



Ambulance Victoria's Performance

2022/23 Quarter 2 (1st October 2022 to 31st December 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).

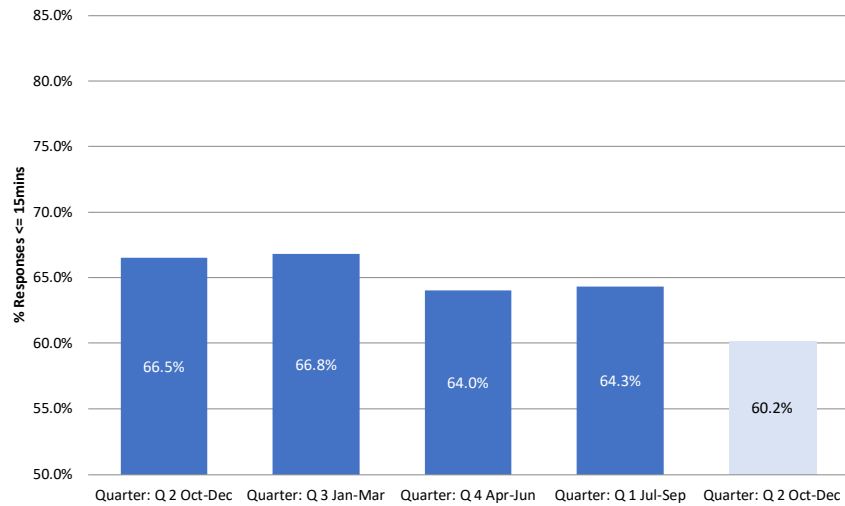
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

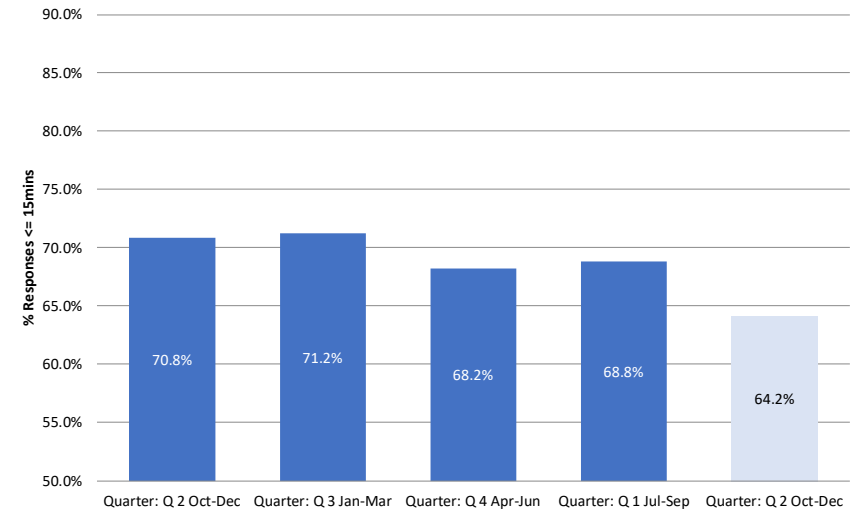
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

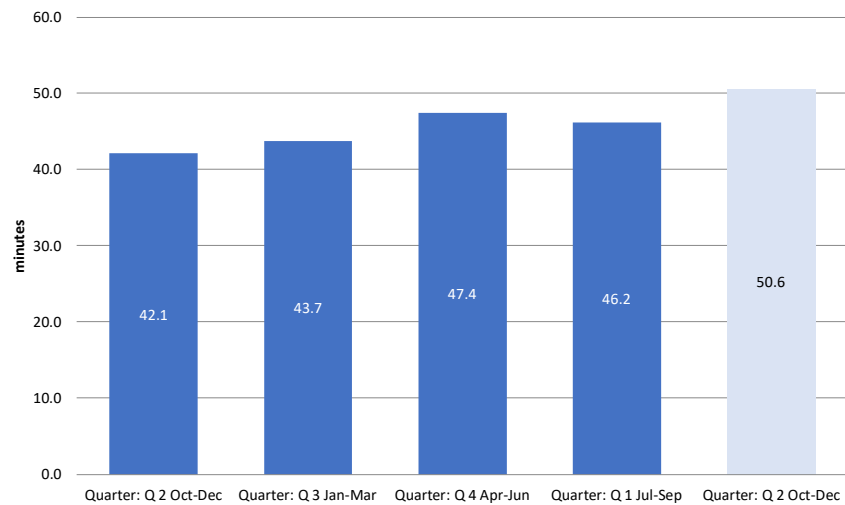
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

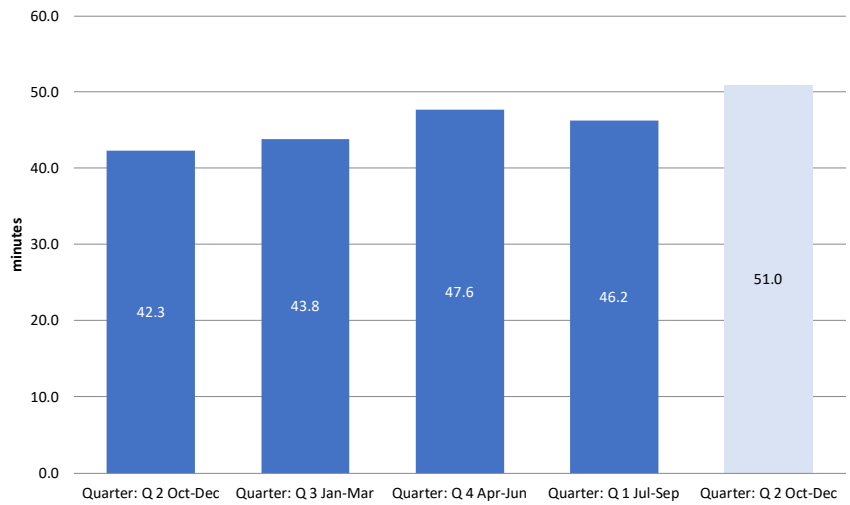
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

TABLE

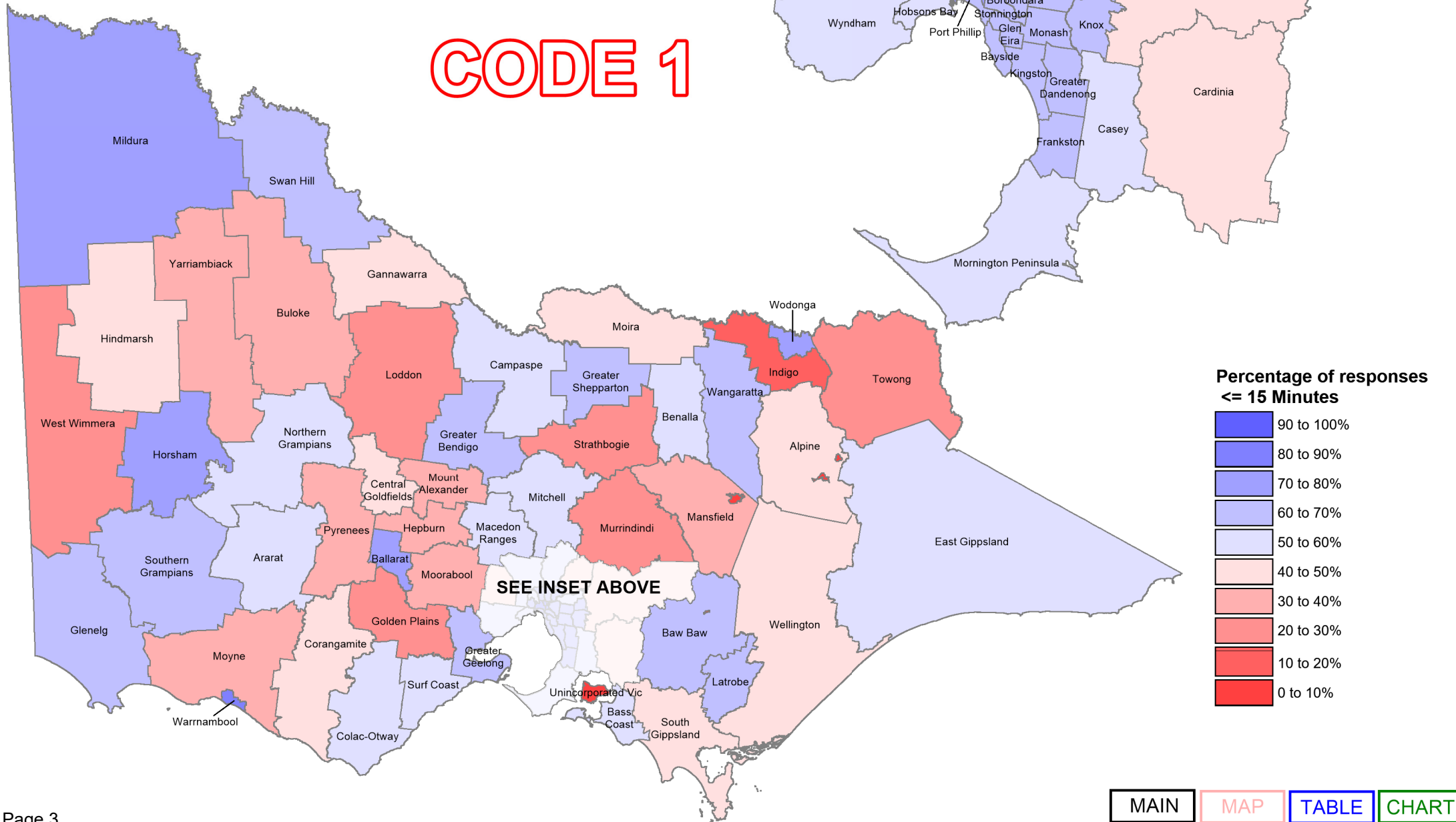


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Percentage of Code 1 responses ≤ 15 Minutes by LGA

2022/23 Quarter 2 (1st October 2022 to 31st December 2022)

CODE 1



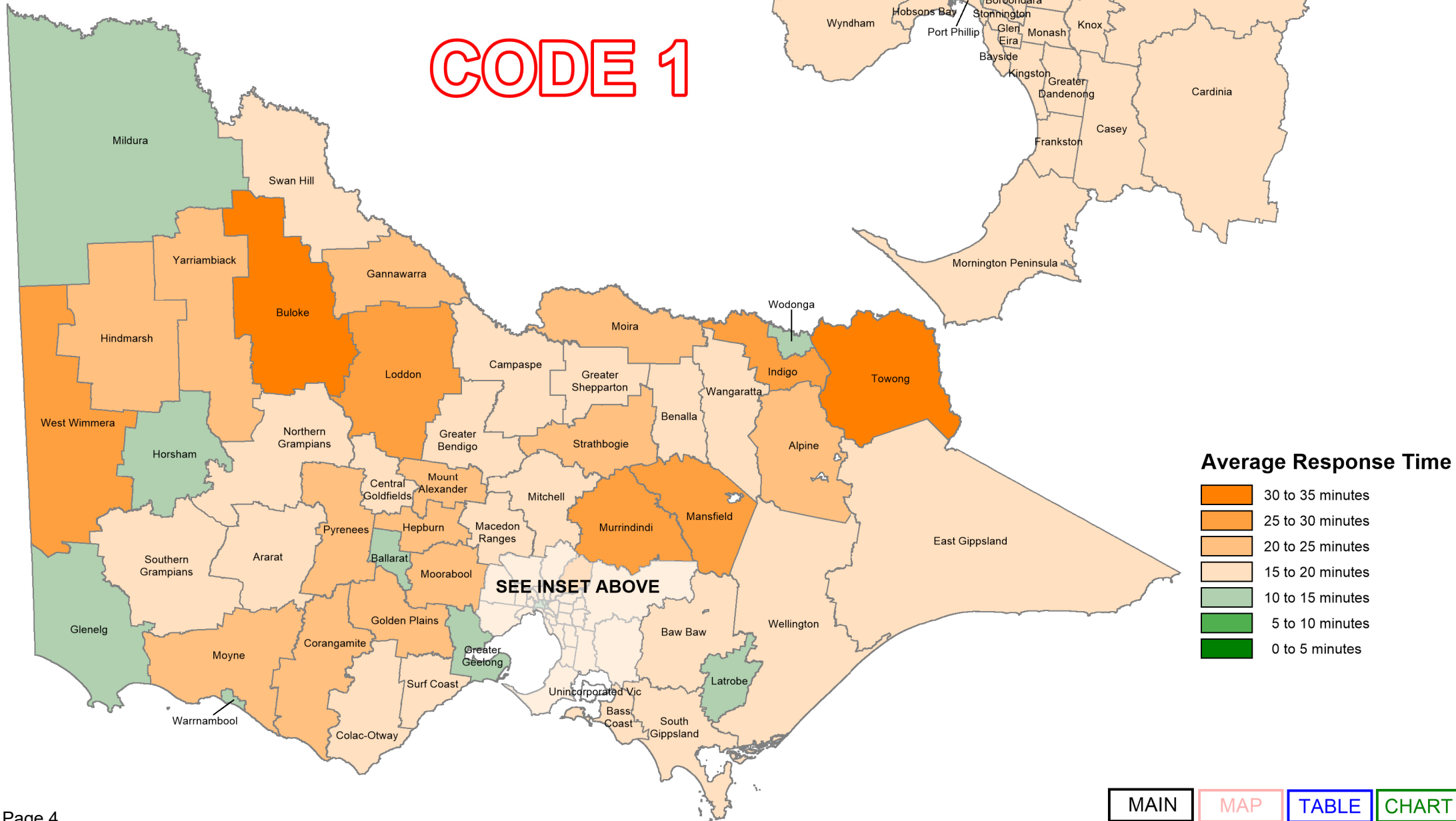


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Average Code 1 Response Time by LGA

2022/23 Quarter 2 (1st October 2022 to 31st December 2022)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 2 2021/22			Qtr 3 2021/22			Qtr 4 2021/22			Qtr 1 2022/23			Qtr 2 2022/23		
	% 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	37.4%	24:43	182	39.5%	23:30	210	42.3%	22:36	175	40.0%	24:30	185	44.8%	22:39	194
Ararat	59.9%	17:34	167	58.8%	17:17	216	52.3%	19:06	237	62.0%	17:00	192	58.7%	18:32	223
Ballarat	80.4%	12:53	1,904	78.4%	13:16	2,022	77.5%	13:23	2,200	77.3%	13:11	2,111	75.6%	13:44	2,191
Banyule	72.8%	14:05	1,572	72.1%	14:02	1,550	71.2%	14:34	1,818	69.2%	14:47	1,663	64.8%	15:53	1,753
Bass Coast	57.5%	17:03	711	55.6%	17:23	711	59.7%	16:11	677	58.8%	16:31	738	58.6%	16:57	830
Baw Baw	55.5%	17:09	847	59.9%	16:37	832	61.5%	16:29	867	62.1%	16:40	896	61.1%	16:19	969
Bayside	67.9%	15:26	878	70.6%	15:22	952	65.9%	15:53	1,025	68.2%	14:54	969	62.6%	17:04	1,026
Benalla	55.7%	17:21	255	55.9%	17:28	254	51.0%	20:19	253	56.8%	18:07	308	56.5%	18:51	317
Boroondara	75.4%	13:59	1,409	73.5%	13:52	1,518	70.0%	14:51	1,514	71.7%	14:26	1,503	63.5%	16:11	1,637
Brimbank	67.0%	15:09	3,162	68.7%	14:37	3,157	65.3%	15:28	3,256	65.8%	15:03	3,121	59.8%	16:30	3,209
Buloke	27.1%	26:10	70	34.0%	27:23	100	33.6%	30:29	107	22.6%	30:16	115	33.1%	30:07	127
Campaspe	57.0%	16:51	623	55.8%	16:53	640	56.7%	16:45	679	52.5%	18:01	710	55.4%	17:20	672
Cardinia	53.5%	17:21	1,573	55.8%	16:56	1,620	49.6%	18:35	1,714	51.0%	17:53	1,645	46.8%	19:07	1,660
Casey	63.3%	15:26	4,856	63.1%	15:37	4,770	60.1%	16:00	5,169	62.5%	15:39	4,803	58.5%	16:34	5,007
Central Goldfields	51.5%	18:31	231	57.3%	18:34	248	50.7%	21:00	286	52.6%	18:22	312	49.8%	19:37	301
Colac-Otway	53.3%	19:41	240	64.2%	15:50	268	57.1%	19:02	252	60.1%	17:13	298	51.4%	18:35	243
Corangamite	49.2%	17:34	252	46.0%	19:19	239	46.3%	19:38	227	38.6%	20:52	236	42.1%	20:24	247
Darebin	75.2%	13:52	2,244	77.7%	13:27	2,231	73.8%	14:06	2,301	73.0%	14:01	2,250	68.0%	15:25	2,395
East Gippsland	53.2%	18:51	885	51.0%	20:04	929	51.8%	19:47	948	53.1%	18:45	990	52.3%	19:26	1,034
Frankston	74.2%	13:37	2,406	72.6%	13:43	2,409	70.3%	14:28	2,482	71.0%	14:13	2,429	66.3%	15:15	2,600
Gannawarra	45.6%	21:25	136	37.0%	23:32	138	40.0%	22:47	135	31.3%	24:18	163	41.3%	24:25	155
Glen Eira	76.1%	13:41	1,533	72.5%	14:06	1,551	69.5%	14:57	1,669	71.3%	14:34	1,527	66.2%	16:25	1,588
Glenelg	79.0%	13:10	238	67.4%	16:00	273	73.1%	13:55	323	73.5%	14:09	313	69.8%	14:29	331
Golden Plains	29.9%	20:23	234	32.2%	21:18	236	25.8%	22:18	287	29.9%	21:28	261	27.4%	22:35	292
Greater Bendigo	70.8%	14:26	1,983	67.7%	14:59	2,110	64.6%	15:40	2,291	65.1%	15:37	2,273	62.0%	16:40	2,403
Greater Dandenong	73.5%	13:58	2,623	73.0%	14:09	2,540	68.6%	15:03	2,517	72.7%	13:42	2,447	68.1%	15:03	2,594
Greater Geelong	74.8%	13:13	4,138	72.0%	13:55	4,410	69.9%	14:25	4,738	70.1%	14:12	4,614	68.7%	14:48	4,935
Greater Shepparton	73.2%	14:02	1,398	70.6%	14:54	1,389	66.8%	15:22	1,468	66.5%	15:55	1,443	66.8%	16:23	1,469
Hepburn	39.0%	20:35	246	40.4%	20:20	277	37.9%	21:15	269	36.4%	21:11	242	35.3%	21:38	255
Hindmarsh	53.6%	19:27	112	57.4%	18:47	94	43.0%	23:06	107	43.8%	24:16	121	47.7%	24:17	132
Hobsons Bay	66.2%	14:34	1,280	66.3%	14:55	1,325	61.4%	15:35	1,385	63.3%	15:10	1,342	53.5%	17:40	1,440
Horsham	81.2%	12:00	340	73.5%	13:42	336	77.7%	14:00	349	79.1%	12:25	358	78.3%	13:09	355
Hume	57.5%	16:45	5,004	62.9%	15:41	4,584	59.6%	16:12	4,788	57.6%	16:28	4,443	52.2%	17:52	4,780
Indigo	35.0%	21:50	180	24.6%	24:51	195	20.6%	25:35	204	21.8%	24:58	220	19.6%	25:20	214
Kingston (C) (V)	70.0%	14:37	1,870	71.3%	14:15	2,058	65.5%	15:31	2,085	68.5%	15:01	1,908	63.8%	15:49	2,234
Knox	74.3%	13:52	1,787	75.6%	13:42	1,915	70.2%	14:46	1,946	69.4%	14:24	2,022	66.3%	15:38	2,023
Latrobe (C) (V)	71.2%	13:33	1,829	74.8%	12:57	1,747	72.1%	13:35	1,940	72.3%	13:19	1,948	68.4%	14:16	1,992
Loddon	20.6%	25:18	107	18.4%	26:20	136	27.4%	27:01	135	22.7%	27:31	141	28.7%	28:29	167
Macedon Ranges	57.4%	16:22	589	56.9%	16:35	634	51.2%	17:45	727	52.5%	16:53	688	50.7%	18:00	726
Manningham	68.5%	14:51	1,319	63.7%	15:58	1,282	63.6%	16:06	1,423	64.9%	15:42	1,318	59.1%	16:56	1,480
Mansfield	38.8%	26:11	121	45.9%	23:53	85	50.0%	27:01	110	46.9%	22:56	98	31.4%	28:50	102
Maribyrnong	74.3%	13:53	1,084	69.2%	15:27	1,125	70.5%	14:27	1,188	67.2%	14:51	1,150	63.2%	16:07	1,310
Maroondah	77.0%	13:12	1,408	77.5%	13:12	1,441	72.8%	14:39	1,602	71.6%	14:01	1,523	65.9%	16:01	1,626
Melbourne	79.2%	12:31	2,637	78.1%	12:54	2,761	76.3%	13:01	2,919	75.2%	13:30	2,779	71.4%	14:24	3,069
Melton	53.2%	17:36	2,905	56.0%	16:41	2,874	50.5%	17:46	3,036	52.6%	17:19	2,812	44.7%	19:21	2,998
Mildura	78.8%	13:05	950	75.6%	13:47	1,074	74.8%	14:08	1,048	74.6%	13:47	1,072	74.4%	13:40	1,075
Mitchell	52.6%	17:17	722	52.4%	18:08	763	47.7%	18:31	840	53.4%	17:27	843	50.1%	19:10	854
Moirra	43.7%	21:27	593	46.9%	20:11	603	47.6%	20:21	603	46.7%	20:01	625	45.4%	21:28	619
Monash	69.8%	14:39	2,003	67.3%	15:32	2,141	64.3%	15:43	2,222	67.0%	15:36	2,064	63.2%	15:58	2,265
Moonee Valley	68.5%	14:57	1,666	69.2%	14:59	1,589	66.3%	15:08	1,652	64.6%	15:19	1,554	59.9%	16:51	1,824
Moorabool	43.7%	20:01	449	43.8%	18:38	493	46.7%	19:01	572	49.3%	17:41	594	39.2%	21:18	612
Moreland	70.6%	14:39	2,634	71.9%	14:23	2,636	67.8%	15:04	2,678	67.6%	14:43	2,543	62.3%	16:18	2,689
Mornington Peninsula	66.3%	14:36	2,627	64.0%	15:21	2,719	61.5%	15:45	2,618	63.0%	15:31	2,595	58.9%	16:04	2,754
Mount Alexander	46.5%	18:24	217	44.3%	18:52	253	46.0%	20:01	263	41.1%	21:00	246	38.2%	21:54	309
Moyne	34.6%	19:52	182	42.6%	18:02	209	31.1%	21:34	196	30.8%	21:35	172	30.2%	23:22	202
Murrindindi	39.8%	21:58	259	32.8%	24:43	253	36.5%	24:18	252	30.9%	24:37	246	29.5%	25:33	237
Nillumbik	52.6%	17:02	565	48.1%	17:37	667	49.4%	17:50	692	47.4%	17:58	624	40.4%	20:03	666
Northern Grampians	62.9%	16:55	197	57.0%	19:02	223	61.1%	18:48	239	60.2%	16:58	231	56.4%	18:48	227
Port Phillip	75.4%	13:24	1,429	74.2%	13:44	1,436	72.0%	14:02	1,464	72.0%	14:16	1,348	66.9%	15:15	1,478
Pyrenees	46.2%	20:11	119	29.3%	22:29	123	30.6%	23:46	124	37.1%	21:01	143	30.4%	23:59	158
Queenscliffe	59.5%	15:27	42	65.9%	16:29	82	50.8%	17:27	61	53.6%	18:23	56	50.6%	17:38	77
South Gippsland	43.0%	20:12	456	48.5%	19:20	474	51.5%	18:02	474	48.4%	18:20	479	43.8%	19:07	541
Southern Grampians	61.0%	17:14	187	68.8%	14:40	234	63.7%	15:39	223	64.0%	15:23	247	60.7%	17:10	219
Stonnington	75.4%	14:05	1,058	72.4%	14:52	1,125	71.0%	14:52	1,209	71.9%	14:00	1,181	66.2%	15:43	1,189
Strathbogie	28.6%	23:40	210	25.3%	24:00	233	28.2%	24:44	238	27.1%	25:55	240	28.3%	24:10	212
Surf Coast	57.7%	16:28	421	57.1%	16:17	478	49.9%	17:52	429	57.2%	16:59	395	55.2%	17:13	498
Swan Hill	64.9%	16:20	319	67.6%	15:43	327	61.1%	17:21	319	65.6%	16:03	346	68.5%	16:30	330
Towong	32.0%	25:48	75	34.2%	31:08	73	31.5%	26:01	73	28.9%	29:02	76	22.7%	30:09	88
Wangaratta	74.9%	13:08	506	70.2%	15:30	517	68.8%	15:26	519	64.9%	16:44	515	64.2%	16:10	606
Warrnambool	86.4%	11:01	485	86.3%	10:57	527	82.5%	11:59	622	82.6%	12:10	535	80.3%	13:18	613
Wellington	48.8%	19:25	707	52.0%	19:09	677	50.1%	19:19	679	49.7%	19:09	778	49.9%	19:58	813
West Wimmera	30.0%	23:44	40	37.9%	23:12	58	30.8%	26:13	52	30.6%	24:40	62	29.2%	28:55	72
Whitehorse	74.2%	13:46	1,607	74.8%	13:50	1,676	71.1%	14:44	1,951	71.2%	14:23	1,731	65.5%	15:49	1,967
Whittlesea	62.1%	15:29	3,512	65.8%	15:25	3,413	62.6%	16:00	3,642	61.9%	15:29	3,489	56.2%	16:57	3,602
Wodonga	72.2%	14:59	672	76.7%	13:08	724	74.8%	13:56	660	72.7%	14:51	700	71.5%	14:32	722
Wyndham	63.5%	15:33	3,358	69.1%	14:43	3,282	65.5%	15:28	3,591	66.2%	15:10	3,431	59.3%	16:36	3,352
Yarra	78.2%	12:52	1,182	78.7%	13:18	1,300	76.2%	13:13	1,292	78.4%	12:57	1,249	70.4%	14:53	1,410
Yarra Ranges	59.1%	16:13	1,943	60.3%	16:14	1,953	54.8%	17:23	2,144	53.9%	17:04	2,004	47.5%	19:45	2,181
Yarriambiack	41.6%	23:40	113	38.0%	25:27	121									



Ambulance Victoria

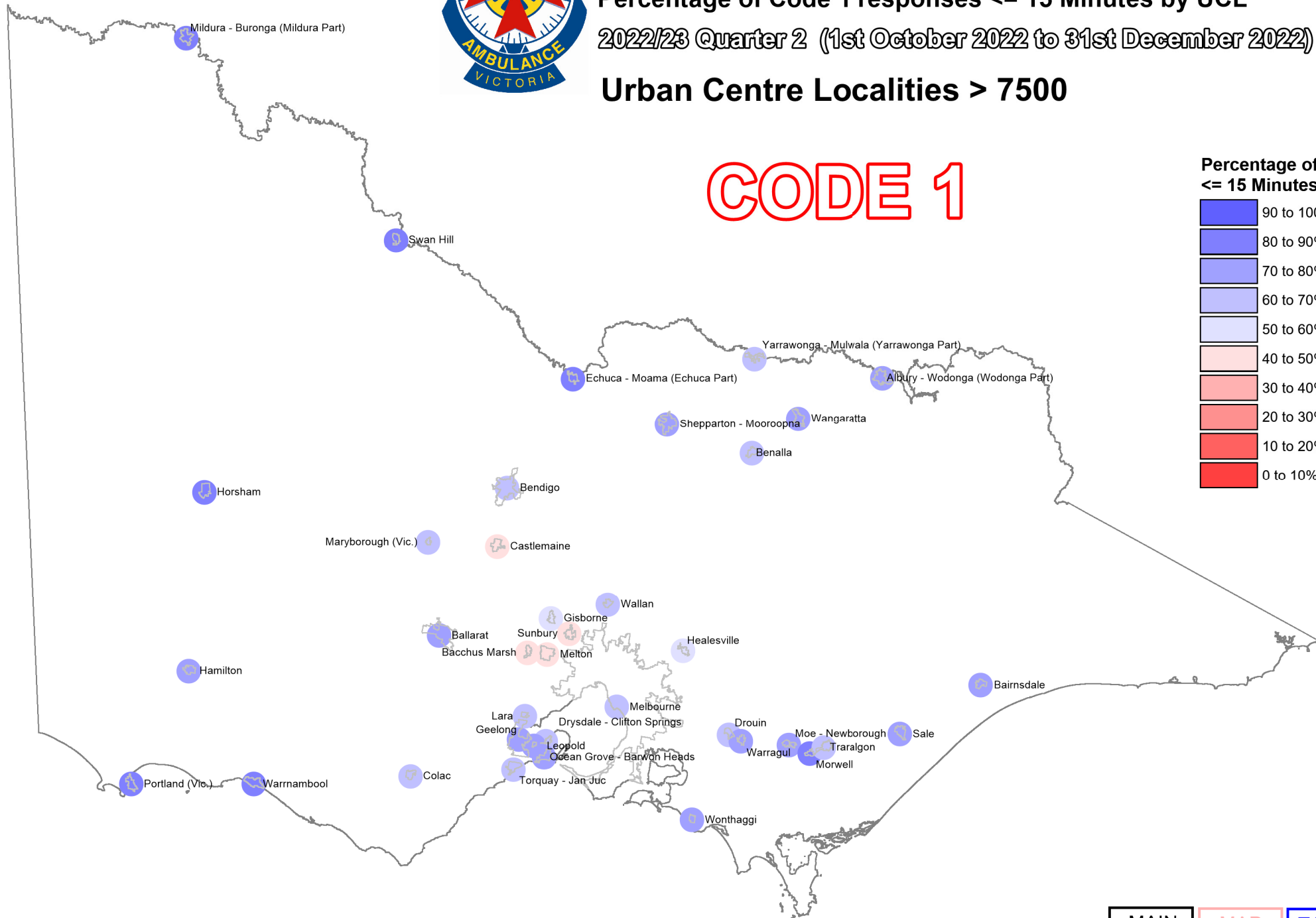
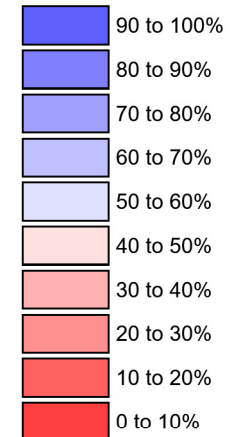
Percentage of Code 1 responses ≤ 15 Minutes by UCL

2022/23 Quarter 2 (1st October 2022 to 31st December 2022)

Urban Centre Localities > 7500

CODE 1

Percentage of responses
 ≤ 15 Minutes





Ambulance Victoria

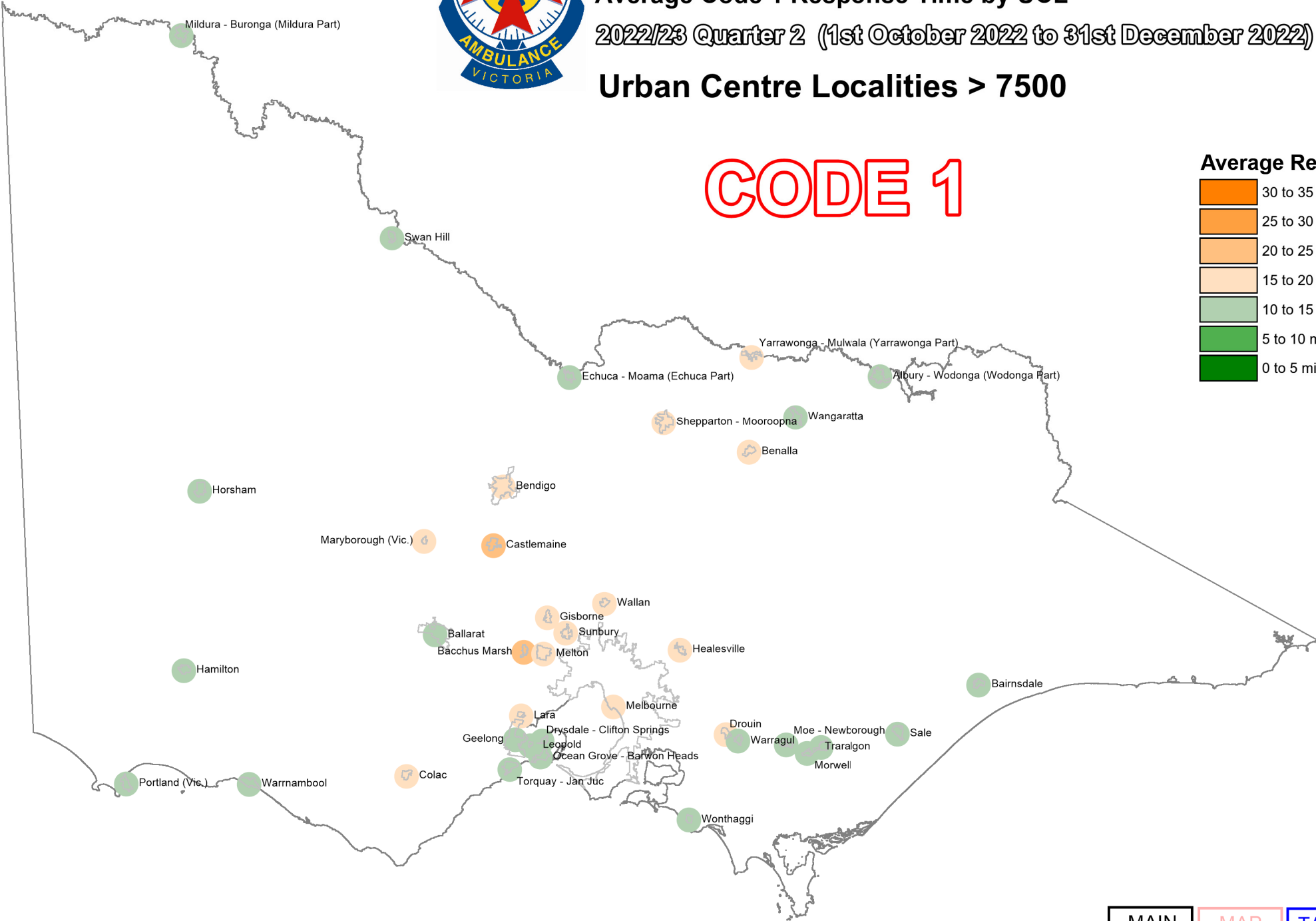
Average Code 1 Response Time by UCL

2022/23 Quarter 2 (1st October 2022 to 31st December 2022)

Urban Centre Localities > 7500

CODE 1

Average Response Time





UCL Name

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	75.2%	14:37	614
Bacchus Marsh	48.2%	19:16	255
Bairnsdale	73.5%	14:58	287
Ballarat	82.3%	12:38	1,788
Benalla	70.3%	14:45	182
Bendigo	76.1%	13:31	1,725
Castlemaine	69.2%	14:23	120
Colac	74.1%	15:49	139
Drouin	63.2%	15:09	220
Drysdale - Clifton Springs	74.2%	13:43	213
Echuca - Moama (Echuca Part)	84.8%	12:12	211
Geelong	78.9%	12:34	2,862
Gisborne	66.9%	14:16	130
Hamilton	81.7%	12:47	120
Healesville	69.2%	14:57	156
Horsham	88.4%	10:23	294
Lara	69.6%	14:37	194
Leopold	84.9%	10:56	152
Maryborough (Vic.)	67.4%	14:44	141
Melbourne	69.6%	14:33	60,066
Melton	54.2%	17:20	1,296
Mildura - Buronga (Mildura Part)	87.0%	11:42	692
Moe - Newborough	68.0%	13:57	503
Morwell	85.0%	11:15	526
Ocean Grove - Barwon Heads	77.7%	12:48	238
Portland (Vic.)	88.1%	10:08	143
Sale	75.8%	12:22	223
Shepparton - Mooroopna	79.6%	13:14	1,107
Sunbury	50.6%	17:28	599
Swan Hill	84.8%	11:32	178
Torquay - Jan Juc	68.5%	14:50	241
Traralgon	74.8%	12:47	489
Wallan	64.0%	13:57	150
Wangaratta	86.4%	11:04	411
Warragul	71.4%	14:13	280
Warrnambool	86.7%	10:57	473
Wonthaggi	76.6%	13:11	188
Yarrawonga - Mulwala (Yarrawonga Part)	62.4%	17:54	186
Total UCLs > 7500	70.8%	14:20	77,792

Qtr 2 2021/22

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
80.6%	12:38	660
50.9%	17:41	287
71.0%	14:48	293
79.6%	13:02	1,903
67.3%	15:18	196
73.8%	14:00	1,830
67.4%	15:53	135
84.5%	12:00	161
68.2%	15:02	214
74.1%	13:15	212
77.5%	13:00	236
75.8%	13:20	2,997
71.3%	13:03	167
86.5%	10:49	170
69.5%	14:57	164
82.8%	11:57	285
65.1%	15:29	215
77.3%	12:06	172
68.1%	16:12	163
70.2%	14:32	60,534
56.9%	16:23	1,249
84.9%	11:56	776
78.3%	12:20	571
86.3%	11:10	445
70.7%	14:16	266
80.4%	12:52	153
84.4%	11:58	211
79.3%	13:33	1,067
59.0%	16:23	608
86.2%	11:07	188
62.8%	15:21	277
75.0%	12:49	460
62.9%	15:58	151
80.8%	13:14	411
79.8%	13:14	272
87.4%	10:50	506
71.3%	13:57	178
65.7%	16:11	175
71.2%	14:19	78,958

Qtr 3 2021/22

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
79.0%	13:24	604
54.1%	17:25	340
72.4%	14:25	301
79.1%	13:09	2,088
63.9%	17:30	183
70.5%	14:39	1,981
63.9%	16:55	158
73.9%	15:12	161
74.8%	14:11	230
74.0%	14:05	242
79.9%	12:10	264
73.6%	13:52	3,278
56.3%	16:15	174
82.9%	11:32	152
55.3%	18:30	199
86.5%	12:19	304
62.1%	15:28	227
82.5%	11:48	183
61.1%	19:39	198
66.9%	15:09	63,507
53.3%	17:28	1,383
85.4%	11:48	761
72.5%	13:22	557
85.1%	11:17	518
66.6%	14:57	287
79.8%	12:19	188
77.7%	12:17	242
75.8%	14:19	1,133
53.0%	17:26	657
85.3%	11:37	163
57.2%	16:41	243
74.2%	13:33	574
59.0%	15:31	161
79.9%	13:15	417
74.0%	13:12	273
83.1%	11:46	587
80.6%	12:53	186
71.0%	16:01	176
68.2%	14:56	83,280

Qtr 4 2021/22

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
76.9%	14:09	631
55.9%	16:41	363
75.1%	13:49	342
79.0%	12:59	1,985
66.0%	16:19	247
70.5%	14:35	1,994
54.1%	19:00	148
74.5%	13:50	212
73.2%	14:13	235
70.0%	14:01	217
75.7%	13:21	276
73.8%	13:40	3,215
59.2%	14:33	147
82.3%	11:13	175
70.3%	14:55	158
86.9%	10:50	313
61.6%	14:41	245
80.1%	12:17	186
65.8%	15:42	222
67.5%	14:51	60,356
55.9%	16:58	1,240
85.1%	11:51	793
75.6%	12:27	525
85.3%	11:11	538
67.2%	14:18	265
83.2%	12:04	197
78.8%	12:12	273
75.1%	14:40	1,120
50.2%	18:26	626
84.1%	11:13	208
63.1%	15:12	222
75.1%	12:45	575
60.7%	15:26	183
79.4%	14:05	384
78.1%	13:04	292
83.4%	11:47	506
81.1%	12:33	196
72.6%	15:43	164
68.8%	14:38	79,974

Qtr 1 2022/23

% Responses ≤ 15 Minutes	Average Response Time Minutes	Total Number of First Responses
76.9%	13:52	641
44.8%	20:18	353
73.7%	13:54	334
77.5%	13:30	2,055
64.8%	16:25	250
67.7%	15:32	2,073
46.9%	20:27	194
69.8%	15:25	162
67.3%	15:17	272
64.5%	14:19	259
80.2%	12:01	237
73.3%	14:12	3,392
57.4%	15:51	183
78.3%	12:52	138
57.1%	19:29	203
85.8%	11:37	317
61.1%	16:00	226
72.3%	13:17	191
64.2%	16:42	201
62.3%	16:11	64,262
45.4%	19:23	1,331
84.1%	11:31	759
71.3%	13:37	523
82.7%	11:35	513
71.9%	13:53	285
83.8%	11:51	191
76.8%	13:15	289
72.5%	15:32	1,160
43.7%	19:04	661
83.7%	12:02	202
62.6%	14:51	294
69.9%	14:19	607
64.5%	15:00	183
78.2%	13:27	478
76.8%	13:04	327
80.9%	13:07	586
78.7%	13:32	239
63.1%	17:10	176
64.2%	15:51	84,747

Qtr 2 2022/23

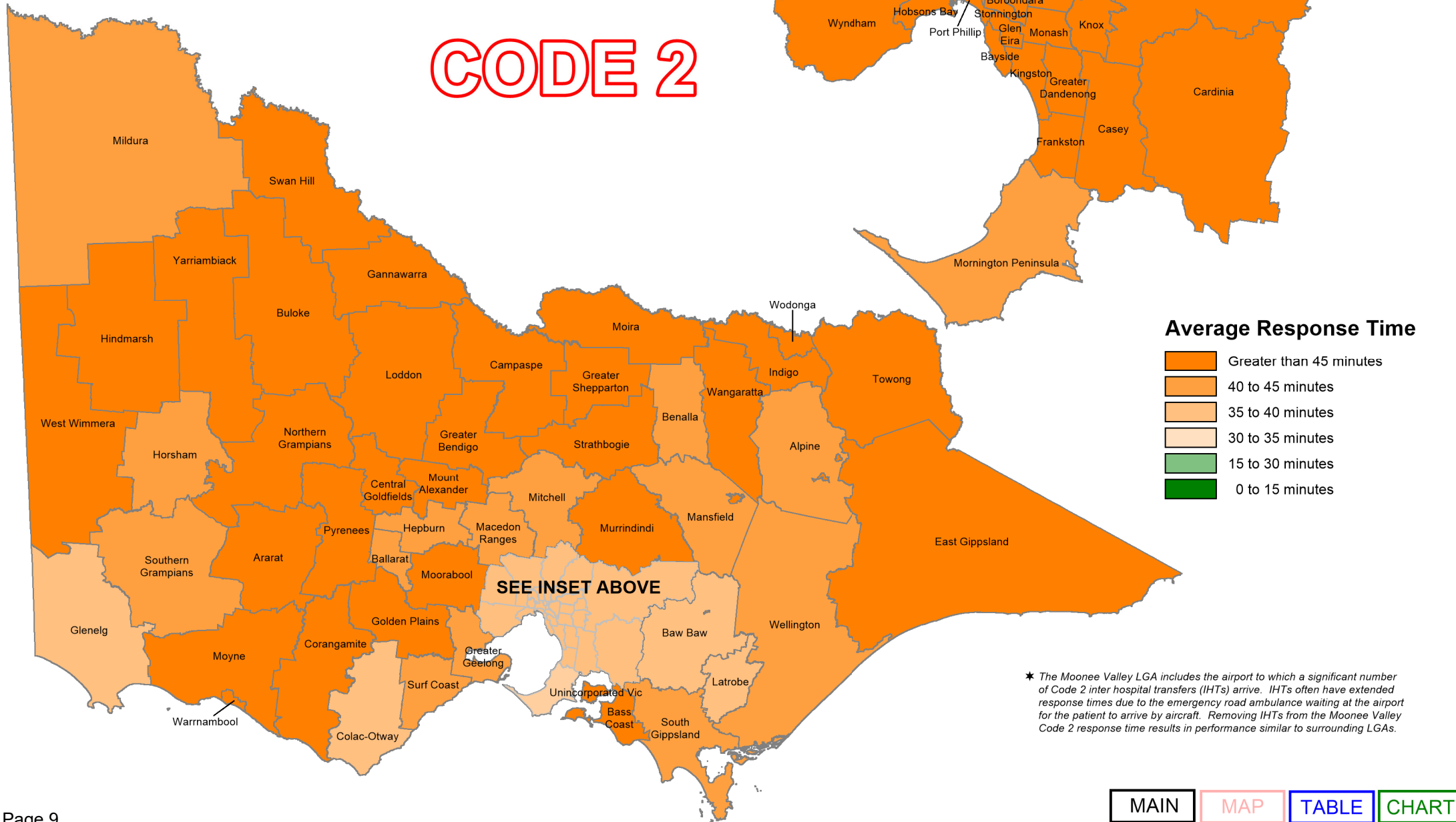


Ambulance Victoria

Average Code 2 Response Time by LGA

2022/23 Quarter 2 (1st October 2022 to 31st December 2022)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 2 2021/22		Qtr 3 2021/22		Qtr 4 2021/22		Qtr 1 2022/23		Qtr 2 2022/23	
	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	47:19	180	45:15	175	57:55	142	44:35	131	44:27	168
Ararat	38:11	176	39:25	177	42:17	190	41:21	140	48:22	164
Ballarat	39:21	1,095	36:41	961	39:48	995	39:20	958	43:22	1,150
Banyule	45:46	789	46:19	681	51:08	721	49:11	688	58:11	743
Bass Coast	41:42	513	42:29	519	44:31	513	42:59	468	45:50	505
Baw Baw	37:28	507	35:01	485	35:52	485	36:04	480	37:42	490
Bayside	51:54	540	53:04	488	58:14	456	55:54	506	60:59	508
Benalla	36:10	204	42:13	169	41:48	198	45:05	185	40:26	194
Boroondara	46:43	686	51:45	691	55:28	644	53:42	635	59:26	670
Brimbank	45:37	1,318	44:23	1,218	47:16	1,232	44:29	1,133	54:48	1,221
Buloke	58:25	68	55:07	51	57:57	70	63:49	59	59:43	61
Campaspe	34:59	463	45:52	418	46:33	458	48:46	470	45:55	480
Cardinia	39:12	709	42:02	643	45:22	581	44:51	625	47:34	626
Casey	40:33	2,122	43:20	1,809	48:12	1,890	43:33	1,988	47:45	1,899
Central Goldfields	43:19	209	42:49	194	48:04	229	47:43	201	47:09	225
Colac-Otway	32:18	238	42:23	253	44:19	215	38:11	231	38:28	254
Corangamite	39:29	182	37:30	175	41:59	174	44:43	173	47:53	197
Darebin	45:06	1,020	45:44	954	50:59	914	49:07	1,004	55:11	880
East Gippsland	42:05	660	46:34	569	47:27	631	45:43	632	48:18	670
Frankston	35:46	1,270	37:20	1,195	43:16	1,147	39:35	1,216	45:32	1,270
Gannawarra	50:27	120	50:42	119	52:44	107	55:30	97	54:35	106
Glen Eira	47:56	688	49:34	631	54:49	679	51:51	658	60:39	647
Glenelg	28:52	197	36:10	209	39:21	192	37:24	234	38:11	208
Golden Plains	39:51	108	37:29	85	45:09	85	42:20	79	45:55	123
Greater Bendigo	42:40	1,081	43:10	1,076	44:43	1,063	43:33	1,067	49:16	1,150
Greater Dandenong	40:40	1,255	40:37	1,076	45:42	1,064	45:21	1,087	47:18	1,063
Greater Geelong	36:21	2,297	40:47	2,018	43:55	2,154	44:28	2,191	43:48	2,366
Greater Shepparton	38:25	833	41:01	709	43:29	758	45:00	678	46:17	744
Hepburn	36:40	134	37:29	155	51:09	141	45:06	136	43:28	136
Hindmarsh	44:10	67	46:24	62	50:40	78	50:46	78	45:13	75
Hobsons Bay	43:34	597	45:04	512	46:01	566	49:19	606	52:02	558
Horsham	35:55	304	39:36	285	41:38	287	42:21	294	44:57	250
Hume	45:33	1,711	44:32	1,548	45:24	1,689	44:33	1,662	52:12	1,549
Indigo	41:42	126	44:02	104	56:05	118	49:59	105	54:04	110
Kingston (C) (V	43:04	904	45:03	875	48:52	869	47:22	885	53:47	950
Knox	37:53	942	40:45	853	44:24	928	46:11	932	48:02	918
Latrobe (C) (V	32:18	962	33:12	889	33:44	908	34:06	953	37:04	1,039
Loddon	40:58	88	45:33	66	50:40	62	51:19	69	56:08	71
Macedon Ranges	31:34	420	36:28	384	38:21	415	37:28	363	42:59	427
Manningham	43:10	600	47:08	520	54:49	542	48:23	576	55:55	600
Mansfield	44:27	110	42:35	128	53:56	129	42:13	121	40:58	134
Maribyrnong	48:23	570	43:53	544	47:58	499	49:15	554	57:24	527
Maroondah	37:49	880	40:35	806	47:35	812	44:40	762	50:24	819
Melbourne	41:05	1,487	42:19	1,444	45:37	1,472	46:11	1,507	49:17	1,385
Melton	45:43	1,132	44:13	1,078	49:29	1,058	47:55	1,013	56:15	1,035
Mildura	37:31	633	43:38	584	44:41	562	41:17	554	44:40	610
Mitchell	37:36	510	37:54	470	44:09	524	43:03	547	44:37	516
Moira	46:01	411	47:10	417	48:34	414	48:15	382	48:42	440
Monash	45:54	1,060	48:46	1,041	53:37	995	48:45	977	56:58	984
* Moonee Valley	81:25	1,087	82:13	1,016	86:54	1,084	87:51	1,099	91:14	1,062
Moorabool	46:09	289	45:18	322	48:30	327	48:44	362	56:46	370
Moreland	48:19	1,110	47:53	1,079	54:55	1,030	48:49	983	61:58	956
Mornington Peninsula	35:21	1,473	37:51	1,354	39:04	1,319	39:17	1,332	43:02	1,475
Mount Alexander	40:27	213	43:45	197	47:54	179	42:45	198	49:09	198
Moyne	36:36	132	46:17	117	47:26	127	47:26	119	55:27	119
Murrindindi	44:25	193	42:39	208	52:34	185	52:49	146	56:32	187
Nillumbik	45:46	298	43:08	299	48:09	268	46:20	271	54:57	279
Northern Grampians	34:13	190	38:42	177	47:18	191	40:04	197	50:52	197
Port Phillip	45:47	701	46:33	672	53:06	655	48:24	639	57:57	608
Pyrenees	43:38	85	43:42	57	44:08	79	43:01	75	54:26	82
Queenscliffe	33:42	36	34:17	36	45:05	29	43:11	26	41:48	41
South Gippsland	40:33	281	38:14	277	41:07	250	44:14	255	40:55	287
Southern Grampians	31:22	180	39:03	148	35:47	163	41:35	160	43:38	216
Stonnington	49:13	577	47:26	516	55:46	546	52:03	594	58:26	529
Strathbogie	44:35	132	51:07	149	55:09	126	50:43	99	57:26	128
Surf Coast	33:09	226	37:10	207	37:36	183	39:12	196	40:31	260
Swan Hill	36:30	240	43:25	237	43:16	227	47:15	274	45:12	253
Towong	36:33	76	33:13	84	46:05	75	47:43	62	60:49	61
Wangaratta	36:22	374	45:10	288	44:50	300	42:47	337	45:17	389
Warrnambool	32:15	318	41:47	347	38:33	320	36:56	286	45:30	328
Wellington	35:55	438	39:00	392	39:46	438	42:24	456	42:56	472
West Wimmera	49:17	35	40:56	33	35:58	31	53:29	34	45:11	39
Whitehorse	43:54	981	45:41	886	51:28	845	46:49	912	54:40	893
Whittlesea	44:23	1,393	42:19	1,235	47:08	1,271	47:01	1,250	52:16	1,290
Wodonga	35:32	396	39:18	328	40:31	394	43:12	372	49:57	424
Wyndham	41:58	1,393	40:29	1,263	44:19	1,358	42:53	1,292	47:53	1,282
Yarra	42:20	643	48:27	642	53:25	580	51:13	594	54:39	543
Yarra Ranges	37:37	1,061	37:41	969	40:52	878	42:02	856	46:55	952
Yarriambiack	38:58	86	54:16	56	56:31	70	49:12	95	49:12	84
Unincorporated Vic	91:29	4	55:14	18	37:44	43	41:45	196	93:29	1
Interstate LGAs	45:26	133	45:29	140	50:04	124	48:55	128	54:13	158
Total AV	42:07	47,950	43:42	44,262	47:26	44,750	46:09	44,985	50:35	46,078

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

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



Ambulance Victoria

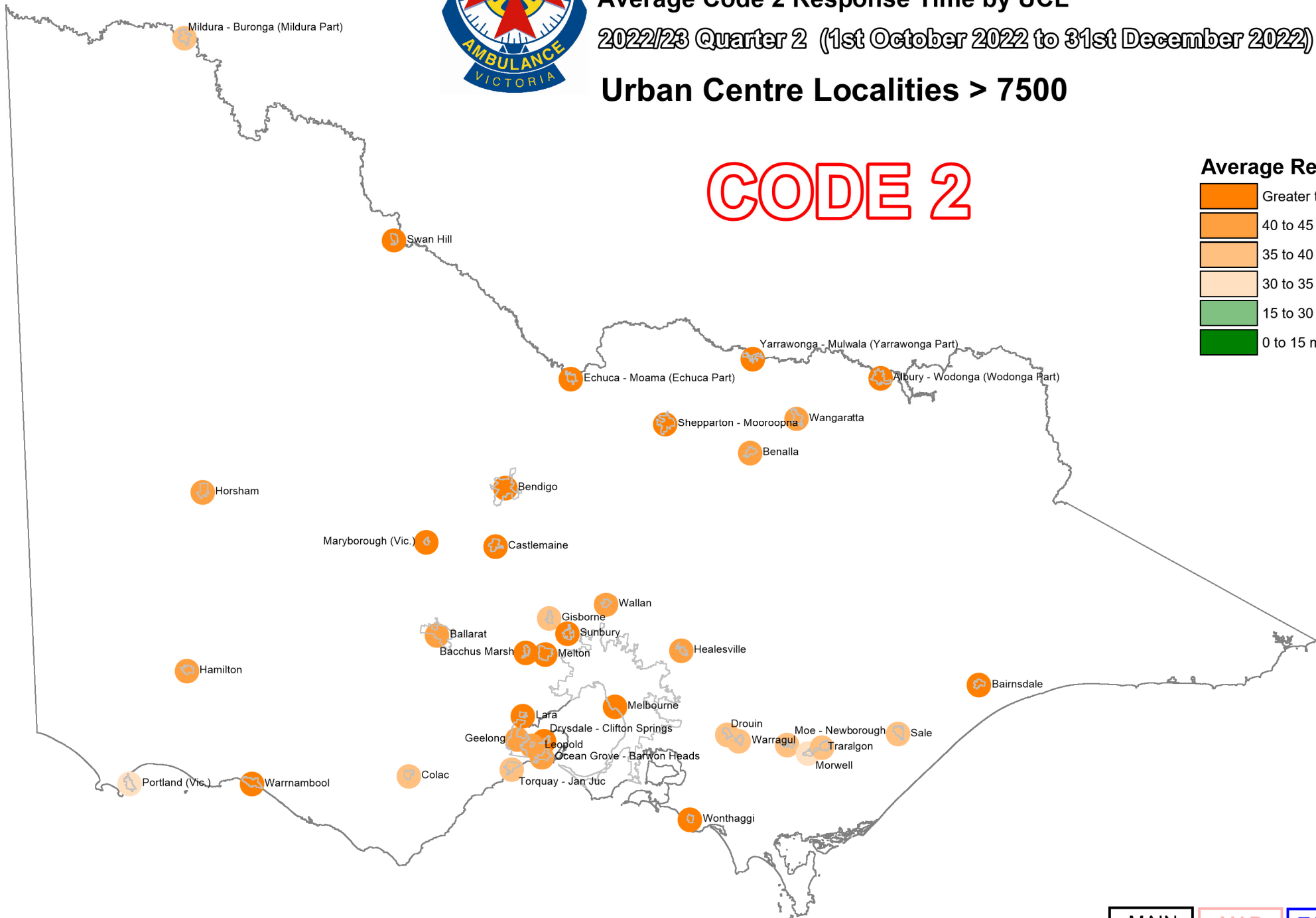
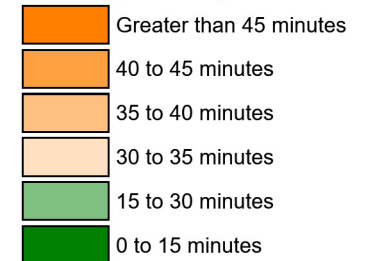
Average Code 2 Response Time by UCL

2022/23 Quarter 2 (1st October 2022 to 31st December 2022)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 2 2021/22

Qtr 3 2021/22

Qtr 4 2021/22

Qtr 1 2022/23

Qtr 2 2022/23

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	35:33	357
Bacchus Marsh	48:53	186
Bairnsdale	46:49	264
Ballarat	39:32	1,033
Benalla	34:50	169
Bendigo	41:44	957
Castlemaine	37:22	136
Colac	32:14	175
Drouin	30:26	115
Drysdale - Clifton Springs	33:11	123
Echuca - Moama (Echuca Part)	39:03	224
Geelong	34:11	1,627
Gisborne	28:04	84
Hamilton	27:47	133
Healesville	34:10	108
Horsham	33:17	275
Lara	39:03	77
Leopold	34:19	66
Maryborough (Vic.)	42:43	172
Melbourne	44:21	28,858
Melton	43:38	583
Mildura - Buronga (Mildura Part)	35:19	475
Moe - Newborough	30:49	235
Morwell	29:05	278
Ocean Grove - Barwon Heads	31:33	138
Portland (Vic.)	27:50	129
Sale	28:40	165
Shepparton - Mooroopna	37:07	677
Sunbury	45:27	223
Swan Hill	34:39	162
Torquay - Jan Juc	31:55	107
Traralgon	35:32	320
Wallan	36:20	73
Wangaratta	32:39	300
Warragul	39:58	245
Warrnambool	31:57	301
Wonthaggi	47:31	199
Yarrawonga - Mulwala (Yarrawonga Part)	43:55	146
Total UCLs > 7500	42:20	39,895

38:57	305
47:47	212
49:54	235
36:40	921
42:19	147
41:38	964
41:04	148
44:10	180
30:33	96
37:39	94
48:21	195
37:27	1,391
35:05	71
35:59	107
33:07	85
37:43	254
47:11	78
38:40	61
43:36	149
45:25	26,547
42:23	571
43:03	413
29:47	226
29:53	232
32:21	118
32:56	142
33:53	160
40:50	593
45:09	218
44:13	150
35:01	101
36:24	315
38:42	64
42:21	222
35:02	230
42:29	333
45:29	209
37:08	130
43:49	36,667

39:31	363
50:27	241
47:19	230
39:49	943
42:09	171
44:16	934
48:24	130
46:28	155
34:56	102
46:04	107
47:54	202
41:31	1,505
39:18	74
32:48	121
34:12	79
38:58	239
41:48	97
40:43	77
47:11	178
49:51	26,584
48:05	537
44:35	373
31:53	249
30:40	209
43:13	124
38:39	136
32:16	160
43:17	606
48:57	246
42:50	153
34:44	102
36:04	331
41:28	58
42:47	250
34:54	216
39:10	304
49:01	198
41:19	129
47:37	36,913

42:15	341
48:17	269
47:25	264
39:11	898
42:09	152
42:15	925
42:28	147
37:25	163
29:44	114
38:31	98
51:15	240
42:22	1,572
32:18	66
37:19	121
38:17	82
40:27	256
44:43	90
42:00	58
46:26	172
48:05	26,927
45:28	550
39:22	416
31:40	247
29:14	241
36:25	122
38:25	164
37:46	206
44:48	556
47:28	244
45:51	193
43:51	100
38:03	342
36:36	61
39:29	275
39:14	218
37:19	270
44:46	214
45:08	106
46:13	37,480

49:10	398
59:52	270
50:36	273
43:02	1,092
40:32	168
48:24	1,012
47:12	144
37:28	189
38:05	107
50:00	110
46:38	208
41:00	1,690
38:41	76
42:17	164
41:04	106
40:25	219
48:03	86
41:59	82
47:06	189
53:53	26,638
53:25	541
39:13	427
35:53	257
34:30	281
43:15	115
34:11	141
38:15	205
45:48	619
55:14	248
46:51	188
39:34	119
39:28	353
43:11	67
44:04	328
36:21	229
45:28	321
47:33	203
45:40	139
51:00	38,002

Glossary

Response Time	<p>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.</p> <p>Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.</p>
Code 1 incident	<p>Code 1 incidents require urgent paramedic and hospital care, based on information available at time of call.</p>
Code 2 incident	<p>Code 2 incidents are acute and time sensitive, but do not require a lights and sirens response.</p>
% <= 15mins	<p>This is the percentage of Code 1 first responses arriving in 15 minutes or less. This is calculated by dividing the number of Code 1 first responses arriving in 15 minutes or less by the total number of Code 1 first arrivals. When AV respond to an incident, we sometimes dispatch multiple AV resources to that incident. “First response” refers to the first AV resource to arrive at the incident scene.</p>
Average Response Time	<p>The average response time is the average response time for the area being reported, which is calculated by dividing the sum of the response times by the number of response times within the area being reported. The average response time is provided in minutes and seconds.</p>
Number of First Responses	<p>This is the total number of first arrivals within the reported time period.</p>
UCL (Urban Centres Localities)	<p>These are geographical areas based on the Australian Bureau of Statistics Urban Centres and Localities (UCLs) boundaries and residential population.</p> <p>Ambulance Victoria reports performance for larger UCLs where population exceeds 7,500 persons.</p>
LGA (Local Government Area)	<p>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.</p>
Interstate LGAs	<p>Incidents responded to by AV resources outside the Victorian LGA Boundaries</p>