Ambulance Victoria's Performance

2021/22 Quarter 4 (1st April 2022 to 30th June 2022)

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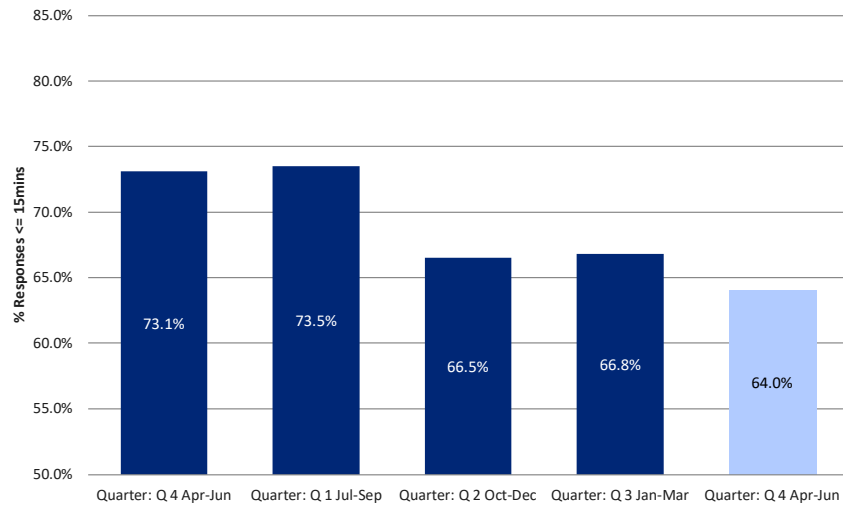
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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
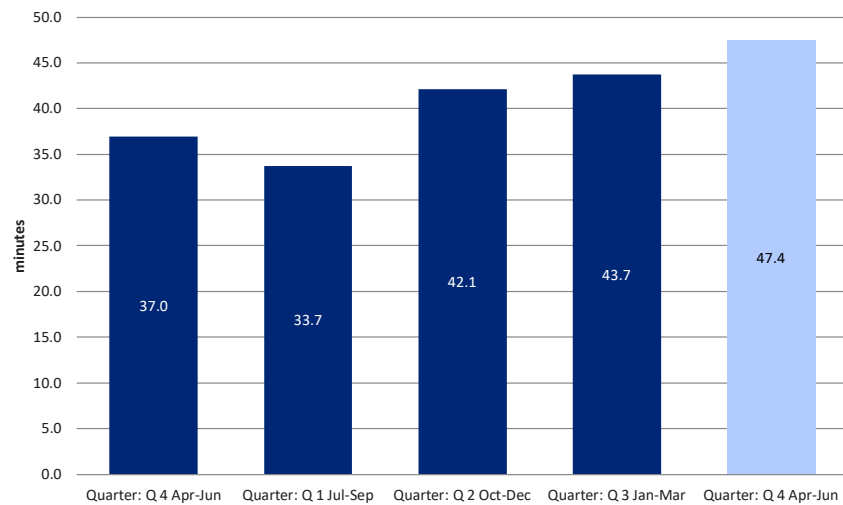

Quarter	% Responses <= 15mins
Quarter: Q 4 Apr-Jun	73.1%
Quarter: Q 1 Jul-Sep	73.5%
Quarter: Q 2 Oct-Dec	66.5%
Quarter: Q 3 Jan-Mar	66.8%
Quarter: Q 4 Apr-Jun	64.0%

MAP
TABLE

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

Quarter	% Responses <= 15mins
Quarter: Q 4 Apr-Jun	78.0%
Quarter: Q 1 Jul-Sep	78.3%
Quarter: Q 2 Oct-Dec	70.8%
Quarter: Q 3 Jan-Mar	71.2%
Quarter: Q 4 Apr-Jun	68.2%

MAP
TABLE
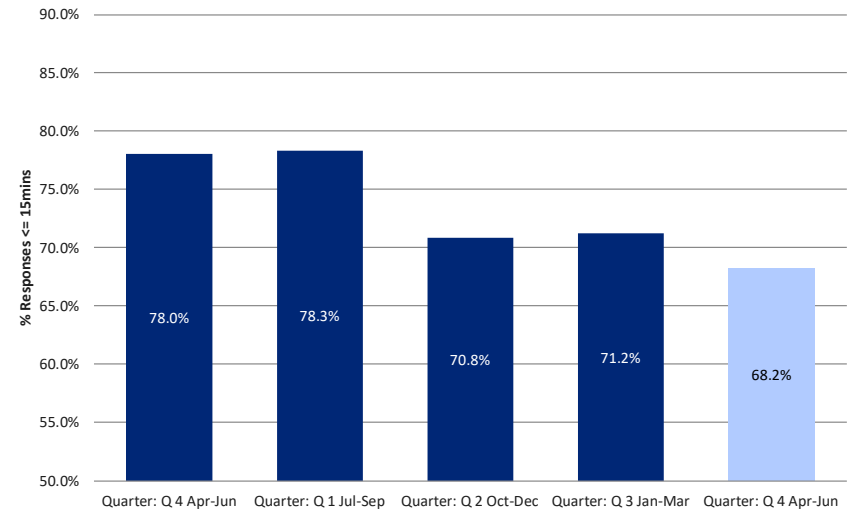
AV State-wide Code 2 First Response Performance - Average

Quarter	minutes
Quarter: Q 4 Apr-Jun	37.0
Quarter: Q 1 Jul-Sep	33.7
Quarter: Q 2 Oct-Dec	42.1
Quarter: Q 3 Jan-Mar	43.7
Quarter: Q 4 Apr-Jun	47.4

MAP
TABLE

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

Quarter	minutes
Quarter: Q 4 Apr-Jun	37.1
Quarter: Q 1 Jul-Sep	33.7
Quarter: Q 2 Oct-Dec	42.3
Quarter: Q 3 Jan-Mar	43.8
Quarter: Q 4 Apr-Jun	47.6
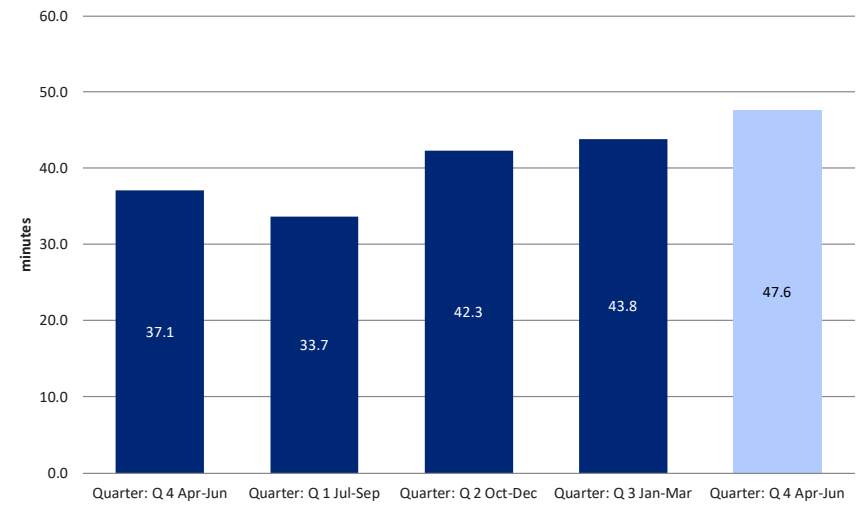
MAP
TABLE

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2021/22 Quarter 4 (1st April 2022 to 30th June 2022)

CODE 1

Percentage of responses <= 15 Minutes

	90 to 100%
	80 to 90%
	70 to 80%
	60 to 70%
	50 to 60%
	40 to 50%
	30 to 40%
	20 to 30%
	10 to 20%
	0 to 10%

SEE INSET ABOVE

MAIN   MAP   TABLE   CHART

Ambulance Victoria

Average Code 1 Response Time by LGA

2021/22 Quarter 4 (1st April 2022 to 30th June 2022)

CODE 1

Average Response Time

- 30 to 35 minutes
- 25 to 30 minutes
- 20 to 25 minutes
- 15 to 20 minutes
- 10 to 15 minutes
- 5 to 10 minutes
- 0 to 5 minutes

SEE INSET ABOVE

MAIN   MAP   TABLE   CHART

Code 1 First Response Performance by LGA

LGA Name	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	Qtr 2 2021/22 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 3 2021/22 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 4 2021/22 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	47.3%	22:04	169	43.8%	19:46	160	37.4%	24:43	182	39.5%	23:30	210	42.3%	22:36	175
Ararat	60.4%	16:57	159	61.2%	16:49	152	59.9%	17:34	167	58.8%	17:17	216	52.3%	19:06	237
Ballarat	85.0%	11:39	1,948	82.7%	11:51	1,847	80.4%	12:53	1,904	78.4%	13:16	2,022	77.6%	13:23	2,201
Banyule	79.2%	12:21	1,626	79.1%	12:46	1,498	72.8%	14:05	1,572	72.1%	14:02	1,550	71.2%	14:34	1,818
Bass Coast	63.4%	16:07	725	62.8%	15:45	615	57.5%	17:03	711	55.6%	17:23	711	59.7%	16:11	677
Baw Baw	66.3%	14:41	843	63.6%	15:30	800	55.5%	17:09	847	59.9%	16:37	832	61.5%	16:29	867
Bayside	74.6%	14:17	881	81.8%	12:31	850	67.9%	15:26	878	70.6%	15:22	952	65.9%	15:53	1,025
Benalla	56.2%	18:22	274	62.1%	15:57	203	55.7%	17:21	255	55.9%	17:28	254	51.0%	20:19	253
Boroondara	81.8%	12:55	1,458	83.1%	12:36	1,314	75.4%	13:59	1,409	73.5%	13:52	1,518	70.0%	14:51	1,514
Brimbank	77.4%	13:04	2,690	76.5%	13:07	2,616	67.0%	15:09	3,162	68.7%	14:37	3,157	65.3%	15:28	3,255
Buloke	29.3%	28:10	99	34.6%	25:03	81	27.1%	26:10	70	34.0%	27:23	100	33.6%	30:29	107
Campaspe	58.5%	16:04	626	59.8%	15:12	517	57.0%	16:51	623	55.8%	16:53	640	56.7%	16:45	679
Cardinia	61.3%	15:10	1,389	61.4%	15:22	1,429	53.5%	17:21	1,573	55.8%	16:56	1,620	49.6%	18:36	1,715
Casey	71.4%	13:41	4,178	75.5%	13:16	3,839	63.3%	15:26	4,856	63.1%	15:37	4,770	60.1%	16:00	5,169
Central Goldfields	55.6%	17:52	239	53.1%	18:22	224	51.5%	18:31	231	57.3%	18:34	248	50.7%	21:00	286
Colac-Otway	64.4%	15:50	253	65.5%	15:40	235	53.3%	19:41	240	64.2%	15:50	268	57.1%	19:02	252
Corangamite	54.3%	17:11	230	54.1%	17:33	229	49.2%	17:34	252	46.0%	19:19	239	46.3%	19:38	227
Darebin	82.2%	12:28	2,004	80.9%	12:40	1,915	75.2%	13:52	2,244	77.7%	13:27	2,231	73.8%	14:06	2,301
East Gippsland	58.5%	16:38	905	57.4%	16:59	814	53.2%	18:51	885	51.0%	20:04	929	51.8%	19:47	948
Frankston	80.8%	12:24	2,356	81.9%	11:55	2,064	74.2%	13:37	2,406	72.6%	13:43	2,409	70.3%	14:28	2,482
Gannawarra	46.6%	20:07	131	49.2%	20:10	124	45.6%	21:25	136	37.0%	23:32	138	40.0%	22:47	135
Glen Eira	82.5%	12:07	1,412	82.9%	12:11	1,410	76.1%	13:41	1,533	72.5%	14:06	1,551	69.5%	14:57	1,669
Glenelg	75.2%	12:55	270	74.2%	13:27	240	79.0%	13:10	238	67.4%	16:00	273	73.1%	13:55	323
Golden Plains	35.4%	19:09	237	31.9%	20:04	232	29.9%	20:23	234	32.2%	21:18	236	25.8%	22:18	287
Greater Bendigo	75.3%	13:49	2,068	75.2%	13:18	1,897	70.8%	14:26	1,983	67.7%	14:59	2,110	64.6%	15:40	2,291
Greater Dandenong	80.8%	11:56	2,176	84.2%	11:47	2,017	73.5%	13:58	2,623	73.0%	14:09	2,540	68.6%	15:03	2,517
Greater Geelong	78.5%	12:35	4,090	77.2%	12:45	3,900	74.8%	13:13	4,138	72.0%	13:55	4,410	69.9%	14:25	4,738
Greater Shepparton	77.0%	12:51	1,244	77.7%	12:39	1,124	73.2%	14:02	1,398	70.6%	14:54	1,389	66.8%	15:22	1,468
Hepburn	33.9%	20:48	233	45.2%	18:11	228	39.0%	20:35	246	40.4%	20:20	277	37.9%	21:15	269
Hindmarsh	51.9%	19:33	104	55.2%	19:28	87	53.6%	19:27	112	57.4%	18:47	94	43.0%	23:06	107
Hobsons Bay	76.9%	12:50	1,130	76.6%	13:07	1,149	66.2%	14:34	1,280	66.3%	14:55	1,325	61.4%	15:35	1,385
Horsham	83.3%	11:20	324	82.8%	11:41	302	81.2%	12:00	340	73.5%	13:42	336	77.7%	14:00	349
Hume	68.4%	14:26	3,599	65.5%	15:12	4,304	57.5%	16:45	5,004	62.9%	15:41	4,584	59.6%	16:12	4,788
Indigo	26.3%	21:51	171	34.1%	20:32	170	35.0%	21:50	180	24.6%	24:51	195	20.6%	25:35	204
Kingston (C) (V	77.5%	12:45	1,843	79.5%	12:14	1,789	70.0%	14:37	1,870	71.3%	14:15	2,058	65.5%	15:31	2,085
Knox	79.5%	12:29	1,877	80.9%	12:16	1,727	74.3%	13:52	1,787	75.6%	13:42	1,915	70.2%	14:46	1,946
Latrobe (C) (V	77.9%	11:56	1,650	75.5%	12:14	1,648	71.2%	13:33	1,829	74.8%	12:57	1,747	72.1%	13:35	1,940
Loddon	28.8%	25:07	146	32.5%	22:59	123	20.6%	25:18	107	18.4%	26:20	136	27.4%	27:01	135
Macedon Ranges	58.0%	15:50	600	62.0%	15:22	589	57.4%	16:22	589	56.9%	16:35	634	51.2%	17:45	727
Manningham	76.6%	13:31	1,261	75.0%	13:54	1,155	68.5%	14:51	1,319	63.7%	15:58	1,282	63.6%	16:06	1,423
Mansfield	35.4%	27:56	113	39.0%	27:39	82	38.8%	26:11	121	45.9%	23:53	85	50.0%	27:01	110
Maribyrnong	81.6%	12:09	1,011	80.1%	12:35	885	74.3%	13:53	1,084	69.2%	15:27	1,125	70.5%	14:27	1,188
Maroondah	86.0%	11:06	1,474	83.0%	11:37	1,339	77.0%	13:12	1,408	77.5%	13:12	1,441	72.8%	14:39	1,602
Melbourne	83.6%	11:32	2,240	85.3%	11:09	1,981	79.2%	12:31	2,637	78.1%	12:54	2,761	76.3%	13:01	2,919
Melton	62.9%	15:00	2,265	63.5%	15:24	2,275	53.2%	17:36	2,905	56.0%	16:41	2,874	50.5%	17:46	3,036
Mildura	77.7%	12:51	1,000	77.4%	12:48	836	78.8%	13:05	950	75.6%	13:47	1,074	74.8%	14:08	1,048
Mitchell	52.8%	16:57	699	60.2%	16:03	668	52.6%	17:17	722	52.4%	18:08	763	47.7%	18:31	840
Moira	51.7%	18:54	575	47.7%	19:04	493	43.7%	21:27	593	46.9%	20:11	603	47.6%	20:21	603
Monash	77.4%	13:02	1,939	80.9%	12:52	1,800	69.8%	14:39	2,003	67.3%	15:32	2,141	64.3%	15:43	2,222
Moonee Valley	76.6%	13:45	1,486	78.6%	13:06	1,419	68.5%	14:57	1,666	69.2%	14:59	1,589	66.3%	15:08	1,652
Moorabool	49.8%	16:45	456	52.4%	17:06	441	43.7%	20:01	449	43.8%	18:38	493	46.7%	19:01	572
Moreland	79.6%	13:05	2,374	78.2%	13:03	2,440	70.6%	14:39	2,634	71.9%	14:23	2,636	67.8%	15:04	2,677
Mornington Peninsula	67.6%	14:13	2,670	70.8%	13:18	2,343	66.3%	14:36	2,627	64.0%	15:21	2,719	61.5%	15:45	2,618
Mount Alexander	46.6%	19:41	262	53.2%	17:25	231	46.5%	18:24	217	44.3%	18:52	253	46.0%	20:01	263
Moyne	39.8%	18:13	191	44.7%	17:57	132	34.6%	19:52	182	42.6%	18:02	209	31.1%	21:34	196
Murrindindi	31.7%	22:50	240	42.0%	20:58	205	39.8%	21:58	259	32.8%	24:43	253	36.5%	24:18	252
Nillumbik	51.0%	17:32	624	54.0%	16:44	598	52.6%	17:02	565	48.1%	17:37	667	49.4%	17:50	692
Northern Grampians	61.9%	16:59	181	67.7%	15:06	226	62.9%	16:55	197	57.0%	19:02	223	61.1%	18:48	239
Port Phillip	83.7%	11:52	1,255	85.4%	11:29	1,169	75.4%	13:24	1,429	74.2%	13:44	1,436	72.0%	14:02	1,464
Pyrenees	49.6%	19:09	131	42.3%	21:01	104	46.2%	20:11	119	29.3%	22:29	123	30.6%	23:46	124
Queenscliffe	56.1%	16:25	66	60.9%	16:35	46	59.5%	15:27	42	65.9%	16:29	82	50.8%	17:27	61
South Gippsland	44.5%	18:55	431	48.8%	18:20	426	43.0%	20:12	456	48.5%	19:20	474	51.5%	18:02	474
Southern Grampians	62.1%	16:32	211	58.7%	18:02	172	61.0%	17:14	187	68.8%	14:40	234	63.7%	15:39	223
Stonnington	81.6%	12:27	992	80.7%	12:53	885	75.4%	14:05	1,058	72.4%	14:52	1,125	71.0%	14:52	1,209
Strathbogie	34.8%	21:19	204	33.0%	21:55	209	28.6%	23:40	210	25.3%	24:00	233	28.2%	24:44	238
Surf Coast	56.9%	16:04	392	59.9%	14:55	369	57.7%	16:28	421	57.1%	16:17	478	49.9%	17:52	429
Swan Hill	68.1%	14:58	310	69.4%	15:17	301	64.9%	16:20	319	67.6%	15:43	327	61.1%	17:21	319
Towong	45.2%	22:44	73	41.1%	23:16	73	32.0%	25:48	75	34.2%	31:08	73	31.5%	26:01	73
Wangaratta	70.7%	14:55	454	73.3%	14:29	480	74.9%	13:08	506	70.2%	15:30	517	68.8%	15:26	519
Warrnambool	90.5%	10:03	465	88.3%	10:31	443	86.4%	11:01	485	86.3%	10:57	527	82.5%	11:59	622
Wellington	59.4%	15:59	695	56.6%	17:16	656	48.8%	19:25	707	52.0%	19:09	677	50.1%	19:19	679
West Wimmera	37.3%	21:26	67	39.2%	23:17	51	30.0%	23:44	40	37.9%	23:12	58	30.8%	26:13	52
Whitehorse	83.1%	11:53	1,714	85.8%	11:49	1,615	74.2%	13:46	1,607	74.8%	13:50	1,676	71.1%	14:44	1,951
Whittlesea	71.7%	13:57	2,845	68.4%	14:20	2,944	62.1%	15:29	3,512	65.8%	15:25	3,413	62.6%	16:00	3,642
Wodonga	82.7%	12:01	620	77.4%	13:20	588	72.2%	14:59	672	76.7%	13:08	724	74.8%	13:56	660
Wyndham	74.6%	13:18	2,613	74.2%	13:32	2,704	63.5%	15:33	3,358	69.1%	14:43	3,282	65.5%	15:28	3,591
Yarra	84.4%	11:42	1,131	86.0%	11:09	983	78.2%	12:52	1,182	78.7%	13:18	1,300	76.2%	13:13	1,292
Yarra Ranges	62.8%	15:13	1,893	65.6%	14:25	1,831	59.1%	16:13	1,943	60.3%	16:14	1,953	54.8%	17:23	2,144
Yarriambiack	36.6%	22:15	142	37.7%	24:38	106	41.6%	23:40	113	38.0%	25:27	121	33.6%	26:09	122
Unincorporated	41.2%	33:29	17	60.0%	16:58	35	14.3%	47:11	7	12.5%	51:19	16	37.9%	30:05	29
Interstate LGAs	58.3%	18:54	302	58.7%	18:22	259	42.6%	21:53	317	49.7%	20:24	370	52.6%	20:16	308
Total AV	73.1%	13:44	84,441	73.5%	13:39	80,460	66.5%	15:11	91,397	66.8%	15:15	93,234	64.0%	15:49	97,928

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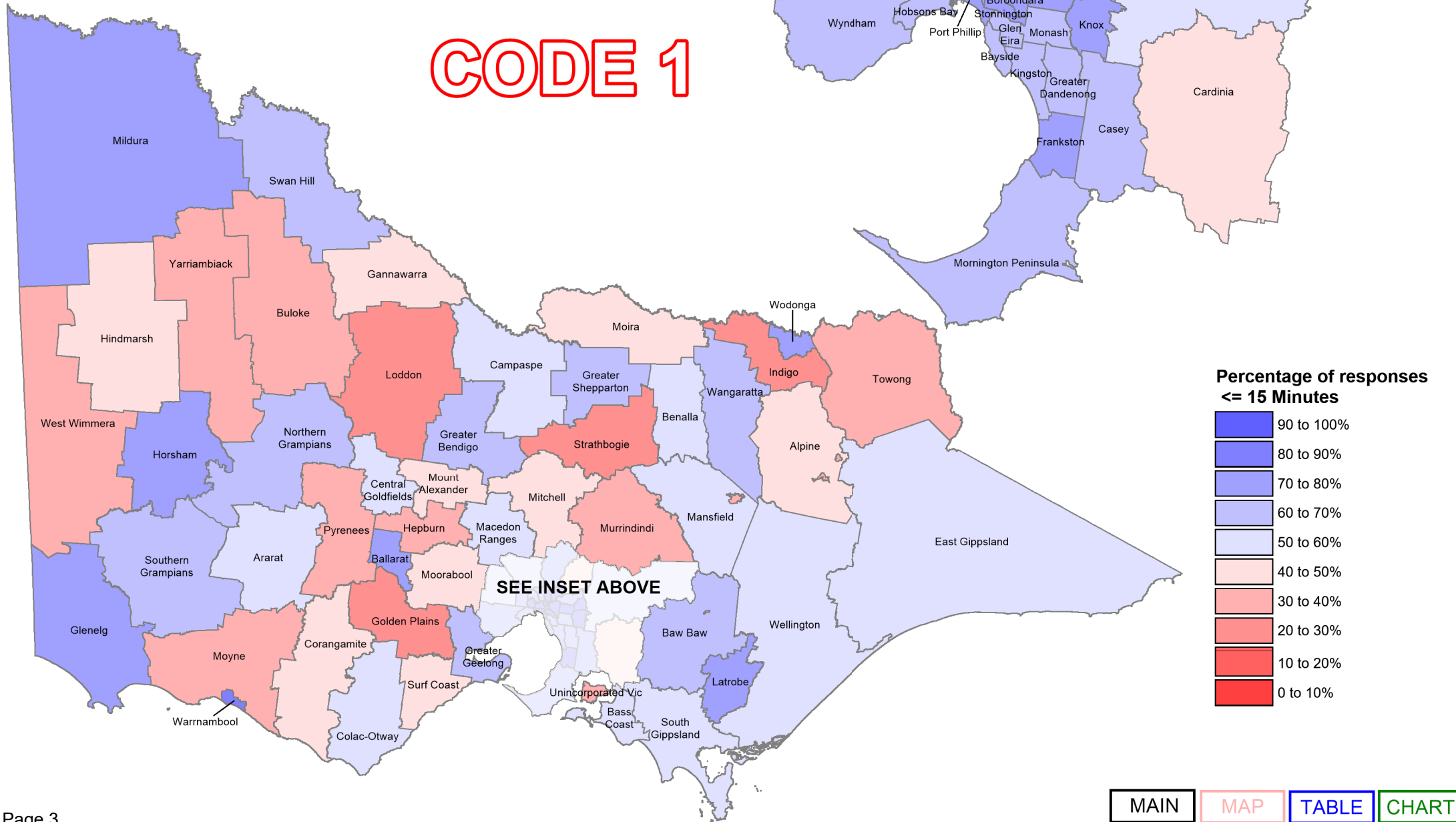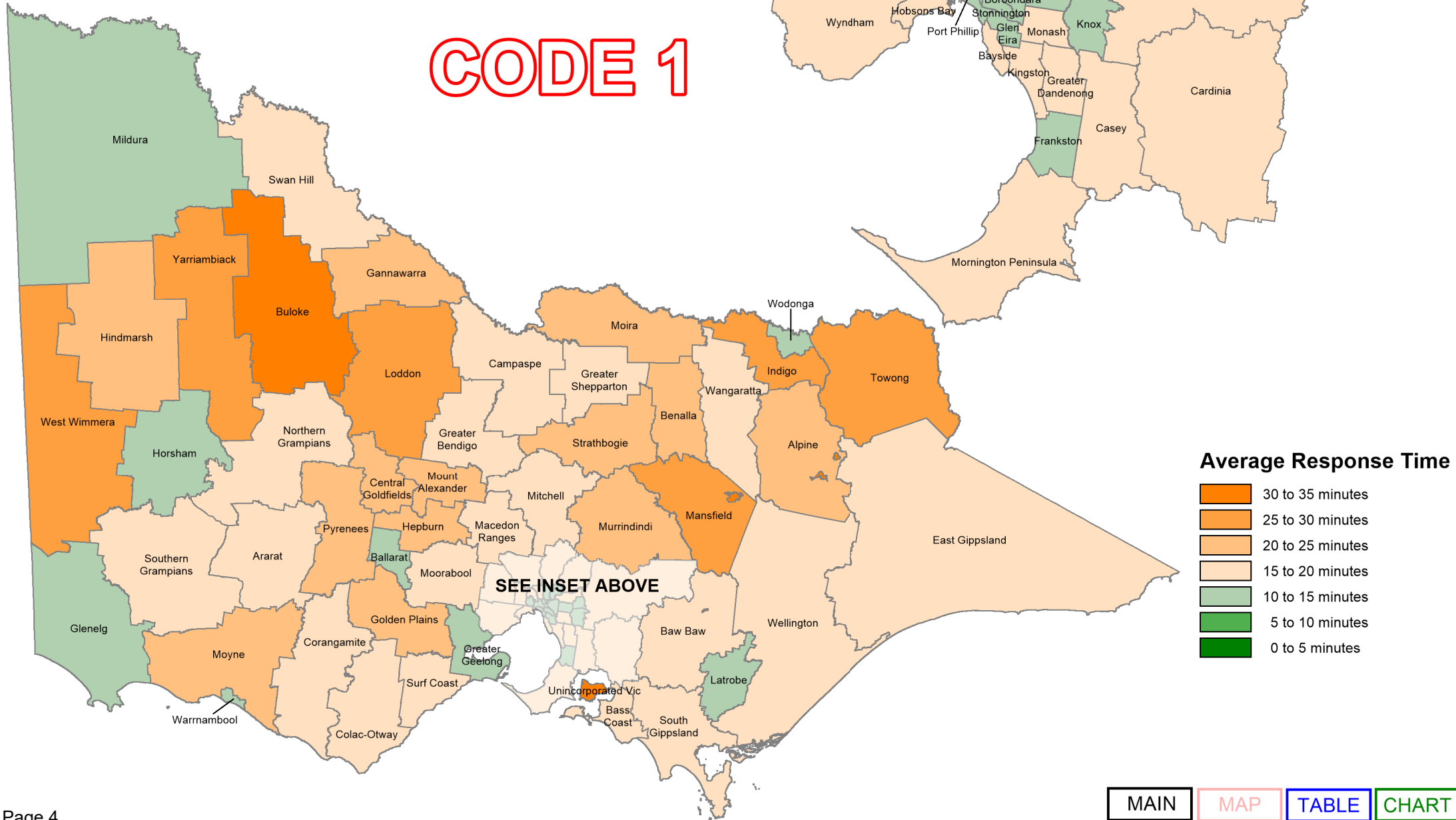
MAIN | MAP <= 15 Minutes | MAP Average | TABLE | CHART
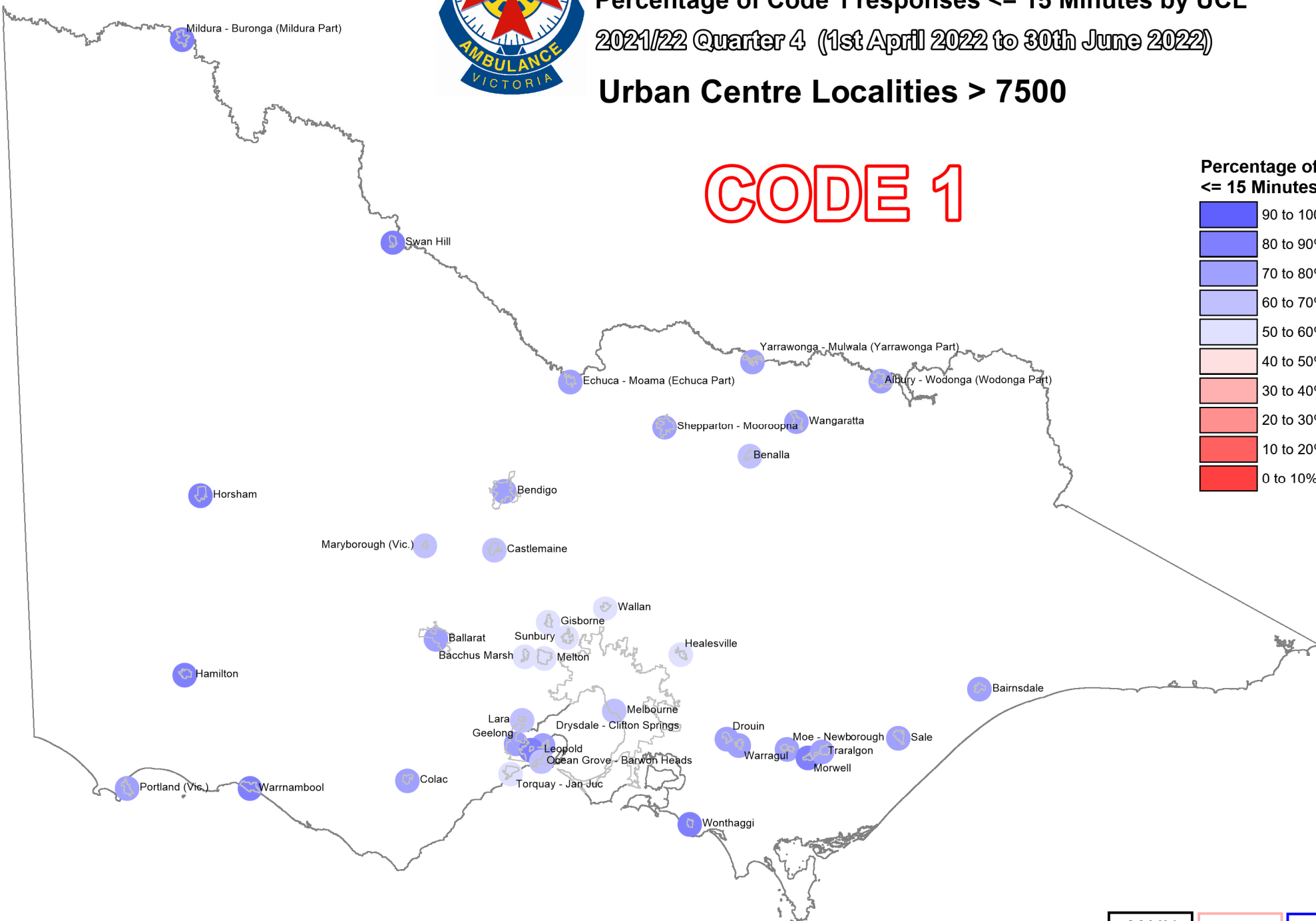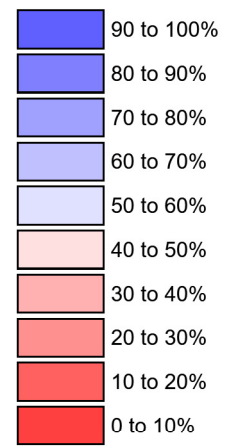
Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by UCL

2021/22 Quarter 4 (1st April 2022 to 30th June 2022)

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

Bacchus Marsh

Melton

Healesville

Hamilton

Bairnsdale

Melbourne

Lara

Drysdale - Clifton Springs

Drouin

Moe - Newborough

Sale

Geelong

Warragul

Traralgon

Leopold

Ocean Grove - Barwon Heads

Morwell

Portland (Vic.)

Warrnambool

Colac

Torquay - Jan Juc

Wonthaggi

MAIN   MAP   TABLE   CHART
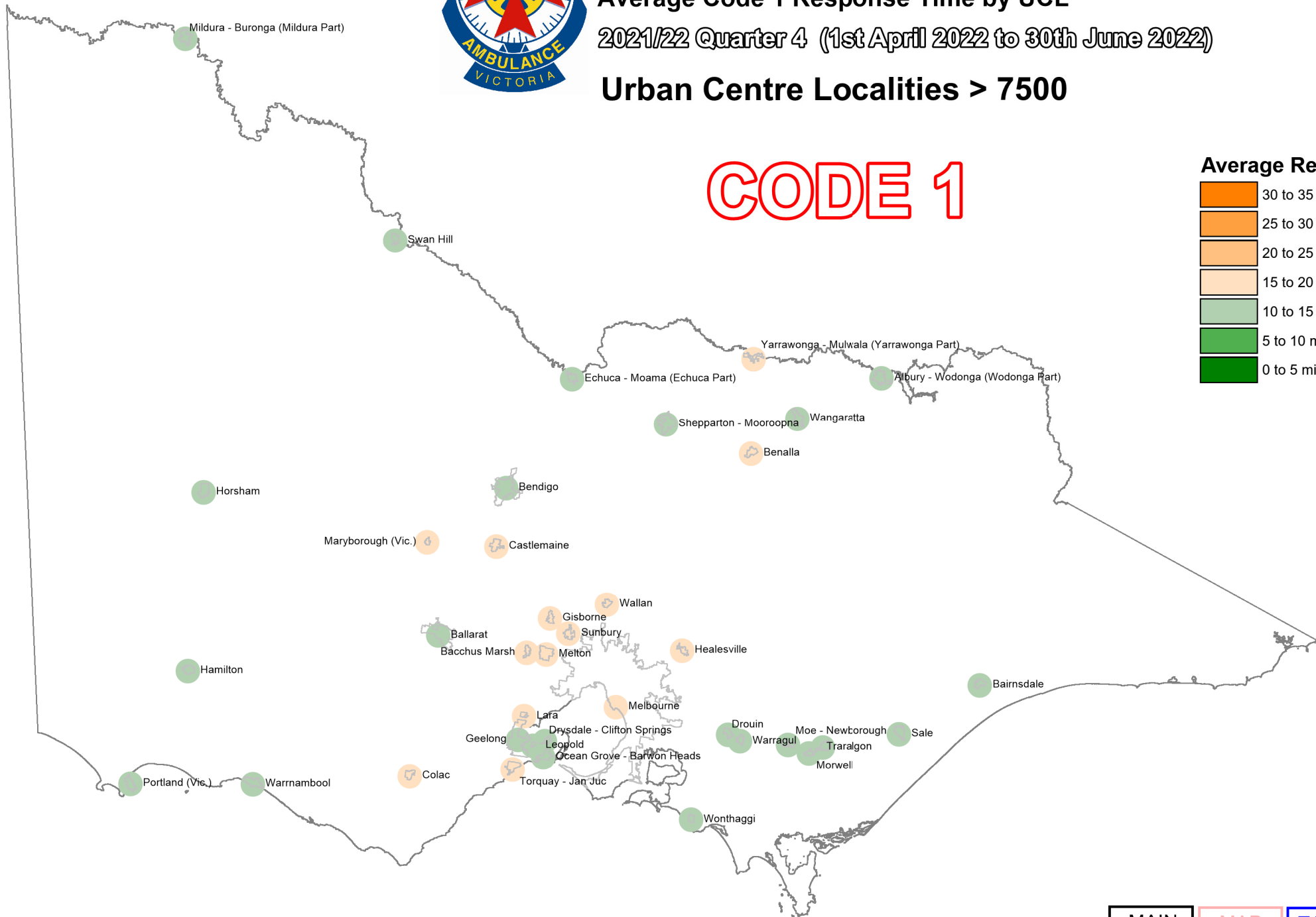
Ambulance Victoria

Average Code 1 Response Time by UCL

2021/22 Quarter 4 (1st April 2022 to 30th June 2022)

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

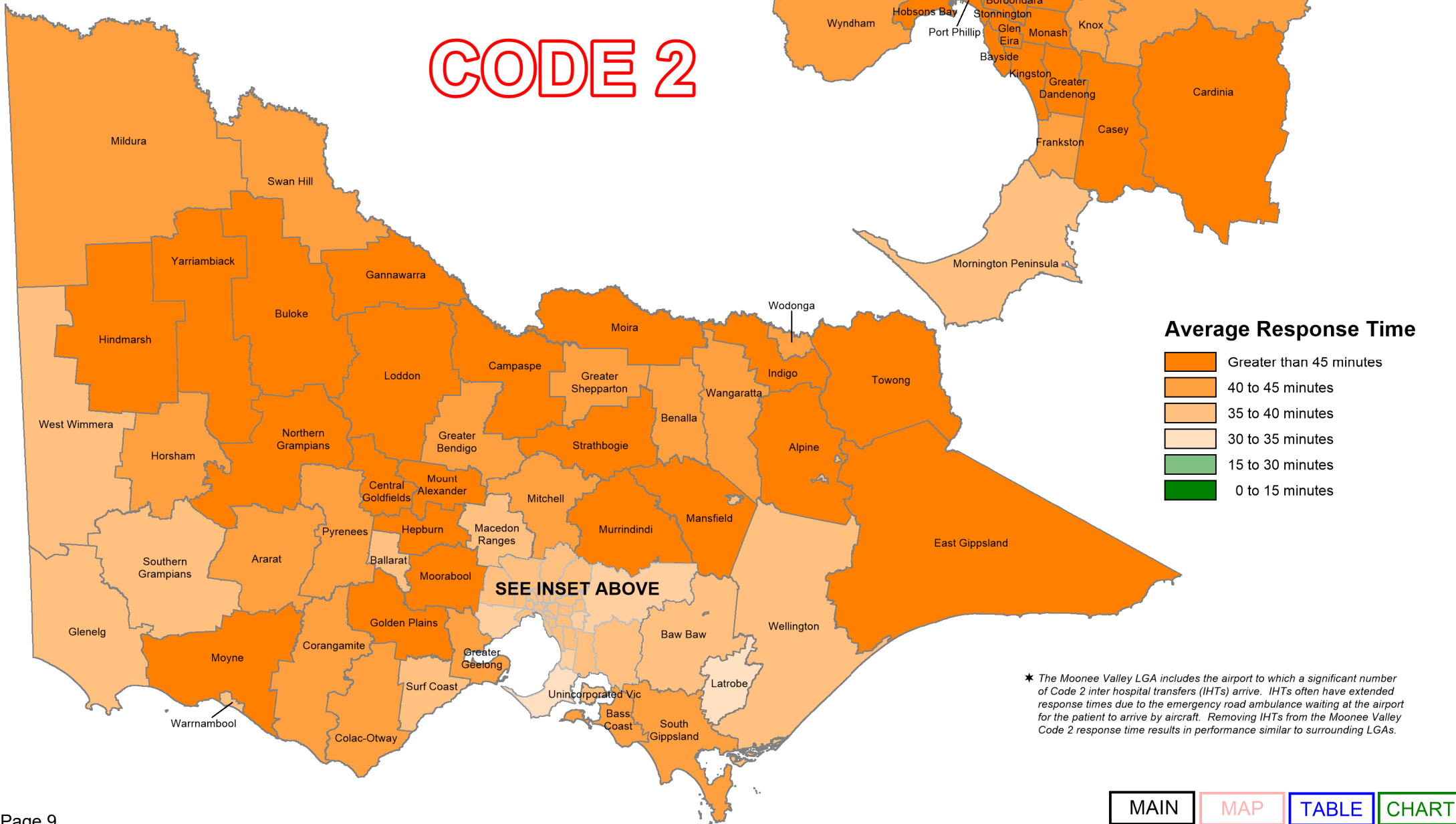| UCL Name	Qtr 4 2020/21 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 1 2021/22 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 2 2021/22 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 3 2021/22 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	Qtr 4 2021/22 % Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	86.9%	11:36	563	82.2%	12:39	533	75.2%	14:37	614	80.6%	12:38	660	79.0%	13:24	604
Bacchus Marsh	58.8%	15:29	257	62.4%	15:06	255	48.2%	19:16	255	50.9%	17:41	287	54.1%	17:25	340
Bairnsdale	76.9%	13:28	316	72.8%	14:07	294	73.5%	14:58	287	71.0%	14:48	293	72.4%	14:25	301
Ballarat	85.9%	11:25	1,841	84.5%	11:35	1,738	82.3%	12:38	1,788	79.6%	13:02	1,903	79.1%	13:09	2,089
Benalla	67.1%	15:53	213	74.0%	13:05	154	70.3%	14:45	182	67.3%	15:18	196	63.9%	17:30	183
Bendigo	80.5%	12:48	1,816	80.6%	12:22	1,683	76.1%	13:31	1,725	73.8%	14:00	1,830	70.5%	14:39	1,981
Castlemaine	57.1%	18:01	163	69.8%	14:56	139	69.2%	14:23	120	67.4%	15:53	135	63.9%	16:55	158
Colac	77.2%	13:05	162	79.8%	12:52	163	74.1%	15:49	139	84.5%	12:00	161	73.9%	15:12	161
Drouin	72.6%	13:34	248	74.3%	13:37	237	63.2%	15:09	220	68.2%	15:02	214	74.8%	14:11	230
Drysdale - Clifton Springs	80.9%	12:20	230	76.3%	12:53	236	74.2%	13:43	213	74.1%	13:15	212	74.0%	14:05	242
Echuca - Moama (Echuca Part)	78.6%	12:51	252	81.8%	12:05	187	84.8%	12:12	211	77.5%	13:00	236	79.9%	12:10	264
Geelong	82.6%	11:52	2,818	80.8%	12:08	2,675	78.9%	12:34	2,862	75.8%	13:20	2,997	73.6%	13:52	3,278
Gisborne	63.6%	13:33	143	72.2%	12:57	158	66.9%	14:16	130	71.3%	13:03	167	56.3%	16:15	174
Hamilton	87.0%	11:33	131	84.5%	11:52	103	81.7%	12:47	120	86.5%	10:49	170	82.9%	11:32	152
Healesville	74.1%	13:42	158	69.9%	13:42	166	69.2%	14:57	156	69.5%	14:57	164	55.3%	18:30	199
Horsham	90.4%	10:00	291	91.0%	10:04	266	88.4%	10:23	294	82.8%	11:57	285	86.5%	12:19	304
Lara	73.8%	13:49	206	68.7%	14:02	163	69.6%	14:37	194	65.1%	15:29	215	62.1%	15:28	227
Leopold	84.1%	12:20	157	83.1%	11:26	172	84.9%	10:56	152	77.3%	12:06	172	82.5%	11:48	183
Maryborough (Vic.)	67.9%	16:00	168	65.4%	15:52	156	67.4%	14:44	141	68.1%	16:12	163	61.1%	19:39	198
Melbourne	77.5%	12:54	54,173	78.0%	12:52	52,031	69.6%	14:33	60,066	70.2%	14:32	60,534	66.9%	15:09	63,506
Melton	61.3%	15:04	1,106	64.8%	14:50	1,065	54.2%	17:20	1,296	56.9%	16:23	1,249	53.3%	17:28	1,383
Mildura - Buronga (Mildura Part)	89.9%	10:16	674	90.0%	10:10	561	87.0%	11:42	692	84.9%	11:56	776	85.4%	11:48	761
Moe - Newborough	73.4%	12:14	458	71.5%	12:08	505	68.0%	13:57	503	78.3%	12:20	571	72.5%	13:22	557
Morwell	92.9%	9:33	451	88.2%	10:54	399	85.0%	11:15	526	86.3%	11:10	445	85.1%	11:17	518
Ocean Grove - Barwon Heads	74.2%	13:15	267	78.4%	13:13	241	77.7%	12:48	238	70.7%	14:16	266	66.6%	14:57	287
Portland (Vic.)	86.8%	10:27	151	88.8%	10:06	134	88.1%	10:08	143	80.4%	12:52	153	79.8%	12:19	188
Sale	89.1%	9:43	239	87.8%	10:24	213	75.8%	12:22	223	84.4%	11:58	211	77.7%	12:17	242
Shepparton - Mooroopna	84.7%	11:41	970	85.5%	11:27	901	79.6%	13:14	1,107	79.3%	13:33	1,067	75.8%	14:19	1,133
Sunbury	61.8%	15:48	555	61.3%	14:52	540	50.6%	17:28	599	59.0%	16:23	608	53.0%	17:26	657
Swan Hill	85.5%	10:47	166	87.1%	10:41	171	84.8%	11:32	178	86.2%	11:07	188	85.3%	11:37	163
Torquay - Jan Juc	69.9%	14:02	209	66.5%	13:36	215	68.5%	14:50	241	62.8%	15:21	277	57.2%	16:41	243
Traralgon	79.4%	11:33	490	85.3%	10:36	482	74.8%	12:47	489	75.0%	12:49	460	74.2%	13:33	574
Wallan	63.0%	14:15	135	72.1%	13:23	147	64.0%	13:57	150	62.9%	15:58	151	59.0%	15:31	161
Wangaratta	86.8%	11:30	348	86.5%	11:54	377	86.4%	11:04	411	80.8%	13:14	411	79.9%	13:15	417
Warragul	82.6%	11:29	258	77.8%	12:29	239	71.4%	14:13	280	79.8%	13:14	272	74.0%	13:12	273
Warrnambool	92.1%	9:28	433	88.1%	10:28	420	86.7%	10:57	473	87.4%	10:50	506	83.1%	11:46	587
Wonthaggi	82.5%	12:19	200	85.8%	11:31	169	76.6%	13:11	188	71.8%	13:47	177	80.6%	12:53	186
Yarrawonga - Mulwala (Yarrawonga Part)	62.2%	18:24	164	64.0%	18:16	150	62.4%	17:54	186	65.7%	16:11	175	71.0%	16:01	176
Total UCLs > 7500	78.0%	12:47	71,580	78.3%	12:45	68,438	70.8%	14:20	77,792	71.2%	14:19	78,957	68.2%	14:56	83,280

MAIN

MAP <= 15 Minutes

MAP Average

TABLE

CHART

Ambulance Victoria

Average Code 2 Response Time by LGA

2021/22 Quarter 4 (1st April 2022 to 30th June 2022)

CODE 2

Average Response Time

- Greater than 45 minutes
- 40 to 45 minutes
- 35 to 40 minutes
- 30 to 35 minutes
- 15 to 30 minutes
- 0 to 15 minutes

SEE INSET ABOVE

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

MAIN   MAP   TABLE   CHART

Code 2 First Response Performance by LGA

LGA Name	Qtr 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	Qtr 2 2021/22 Average Response Time Minutes	Qtr 2 2021/22 Total Number of First Responses	Qtr 3 2021/22 Average Response Time Minutes	Qtr 3 2021/22 Total Number of First Responses	Qtr 4 2021/22 Average Response Time Minutes	Qtr 4 2021/22 Total Number of First Responses
Alpine	45:14	176	38:42	178	47:19	180	45:15	175	57:55	142
Ararat	34:09	183	30:07	221	38:11	176	39:25	177	42:17	190
Ballarat	31:17	1,267	29:51	1,326	39:21	1,095	36:41	961	39:48	995
Banyule	41:46	1,018	34:01	971	45:46	789	46:19	681	51:08	721
Bass Coast	39:45	587	35:26	584	41:42	513	42:29	519	44:31	513
Baw Baw	32:45	625	30:34	643	37:28	507	35:01	485	35:44	484
Bayside	44:48	611	38:06	682	51:54	540	53:04	488	58:14	456
Benalla	34:25	196	28:45	224	36:10	204	42:13	169	41:48	198
Boroondara	42:08	883	36:00	1,008	46:43	686	51:45	691	55:28	644
Brimbank	37:29	1,491	36:03	1,550	45:37	1,318	44:23	1,218	47:16	1,232
Buloke	41:50	78	43:50	66	58:25	68	55:07	51	57:57	70
Campaspe	30:35	511	29:59	520	34:59	463	45:52	418	46:33	458
Cardinia	31:30	838	30:19	876	39:12	709	42:02	643	45:22	581
Casey	36:41	2,290	31:23	2,655	40:33	2,122	43:20	1,809	48:12	1,890
Central Goldfields	36:14	225	30:28	256	43:19	209	42:49	194	48:04	229
Colac-Otway	36:02	270	31:42	266	32:18	238	42:23	253	44:19	215
Corangamite	30:57	181	30:14	204	39:29	182	37:30	175	41:59	174
Darebin	39:18	1,171	35:13	1,360	45:06	1,020	45:44	954	50:59	914
East Gippsland	37:21	699	37:24	756	42:05	660	46:34	569	47:27	631
Frankston	32:49	1,532	29:39	1,516	35:46	1,270	37:20	1,195	43:16	1,147
Gannawarra	44:50	131	39:05	147	50:27	120	50:42	119	52:44	107
Glen Eira	42:01	866	37:17	1,041	47:56	688	49:34	631	54:36	678
Glenelg	27:16	218	27:17	265	28:52	197	36:10	209	39:15	191
Golden Plains	36:02	136	34:43	134	39:51	108	37:29	85	45:09	85
Greater Bendigo	34:02	1,223	31:43	1,368	42:40	1,081	43:10	1,077	44:43	1,063
Greater Dandenong	34:26	1,374	31:12	1,503	40:40	1,255	40:37	1,076	45:42	1,064
Greater Geelong	32:40	2,661	31:49	2,801	36:21	2,297	40:47	2,018	43:55	2,154
Greater Shepparton	32:02	890	28:31	897	38:25	833	41:01	709	43:30	759
Hepburn	35:12	171	34:15	187	36:40	134	37:29	155	51:09	141
Hindmarsh	30:53	80	32:53	97	44:10	67	46:24	62	50:40	78
Hobsons Bay	37:35	681	35:06	750	43:34	597	45:04	512	46:01	566
Horsham	32:25	353	27:40	372	35:55	304	39:36	285	41:38	287
Hume	37:48	1,881	36:59	2,242	45:33	1,711	44:32	1,548	45:25	1,688
Indigo	38:41	107	31:27	134	41:42	126	44:02	104	56:05	118
Kingston (C) (V	37:18	1,131	34:08	1,262	43:04	904	45:03	875	48:52	869
Knox	34:06	1,190	28:34	1,293	37:53	942	40:45	853	44:24	928
Latrobe (C) (V	26:16	1,084	24:22	1,237	32:18	962	33:12	889	33:44	908
Loddon	42:53	99	44:26	73	40:58	88	45:33	66	50:40	62
Macedon Ranges	30:18	512	26:18	527	31:34	420	36:28	384	38:21	415
Manningham	43:12	747	37:37	772	43:10	600	47:08	520	54:49	542
Mansfield	39:37	96	40:18	108	44:27	110	42:35	128	53:56	129
Maribyrnong	36:40	653	34:48	703	48:23	570	43:53	544	47:58	499
Maroondah	31:41	950	31:43	1,135	37:49	880	40:35	806	47:35	812
Melbourne	37:25	1,754	35:30	1,645	41:05	1,487	42:19	1,444	45:37	1,472
Melton	40:13	1,219	35:00	1,358	45:43	1,132	44:13	1,078	49:29	1,058
Mildura	34:53	650	29:45	764	37:31	633	43:38	584	44:41	562
Mitchell	32:56	566	31:10	617	37:36	510	37:54	470	44:09	524
Moira	40:51	432	34:04	463	46:01	411	47:10	417	48:34	414
Monash	39:32	1,306	34:35	1,421	45:54	1,060	48:46	1,041	53:37	995
* Moonee Valley	76:38	1,385	69:07	1,419	81:25	1,087	82:04	1,016	86:48	1,081
Moorabool	38:55	352	34:13	365	46:09	289	45:18	322	48:30	327
Moreland	40:11	1,361	38:53	1,529	48:19	1,110	47:53	1,079	54:55	1,030
Mornington Peninsula	31:34	1,707	26:16	1,913	35:21	1,473	37:51	1,354	39:04	1,319
Mount Alexander	38:11	229	31:52	232	40:27	213	43:45	197	47:54	179
Moyne	34:53	142	32:37	141	36:36	132	46:17	117	47:26	127
Murrindindi	38:45	185	36:23	167	44:25	193	42:39	208	52:34	185
Nillumbik	43:34	389	38:43	366	45:46	298	43:08	299	48:09	268
Northern Grampians	34:04	213	30:38	200	34:13	190	38:42	177	47:18	191
Port Phillip	40:05	836	34:52	816	45:47	701	46:33	672	53:06	655
Pyrenees	31:08	72	35:06	91	43:38	85	43:42	57	44:08	79
Queenscliffe	26:18	36	33:48	37	33:42	36	34:17	36	45:05	29
South Gippsland	36:34	307	34:59	314	40:33	281	38:14	277	41:07	250
Southern Grampians	31:58	168	29:35	192	31:22	180	39:03	148	35:47	163
Stonnington	42:31	702	36:17	706	49:13	577	47:26	516	55:46	546
Strathbogie	38:54	145	35:24	161	44:35	132	51:07	149	55:09	126
Surf Coast	26:46	245	29:19	248	33:09	226	37:10	207	37:36	183
Swan Hill	32:42	283	30:19	267	36:30	240	43:25	237	43:16	227
Towong	32:58	74	36:03	85	36:33	76	33:13	84	46:05	75
Wangaratta	34:14	360	34:45	414	36:22	374	45:10	288	44:50	300
Warrnambool	28:23	383	26:38	444	32:15	318	41:47	347	38:33	320
Wellington	31:26	532	28:27	581	35:55	438	39:00	392	39:46	438
West Wimmera	38:24	41	31:20	42	49:17	35	40:56	33	35:58	31
Whitehorse	38:26	1,184	35:59	1,230	43:54	981	45:41	886	51:28	845
Whittlesea	36:48	1,504	35:46	1,742	44:23	1,393	42:19	1,235	47:08	1,271
Wodonga	32:30	415	29:44	458	35:32	396	39:18	328	40:31	394
Wyndham	34:20	1,549	32:57	1,688	41:58	1,393	40:29	1,263	44:19	1,358
Yarra	36:46	735	32:24	722	42:20	643	48:27	642	53:25	580
Yarra Ranges	32:11	1,235	29:24	1,180	37:37	1,061	37:41	969	40:52	878
Yarriambiack	36:44	85	35:26	79	38:58	86	54:16	56	56:31	70
Unincorporated	35:21	13	34:11	87	91:29	4	55:14	18	37:44	43
Interstate LGAs	37:22	156	29:50	146	45:26	133	45:29	140	50:04	124
Total AV	36:57	55,016	33:43	59,240	42:07	47,950	43:42	44,263	47:26	44,744

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.
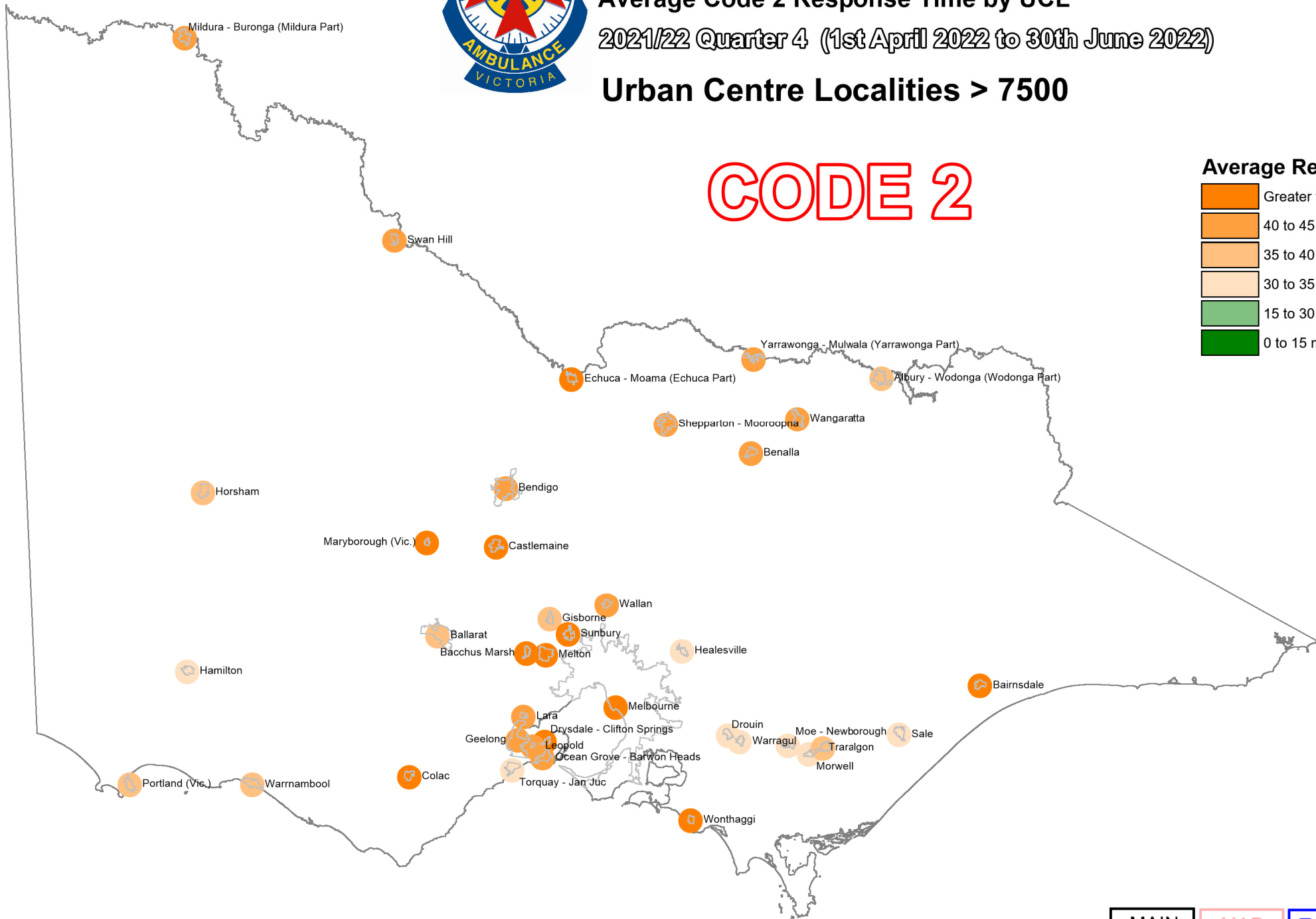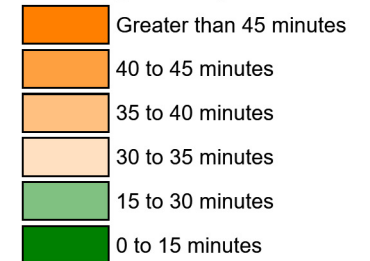
MAIN   MAP   TABLE   CHART

Ambulance Victoria

Average Code 2 Response Time by UCL

2021/22 Quarter 4 (1st April 2022 to 30th June 2022)

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)

Shepparton - Mooroopna

Wangaratta

Benalla

Horsham

Bendigo

Maryborough (Vic.)

Castlemaine

Wallan

Gisborne

Ballarat

Sunbury

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 2 First Response Performance by UCL

UCL Name	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	Qtr 2 2021/22 Average Response Time Minutes	Qtr 2 2021/22 Total Number of First Responses	Qtr 3 2021/22 Average Response Time Minutes	Qtr 3 2021/22 Total Number of First Responses	Qtr 4 2021/22 Average Response Time Minutes	Qtr 4 2021/22 Total Number of First Responses
Albury - Wodonga (Wodonga Part)	32:09	380	29:34	426	35:33	357	38:57	305	39:31	363
Bacchus Marsh	40:51	236	35:09	222	48:53	186	47:47	212	50:27	241
Bairnsdale	40:43	322	40:52	289	46:49	264	49:54	235	47:19	230
Ballarat	31:10	1,200	29:52	1,266	39:32	1,033	36:40	921	39:49	943
Benalla	34:06	169	27:48	193	34:50	169	42:19	147	42:09	171
Bendigo	33:23	1,101	31:04	1,226	41:44	957	41:38	965	44:16	934
Castlemaine	38:13	149	31:14	173	37:22	136	41:04	148	48:24	130
Colac	36:41	196	30:00	202	32:14	175	44:10	180	46:28	155
Drouin	32:17	161	28:31	153	30:26	115	30:33	96	34:56	102
Drysdale - Clifton Springs	32:23	119	26:44	148	33:11	123	37:39	94	46:04	107
Echuca - Moama (Echuca Part)	31:26	248	29:44	262	39:03	224	48:21	195	47:54	202
Geelong	31:10	1,876	29:46	1,996	34:11	1,627	37:27	1,391	41:31	1,505
Gisborne	28:09	106	23:03	89	28:04	84	35:05	71	39:18	74
Hamilton	27:40	110	27:13	140	27:47	133	35:59	107	32:48	121
Healesville	25:30	88	26:56	115	34:10	108	33:07	85	34:12	79
Horsham	30:30	315	24:12	329	33:17	275	37:43	254	38:58	239
Lara	33:46	127	33:45	134	39:03	77	47:11	78	41:48	97
Leopold	29:39	97	28:51	93	34:19	66	38:40	61	40:43	77
Maryborough (Vic.)	35:20	188	29:18	201	42:43	172	43:36	149	47:11	178
Melbourne	38:53	33,778	35:11	36,495	44:21	28,858	45:25	26,547	49:51	26,579
Melton	38:28	633	32:31	720	43:38	583	42:23	571	48:05	537
Mildura - Buronga (Mildura Part)	29:48	447	27:19	541	35:19	475	43:03	413	44:35	373
Moe - Newborough	25:41	292	24:30	359	30:49	235	29:47	226	31:53	249
Morwell	23:14	293	20:23	341	29:05	278	29:53	232	30:40	209
Ocean Grove - Barwon Heads	27:12	171	27:52	155	31:33	138	32:21	118	43:13	124
Portland (Vic.)	26:39	116	27:01	174	27:50	129	32:56	142	38:30	135
Sale	28:00	235	24:13	240	28:40	165	33:53	160	32:16	160
Shepparton - Mooroopna	31:56	730	28:06	761	37:07	677	40:50	593	43:18	607
Sunbury	37:19	314	33:20	330	45:27	223	45:09	218	48:57	246
Swan Hill	29:30	177	31:04	158	34:39	162	44:13	150	42:50	153
Torquay - Jan Juc	27:15	135	27:33	122	31:55	107	35:01	101	34:44	102
Traralgon	27:29	370	25:34	391	35:32	320	36:24	315	36:04	331
Wallan	30:57	82	24:17	88	36:20	73	38:42	64	41:28	58
Wangaratta	31:21	314	32:20	348	32:39	300	42:21	222	42:47	250
Warragul	32:40	263	30:52	293	39:58	245	35:02	230	34:54	216
Warrnambool	28:43	358	26:37	433	31:57	301	42:29	333	39:10	304
Wonthaggi	44:49	236	41:33	206	47:31	199	45:29	209	49:01	198
Yarrawonga - Mulwala (Yarrawonga Part)	38:58	136	35:03	141	43:55	146	37:08	130	41:19	129
Total UCLs > 7500	37:05	46,268	33:40	49,953	42:20	39,895	43:48	36,668	47:37	36,908

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