Ambulance Victoria's Performance

2021/22 Quarter 1 (1st July 2021 to 30th September 2021)

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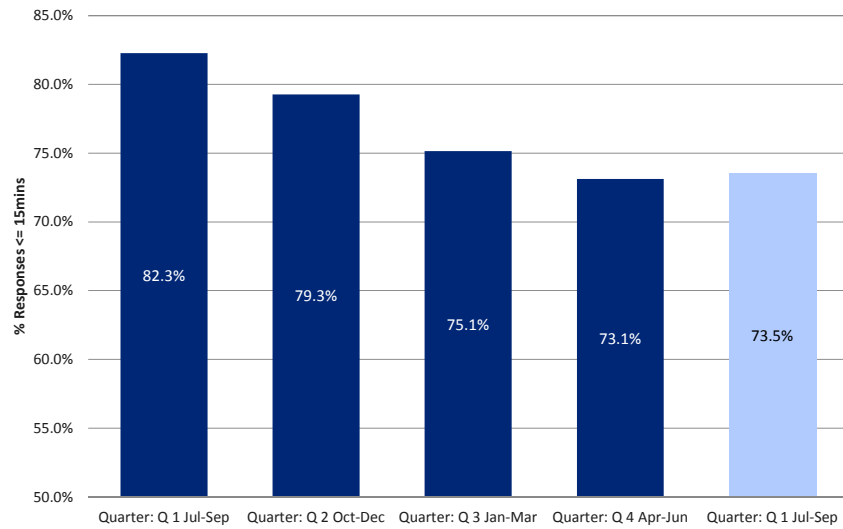
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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 1 Jul-Sep	82.3%
Q 2 Oct-Dec	79.3%
Q 3 Jan-Mar	75.1%
Q 4 Apr-Jun	73.1%
Q 1 Jul-Sep	73.5%

MAP

TABLE

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

Quarter	% Responses <= 15mins
Q 1 Jul-Sep	87.8%
Q 2 Oct-Dec	84.8%
Q 3 Jan-Mar	80.5%
Q 4 Apr-Jun	78.0%
Q 1 Jul-Sep	78.3%

MAP
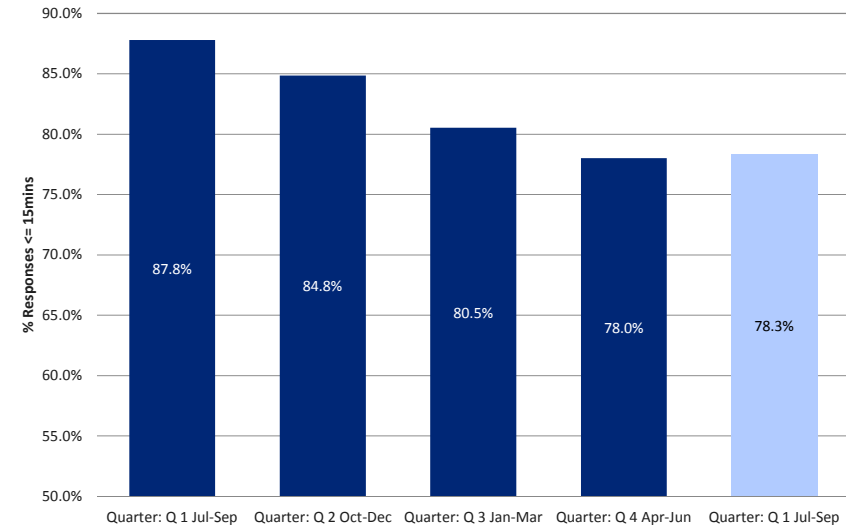
TABLE

AV State-wide Code 2 First Response Performance - Average

Quarter	minutes
Q 1 Jul-Sep	24.4
Q 2 Oct-Dec	28.9
Q 3 Jan-Mar	34.2
Q 4 Apr-Jun	37.0
Q 1 Jul-Sep	33.7

MAP
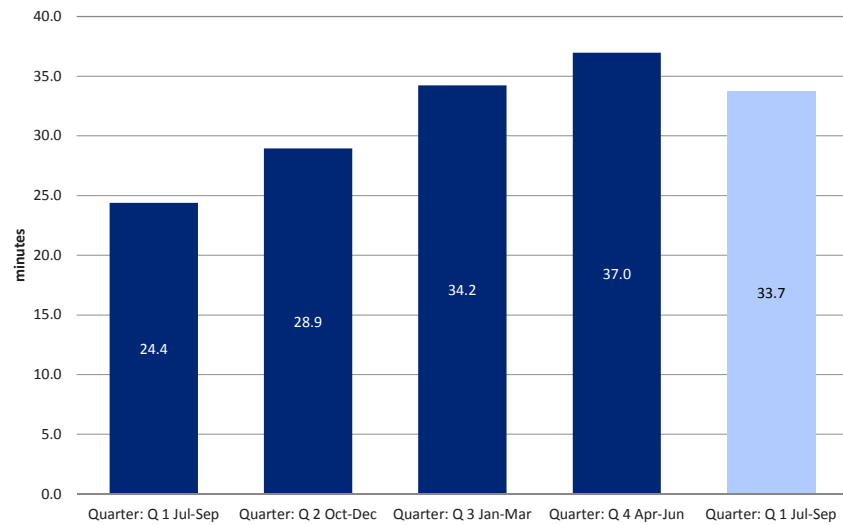
TABLE

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

Quarter	minutes
Q 1 Jul-Sep	23.5
Q 2 Oct-Dec	28.2
Q 3 Jan-Mar	33.8
Q 4 Apr-Jun	37.1
Q 1 Jul-Sep	33.7

MAP

TABLE

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2021/22 Quarter 1 (1st July 2021 to 30th September 2021)

CODE 1

SEE INSET ABOVE

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%

MAIN   MAP   TABLE   CHART

Ambulance Victoria

Average Code 1 Response Time by LGA

2021/22 Quarter 1 (1st July 2021 to 30th September 2021)

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

Inset (Melbourne metropolitan area): Whittlesea, Hume, Nillumbik, Melton, Moonee Valley, Moreland, Darebin, Banyule, Manningham, Yarra Ranges, Brimbank, Maribyrnong, Yarr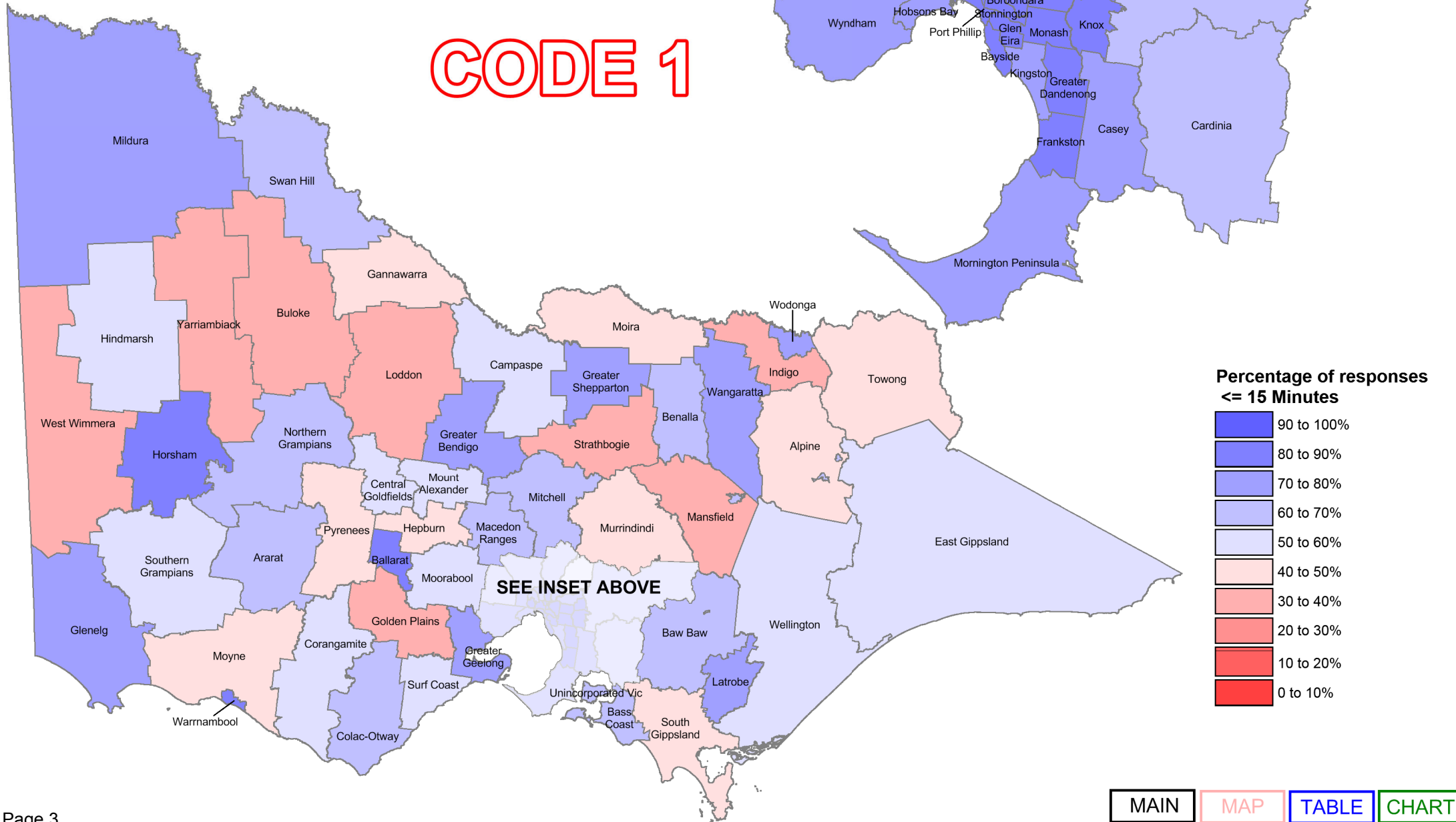a, Melbourne, Whitehorse, Maroondah, Hobsons Bay, Stonnington, Boroondara, Knox, Wyndham, Port Phillip, Glen Eira, Monash, Bayside, Kingston, Greater Dandenong, Casey, Cardinia, Frankston, Mornington Peninsula

Regional LGAs: Mildura, Swan Hill, Yarriambiack, Gannawarra, Buloke, Hindmarsh, Loddon, Moira, Wodonga, Indigo, Towong, West Wimmera, Campaspe, Greater Shepparton, Wangaratta, Horsham, Northern Grampians, Greater Bendigo, Strathbogie, Benalla, Alpine, Central Goldfields, Mount Alexander, Mitchell, Mansfield, Southern Grampians, Ararat, Pyrenees, Hepburn, Macedon Ranges, Murrindindi, East Gippsland, Ballarat, Moorabool, Glenelg, Golden Plains, Baw Baw, Wellington, Corangamite, Moyne, Greater Geelong, Surf Coast, Unincorporated Vic, Bass Coast, Latrobe, Warrnambool, Colac-Otway, South Gippsland

Page 4

MAIN   MAP   TABLE   CHART

LGA Name	Qtr 1 2020/21 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 2 2020/21 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 3 2020/21 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 4 2020/21 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 1 2021/22 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	52.2%	18:49	136	46.1%	20:47	191	40.0%	23:49	210	47.3%	22:04	169	43.8%	19:46	160
Ararat	63.3%	15:35	169	62.8%	14:53	172	58.9%	17:14	158	60.4%	16:57	159	61.2%	16:49	152
Ballarat	85.2%	11:19	1,544	85.8%	11:18	1,770	84.3%	11:51	1,725	85.0%	11:39	1,948	82.7%	11:51	1,847
Banyule	89.4%	10:21	1,292	88.8%	10:51	1,480	84.0%	11:33	1,543	79.2%	12:21	1,626	79.1%	12:46	1,498
Bass Coast	72.7%	13:12	568	66.1%	14:54	654	60.7%	16:10	708	63.4%	16:07	725	62.8%	15:45	615
Baw Baw	73.4%	13:31	719	67.8%	14:48	779	66.1%	15:04	859	66.3%	14:41	843	63.6%	15:30	800
Bayside	90.3%	10:43	741	84.4%	11:49	788	79.1%	13:11	856	74.6%	14:17	881	81.8%	12:31	850
Benalla	56.3%	17:30	199	58.3%	16:42	216	58.9%	17:59	224	56.2%	18:22	274	62.1%	15:57	203
Boroondara	91.1%	10:21	1,099	88.6%	10:36	1,355	84.7%	12:09	1,338	81.8%	12:55	1,458	83.1%	12:36	1,314
Brimbank	89.4%	10:32	2,391	86.3%	11:09	2,523	80.0%	12:33	2,702	77.4%	13:04	2,690	76.5%	13:07	2,616
Buloke	33.3%	23:28	81	34.0%	24:39	94	34.1%	24:53	85	29.3%	28:10	99	34.6%	25:03	81
Campaspe	64.8%	13:45	494	63.3%	14:27	607	64.5%	14:19	595	58.5%	16:04	626	59.8%	15:12	517
Cardinia	74.5%	12:20	1,140	70.4%	13:16	1,333	64.6%	14:54	1,405	61.3%	15:10	1,389	61.4%	15:22	1,429
Casey	85.4%	11:00	3,296	80.8%	11:52	3,600	76.3%	12:50	3,898	71.4%	13:41	4,178	75.5%	13:16	3,839
Central Goldfields	63.0%	16:37	211	60.2%	15:47	231	56.0%	17:50	252	55.6%	17:52	239	53.1%	18:22	224
Colac-Otway	65.5%	14:37	229	64.7%	15:41	269	64.0%	16:24	275	64.4%	15:50	253	65.5%	15:40	235
Corangamite	57.5%	15:31	219	51.4%	17:34	218	60.7%	15:27	196	54.3%	17:11	230	54.1%	17:33	229
Darebin	92.3%	9:52	1,745	90.9%	10:15	1,875	84.9%	11:44	1,982	82.2%	12:28	2,004	80.9%	12:40	1,915
East Gippsland	62.6%	16:03	744	61.8%	16:17	820	58.4%	17:20	819	58.5%	16:38	905	57.4%	16:59	814
Frankston	91.0%	10:09	1,857	87.8%	10:33	2,188	84.5%	11:27	2,184	80.8%	12:24	2,356	81.9%	11:55	2,064
Gannawarra	49.6%	19:27	135	52.3%	18:49	151	41.0%	21:28	134	46.6%	20:07	131	49.2%	20:10	124
Glen Eira	90.8%	10:06	1,188	89.1%	10:42	1,294	83.2%	11:54	1,321	82.5%	12:07	1,412	82.9%	12:11	1,410
Glenelg	74.7%	13:51	233	80.1%	12:22	241	71.2%	14:25	260	75.2%	12:55	270	74.2%	13:27	240
Golden Plains	33.0%	19:02	212	27.7%	20:54	235	26.4%	21:30	216	35.4%	19:09	237	31.9%	20:04	232
Greater Bendigo	76.8%	12:44	1,744	74.0%	13:29	1,923	74.5%	13:19	1,908	75.3%	13:49	2,068	75.2%	13:18	1,897
Greater Dandenong	90.5%	10:01	1,773	88.4%	10:36	2,023	84.2%	11:29	2,067	80.8%	11:56	2,176	84.2%	11:47	2,017
Greater Geelong	81.7%	11:43	3,470	79.6%	12:14	3,943	78.4%	12:28	3,835	78.5%	12:35	4,090	77.2%	12:45	3,900
Greater Shepparton	84.9%	10:40	982	81.7%	11:33	1,196	80.4%	12:16	1,197	77.0%	12:51	1,244	77.7%	12:39	1,124
Hepburn	40.4%	18:06	203	42.6%	19:39	242	38.2%	19:13	228	33.9%	20:48	233	45.2%	18:11	228
Hindmarsh	55.4%	19:22	83	59.8%	19:02	107	56.6%	20:10	83	51.9%	19:33	104	55.2%	19:28	87
Hobsons Bay	86.9%	11:08	1,000	81.5%	11:54	1,061	76.5%	12:54	1,083	76.9%	12:50	1,130	76.6%	13:07	1,149
Horsham	83.2%	11:19	304	84.2%	10:52	304	79.1%	11:39	297	83.3%	11:20	324	82.8%	11:41	302
Hume	83.3%	11:22	2,952	78.8%	12:03	3,412	72.1%	13:43	3,585	68.4%	14:26	3,599	65.5%	15:12	4,304
Indigo	28.2%	21:28	142	21.5%	23:12	158	27.6%	22:39	199	26.3%	21:51	171	34.1%	20:32	170
Kingston (C) (V	90.0%	10:09	1,523	86.4%	11:04	1,767	79.4%	12:30	1,754	77.5%	12:45	1,843	79.5%	12:14	1,789
Knox	90.9%	10:08	1,510	90.0%	10:29	1,654	85.3%	11:26	1,779	79.5%	12:29	1,877	80.9%	12:16	1,727
Latrobe (C) (V	81.4%	11:16	1,439	79.5%	11:32	1,643	77.2%	12:11	1,594	77.9%	11:56	1,650	75.5%	12:14	1,648
Loddon	39.6%	21:09	96	29.7%	23:41	128	27.3%	23:32	128	28.8%	25:07	146	32.5%	22:59	123
Macedon Ranges	68.0%	13:59	453	60.5%	14:55	607	61.3%	15:14	560	58.0%	15:50	600	62.0%	15:22	589
Manningham	87.4%	11:21	967	83.5%	12:07	1,147	80.1%	13:07	1,160	76.6%	13:31	1,261	75.0%	13:54	1,155
Mansfield	50.6%	17:38	87	44.6%	25:24	121	32.4%	28:17	105	35.4%	27:56	113	39.0%	27:39	82
Maribyrnong	90.1%	10:02	726	87.4%	10:34	894	81.7%	12:04	968	81.6%	12:09	1,011	80.1%	12:35	885
Maroondah	92.8%	9:34	1,123	90.5%	9:50	1,373	87.0%	10:51	1,374	86.0%	11:06	1,474	83.0%	11:37	1,339
Melbourne	93.3%	8:46	1,446	92.0%	9:06	2,005	85.3%	11:06	2,371	83.6%	11:32	2,240	85.3%	11:10	1,980
Melton	81.3%	11:35	1,800	75.9%	12:49	2,216	67.4%	14:22	2,252	62.9%	15:00	2,265	63.5%	15:24	2,275
Mildura	80.4%	11:54	777	80.9%	12:10	891	80.1%	12:14	871	77.7%	12:51	1,000	77.4%	12:48	836
Mitchell	66.0%	13:44	609	63.6%	14:36	635	60.2%	15:16	716	52.8%	16:57	699	60.2%	16:03	668
Moira	57.2%	16:34	493	53.7%	17:42	561	46.1%	20:12	623	51.7%	18:54	575	47.7%	19:04	493
Monash	89.8%	10:43	1,533	85.9%	11:15	1,771	80.6%	12:17	1,834	77.4%	13:02	1,939	80.9%	12:52	1,800
Moonee Valley	87.6%	11:15	1,275	85.6%	11:26	1,425	82.8%	12:08	1,430	76.6%	13:45	1,486	78.6%	13:06	1,419
Moorabool	68.9%	13:31	383	59.8%	15:12	433	58.5%	15:28	448	49.8%	16:45	456	52.4%	17:06	441
Moreland	89.0%	10:32	2,015	88.0%	11:05	1,993	82.6%	12:30	2,295	79.6%	13:05	2,374	78.2%	13:03	2,440
Mornington Peninsula	82.8%	11:05	1,981	76.1%	12:15	2,510	71.7%	13:19	2,669	67.6%	14:23	2,670	70.8%	13:18	2,343
Mount Alexander	44.4%	19:25	225	43.9%	19:12	230	43.9%	20:19	253	46.6%	19:41	262	53.2%	17:25	231
Moyne	53.4%	15:49	133	50.6%	16:33	160	40.5%	18:50	173	39.8%	18:13	191	44.7%	17:57	132
Murrindindi	37.6%	20:34	178	48.7%	20:05	197	33.5%	22:28	251	31.7%	22:50	240	42.0%	20:58	205
Nillumbik	71.4%	13:31	461	63.4%	14:17	574	57.4%	16:16	589	51.0%	17:32	624	54.0%	16:44	598
Northern Grampians	66.5%	14:04	185	59.4%	16:23	219	58.3%	15:53	204	61.9%	16:59	181	67.7%	15:06	226
Port Phillip	92.4%	9:24	1,033	91.2%	9:49	1,187	85.9%	11:26	1,267	83.7%	11:52	1,255	85.4%	11:29	1,169
Pyrenees	35.6%	20:01	101	42.0%	19:29	112	38.7%	20:15	150	49.6%	19:09	131	42.3%	21:01	104
Queenscliffe	69.8%	14:51	53	59.6%	17:10	57	57.7%	15:30	71	56.1%	16:25	66	60.9%	16:35	46
South Gippsland	52.5%	17:18	379	49.9%	18:06	419	40.0%	21:00	482	44.5%	18:55	431	48.8%	18:20	426
Southern Grampians	62.6%	15:28	174	61.5%	16:27	182	62.4%	16:00	173	62.1%	16:32	211	58.7%	18:02	172
Stonnington	91.1%	10:17	743	88.4%	10:33	929	84.2%	12:16	1,117	81.6%	12:27	992	80.7%	12:53	885
Strathbogie	39.9%	19:25	173	44.5%	18:55	218	34.0%	20:31	203	34.8%	21:19	204	33.0%	21:55	209
Surf Coast	62.5%	14:31	299	61.1%	15:16	429	57.9%	15:22	418	56.9%	16:04	392	59.9%	14:55	369
Swan Hill	71.8%	13:36	277	70.0%	14:26	327	67.3%	14:46	281	68.1%	14:58	310	69.4%	15:17	301
Towong	33.3%	24:05	63	26.3%	30:20	80	32.6%	26:13	92	45.2%	22:44	73	41.1%	23:16	73
Wangaratta	73.2%	13:42	385	73.6%	13:46	470	72.2%	14:48	489	70.7%	14:55	454	73.3%	14:29	480
Warrnambool	90.4%	10:09	394	90.5%	10:21	442	90.4%	10:17	450	90.5%	10:03	465	88.3%	10:31	443
Wellington	60.7%	16:10	598	56.6%	16:03	702	57.1%	17:31	674	59.4%	15:59	695	56.6%	17:16	656
West Wimmera	35.1%	21:07	37	34.9%	22:04	43	32.1%	25:23	28	37.3%	21:26	67	39.2%	23:17	51
Whitehorse	93.0%	9:27	1,392	90.3%	10:10	1,581	85.5%	11:12	1,651	83.1%	11:53	1,714	85.8%	11:09	1,615
Whittlesea	83.1%	11:22	2,326	78.8%	12:06	2,596	74.2%	13:29	2,693	71.7%	13:57	2,845	68.4%	14:20	2,944
Wodonga	83.6%	11:49	573	83.5%	11:33	626	84.1%	11:45	634	82.7%	12:01	620	77.4%	13:20	588
Wyndham	82.4%	11:33	2,206	78.0%	12:19	2,396	72.9%	13:21	2,510	74.6%	13:18	2,613	74.2%	13:32	2,704
Yarra	92.9%	9:03	807	91.7%	9:32	940	89.4%	10:57	1,154	84.4%	11:42	1,131	86.0%	11:09	983
Yarra Ranges	76.6%	12:03	1,590	72.0%	13:03	1,911	66.5%	14:36	1,860	62.8%	15:13	1,893	65.6%	14:25	1,831
Yarriambiack	50.0%	19:08	112	37.4%	22:41	115	31.5%	21:50	111	36.6%	22:15	142	37.7%	24:38	106
Unincorporated	36.4%	36:34	11	.0%	55:48	8	20.0%	52:01	10	41.2%	33:29	17	60.0%	16:58	35
Interstate LGAs	56.1%	18:04	228	61.5%	18:36	291	50.3%	19:05	302	58.3%	18:54	302	58.7%	18:22	259
Total AV	82.3%	11:37	68,667	79.3%	12:16	78,668	75.1%	13:19	81,648	73.1%	13:44	84,441	73.5%	13:39	80,459

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

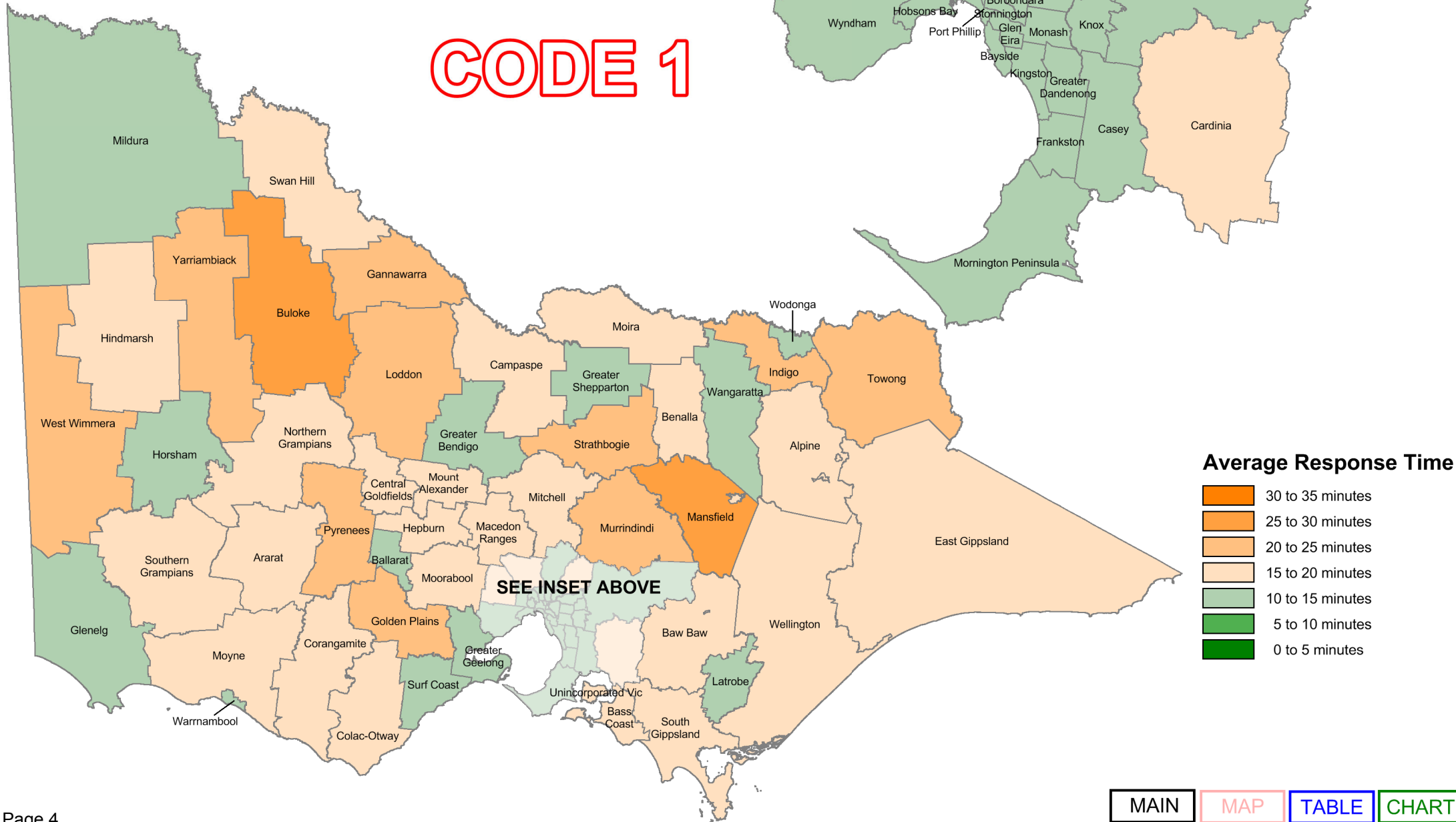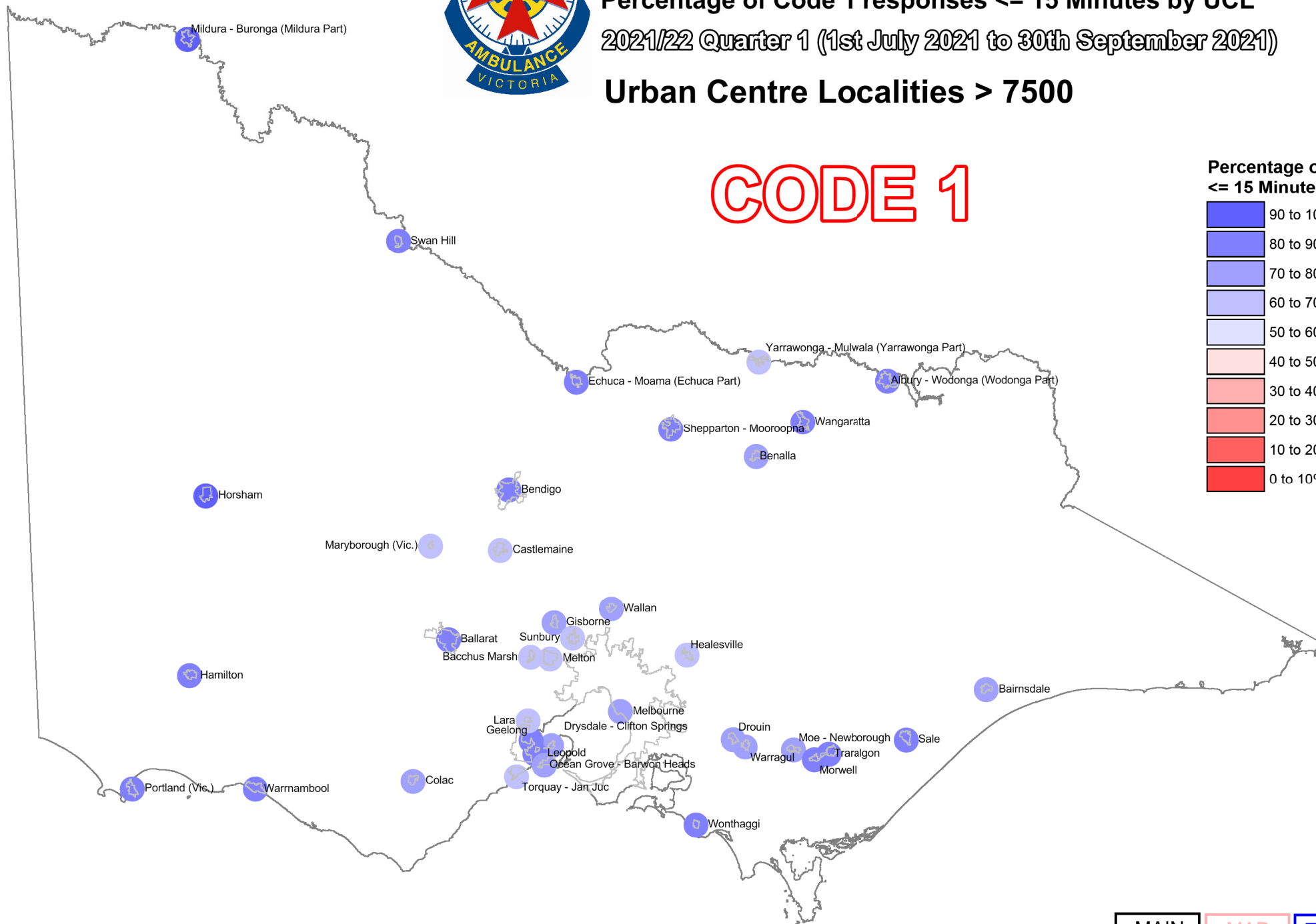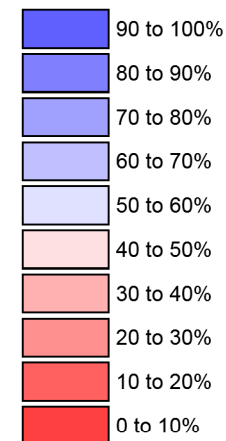2021/22 Quarter 1 (1st July 2021 to 30th September 2021)

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%

Mildura - Buronga (Mildura Part)

Swan Hill

Yarrawonga - Mulwala (Yarrawonga Part)

Echuca - Moama (Echuca Part)

Albury - Wodonga (Wodonga Part)

Shepparton - Mooroopna

Wangaratta

Benalla

Horsham

Bendigo

Maryborough (Vic.)

Castlemaine

Wallan

Gisborne

Ballarat

Sunbury

Healesville

Bacchus Marsh

Melton

Hamilton

Bairnsdale

Lara

Melbourne

Geelong

Drysdale - Clifton Springs

Drouin

Moe - Newborough

Sale

Leopold

Warragul

Traralgon

Ocean Grove - Barwon Heads

Morwell

Portland (Vic.)

Warrnambool

Colac

Torquay - Jan Juc

Wonthaggi

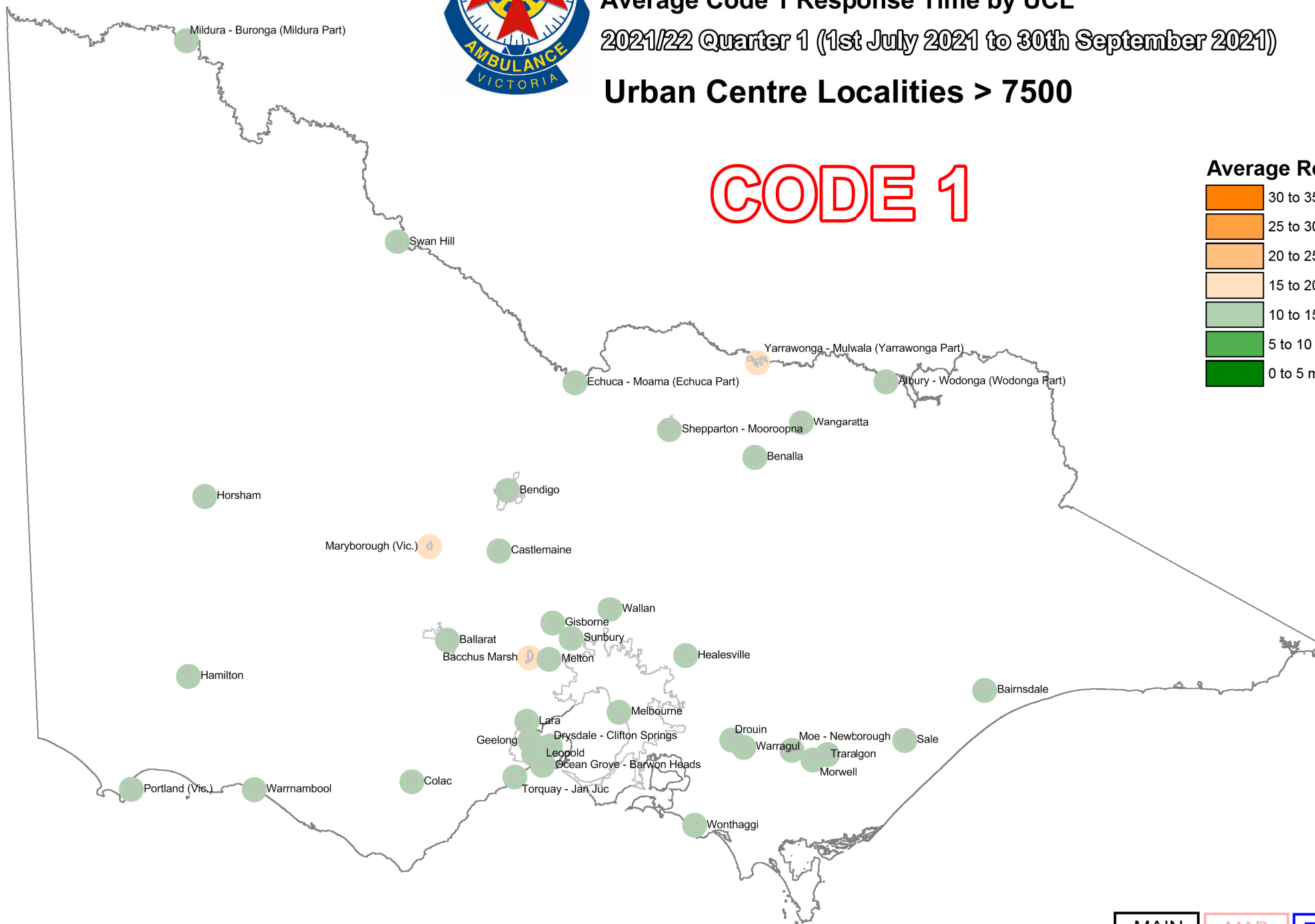| MAIN	MAP	TABLE	CHART

Ambulance Victoria

Average Code 1 Response Time by UCL

2021/22 Quarter 1 (1st July 2021 to 30th September 2021)

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

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

MAIN | MAP | TABLE | CHART

Code 1 First Response Performance by UCL

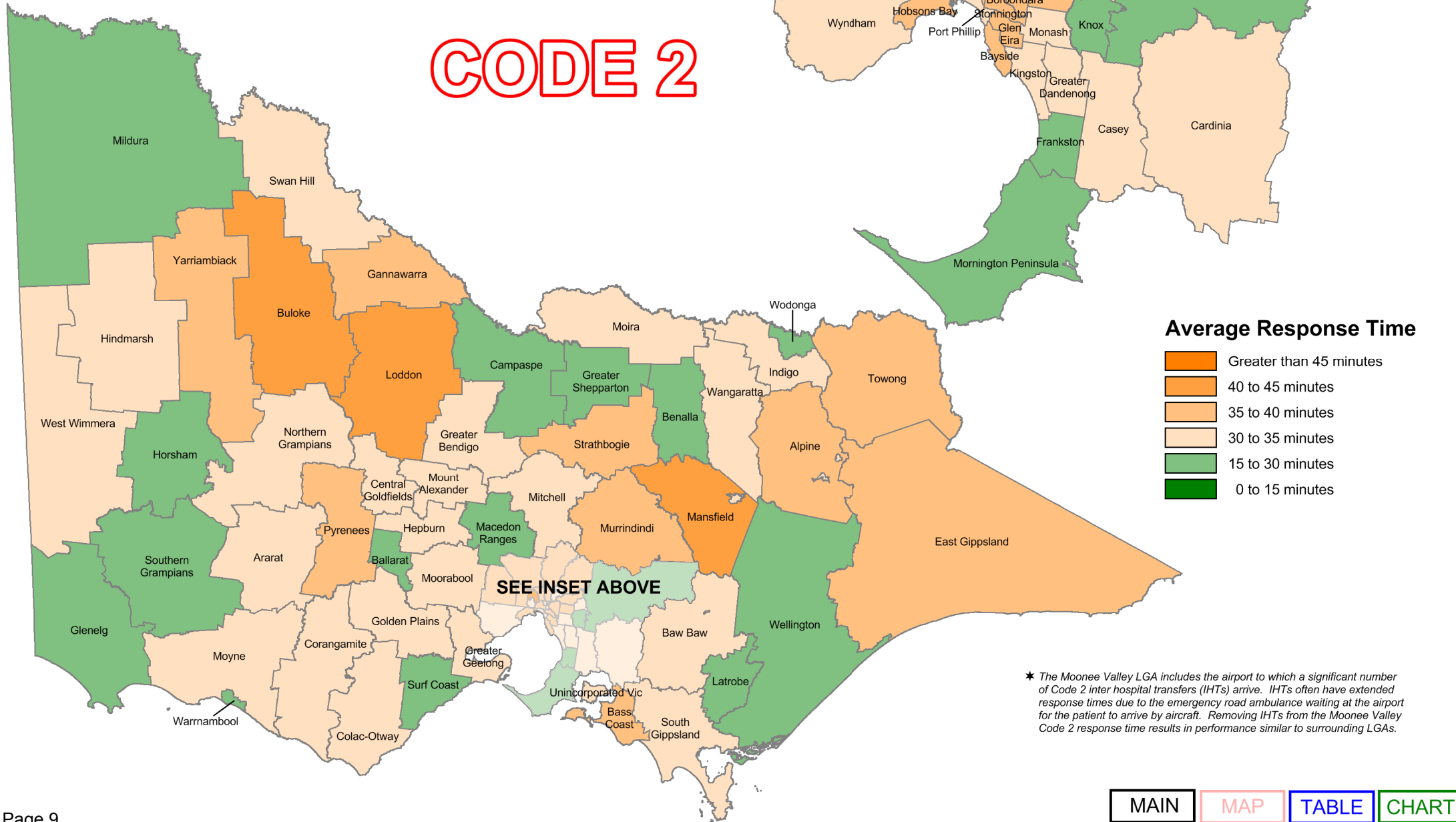| UCL Name	Qtr 1 2020/21 % Responses <=15 Min	Qtr 1 2020/21 Avg Response Time	Qtr 1 2020/21 Total First Responses	Qtr 2 2020/21 % Responses <=15 Min	Qtr 2 2020/21 Avg Response Time	Qtr 2 2020/21 Total First Responses	Qtr 3 2020/21 % Responses <=15 Min	Qtr 3 2020/21 Avg Response Time	Qtr 3 2020/21 Total First Responses	Qtr 4 2020/21 % Responses <=15 Min	Qtr 4 2020/21 Avg Response Time	Qtr 4 2020/21 Total First Responses	Qtr 1 2021/22 % Responses <=15 Min	Qtr 1 2021/22 Avg Response Time	Qtr 1 2021/22 Total First Responses
Albury – Wodonga (Wodonga Part)	87.5%	11:12	518	87.8%	10:44	574	87.6%	11:13	582	86.9%	11:36	563	82.2%	12:39	533
Bacchus Marsh	80.4%	11:19	225	78.1%	11:56	228	69.0%	14:13	232	58.8%	15:29	257	62.4%	15:06	255
Bairnsdale	80.0%	12:03	245	84.4%	11:15	295	81.8%	12:34	253	76.9%	13:28	316	72.8%	14:07	294
Ballarat	86.8%	11:10	1,481	87.4%	11:02	1,673	85.9%	11:40	1,640	85.9%	11:25	1,841	84.5%	11:35	1,738
Benalla	71.0%	13:59	145	72.3%	14:47	148	65.7%	16:24	175	67.1%	15:53	213	74.0%	13:05	154
Bendigo	82.3%	11:51	1,541	79.9%	12:24	1,684	80.6%	12:17	1,647	80.5%	12:48	1,816	80.6%	12:22	1,683
Castlemaine	63.6%	17:19	121	64.1%	15:54	131	56.0%	18:28	134	57.1%	18:01	163	69.8%	14:56	139
Colac	81.1%	11:45	159	83.0%	12:05	171	80.5%	13:03	174	77.2%	13:05	162	79.8%	12:52	163
Drouin	85.4%	12:00	198	81.1%	12:40	212	79.4%	13:26	267	72.6%	13:34	248	74.3%	13:37	237
Drysdale – Clifton Springs	85.2%	11:21	196	79.0%	12:17	224	74.6%	12:57	201	80.9%	12:20	230	76.3%	12:53	236
Echuca – Moama (Echuca Part)	88.0%	10:11	175	84.0%	10:26	231	85.4%	10:28	226	78.6%	12:51	252	81.8%	12:05	187
Geelong	85.5%	11:12	2,409	83.9%	11:31	2,724	83.4%	11:44	2,598	82.6%	11:52	2,818	80.8%	12:08	2,675
Gisborne	77.1%	11:18	96	71.1%	13:02	135	66.7%	13:26	126	63.6%	13:33	143	72.2%	12:57	158
Hamilton	89.7%	9:27	107	89.1%	9:30	110	83.6%	12:07	110	87.0%	11:33	131	84.5%	11:52	103
Healesville	83.3%	10:54	132	82.2%	11:10	157	75.2%	12:34	137	74.1%	13:42	158	69.9%	13:42	166
Horsham	91.4%	9:50	267	89.7%	9:54	273	88.5%	10:06	261	90.4%	10:00	291	91.0%	10:04	266
Lara	79.4%	11:23	155	77.5%	12:03	182	70.3%	13:43	185	73.8%	13:49	206	68.7%	14:02	163
Leopold	88.6%	10:39	132	85.5%	10:24	166	83.3%	10:51	150	84.1%	12:20	157	83.1%	11:26	172
Maryborough (Vic.)	75.8%	14:27	153	73.9%	13:30	165	65.2%	15:54	178	67.9%	16:00	168	65.4%	15:52	156
Melbourne	88.6%	10:28	43,690	85.4%	11:05	49,763	80.6%	12:18	52,573	77.5%	12:54	54,173	78.0%	12:52	52,030
Melton	85.7%	10:34	856	77.0%	12:31	1,117	67.5%	14:01	1,116	61.3%	15:04	1,106	64.8%	14:50	1,065
Mildura – Buronga (Mildura Part)	95.1%	8:58	511	92.4%	9:48	605	89.4%	10:33	625	89.9%	10:16	674	90.0%	10:10	561
Moe – Newborough	84.1%	10:39	395	77.1%	11:15	468	78.6%	11:21	448	73.4%	12:14	458	71.5%	12:08	505
Morwell	91.9%	9:31	334	91.5%	10:06	446	88.9%	10:26	422	92.9%	9:33	451	88.2%	10:54	399
Ocean Grove – Barwon Heads	81.9%	11:37	221	78.7%	13:34	230	76.5%	12:46	260	74.2%	13:15	267	78.4%	13:13	241
Portland (Vic.)	89.0%	10:45	136	89.2%	10:06	148	82.9%	11:34	152	86.8%	10:27	151	88.8%	10:06	134
Sale	85.1%	10:28	188	87.0%	10:02	238	81.4%	11:09	226	89.1%	9:43	239	87.8%	10:24	213
Shepparton – Mooroopna	91.0%	9:46	777	88.5%	10:36	966	86.8%	11:20	941	84.7%	11:41	970	85.5%	11:27	901
Sunbury	83.0%	11:05	442	74.7%	12:08	479	64.8%	14:02	497	61.8%	15:48	555	61.3%	14:52	540
Swan Hill	83.2%	10:19	155	83.6%	10:29	159	82.8%	11:20	157	85.5%	10:47	166	87.1%	10:41	171
Torquay – Jan Juc	69.9%	13:31	166	67.4%	13:41	227	67.9%	13:17	221	69.9%	14:02	209	66.5%	13:36	215
Traralgon	84.7%	10:40	483	84.5%	10:46	476	79.3%	12:11	469	79.4%	11:33	490	85.3%	10:36	482
Wallan	79.8%	11:26	109	71.7%	12:49	138	73.2%	13:04	157	63.0%	14:15	135	72.1%	13:23	147
Wangaratta	86.0%	11:06	307	85.9%	11:46	368	84.7%	12:15	398	86.8%	11:30	348	86.5%	11:54	377
Warragul	90.6%	10:16	233	86.5%	10:24	244	77.1%	11:52	266	82.6%	11:29	258	77.8%	12:29	239
Warrnambool	91.5%	10:00	376	91.5%	10:11	424	91.4%	10:05	429	92.1%	9:28	433	88.1%	10:28	420
Wonthaggi	93.1%	9:05	159	80.7%	11:46	150	80.7%	12:59	181	82.5%	12:19	200	85.8%	11:31	169
Yarrawonga – Mulwala (Yarrawonga Part)	70.9%	14:47	151	69.4%	15:35	186	53.9%	20:03	167	62.2%	18:24	164	64.0%	18:16	150
Total UCLs > 7500	87.8%	10:37	58,144	84.8%	11:12	66,315	80.5%	12:18	68,981	78.0%	12:47	71,580	78.3%	12:45	68,437

MAIN

MAP <= 15 Minutes

MAP Average

TABLE

CHART

Ambulance Victoria

Average Code 2 Response Time by LGA

2021/22 Quarter 1 (1st July 2021 to 30th September 2021)

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

✱ 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

LGA Name	Qtr 1 2020/21		Qtr 2 2020/21		Qtr 3 2020/21		Qtr 4 2020/21		Qtr 1 2021/22	
	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses	Average Response Time Minutes	Total Number of First Responses
Alpine	32:19	148	32:37	198	40:02	192	45:14	176	38:42	178
Ararat	31:28	142	29:14	169	27:17	154	34:09	183	30:07	221
Ballarat	24:08	1,144	29:13	1,165	31:56	1,228	31:17	1,267	29:51	1,326
Banyule	22:49	1,012	27:24	1,111	35:08	962	41:46	1,018	34:01	971
Bass Coast	29:57	472	32:15	582	37:15	586	39:45	587	35:26	584
Baw Baw	24:50	507	27:59	600	33:11	535	32:45	625	30:34	643
Bayside	26:26	627	32:37	655	39:06	644	44:48	611	38:06	682
Benalla	32:10	189	35:51	239	34:43	193	34:25	196	28:45	224
Boroondara	22:36	890	27:53	979	35:41	890	42:08	883	36:00	1,008
Brimbank	22:06	1,562	27:47	1,621	34:28	1,514	37:29	1,491	36:03	1,550
Buloke	39:09	63	42:36	73	47:16	64	41:50	78	43:50	66
Campaspe	25:43	460	31:12	517	30:55	490	30:35	511	29:59	520
Cardinia	20:46	809	25:28	888	30:37	901	31:30	838	30:19	876
Casey	21:39	2,411	26:34	2,563	32:31	2,480	36:41	2,290	31:23	2,655
Central Goldfields	31:10	227	33:11	230	34:00	251	36:14	225	30:28	256
Colac-Otway	25:57	232	32:36	284	34:32	304	36:02	270	31:42	266
Corangamite	25:56	140	28:50	179	29:14	159	30:57	181	30:14	204
Darebin	22:02	1,290	27:17	1,406	35:09	1,320	39:18	1,171	35:13	1,360
East Gippsland	32:14	667	33:16	754	38:09	723	37:21	699	37:24	756
Frankston	18:45	1,474	24:12	1,646	29:30	1,571	32:49	1,532	29:39	1,516
Gannawarra	33:29	119	36:23	117	45:12	166	44:50	131	39:05	147
Glen Eira	23:55	935	30:47	940	38:18	904	42:01	866	37:17	1,041
Glenelg	24:35	192	24:25	226	26:40	256	27:16	218	27:17	265
Golden Plains	29:14	131	39:17	136	38:16	97	36:02	136	34:43	134
Greater Bendigo	28:15	1,094	32:45	1,262	33:41	1,285	34:02	1,223	31:43	1,368
Greater Dandenong	20:44	1,417	25:03	1,514	30:56	1,484	34:26	1,374	31:12	1,503
Greater Geelong	25:13	2,405	29:27	2,714	32:30	2,704	32:40	2,661	31:49	2,801
Greater Shepparton	22:16	751	27:30	894	29:31	861	32:02	890	28:31	897
Hepburn	31:06	155	31:26	208	38:12	179	35:12	171	34:15	187
Hindmarsh	27:30	89	35:23	79	34:13	75	30:53	80	32:53	97
Hobsons Bay	23:30	660	28:14	775	34:46	720	37:35	681	35:06	750
Horsham	29:13	280	30:24	310	31:54	341	32:25	353	27:40	372
Hume	22:21	1,908	26:44	2,103	34:14	1,959	37:48	1,881	36:59	2,242
Indigo	31:36	108	35:30	100	39:02	117	38:41	107	31:27	134
Kingston (C) (V	22:31	1,137	28:04	1,182	34:10	1,169	37:18	1,131	34:08	1,262
Knox	18:49	1,142	22:26	1,225	29:01	1,214	34:06	1,190	28:34	1,293
Latrobe (C) (V	22:16	987	24:06	1,139	26:46	1,128	26:16	1,084	24:22	1,237
Loddon	34:36	69	40:15	70	39:02	91	42:53	99	44:26	73
Macedon Ranges	25:05	416	28:17	505	28:45	452	30:18	512	26:18	527
Manningham	24:01	616	28:19	815	36:49	797	43:12	747	37:37	772
Mansfield	30:39	100	42:05	110	49:22	139	39:37	96	40:18	108
Maribyrnong	22:24	686	26:19	709	35:10	691	36:40	653	34:48	703
Maroondah	18:24	934	23:26	1,078	27:38	1,027	31:41	950	31:43	1,135
Melbourne	21:25	1,583	24:56	1,952	31:30	2,003	37:25	1,754	35:30	1,645
Melton	23:48	1,263	29:39	1,343	35:10	1,272	40:13	1,219	35:00	1,358
Mildura	31:12	653	33:44	680	33:18	660	34:53	650	29:45	764
Mitchell	26:08	553	31:24	619	34:37	589	32:56	566	31:10	617
Moira	27:44	394	35:37	461	36:58	498	40:51	432	34:04	463
Monash	22:10	1,273	28:06	1,351	35:19	1,313	39:32	1,306	34:35	1,421
* Moonee Valley	55:01	1,303	63:17	1,355	67:19	1,421	76:38	1,385	69:07	1,419
Moorabool	24:38	364	28:38	367	34:36	348	38:55	352	34:13	365
Moreland	23:46	1,412	29:14	1,579	36:37	1,395	40:11	1,361	38:53	1,529
Mornington Peninsula	20:41	1,548	25:13	1,820	29:52	1,831	31:34	1,707	26:16	1,913
Mount Alexander	30:27	178	32:54	205	40:55	192	38:11	229	31:52	232
Moyne	35:25	105	33:04	151	34:36	155	34:53	142	32:37	141
Murrindindi	26:57	148	36:30	192	39:38	217	38:45	185	36:23	167
Nillumbik	24:12	315	30:43	373	37:42	374	43:34	389	38:43	366
Northern Grampians	27:27	181	26:11	217	31:21	201	34:04	213	30:38	200
Port Phillip	21:26	937	27:12	963	34:25	955	40:05	836	34:52	816
Pyrenees	28:42	92	38:34	85	35:59	78	31:08	72	35:06	91
Queenscliffe	20:07	32	31:42	39	31:33	39	26:18	36	33:48	37
South Gippsland	30:22	301	35:32	365	40:02	331	36:34	307	34:59	314
Southern Grampians	29:13	146	28:54	184	28:13	139	31:58	168	29:35	192
Stonnington	22:58	623	30:04	749	37:54	776	42:31	702	36:17	706
Strathbogie	28:58	137	33:55	160	36:08	177	38:54	145	35:24	161
Surf Coast	25:49	232	28:50	303	30:30	344	26:46	245	29:19	248
Swan Hill	33:42	254	33:29	309	34:13	270	32:42	283	30:19	267
Towong	33:57	66	40:33	94	36:02	88	32:58	74	36:03	85
Wangaratta	27:40	344	32:12	406	35:08	410	34:14	360	34:45	414
Warrnambool	21:31	369	25:15	398	27:19	385	28:23	383	26:38	444
Wellington	25:57	436	29:37	579	30:32	523	31:26	532	28:27	581
West Wimmera	32:10	32	39:44	38	35:10	40	38:24	41	31:20	42
Whitehorse	20:30	1,140	26:27	1,287	34:22	1,176	38:26	1,184	35:59	1,230
Whittlesea	22:59	1,539	27:00	1,583	34:59	1,610	36:48	1,504	35:46	1,742
Wodonga	25:19	464	27:00	530	32:39	426	32:30	415	29:44	458
Wyndham	23:56	1,513	26:27	1,532	32:32	1,516	34:20	1,549	32:57	1,688
Yarra	21:19	781	26:04	850	32:15	798	36:46	735	32:24	722
Yarra Ranges	20:19	1,189	24:03	1,319	29:30	1,210	32:11	1,235	29:24	1,180
Yarriambiack	33:12	90	37:44	93	38:29	105	36:44	85	35:26	79
Unincorporated	38:00	14	94:34	1	51:17	11	35:21	13	34:11	87
Interstate LGAs	32:03	140	38:42	164	37:08	149	37:22	156	29:50	146
Total AV	24:22	52,941	28:56	58,766	34:12	57,042	36:57	55,016	33:43	59,240

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.
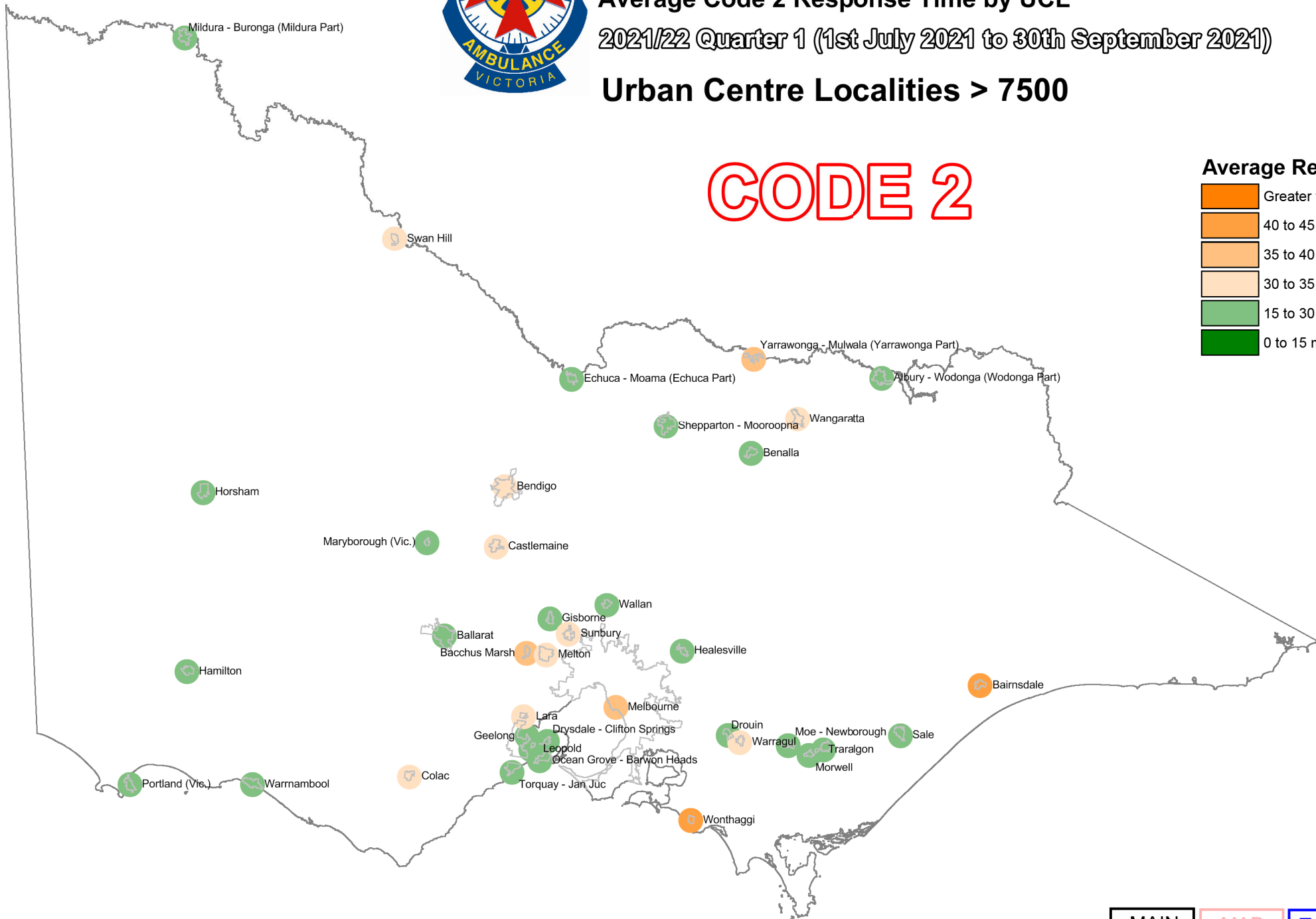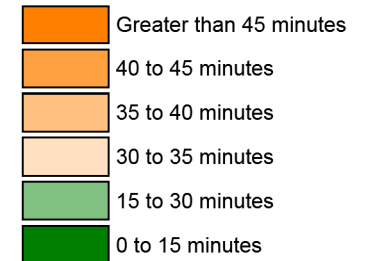
MAIN   MAP   TABLE   CHART

Ambulance Victoria

Average Code 2 Response Time by UCL

2021/22 Quarter 1 (1st July 2021 to 30th September 2021)

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

Yarrawonga - Mulwala (Yarrawonga Part)

Echuca - Moama (Echuca Part)

Albury - Wodonga (Wodonga Part)

Wangaratta

Shepparton - Mooroopna

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

Warragul

Leopold

Traralgon

Ocean Grove - Barwon Heads

Morwell

Portland (Vic.)

Warrnambool

Colac

Torquay - Jan Juc

Wonthaggi

MAIN | MAP | TABLE | CHART

Code 2 First Response Performance by UCL

UCL Name	Qtr 1 2020/21 Average Response Time Minutes	Qtr 1 2020/21 Total Number of First Responses	Qtr 2 2020/21 Average Response Time Minutes	Qtr 2 2020/21 Total Number of First Responses	Qtr 3 2020/21 Average Response Time Minutes	Qtr 3 2020/21 Total Number of First Responses	Qtr 4 2020/21 Average Response Time Minutes	Qtr 4 2020/21 Total Number of First Responses	Qtr 1 2021/22 Average Response Time Minutes	Qtr 1 2021/22 Total Number of First Responses
Albury – Wodonga (Wodonga Part)	25:04	436	26:23	489	32:00	384	32:09	380	29:34	426
Bacchus Marsh	23:28	277	28:02	275	34:55	247	40:51	236	35:09	222
Bairnsdale	34:26	277	36:13	306	43:17	288	40:43	322	40:52	289
Ballarat	24:00	1,077	29:00	1,103	31:50	1,170	31:10	1,200	29:52	1,266
Benalla	31:46	161	35:09	206	34:05	162	34:06	169	27:48	193
Bendigo	27:47	973	32:08	1,137	33:17	1,143	33:23	1,101	31:04	1,226
Castlemaine	29:54	126	32:39	140	41:14	130	38:13	149	31:14	173
Colac	25:53	166	33:18	203	34:45	205	36:41	196	30:00	202
Drouin	24:26	136	25:16	143	29:11	149	32:17	161	28:31	153
Drysdale – Clifton Springs	22:37	126	25:54	125	31:44	122	32:23	119	26:44	148
Echuca – Moama (Echuca Part)	25:07	218	31:37	252	32:03	253	31:26	248	29:44	262
Geelong	23:36	1,683	28:27	1,999	30:19	1,942	31:10	1,876	29:46	1,996
Gisborne	25:04	86	24:01	106	25:51	96	28:09	106	23:03	89
Hamilton	25:13	102	23:49	127	22:28	98	27:40	110	27:13	140
Healesville	18:36	102	19:28	125	25:50	90	25:30	88	26:56	115
Horsham	24:55	246	27:23	271	30:10	300	30:30	315	24:12	329
Lara	23:52	109	31:18	97	32:51	130	33:46	127	33:45	134
Leopold	23:49	89	27:32	103	27:48	90	29:39	97	28:51	93
Maryborough (Vic.)	30:05	181	31:26	183	33:32	216	35:20	188	29:18	201
Melbourne	23:04	33,613	28:03	36,722	34:44	35,438	38:53	33,778	35:11	36,495
Melton	22:22	694	28:37	746	32:31	727	38:28	633	32:31	720
Mildura – Buronga (Mildura Part)	27:59	454	29:54	482	29:53	462	29:48	447	27:19	541
Moe – Newborough	21:12	265	22:49	305	24:24	308	25:41	292	24:30	359
Morwell	19:41	250	21:08	294	22:20	266	23:14	293	20:23	341
Ocean Grove – Barwon Heads	21:12	149	25:41	143	28:55	156	27:12	171	27:52	155
Portland (Vic.)	23:30	125	25:39	150	26:58	168	26:39	116	27:01	174
Sale	20:18	197	23:01	239	26:47	213	28:00	235	24:13	240
Shepparton – Mooroopna	21:48	613	27:29	742	29:20	714	31:56	730	28:06	761
Sunbury	21:21	327	26:26	334	35:19	304	37:19	314	33:20	330
Swan Hill	34:47	167	32:36	205	31:39	170	29:30	177	31:04	158
Torquay – Jan Juc	25:08	129	29:58	147	28:52	155	27:15	135	27:33	122
Traralgon	23:55	338	25:40	379	29:28	412	27:29	370	25:34	391
Wallan	20:10	74	25:40	89	26:53	83	30:57	82	24:17	88
Wangaratta	26:21	290	29:33	337	32:02	337	31:21	314	32:20	348
Warragul	23:43	204	28:34	271	35:23	222	32:40	263	30:52	293
Warrnambool	21:26	357	25:03	385	27:24	370	28:43	358	26:37	433
Wonthaggi	35:14	175	36:12	203	40:13	196	44:49	236	41:33	206
Yarrawonga – Mulwala (Yarrawonga Part)	29:19	115	36:35	124	36:17	160	38:58	136	35:03	141
Total UCLs > 7500	23:31	45,107	28:12	49,687	33:50	48,076	37:05	46,268	33:40	49,953

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