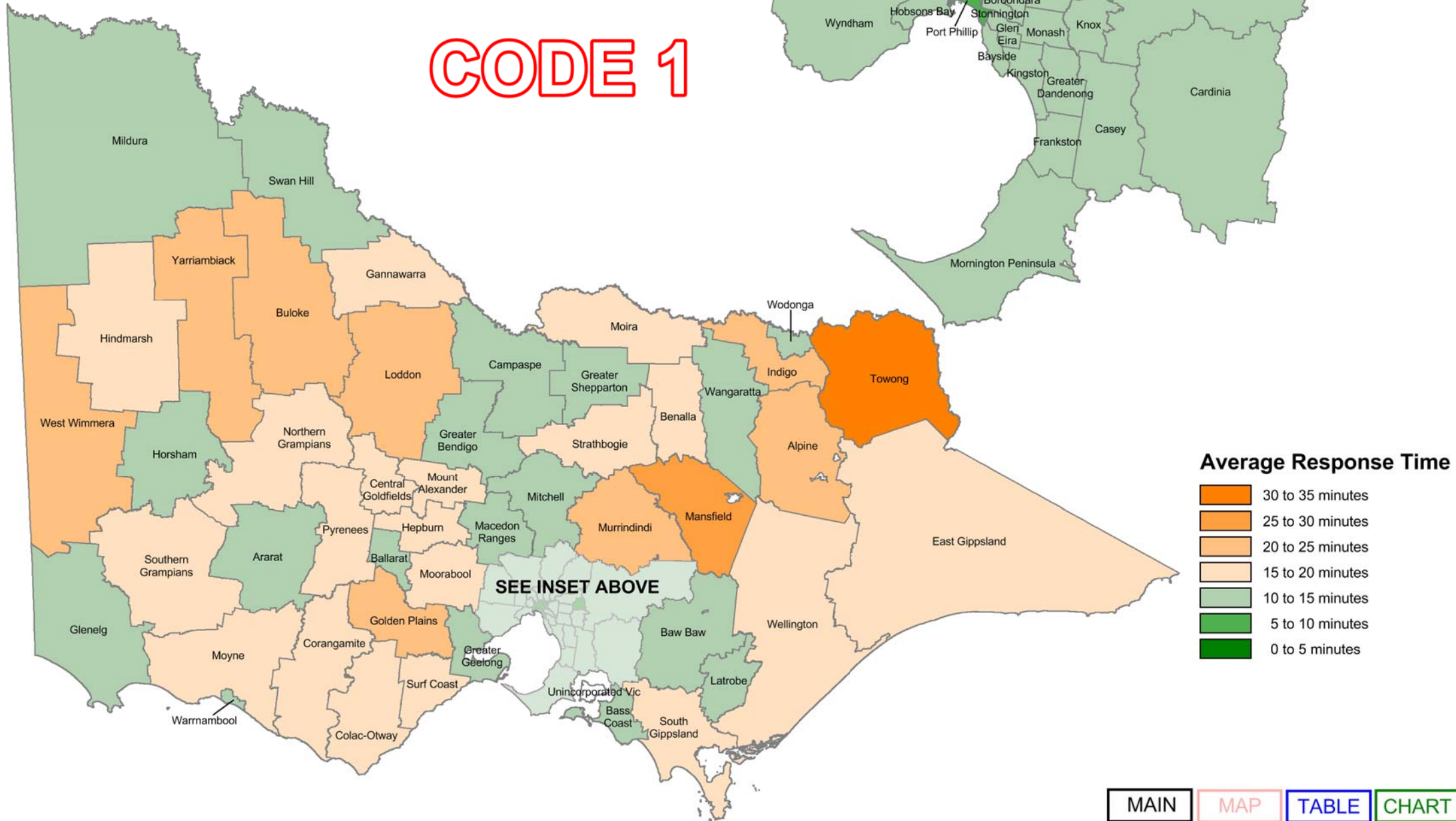


Ambulance Victoria

Average Code 1 Response Time by LGA

2020/21 Quarter 2 (1st October 2020 to 31st December 2020)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 2 2019/20			Qtr 3 2019/20			Qtr 4 2019/20			Qtr 1 2020/21			Qtr 2 2020/21		
	% 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	50.7%	19:42	152	49.0%	19:30	145	43.5%	20:05	108	52.2%	18:49	136	46.1%	20:47	191
Ararat	61.9%	16:20	168	69.6%	14:17	158	60.3%	16:52	179	63.3%	15:35	169	62.8%	14:53	172
Ballarat	87.6%	10:50	1,793	87.9%	10:45	1,715	83.0%	11:44	1,540	85.2%	11:19	1,544	85.9%	11:18	1,767
Banyule	87.1%	10:48	1,454	88.7%	10:10	1,416	91.3%	10:15	1,226	89.4%	10:21	1,292	88.8%	10:51	1,480
Bass Coast	67.5%	14:14	621	67.9%	14:05	611	66.5%	14:32	552	72.7%	13:12	568	66.1%	14:54	654
Baw Baw	67.6%	14:20	726	68.1%	14:26	730	68.1%	14:23	700	73.4%	13:31	719	67.8%	14:48	779
Bayside	86.7%	11:19	862	85.5%	11:20	842	86.6%	10:59	741	90.3%	10:43	741	84.4%	11:49	788
Benalla	63.7%	14:22	201	52.8%	17:25	235	53.8%	17:19	212	56.3%	17:30	199	58.3%	16:42	216
Boroondara	88.9%	10:49	1,239	87.7%	10:48	1,158	91.0%	10:18	1,075	91.1%	10:21	1,099	88.6%	10:36	1,355
Brimbank	87.8%	10:45	2,582	87.5%	10:48	2,592	89.7%	10:22	2,225	89.4%	10:32	2,391	86.3%	11:09	2,523
Buloke	31.4%	24:09	70	34.6%	23:46	81	24.3%	27:23	74	33.3%	23:28	81	34.0%	24:39	94
Campaspe	63.0%	14:04	525	66.1%	13:34	558	66.5%	13:59	465	64.8%	13:45	494	63.3%	14:27	607
Cardinia	69.5%	12:59	1,337	71.3%	13:00	1,308	72.8%	12:35	1,107	74.5%	12:20	1,140	70.4%	13:16	1,333
Casey	84.6%	11:07	3,619	83.6%	11:21	3,466	84.3%	11:11	3,208	85.4%	11:00	3,296	80.8%	11:52	3,600
Central Goldfields	65.4%	13:54	237	58.8%	16:25	211	59.3%	16:52	221	63.0%	16:37	211	60.2%	15:47	231
Colac-Otway	68.6%	14:09	280	67.6%	14:32	238	64.7%	16:19	218	65.5%	14:37	229	64.7%	15:41	269
Corangamite	54.3%	16:27	173	60.2%	15:31	176	54.6%	17:45	174	57.5%	15:31	219	51.4%	17:34	218
Darebin	89.9%	9:59	1,965	90.7%	9:49	1,966	92.6%	9:51	1,559	92.3%	9:52	1,745	90.9%	10:15	1,875
East Gippsland	63.3%	14:46	776	60.2%	16:22	759	59.4%	16:19	715	62.6%	16:03	744	61.8%	16:17	820
Frankston	92.0%	9:42	2,050	90.2%	10:07	2,156	91.0%	10:14	1,772	91.0%	10:09	1,857	87.8%	10:33	2,188
Gannawarra	42.9%	20:49	133	54.1%	18:49	133	47.1%	21:08	138	49.6%	19:27	135	52.3%	18:49	151
Glen Eira	89.7%	10:20	1,454	90.4%	10:25	1,399	91.6%	10:02	1,160	90.8%	10:06	1,188	89.1%	10:42	1,294
Glenelg	76.4%	13:00	229	77.6%	13:16	250	72.5%	13:49	233	74.7%	13:51	233	80.1%	12:22	241
Golden Plains	31.4%	19:32	194	32.2%	19:10	205	28.7%	20:13	188	33.0%	19:02	212	27.7%	20:54	235
Greater Bendigo	80.0%	11:56	1,860	78.8%	12:34	1,771	74.5%	13:17	1,553	76.8%	12:44	1,744	74.0%	13:29	1,923
Greater Dandenong	90.4%	9:53	2,258	90.9%	10:00	2,209	90.4%	10:02	1,828	90.5%	10:01	1,773	88.4%	10:36	2,023
Greater Geelong	84.8%	11:10	3,675	82.0%	11:45	3,786	79.6%	12:00	3,298	81.7%	11:43	3,470	79.6%	12:12	3,940
Greater Shepparton	86.2%	10:46	1,084	83.6%	11:13	1,119	81.8%	11:28	997	84.9%	10:40	982	81.7%	11:33	1,196
Hepburn	42.4%	17:55	198	38.2%	19:37	204	42.5%	18:07	212	40.4%	18:06	203	42.6%	19:39	242
Hindmarsh	60.6%	18:07	71	63.7%	18:17	80	44.6%	21:50	74	55.4%	19:22	83	59.8%	19:02	107
Hobsons Bay	85.6%	11:00	1,133	85.0%	11:27	1,053	85.6%	10:50	988	86.9%	11:08	1,000	81.5%	11:54	1,061
Horsham	85.9%	10:22	277	84.2%	10:15	316	77.7%	12:06	283	83.2%	11:19	304	84.5%	10:45	303
Hume	84.7%	11:00	3,242	83.0%	11:27	3,320	85.9%	11:05	2,808	83.3%	11:22	2,952	78.8%	12:04	3,411
Indigo	28.4%	22:06	155	28.7%	21:12	160	27.3%	21:58	110	28.2%	21:28	142	21.5%	23:12	158
Kingston (C) (V)	89.3%	10:11	1,752	87.6%	10:23	1,730	89.8%	10:17	1,587	90.0%	10:09	1,523	86.4%	11:04	1,767
Knox	92.2%	9:53	1,711	89.9%	10:07	1,691	90.8%	10:16	1,509	90.9%	10:08	1,510	90.0%	10:29	1,654
Latrobe (C) (V)	79.7%	11:32	1,522	78.3%	11:50	1,534	79.8%	11:41	1,478	81.4%	11:16	1,439	79.5%	11:32	1,642
Loddon	37.2%	20:45	129	38.2%	20:52	144	34.9%	21:46	129	39.6%	21:09	96	29.7%	23:41	128
Macedon Ranges	70.5%	12:58	533	64.9%	13:50	513	58.7%	14:41	465	68.0%	13:59	453	60.5%	14:55	607
Manningham	83.2%	12:06	1,187	84.2%	11:51	1,115	83.7%	11:49	979	87.4%	11:21	967	83.5%	12:07	1,147
Mansfield	31.2%	27:24	93	39.8%	27:39	108	42.2%	23:35	90	50.6%	17:38	87	44.6%	25:24	121
Maribyrnong	89.8%	10:05	980	88.6%	10:20	1,012	90.9%	10:09	839	90.1%	10:02	726	87.4%	10:34	894
Maroondah	92.2%	9:27	1,452	91.2%	9:26	1,299	92.1%	9:31	1,190	92.8%	9:34	1,123	90.5%	9:50	1,373
Melbourne	91.0%	9:11	2,827	91.4%	9:07	2,591	93.2%	8:48	1,567	93.3%	8:46	1,446	92.0%	9:06	2,005
Melton	80.5%	11:47	2,043	77.4%	12:08	2,012	81.6%	11:32	1,692	81.3%	11:35	1,800	75.9%	12:49	2,216
Mildura	85.5%	11:06	881	84.0%	10:54	839	82.0%	11:57	779	80.4%	11:54	777	80.9%	12:10	891
Mitchell	69.3%	13:39	642	65.7%	14:39	592	62.3%	14:51	536	66.0%	13:44	609	63.6%	14:36	635
Moir	57.0%	16:18	460	59.5%	16:02	440	55.0%	17:38	436	57.2%	16:34	493	53.8%	17:40	560
Monash	87.2%	11:01	1,805	88.3%	10:51	1,758	89.3%	11:06	1,487	89.8%	10:43	1,533	85.9%	11:15	1,771
Moonee Valley	86.6%	11:13	1,503	85.7%	11:32	1,376	87.5%	11:16	1,198	87.6%	11:15	1,275	85.6%	11:26	1,425
Moorabool	67.8%	13:11	400	68.5%	13:09	403	66.0%	13:42	424	68.9%	13:31	383	59.8%	15:12	433
Moreland	87.7%	10:54	2,124	89.3%	10:34	2,164	92.1%	10:13	1,963	89.0%	10:32	2,015	88.0%	11:05	1,993
Mornington Peninsula	81.2%	11:15	2,303	79.6%	11:30	2,428	80.0%	11:33	2,090	82.8%	11:05	1,981	76.1%	12:15	2,510
Mount Alexander	66.0%	15:03	212	49.0%	18:20	208	48.8%	18:37	203	44.4%	19:25	225	43.9%	19:12	230
Moyne	36.6%	19:05	164	42.5%	18:14	160	39.6%	18:14	149	53.4%	15:49	133	50.6%	16:33	160
Murrindindi	37.5%	19:43	200	46.7%	19:19	212	40.0%	20:31	175	37.6%	20:34	178	48.7%	20:05	197
Nillumbik	71.8%	13:14	589	66.1%	13:54	487	67.7%	13:41	431	71.4%	13:31	461	63.4%	14:17	574
Northern Grampians	63.5%	16:01	159	64.8%	13:49	196	72.8%	13:48	158	66.5%	14:04	185	59.4%	16:23	219
Port Phillip	90.4%	9:52	1,373	90.3%	9:41	1,363	93.1%	9:24	979	92.4%	9:24	1,033	91.2%	9:49	1,187
Pyrenees	39.5%	20:06	114	45.7%	19:30	105	39.1%	19:29	128	35.6%	20:01	101	42.3%	18:39	111
Queenscliffe	66.7%	14:02	54	68.3%	14:52	60	54.1%	15:05	37	69.8%	14:51	53	59.6%	17:10	57
South Gippsland	49.6%	18:01	415	49.8%	17:49	402	45.1%	18:33	357	52.5%	17:18	379	49.9%	18:06	419
Southern Grampians	66.8%	14:57	202	62.8%	17:30	156	58.5%	17:55	159	62.6%	15:28	174	61.5%	16:27	182
Stonnington	88.0%	10:32	1,064	90.5%	10:10	995	89.8%	10:24	820	91.1%	10:17	743	88.4%	10:33	929
Strathbogie	42.2%	19:40	199	50.0%	17:23	176	43.1%	19:39	160	39.9%	19:25	173	44.5%	18:55	218
Surf Coast	63.6%	14:23	423	64.1%	15:15	379	59.9%	15:32	269	62.5%	14:31	299	61.1%	15:16	429
Swan Hill	75.2%	13:19	290	75.5%	12:34	318	71.2%	14:24	288	71.8%	13:36	277	70.0%	14:26	327
Towong	31.3%	24:55	67	36.6%	22:23	82	33.3%	24:17	81	33.3%	24:05	63	26.6%	30:16	79
Wangaratta	81.3%	11:53	417	79.0%	12:18	439	70.7%	14:53	389	73.2%	13:42	385	73.8%	13:43	469
Warrnambool	92.1%	10:09	403	93.1%	9:16	432	93.0%	10:05	357	90.4%	10:09	394	90.5%	10:21	442
Wellington	63.2%	15:21	619	61.7%	15:45	626	61.9%	15:13	548	60.7%	16:10	598	56.6%	16:03	701
West Wimmera	36.6%	21:27	41	34.2%	25:12	38	29.4%	22:35	34	35.1%	21:07	37	34.9%	22:04	43
Whitehorse	90.9%	9:53	1,697	91.7%	9:40	1,545	91.7%	9:42	1,349	93.0%	9:27	1,392	90.3%	10:10	1,581
Whittlesea	84.2%	11:07	2,541	84.1%	11:13	2,478	84.8%	11:08	2,263	83.1%	11:22	2,326	78.8%	12:06	2,596
Wodonga	87.1%	10:40	630	85.9%	11:16	583	85.3%	11:18	517	83.6%	11:49	573	83.7%	11:31	625
Wyndham	83.3%	11:23	2,350	82.1%	11:18	2,295	83.0%	11:22	1,899	82.4%	11:33	2,206	78.0%	12:19	2,396
Yarra	91.0%	9:21	1,306	91.7%	9:14	1,272	92.3%	9:04	874	92.9%	9:03	807	91.7%	9:32	940
Yarra Ranges	75.7%	12:09	1,799	75.3%	12:31	1,771	76.3%	12:24	1,586	76.6%	12:03	1,590	72.0%	13:03	1,911
Yarriambiack	38.7%	21:14	93	30.8%	23:24	91	32.6%	23:41	95	50.0%	19:08	112	37.4%	22:4	



Ambulance Victoria

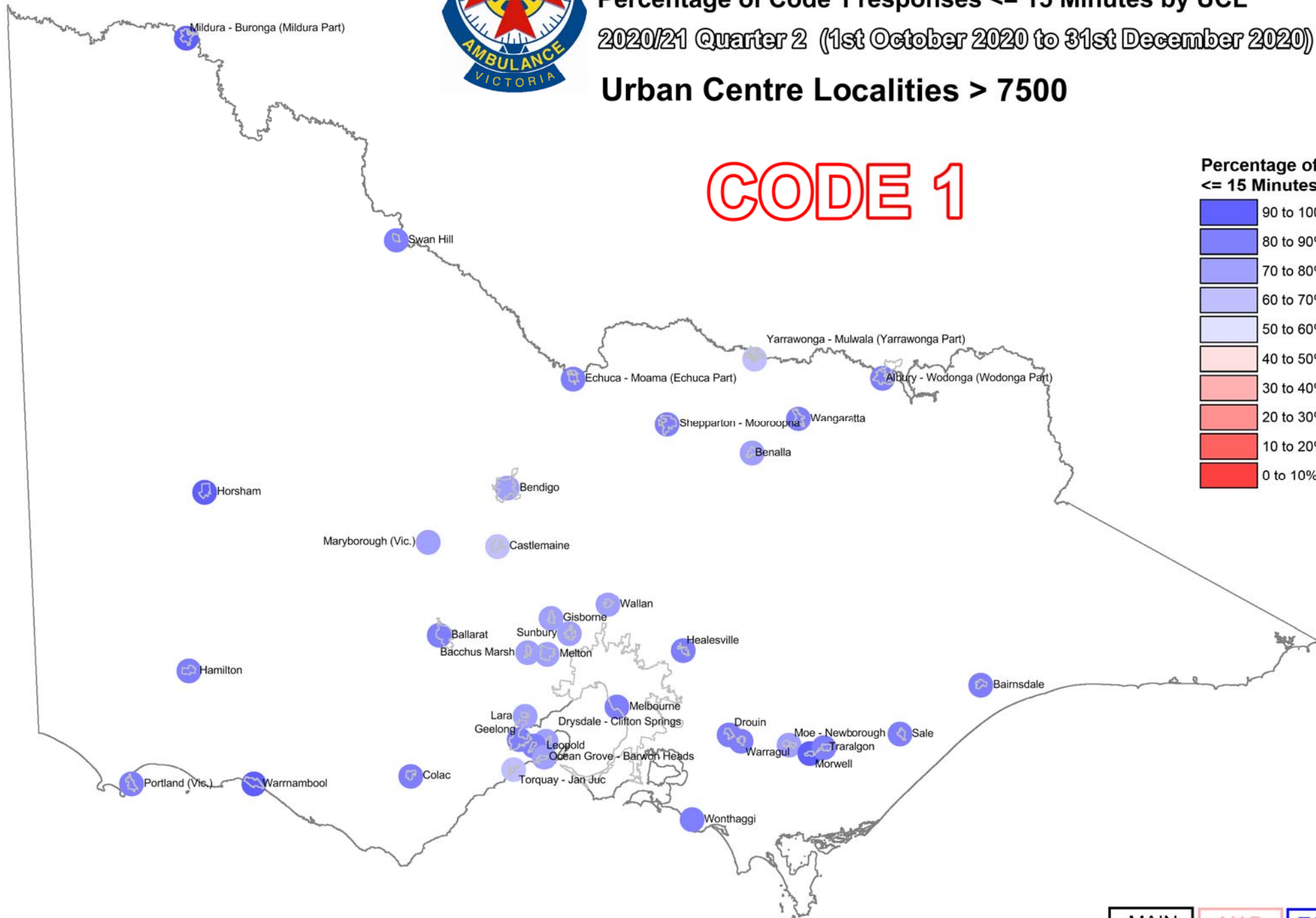
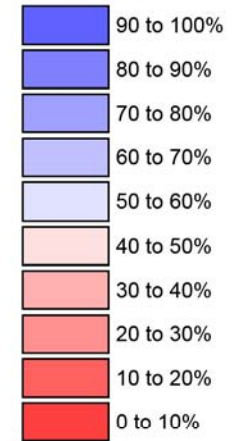
Percentage of Code 1 responses ≤ 15 Minutes by UCL

2020/21 Quarter 2 (1st October 2020 to 31st December 2020)

Urban Centre Localities > 7500

CODE 1

Percentage of responses
 ≤ 15 Minutes





Ambulance Victoria

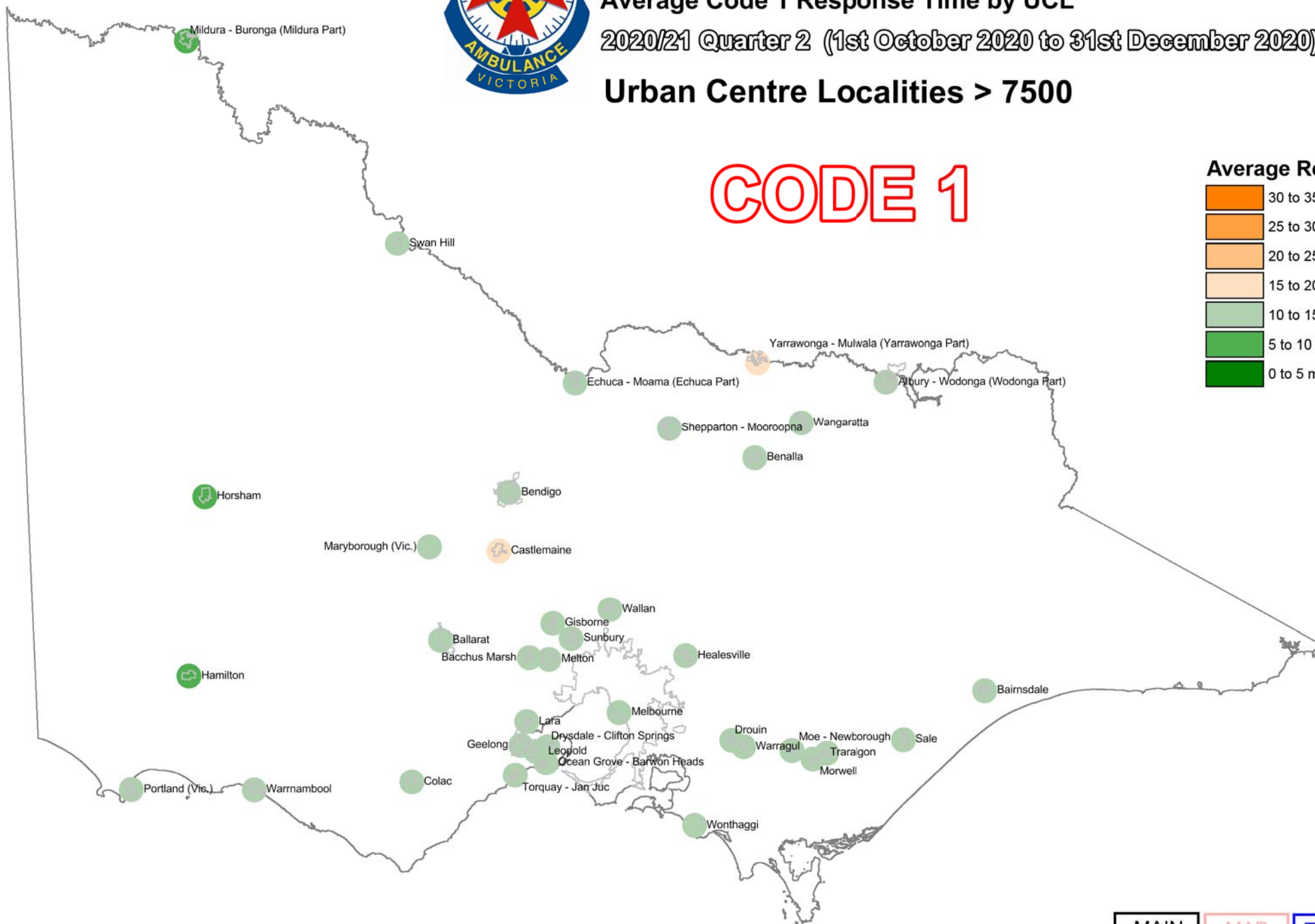
Average Code 1 Response Time by UCL

2020/21 Quarter 2 (1st October 2020 to 31st December 2020)

Urban Centre Localities > 7500

CODE 1

Average Response Time



MAIN

MAP

TABLE

CHART



UCL Name

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	90.5%	10:11	576
Bacchus Marsh	84.3%	10:25	223
Bairnsdale	81.8%	11:17	269
Ballarat	88.8%	10:39	1,727
Benalla	74.3%	12:39	152
Bendigo	84.9%	11:05	1,663
Castlemaine	80.9%	12:23	131
Colac	86.7%	10:17	173
Drouin	76.2%	13:50	172
Drysdale - Clifton Springs	83.0%	11:59	159
Echuca - Moama (Echuca Part)	87.0%	9:45	208
Geelong	88.4%	10:36	2,605
Gisborne	74.5%	11:44	149
Hamilton	90.1%	9:52	131
Healesville	82.0%	10:39	167
Horsham	93.0%	8:54	244
Lara	81.7%	11:28	164
Leopold	88.4%	10:06	138
Maryborough (Vic.)	80.0%	11:16	170
Melbourne	87.8%	10:31	51,902
Melton	81.8%	11:07	1,028
Mildura - Buronga (Mildura Part)	93.8%	8:52	625
Moe - Newborough	78.6%	11:11	448
Morwell	92.1%	9:23	419
Ocean Grove - Barwon Heads	85.9%	11:02	227
Portland (Vic.)	85.3%	10:42	136
Sale	92.0%	8:40	224
Shepparton - Mooropna	92.2%	9:46	869
Sunbury	84.6%	10:27	455
Swan Hill	88.3%	9:51	171
Torquay - Jan Juc	72.2%	12:35	234
Traralgon	84.1%	10:47	414
Wallan	81.3%	10:59	128
Wangaratta	93.9%	9:22	330
Warragul	80.4%	12:01	245
Warrnambool	93.5%	9:34	385
Wonthaggi	87.2%	9:44	164
Yarrawonga - Mulwala (Yarrawonga Part)	73.2%	14:31	142
Total UCLs > 7500	87.5%	10:33	67,767

Qtr 2 2019/20

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
88.7%	10:48	530
77.9%	11:08	222
79.7%	11:36	227
89.6%	10:31	1,632
64.0%	15:36	172
84.8%	11:32	1,542
62.5%	16:44	120
89.6%	9:16	144
81.2%	12:36	197
77.2%	12:40	202
88.8%	9:27	205
86.8%	11:03	2,646
75.9%	10:53	108
84.2%	11:43	101
76.5%	11:45	153
94.1%	8:32	272
82.3%	11:44	175
82.0%	11:43	139
74.8%	13:27	143
87.5%	10:35	50,614
78.7%	11:34	1,034
93.2%	9:09	620
78.2%	11:09	440
90.8%	9:56	422
76.7%	12:24	215
85.9%	11:05	142
87.8%	9:57	205
91.1%	9:55	885
79.8%	11:28	475
88.8%	9:20	197
69.7%	13:32	195
81.8%	11:53	423
80.4%	11:52	138
90.5%	10:19	347
79.5%	11:40	263
94.3%	9:01	405
86.1%	10:03	165
73.1%	14:11	160
86.9%	10:41	66,275

Qtr 3 2019/20

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
89.1%	10:46	469
84.6%	10:34	241
80.7%	11:58	238
84.7%	11:29	1,461
64.6%	15:36	164
79.5%	12:22	1,359
66.1%	16:51	124
85.0%	12:15	140
82.0%	12:26	178
78.4%	12:53	171
89.3%	10:01	177
84.2%	11:22	2,313
72.6%	11:34	106
84.5%	12:11	97
85.0%	10:36	127
88.8%	9:59	242
83.7%	11:33	172
77.7%	12:31	112
73.4%	14:12	158
88.7%	10:29	42,798
84.5%	10:45	895
94.3%	9:25	530
83.5%	10:44	400
90.0%	9:48	411
77.8%	12:03	207
82.6%	11:46	138
84.1%	10:23	189
89.2%	10:22	794
86.1%	10:53	433
90.7%	9:48	151
70.0%	13:44	140
83.6%	11:22	434
89.3%	9:54	103
85.6%	11:40	306
82.8%	11:37	239
93.4%	9:57	335
89.4%	9:45	142
74.4%	15:38	129
87.6%	10:42	56,823

Qtr 4 2019/20

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
87.5%	11:12	518
80.4%	11:19	225
80.0%	12:03	245
86.8%	11:10	1,481
71.0%	13:59	145
82.3%	11:51	1,541
63.6%	17:19	121
81.1%	11:45	159
85.4%	12:00	198
85.2%	11:21	196
88.0%	10:11	175
85.5%	11:12	2,409
77.1%	11:18	96
89.7%	9:27	107
83.3%	10:54	132
91.4%	9:50	267
79.4%	11:23	155
88.6%	10:39	132
75.8%	14:27	153
88.6%	10:28	43,690
85.7%	10:34	856
95.1%	8:58	511
84.1%	10:39	395
91.9%	9:31	334
81.9%	11:37	221
89.0%	10:45	136
85.1%	10:28	188
91.0%	9:46	777
83.0%	11:05	442
83.2%	10:19	155
69.9%	13:31	166
84.7%	10:40	483
79.8%	11:26	109
86.0%	11:06	307
90.6%	10:16	233
91.5%	10:00	376
93.1%	9:05	159
70.9%	14:47	151
87.8%	10:37	58,144

Qtr 1 2020/21

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
88.0%	10:41	573
78.1%	11:56	228
84.4%	11:15	295
87.4%	11:02	1,670
72.3%	14:47	148
79.9%	12:24	1,684
64.1%	15:54	131
83.0%	12:05	171
81.1%	12:40	212
79.0%	12:17	224
84.0%	10:26	231
83.9%	11:31	2,722
71.1%	13:02	135
89.1%	9:30	110
82.2%	11:10	157
90.1%	9:47	272
77.5%	12:04	182
85.5%	10:24	166
73.9%	13:30	165
85.4%	11:05	49,762
77.0%	12:31	1,117
92.4%	9:48	605
77.1%	11:15	468
91.5%	10:06	446
78.7%	13:34	230
89.2%	10:06	148
87.0%	10:02	238
88.5%	10:36	966
74.7%	12:08	479
83.6%	10:29	159
67.4%	13:41	227
84.5%	10:46	476
71.7%	12:49	138
86.1%	11:42	367
86.5%	10:24	244
91.5%	10:11	424
80.7%	11:46	150
69.4%	15:35	186
84.8%	11:12	66,306

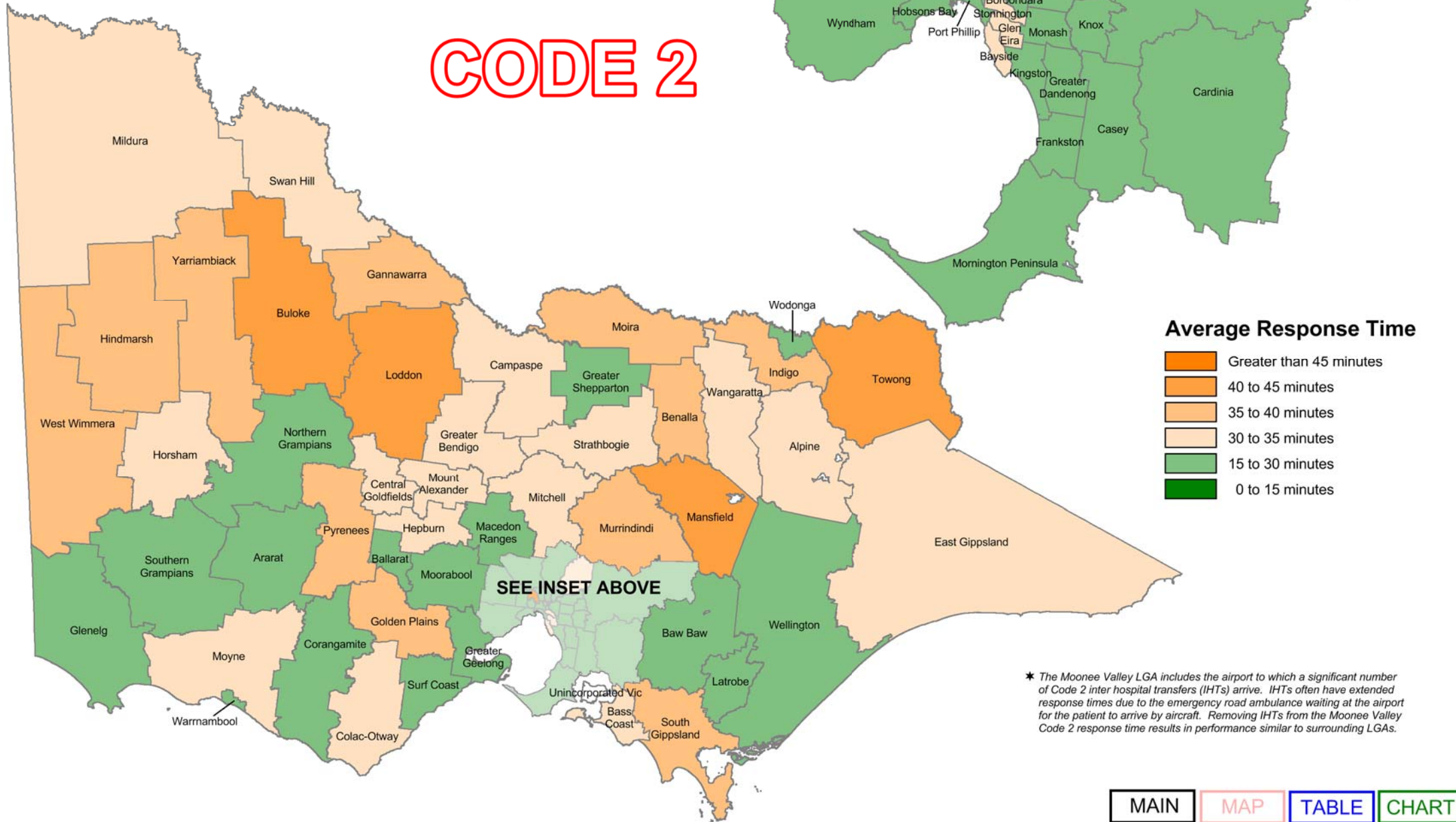
Qtr 2 2020/21

Ambulance Victoria

Average Code 2 Response Time by LGA

2020/21 Quarter 2 (1st October 2020 to 31st December 2020)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 2 2019/20		Qtr 3 2019/20		Qtr 4 2019/20		Qtr 1 2020/21		Qtr 2 2020/21	
	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	31:32	170	31:54	158	30:21	148	32:19	148	32:37	198
Ararat	24:43	180	25:51	150	26:38	117	31:28	142	29:14	169
Ballarat	23:53	1,183	23:09	1,120	22:35	1,036	24:08	1,144	29:13	1,165
Banyule	24:40	1,114	25:02	1,012	21:23	968	22:49	1,012	27:24	1,111
Bass Coast	27:09	581	31:28	550	29:02	458	29:57	472	32:15	582
Baw Baw	27:15	599	27:31	542	24:41	410	24:50	507	28:01	599
Bayside	28:49	706	28:30	659	25:35	610	26:26	627	32:37	655
Benalla	28:27	220	30:57	234	30:20	171	32:10	189	35:51	239
Boroondara	26:48	892	26:20	891	21:35	851	22:36	890	27:52	978
Brimbank	25:32	1,644	24:55	1,652	20:53	1,529	22:06	1,562	27:47	1,621
Buloke	36:50	78	34:13	84	39:48	72	39:09	63	42:36	73
Campaspe	28:46	520	30:42	464	26:15	387	25:43	460	31:12	517
Cardinia	22:47	889	23:08	819	20:45	771	20:46	809	25:28	888
Casey	23:57	2,522	24:13	2,395	21:17	2,165	21:39	2,411	26:34	2,563
Central Goldfields	25:37	215	32:12	219	29:01	213	31:10	227	33:08	229
Colac-Otway	25:05	259	30:50	248	25:41	233	25:57	232	32:36	284
Corangamite	29:46	194	27:11	162	25:52	126	25:56	140	28:50	179
Darebin	24:40	1,361	25:09	1,268	20:38	1,300	22:02	1,290	27:17	1,406
East Gippsland	29:14	675	33:04	684	29:50	536	32:14	667	33:16	754
Frankston	20:09	1,557	21:46	1,621	18:47	1,405	18:45	1,474	24:12	1,646
Gannawarra	36:02	115	37:22	106	33:14	113	33:29	119	36:23	117
Glen Eira	29:03	973	28:52	882	24:02	850	23:55	935	30:47	940
Glenelg	28:29	242	22:55	222	21:55	197	24:35	192	24:25	226
Golden Plains	31:00	132	29:43	110	30:57	103	29:14	131	39:17	136
Greater Bendigo	25:21	1,165	25:25	1,149	28:17	1,075	28:15	1,094	32:46	1,261
Greater Dandenong	22:23	1,546	22:03	1,554	19:31	1,384	20:44	1,417	25:03	1,514
Greater Geelong	24:44	2,569	26:20	2,682	24:14	2,332	25:13	2,405	29:26	2,713
Greater Shepparton	24:14	848	22:52	795	21:33	745	22:16	751	27:28	893
Hepburn	29:28	183	32:24	175	28:04	158	31:06	155	31:26	208
Hindmarsh	29:17	63	28:13	77	31:27	75	27:30	89	35:23	79
Hobsons Bay	25:57	787	27:00	762	21:53	616	23:30	660	28:14	775
Horsham	32:23	271	30:17	293	30:33	275	29:13	280	30:24	310
Hume	21:55	2,112	23:28	2,089	19:36	1,819	22:21	1,908	26:44	2,103
Indigo	28:20	100	32:32	100	35:54	84	31:36	108	35:30	100
Kingston (C) (V)	24:41	1,213	24:53	1,207	21:57	1,108	22:31	1,137	28:04	1,182
Knox	20:15	1,233	20:13	1,206	18:09	1,099	18:49	1,142	22:26	1,225
Latrobe (C) (V)	22:43	1,127	24:02	1,083	20:54	926	22:16	987	24:07	1,138
Loddon	30:28	62	31:09	82	30:34	70	34:36	69	40:15	70
Macedon Ranges	24:38	490	23:39	440	23:24	380	25:05	416	28:17	505
Manningham	26:42	777	26:28	752	23:32	649	24:01	616	28:19	815
Mansfield	32:44	120	34:33	118	35:41	104	30:39	100	42:05	110
Maribyrnong	26:55	731	25:21	757	21:24	594	22:24	686	26:19	709
Maroondah	21:09	1,075	20:32	1,029	18:33	901	18:24	934	23:26	1,078
Melbourne	25:10	2,397	25:40	2,255	20:15	1,621	21:25	1,583	24:56	1,952
Melton	23:59	1,206	25:18	1,266	21:44	1,157	23:48	1,263	29:40	1,342
Mildura	29:33	687	28:55	598	32:20	565	31:12	653	33:44	680
Mitchell	24:33	596	23:57	557	23:57	438	26:08	553	31:19	618
Moir	27:56	423	30:02	409	30:33	366	27:44	394	35:37	461
Monash	26:16	1,310	25:24	1,254	22:38	1,144	22:10	1,273	28:06	1,351
* Moonee Valley	60:58	1,464	59:03	1,352	56:49	1,270	55:01	1,303	63:17	1,355
Moorabool	25:57	417	24:56	364	23:35	353	24:38	364	28:38	367
Moreland	26:26	1,489	26:46	1,478	21:41	1,340	23:46	1,412	29:14	1,579
Mornington Peninsula	21:30	1,894	22:36	1,740	19:59	1,590	20:41	1,548	25:13	1,820
Mount Alexander	28:04	205	32:22	212	33:30	166	30:27	178	32:54	205
Moyne	33:13	112	26:34	133	29:45	101	35:25	105	33:04	151
Murrindindi	35:17	169	31:00	175	31:46	139	26:57	148	36:30	192
Nillumbik	28:27	417	26:32	388	23:59	321	24:12	315	30:43	373
Northern Grampians	27:53	194	26:19	199	25:42	148	27:27	181	26:11	217
Port Phillip	27:41	1,037	26:24	1,026	21:17	788	21:26	937	27:12	963
Pyrenees	27:47	76	31:07	69	29:22	63	28:42	92	38:34	85
Queenscliffe	23:36	45	23:40	41	25:50	32	20:07	32	31:42	39
South Gippsland	32:05	353	30:34	361	32:11	260	30:22	301	35:32	365
Southern Grampians	32:49	162	28:20	144	24:51	136	29:13	146	28:54	184
Stonnington	26:38	753	27:18	730	23:51	658	22:58	623	30:04	749
Strathbogie	28:51	135	27:17	139	32:43	125	28:58	137	33:55	160
Surf Coast	23:19	259	24:33	297	24:29	235	25:49	232	28:50	303
Swan Hill	30:10	307	31:38	267	31:25	245	33:42	254	33:29	309
Towong	30:58	90	33:03	92	35:06	62	33:57	66	40:33	94
Wangaratta	30:14	373	30:08	330	30:09	322	27:40	344	32:12	406
Warrnambool	24:07	392	21:45	340	21:10	329	21:31	369	25:15	398
Wellington	26:27	514	27:42	477	26:07	387	25:57	436	29:25	578
West Wimmera	28:14	41	36:39	29	33:17	45	32:10	32	39:44	38
Whitehorse	24:10	1,331	23:47	1,183	21:40	1,133	20:30	1,140	26:27	1,287
Whittlesea	23:10	1,567	23:53	1,568	21:04	1,486	22:59	1,539	27:00	1,583
Wodonga	20:30	429	24:24	431	25:24	392	25:19	464	27:00	530
Wyndham	25:17	1,519	25:12	1,510	22:06	1,303	23:56	1,513	26:27	1,532
Yarra	25:29	975	25:49	928	19:30	777	21:19	781	26:04	850
Yarra Ranges	21:02	1,235	21:58	1,304	19:34	1,147	20:19	1,189	24:03	1,319
Yarriambiack	39:25	71	36:07	79	31:03	58	33:12	90	37:44	93
Unincorporated	42:49	7	74:30	7	10:02	2	38:00	14	94:34	1
Interstate LGAs	29:37	160	30:46	147	33:35	106	32:03	140	38:39	163
Total AV	25:57	58,304	26:14	56,481	23:37	49,973	24:22	52,941	28:56	58,755



Ambulance Victoria

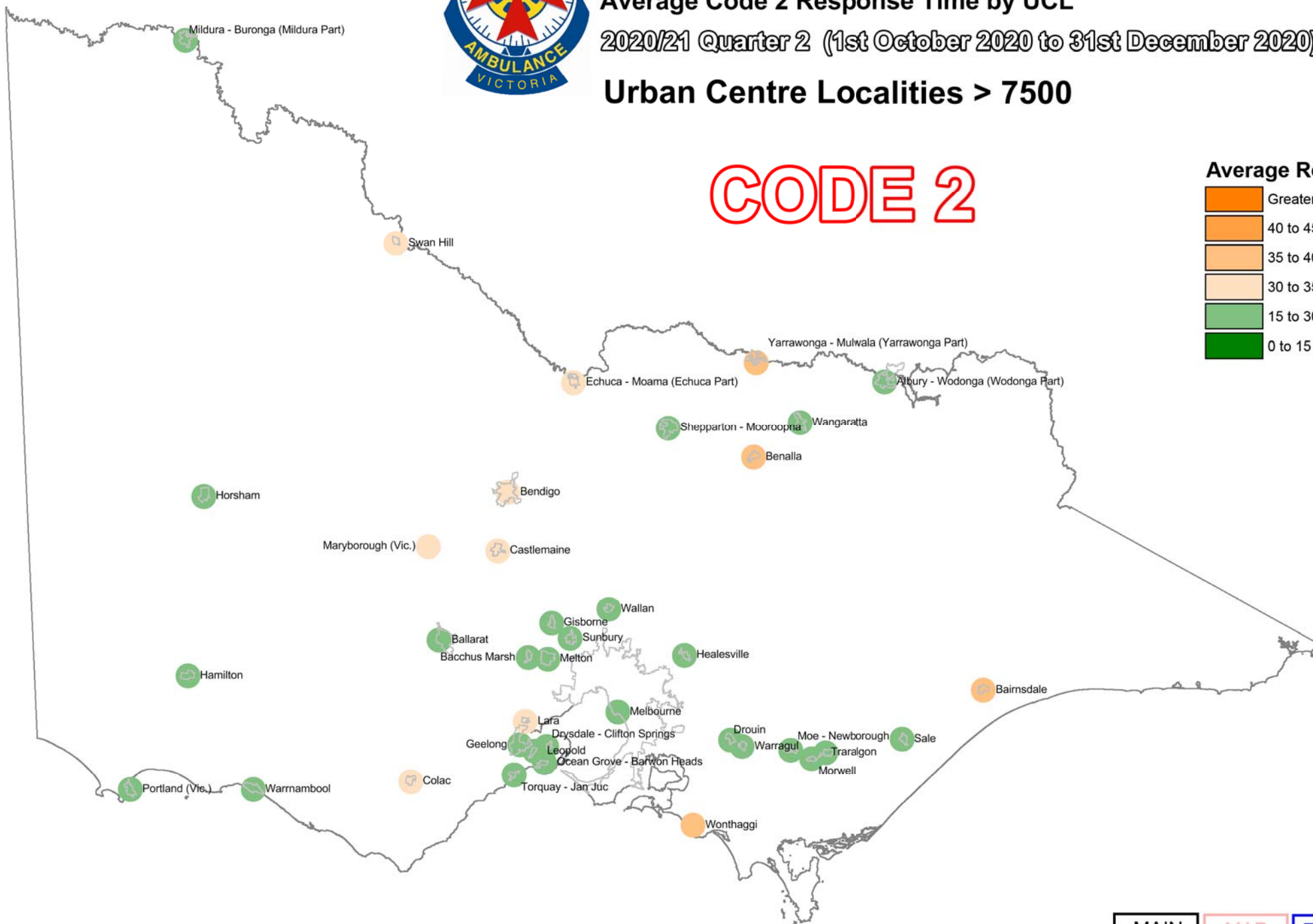
Average Code 2 Response Time by UCL

2020/21 Quarter 2 (1st October 2020 to 31st December 2020)

Urban Centre Localities > 7500

CODE 2

Average Response Time



MAIN

MAP

TABLE

CHART



Qtr 2 2019/20

Qtr 3 2019/20

Qtr 4 2019/20

Qtr 1 2020/21

Qtr 2 2020/21

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	19:51	396
Bacchus Marsh	25:35	274
Bairnsdale	30:10	280
Ballarat	23:45	1,150
Benalla	27:59	190
Bendigo	24:15	1,040
Castlemaine	28:31	147
Colac	23:46	182
Drouin	23:22	130
Drysdale - Clifton Springs	22:17	118
Echuca - Moama (Echuca Part)	29:29	266
Geelong	23:27	1,859
Gisborne	22:04	97
Hamilton	27:52	105
Healesville	19:41	109
Horsham	29:01	240
Lara	23:04	104
Leopold	20:28	65
Maryborough (Vic.)	23:51	163
Melbourne	25:46	37,340
Melton	21:49	663
Mildura - Buronga (Mildura Part)	27:46	500
Moe - Newborough	19:52	302
Morwell	18:23	295
Ocean Grove - Barwon Heads	22:28	137
Portland (Vic.)	27:34	155
Sale	21:54	213
Shepparton - Mooroopna	24:22	697
Sunbury	19:27	347
Swan Hill	33:07	192
Torquay - Jan Juc	22:16	137
Traralgon	25:44	385
Wallan	17:53	97
Wangaratta	27:23	286
Warragul	29:59	281
Warrnambool	24:09	377
Wonthaggi	32:21	229
Yarrawonga - Mulwala (Yarrawonga Part)	27:03	130
Total UCLs > 7500	25:26	49,678

Average Response Time Minutes	Total Number of First Responses
23:44	392
22:58	233
36:32	286
22:56	1,090
28:48	199
24:39	994
31:42	160
30:41	169
26:12	124
24:16	131
33:45	231
25:06	1,937
20:14	107
21:06	93
20:31	116
27:02	258
27:57	120
23:56	84
29:19	166
25:46	36,116
23:40	702
25:33	437
22:18	282
20:11	336
23:17	133
24:50	141
23:09	179
22:40	662
23:00	344
34:58	159
23:41	145
27:33	345
19:16	94
27:01	264
27:39	237
21:57	319
37:36	203
29:57	113
25:39	48,101

Average Response Time Minutes	Total Number of First Responses
24:49	358
21:55	218
30:32	225
22:29	993
29:37	14
27:44	930
34:01	115
25:24	166
19:41	102
23:31	111
26:28	187
22:24	1,678
20:32	71
20:00	92
16:51	115
26:11	246
24:49	95
19:34	84
27:07	161
22:17	32,240
20:36	647
30:11	400
18:50	241
17:44	221
23:05	117
22:18	128
23:36	152
21:01	616
19:15	317
32:26	162
24:20	120
22:41	315
20:34	70
27:51	261
27:30	171
21:03	315
31:30	142
29:14	106
22:42	42,835

Average Response Time Minutes	Total Number of First Responses
25:04	436
23:28	277
34:26	277
24:00	1,077
31:46	16
27:47	973
29:54	126
25:53	166
24:26	136
22:37	126
25:07	218
23:36	1,683
25:04	86
25:13	102
18:36	102
24:55	246
23:52	109
23:49	89
30:05	181
23:04	33,613
22:22	694
27:59	454
21:12	265
19:41	250
21:12	149
23:30	125
20:18	197
21:48	613
21:21	327
34:47	167
25:08	129
23:55	338
20:10	74
26:21	290
23:43	204
21:26	357
35:14	175
29:19	115
23:31	45,107

Average Response Time Minutes	Total Number of First Responses
26:23	489
28:02	275
36:13	306
29:00	1,103
35:09	206
32:08	1,136
32:39	140
33:18	203
25:16	143
25:54	125
31:37	252
28:27	1,999
24:01	106
23:49	127
19:28	125
27:23	271
31:18	97
27:32	103
31:26	183
28:03	36,721
28:40	745
29:54	482
22:52	304
21:08	294
25:13	142
25:39	150
23:01	239
27:26	741
26:26	334
32:36	205
29:58	147
25:40	379
25:40	89
29:33	337
28:39	270
25:03	385
36:12	203
36:35	124
28:12	49,680

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