



# Ambulance Victoria's Performance

**2022/23 Quarter 3 (1st January 2023 to 31st March 2023)**

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.

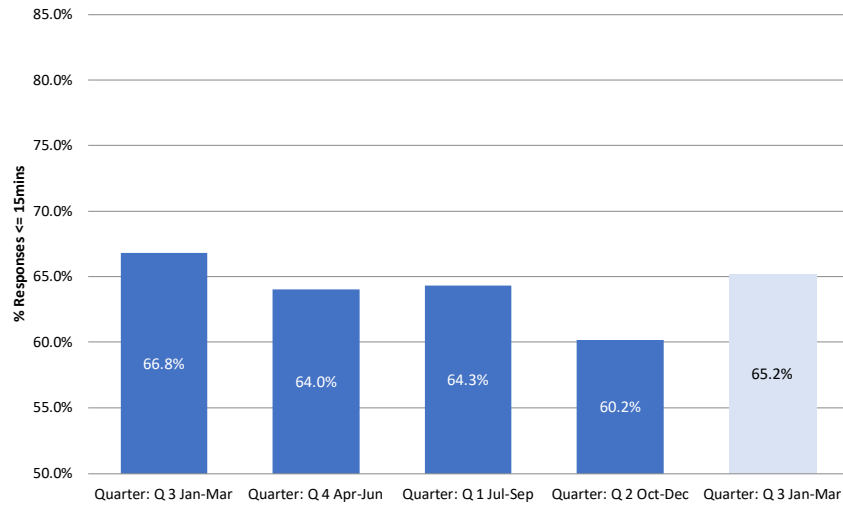
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

## 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                                                           |
|---------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| <b>CODE 1</b> | % <= 15 Minutes <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a> | % <= 15 Minutes <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a> |
|               | Average <a href="#">MAP</a> <a href="#">TABLE</a>                               | Average <a href="#">MAP</a> <a href="#">TABLE</a>                               |
| <b>CODE 2</b> | Average <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>         | Average <a href="#">MAP</a> <a href="#">TABLE</a> <a href="#">CHART</a>         |

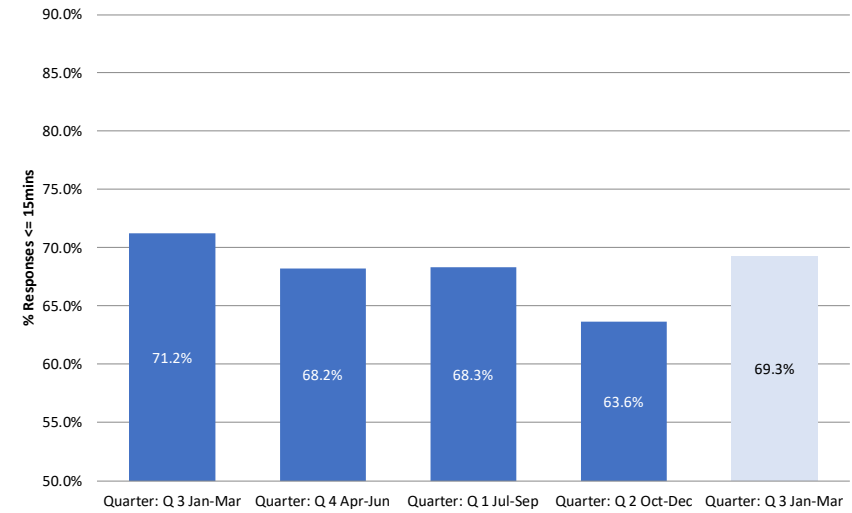
**AV State-wide Code 1 First Response Performance -  
Percentage <= 15 Minutes**



MAP

TABLE

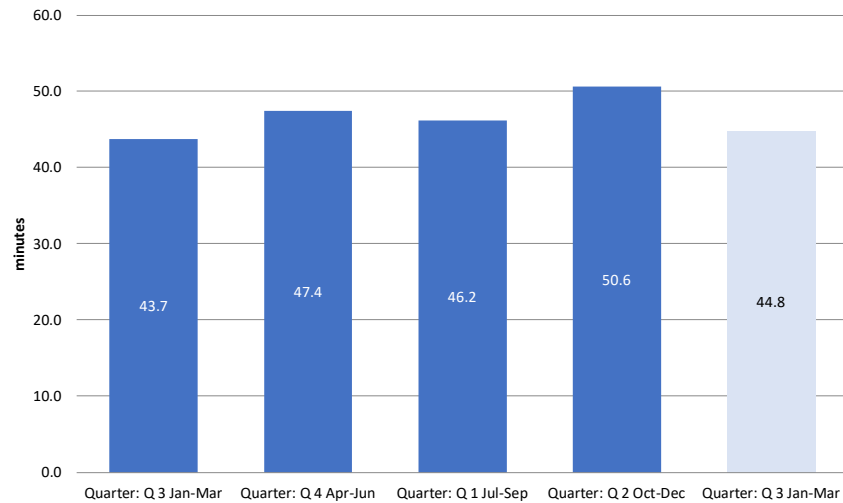
**AV State-wide Code 1 First Response Performance for  
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

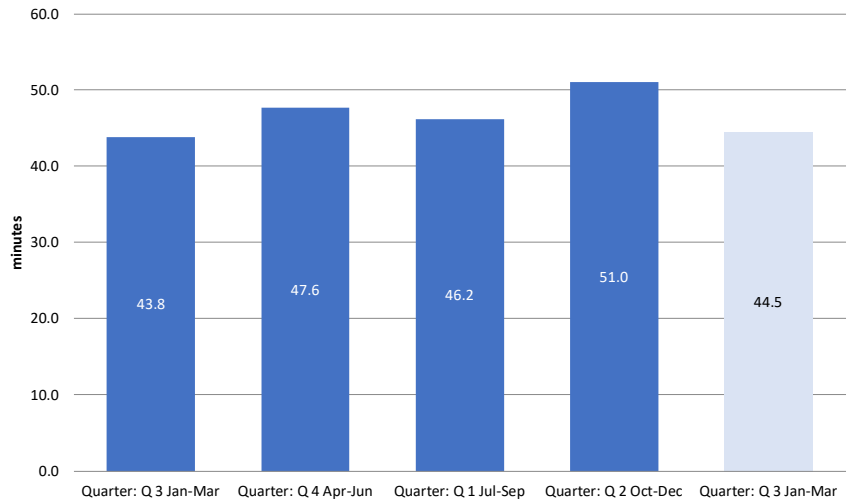
**AV State-wide Code 2 First Response Performance -  
Average**



MAP

TABLE

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



MAP

TABLE

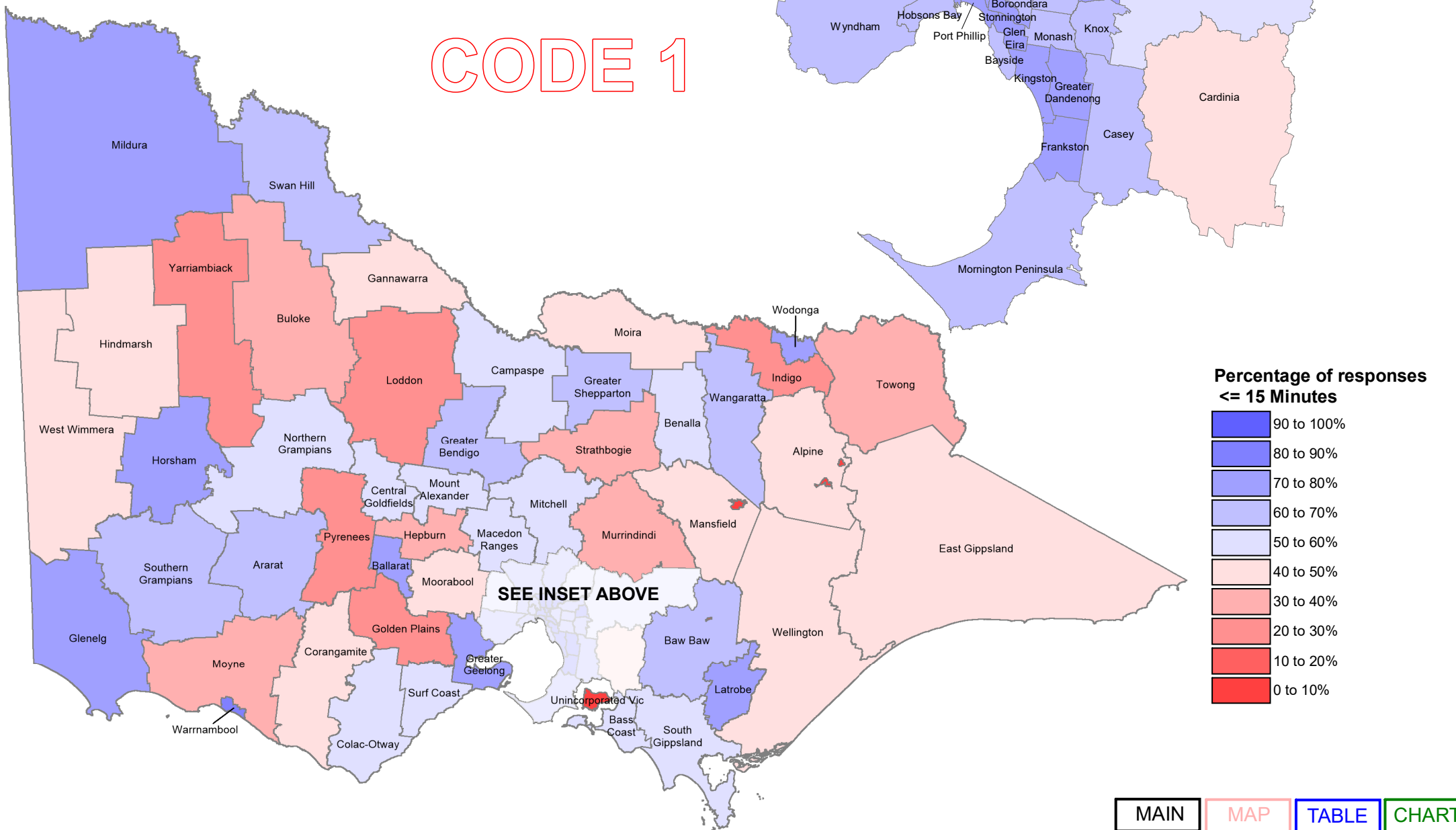


# Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2022/23 Quarter 3 (1st January 2023 to 31st March 2023)

CODE 1



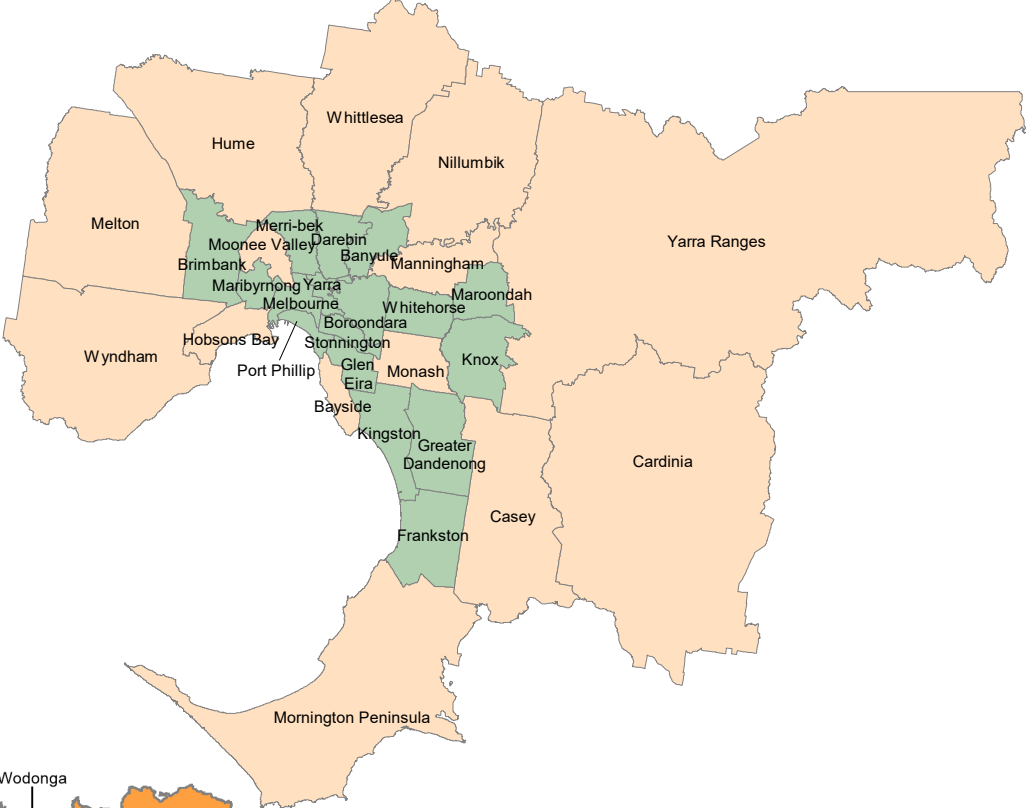
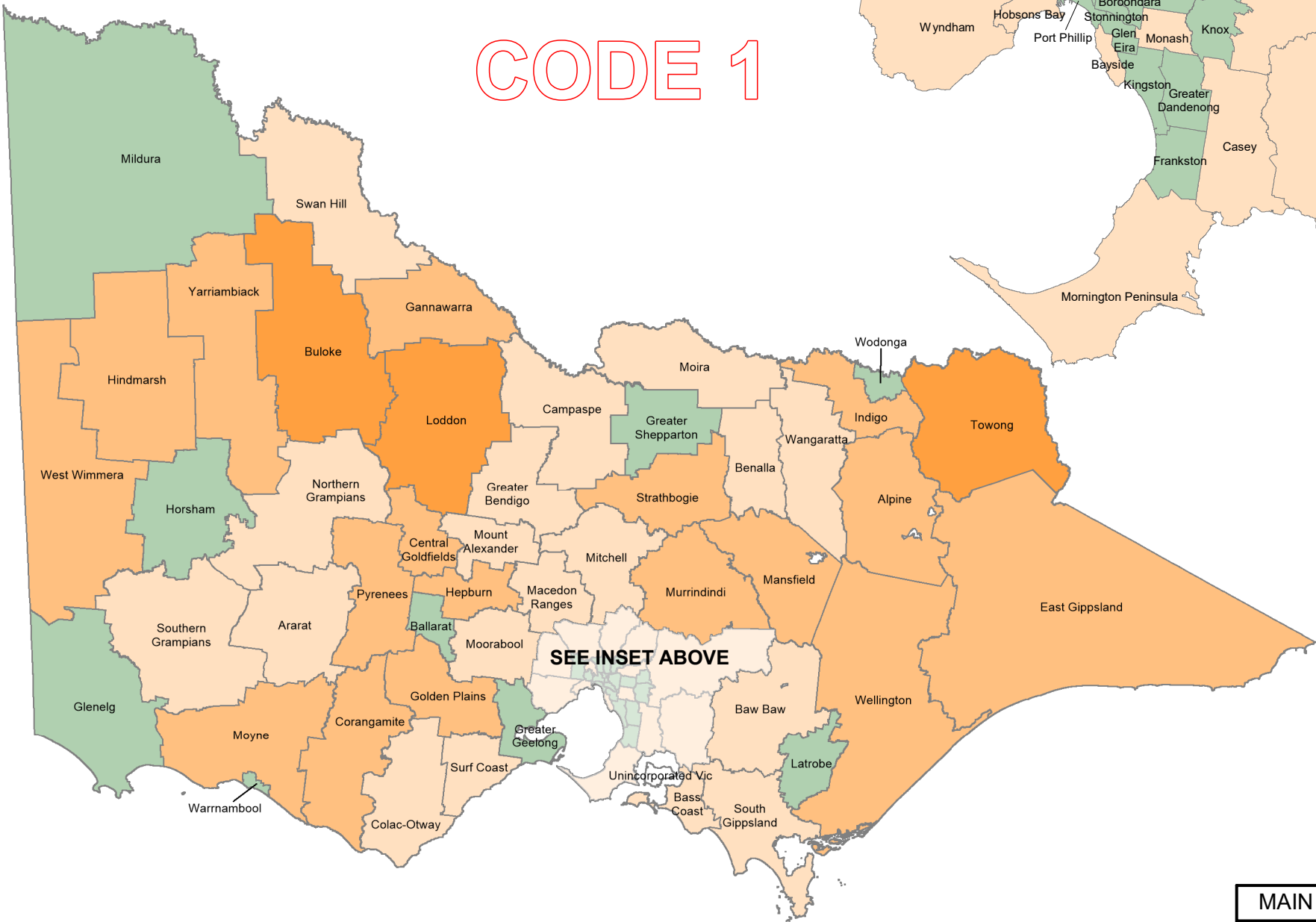


# Ambulance Victoria

## Average Code 1 Response Time by LGA

2022/23 Quarter 3 (1st January 2023 to 31st March 2023)

CODE 1





Code 1 First Response Performance by LGA

| LGA Name             | Qtr 3 2021/22               |                                  |                                    |
|----------------------|-----------------------------|----------------------------------|------------------------------------|
|                      | % Responses<br>≤ 15 Minutes | Average Response<br>Time Minutes | Total Number of<br>First Responses |
| Alpine               | 39.5%                       | 23:30                            | 210                                |
| Ararat               | 58.8%                       | 17:17                            | 216                                |
| Ballarat             | 78.4%                       | 13:16                            | 2,022                              |
| Banyule              | 72.1%                       | 14:02                            | 1,550                              |
| Bass Coast           | 55.6%                       | 17:23                            | 711                                |
| Baw Baw              | 59.9%                       | 16:37                            | 832                                |
| Bayside              | 70.6%                       | 15:22                            | 952                                |
| Benalla              | 55.9%                       | 17:28                            | 254                                |
| Boroondara           | 73.5%                       | 13:52                            | 1,518                              |
| Brimbank             | 68.7%                       | 14:37                            | 3,157                              |
| Buloke               | 34.0%                       | 27:23                            | 100                                |
| Campaspe             | 55.8%                       | 16:53                            | 640                                |
| Cardinia             | 55.8%                       | 16:56                            | 1,620                              |
| Casey                | 63.1%                       | 15:37                            | 4,770                              |
| Central Goldfields   | 57.3%                       | 18:34                            | 248                                |
| Colac-Otway          | 64.2%                       | 15:50                            | 268                                |
| Corangamite          | 46.0%                       | 19:19                            | 239                                |
| Darebin              | 77.7%                       | 13:27                            | 2,231                              |
| East Gippsland       | 51.0%                       | 20:04                            | 929                                |
| Frankston            | 72.6%                       | 13:43                            | 2,409                              |
| Gannawarra           | 37.0%                       | 23:32                            | 138                                |
| Glen Eira            | 72.5%                       | 14:06                            | 1,551                              |
| Glenelg              | 67.4%                       | 16:00                            | 273                                |
| Golden Plains        | 32.2%                       | 21:18                            | 236                                |
| Greater Bendigo      | 67.7%                       | 14:59                            | 2,110                              |
| Greater Dandenong    | 73.0%                       | 14:09                            | 2,540                              |
| Greater Geelong      | 72.0%                       | 13:55                            | 4,410                              |
| Greater Shepparton   | 70.6%                       | 14:54                            | 1,389                              |
| Hepburn              | 40.4%                       | 20:20                            | 277                                |
| Hindmarsh            | 57.4%                       | 18:47                            | 94                                 |
| Hobsons Bay          | 66.3%                       | 14:55                            | 1,325                              |
| Horsham              | 73.5%                       | 13:42                            | 336                                |
| Hume                 | 62.9%                       | 15:41                            | 4,584                              |
| Indigo               | 24.6%                       | 24:51                            | 195                                |
| Kingston             | 71.3%                       | 14:15                            | 2,058                              |
| Knox                 | 75.6%                       | 13:42                            | 1,915                              |
| Latrobe              | 74.8%                       | 12:57                            | 1,747                              |
| Loddon               | 18.4%                       | 26:20                            | 136                                |
| Macedon Ranges       | 56.9%                       | 16:35                            | 634                                |
| Manningham           | 63.7%                       | 15:58                            | 1,282                              |
| Mansfield            | 45.9%                       | 23:53                            | 85                                 |
| Maribyrnong          | 69.2%                       | 15:27                            | 1,125                              |
| Maroondah            | 77.5%                       | 13:12                            | 1,441                              |
| Melbourne            | 78.1%                       | 12:54                            | 2,761                              |
| Melton               | 56.0%                       | 16:41                            | 2,874                              |
| Mildura              | 75.6%                       | 13:47                            | 1,074                              |
| Mitchell             | 52.4%                       | 18:08                            | 763                                |
| Moir                 | 46.9%                       | 20:11                            | 603                                |
| Monash               | 67.3%                       | 15:32                            | 2,141                              |
| Moonee Valley        | 69.2%                       | 14:59                            | 1,589                              |
| Moorabool            | 43.8%                       | 18:38                            | 493                                |
| Merri-bek            | 71.9%                       | 14:23                            | 2,636                              |
| Mornington Peninsula | 64.0%                       | 15:21                            | 2,719                              |
| Mount Alexander      | 44.3%                       | 18:52                            | 253                                |
| Moyn                 | 42.6%                       | 18:02                            | 209                                |
| Murrindindi          | 32.8%                       | 24:43                            | 253                                |
| Nillumbik            | 48.1%                       | 17:37                            | 667                                |
| Northern Grampians   | 57.0%                       | 19:02                            | 223                                |
| Port Phillip         | 74.2%                       | 13:44                            | 1,436                              |
| Pyrenees             | 29.3%                       | 22:29                            | 123                                |
| Queenscliffe         | 65.9%                       | 16:29                            | 82                                 |
| South Gippsland      | 48.5%                       | 19:20                            | 474                                |
| Southern Grampians   | 68.8%                       | 14:40                            | 234                                |
| Stonnington          | 72.4%                       | 14:52                            | 1,125                              |
| Strathbogie          | 25.3%                       | 24:00                            | 233                                |
| Surf Coast           | 57.1%                       | 16:17                            | 478                                |
| Swan Hill            | 67.6%                       | 15:43                            | 327                                |
| Towong               | 34.2%                       | 31:08                            | 73                                 |
| Wangaratta           | 70.2%                       | 15:30                            | 517                                |
| Warrnambool          | 86.3%                       | 10:57                            | 527                                |
| Wellington           | 52.0%                       | 19:09                            | 677                                |
| West Wimmera         | 37.9%                       | 23:12                            | 58                                 |
| Whitehorse           | 74.8%                       | 13:50                            | 1,676                              |
| Whittlesea           | 65.8%                       | 15:25                            | 3,413                              |
| Wodonga              | 76.7%                       | 13:08                            | 724                                |
| Wyndham              | 69.1%                       | 14:43                            | 3,282                              |
| Yarra                | 78.7%                       | 13:18                            | 1,300                              |
| Yarra Ranges         | 60.3%                       | 16:14                            | 1,953                              |
| Yarriambiack         | 38.0%                       | 25:27                            | 121                                |
| Unincorporated       | 12.5%                       | 51:19                            | 16                                 |
| Interstate LGA's     | 49.7%                       | 20:24                            | 370                                |
| Total AV             | 66.8%                       | 15:15                            | 93,234                             |

| Qtr 4 2021/22               |                                  |                                    |
|-----------------------------|----------------------------------|------------------------------------|
| % Responses<br>≤ 15 Minutes | Average Response<br>Time Minutes | Total Number of<br>First Responses |
| 42.3%                       | 22:36                            | 175                                |
| 52.3%                       | 19:06                            | 237                                |
| 77.5%                       | 13:23                            | 2,200                              |
| 71.2%                       | 14:34                            | 1,818                              |
| 59.7%                       | 16:11                            | 677                                |
| 61.5%                       | 16:29                            | 867                                |
| 65.9%                       | 15:53                            | 1,025                              |
| 51.0%                       | 20:19                            | 253                                |
| 70.0%                       | 14:51                            | 1,514                              |
| 65.3%                       | 15:28                            | 3,256                              |
| 33.6%                       | 30:29                            | 107                                |
| 56.7%                       | 16:45                            | 679                                |
| 49.6%                       | 18:35                            | 1,714                              |
| 60.1%                       | 16:00                            | 5,169                              |
| 50.7%                       | 21:00                            | 286                                |
| 57.1%                       | 19:02                            | 252                                |
| 46.3%                       | 19:38                            | 227                                |
| 73.8%                       | 14:06                            | 2,301                              |
| 51.8%                       | 19:47                            | 948                                |
| 70.3%                       | 14:28                            | 2,482                              |
| 40.0%                       | 22:47                            | 135                                |
| 69.5%                       | 14:57                            | 1,669                              |
| 73.1%                       | 13:55                            | 323                                |
| 25.8%                       | 22:18                            | 287                                |
| 64.6%                       | 15:40                            | 2,291                              |
| 68.6%                       | 15:03                            | 2,517                              |
| 69.9%                       | 14:25                            | 4,738                              |
| 66.8%                       | 15:22                            | 1,468                              |
| 37.9%                       | 21:15                            | 269                                |
| 43.0%                       | 23:06                            | 107                                |
| 61.4%                       | 15:35                            | 1,385                              |
| 77.7%                       | 14:00                            | 349                                |
| 59.6%                       | 16:12                            | 4,788                              |
| 20.6%                       | 25:35                            | 204                                |
| 65.5%                       | 15:31                            | 2,085                              |
| 70.2%                       | 14:46                            | 1,946                              |
| 72.1%                       | 13:35                            | 1,940                              |
| 27.4%                       | 27:01                            | 135                                |
| 51.2%                       | 17:45                            | 727                                |
| 63.6%                       | 16:06                            | 1,423                              |
| 50.0%                       | 27:01                            | 110                                |
| 70.5%                       | 14:27                            | 1,188                              |
| 72.8%                       | 14:39                            | 1,602                              |
| 76.3%                       | 13:01                            | 2,919                              |
| 50.5%                       | 17:46                            | 3,036                              |
| 74.8%                       | 14:08                            | 1,048                              |
| 47.7%                       | 18:31                            | 840                                |
| 47.6%                       | 20:21                            | 603                                |
| 64.3%                       | 15:43                            | 2,222                              |
| 66.3%                       | 15:08                            | 1,652                              |
| 46.7%                       | 19:01                            | 572                                |
| 67.8%                       | 15:04                            | 2,678                              |
| 61.5%                       | 15:45                            | 2,618                              |
| 46.0%                       | 20:01                            | 263                                |
| 31.1%                       | 21:34                            | 196                                |
| 36.5%                       | 24:18                            | 252                                |
| 49.4%                       | 17:50                            | 692                                |
| 61.1%                       | 18:48                            | 239                                |
| 72.0%                       | 14:02                            | 1,464                              |
| 30.6%                       | 23:46                            | 124                                |
| 50.8%                       | 17:27                            | 61                                 |
| 51.5%                       | 18:02                            | 474                                |
| 63.7%                       | 15:39                            | 223                                |
| 71.0%                       | 14:52                            | 1,209                              |
| 28.2%                       | 24:44                            | 238                                |
| 49.9%                       | 17:52                            | 429                                |
| 61.1%                       | 17:21                            | 319                                |
| 31.5%                       | 26:01                            | 73                                 |
| 68.8%                       | 15:26                            | 519                                |
| 82.5%                       | 11:59                            | 622                                |
| 50.1%                       | 19:19                            | 679                                |
| 30.8%                       | 26:13                            | 52                                 |
| 71.1%                       | 14:44                            | 1,951                              |
| 62.6%                       | 16:00                            | 3,642                              |
| 74.8%                       | 13:56                            | 660                                |
| 65.5%                       | 15:28                            | 3,591                              |
| 76.2%                       | 13:13                            | 1,292                              |
| 54.8%                       | 17:23                            | 2,144                              |
| 33.6%                       | 26:09                            | 122                                |
| 37.9%                       | 30:05                            | 29                                 |
| 52.6%                       | 20:16                            | 308                                |
| 64.0%                       | 15:49                            | 97,928                             |

| Qtr 1 2022/23               |                                  |                                    |
|-----------------------------|----------------------------------|------------------------------------|
| % Responses<br>≤ 15 Minutes | Average Response<br>Time Minutes | Total Number of<br>First Responses |
| 40.0%                       | 24:30                            | 185                                |
| 62.0%                       | 17:00                            | 192                                |
| 77.3%                       | 13:11                            | 2,111                              |
| 69.2%                       | 14:47                            | 1,663                              |
| 58.8%                       | 16:31                            | 738                                |
| 62.1%                       | 16:40                            | 896                                |
| 68.2%                       | 14:54                            | 969                                |
| 56.8%                       | 18:07                            | 308                                |
| 71.7%                       | 14:26                            | 1,503                              |
| 65.8%                       | 15:03                            | 3,121                              |
| 22.6%                       | 30:16                            | 115                                |
| 52.5%                       | 18:01                            | 710                                |
| 51.0%                       | 17:53                            | 1,645                              |
| 62.5%                       | 15:39                            | 4,803                              |
| 52.6%                       | 18:22                            | 312                                |
| 60.1%                       | 17:13                            | 298                                |
| 38.6%                       | 20:52                            | 236                                |
| 73.0%                       | 14:01                            | 2,250                              |
| 53.1%                       | 18:45                            | 990                                |
| 71.0%                       | 14:13                            | 2,429                              |
| 31.3%                       | 24:18                            | 163                                |
| 71.3%                       | 14:34                            | 1,527                              |
| 73.5%                       | 14:09                            | 313                                |
| 29.9%                       | 21:28                            | 261                                |
| 65.1%                       | 15:37                            | 2,273                              |
| 72.7%                       | 13:42                            | 2,447                              |
| 70.1%                       | 14:12                            | 4,614                              |
| 66.5%                       | 15:55                            | 1,443                              |
| 36.4%                       | 21:11                            | 242                                |
| 43.8%                       | 24:16                            | 121                                |
| 63.3%                       | 15:10                            | 1,342                              |
| 79.1%                       | 12:25                            | 358                                |
| 57.6%                       | 16:28                            | 4,443                              |
| 21.8%                       | 24:58                            | 220                                |
| 68.5%                       | 15:01                            | 1,908                              |
| 69.4%                       | 14:24                            | 2,022                              |
| 72.3%                       | 13:19                            | 1,948                              |
| 22.7%                       | 27:31                            | 141                                |
| 52.5%                       | 16:53                            | 688                                |
| 64.9%                       | 15:42                            | 1,318                              |
| 46.9%                       | 22:56                            | 98                                 |
| 67.2%                       | 14:51                            | 1,150                              |
| 71.6%                       | 14:01                            | 1,523                              |
| 75.2%                       | 13:30                            | 2,779                              |
| 52.6%                       | 17:19                            | 2,812                              |
| 74.6%                       | 13:47                            | 1,072                              |
| 53.4%                       | 17:27                            | 843                                |
| 46.7%                       | 20:01                            | 625                                |
| 67.0%                       | 15:36                            | 2,064                              |
| 64.6%                       | 15:19                            | 1,554                              |
| 49.3%                       | 17:41                            | 594                                |
| 67.6%                       | 14:43                            | 2,543                              |
| 63.0%                       | 15:31                            | 2,595                              |
| 41.1%                       | 21:00                            | 246                                |
| 30.8%                       | 21:35                            | 172                                |
| 30.9%                       | 24:37                            | 246                                |
| 47.4%                       | 17:58                            | 624                                |
| 60.2%                       | 16:58                            | 231                                |
| 72.0%                       | 14:16                            | 1,348                              |
| 37.1%                       | 21:01                            | 143                                |
| 53.6%                       | 18:23                            | 56                                 |
| 48.4%                       | 18:20                            | 479                                |
| 64.0%                       | 15:23                            | 247                                |
| 71.9%                       | 14:00                            | 1,181                              |
| 27.1%                       | 25:55                            | 240                                |
| 57.2%                       | 16:59                            | 395                                |
| 65.6%                       | 16:03                            | 346                                |
| 28.9%                       | 29:02                            | 76                                 |
| 64.9%                       | 16:44                            | 515                                |
| 82.6%                       | 12:10                            | 535                                |
| 49.7%                       | 19:09                            | 778                                |
| 30.6%                       | 24:40                            | 62                                 |
| 71.2%                       | 14:23                            | 1,731                              |
| 61.9%                       | 15:28                            | 3,490                              |
| 72.7%                       | 14:51                            | 700                                |
| 66.2%                       | 15:10                            | 3,431                              |
| 78.4%                       | 12:57                            | 1,249                              |
| 53.9%                       | 17:04                            | 2,004                              |
| 30.0%                       | 26:54                            | 140                                |
| 44.2%                       | 27:52                            | 77                                 |
| 49.7%                       | 20:02                            | 332                                |
| 64.3%                       | 15:35                            | 94,592                             |

| Qtr 2 2022/23               |                                  |                                    |
|-----------------------------|----------------------------------|------------------------------------|
| % Responses<br>≤ 15 Minutes | Average Response<br>Time Minutes | Total Number of<br>First Responses |
| 44.8%                       | 22:39                            | 194                                |
| 58.7%                       | 18:32                            | 223                                |
| 75.6%                       | 13:44                            | 2,191                              |
| 64.8%                       | 15:53                            | 1,753                              |
| 58.6%                       | 16:57                            | 830                                |
| 61.1%                       | 16:19                            | 969                                |
| 62.6%                       | 17:04                            | 1,026                              |
| 56.5%                       | 18:51                            | 317                                |
| 63.5%                       | 16:11                            | 1,637                              |
| 59.8%                       | 16:30                            | 3,209                              |
| 33.1%                       | 30:07                            | 127                                |
| 55.4%                       | 17:20                            | 672                                |
| 46.8%                       | 19:07                            | 1,660                              |
| 58.5%                       | 16:34                            | 5,006                              |
| 49.8%                       | 19:37                            | 301                                |
| 51.4%                       | 18:35                            | 243                                |
| 42.1%                       | 20:24                            | 247                                |
| 68.0%                       | 15:25                            | 2,395                              |
| 52.3%                       | 19:26                            | 1,034                              |
| 66.3%                       | 15:15                            | 2,600                              |
| 41.3%                       | 24:25                            | 155                                |
| 66.2%                       | 16:25                            | 1,588                              |
| 69.8%                       | 14:29                            | 331                                |
| 27.4%                       | 22:35                            | 292                                |
| 62.0%                       | 16:40                            | 2,403                              |
| 68.1%                       | 15:03                            | 2,594                              |
| 68.7%                       | 14:48                            | 4,935                              |
| 66.8%                       | 16:23                            | 1,469                              |
| 35.3%                       | 21:38                            | 255                                |
| 47.7%                       | 24:17                            | 132                                |
| 53.5%                       | 17:40                            | 1,440                              |
| 78.3%                       | 13:09                            | 355                                |
| 52.2%                       | 17:52                            | 4,781                              |
| 19.6%                       | 25:20                            | 214                                |
| 63.8%                       | 15:49                            | 2,234                              |
| 66.3%                       | 15:38                            | 2,023                              |
| 68.4%                       | 14:16                            | 1,992                              |
| 28.7%                       | 28:29                            | 167                                |
| 50.7%                       | 18:00                            | 726                                |
| 59.1%                       | 16:56                            | 1,480                              |
| 31.4%                       | 28:50                            | 102                                |
| 63.2%                       | 16:07                            | 1,310                              |
| 65.9%                       | 16:01                            | 1,626                              |
| 71.4%                       | 14:24                            | 3,069                              |
| 44.7%                       | 19:21                            | 2,998                              |
| 74.4%                       | 13:40                            | 1,075                              |
| 50.1%                       | 19:10                            | 854                                |
| 45.4%                       | 21:28                            | 619                                |
| 63.2%                       | 15:58                            | 2,265                              |
| 59.9%                       | 16:51                            | 1,824                              |
| 39.2%                       | 21:18                            | 612                                |
| 62.3%                       | 16:18                            | 2,689                              |
| 58.9%                       | 16:04                            | 2,754                              |
| 38.2%                       | 21:54                            | 309                                |
| 30.2%                       | 23:22                            | 202                                |
| 29.5%                       | 25:33                            | 237                                |
| 40.4%                       | 20:03                            | 666                                |
| 56.4%                       | 18:48                            | 227                                |
| 66.9%                       | 15:15                            | 1,478                              |
| 30.4%                       | 23:59                            | 158                                |
| 50.6%                       | 17:38                            | 77                                 |
| 43.8%                       | 19:07                            | 541                                |
| 60.7%                       | 17:10                            | 219                                |
| 66.2%                       | 15:43                            | 1,189                              |
| 28.3%                       | 24:10                            | 212                                |
| 55.2%                       | 17:13                            | 498                                |
| 68.5%                       | 16:30                            | 330                                |
| 22.7%                       | 30:09                            | 88                                 |
| 64.2%                       | 16:10                            | 606                                |
| 80.3%                       | 13:18                            | 613                                |
| 49.9%                       | 19:58                            | 813                                |
| 29.2%                       | 28:55                            | 72                                 |
| 65.5%                       | 15:49                            | 1,967                              |
| 56.2%                       | 16:58                            | 3,606                              |
| 71.5%                       | 14:32                            | 722                                |
| 59.3%                       | 16:36                            | 3,352                              |
| 70.4%                       | 14:53                            | 1,410                              |
| 47.5%                       | 19:45                            | 2,181                              |
| 30.2%                       | 24:42                            | 129                                |
| .0%                         | 37:57                            | 2                                  |
| 50.4%                       | 20:25                            | 337                                |
| 60.2%                       | 16:44                            | 100,238                            |

| Qtr 3 2022/23               |                                  |                                    |
|-----------------------------|----------------------------------|------------------------------------|
| % Responses<br>≤ 15 Minutes | Average Response<br>Time Minutes | Total Number of<br>First Responses |
| 44.9%                       | 21:59                            | 196                                |
| 63.5%                       | 15:58                            | 170                                |
| 77.5%                       | 13:18                            | 2,162                              |
| 73.6%                       | 13:48                            | 1,603                              |
| 56.0%                       | 17:15                            | 756                                |
| 60.1%                       | 16:17                            | 859                                |
| 66.6%                       | 15:45                            | 922                                |
| 59.6%                       | 16:59                            | 267                                |
| 69.2%                       | 14:42                            | 1,445                              |
| 69.5%                       | 14:31                            | 2,989                              |
| 38.6%                       | 25:56                            | 88                                 |
| 57.9%                       | 16:37                            | 643                                |
| 48.9%                       | 18:21                            | 1,577                              |
| 63.2%                       | 15:14                            | 4,548                              |
| 50.3%                       | 20:23                            | 304                                |
| 54.8%                       | 19:25                            | 292                                |
| 40.3%                       | 20:22                            | 238                                |
| 76.1%                       | 13:27                            | 2,231                              |
| 47.6%                       | 20:09                            | 1,011                              |
| 71.9%                       | 13:43                            | 2,380                              |
| 41.0%                       | 22:50                            | 134                                |
| 70.1%                       | 14:26                            | 1,431                              |
| 76.0%                       | 13:09                            | 334                                |
| 23.0%                       | 21:40                            | 239                                |
| 63.8%                       | 16:02                            | 2,184                              |
| 73.4%                       | 13:32                            | 2,356                              |
| 72.1%                       | 13:48                            | 4,671                              |
| 68.6%                       | 14:46                            | 1,306                              |
| 33.5%                       | 21:15                            | 248                                |
| 47.9%                       | 22:58                            | 73                                 |
| 60.4%                       | 15:26                            | 1,276                              |
| 79.3%                       | 13:05                            | 305                                |
| 61.3%                       | 15:34                            | 4,303                              |
| 29.3%                       | 22:53                            | 225                                |
| 70.8%                       | 14:07                            | 1,954                              |
| 69.5%                       | 14:18                            | 1,876                              |
| 72.6%                       | 13:23                            | 1,851                              |
| 28.9%                       | 25:19                            | 135                                |
| 56.2%                       | 16:21                            | 650                                |
| 63.7%                       | 15:52                            | 1,285                              |
| 45.2%                       | 20:45                            | 124                                |
| 68.3%                       | 14:48                            | 1,121                              |
| 72.1%                       | 14:08                            | 1,485                              |
| 76.3%                       | 12:49                            | 2,943                              |
| 56.2%                       | 16:38                            | 2,676                              |
| 75.2%                       | 13:44                            | 1,039                              |
| 52.6%                       | 17:22                            | 797                                |
| 49.6%                       | 19:23                            | 633                                |
| 66.5%                       | 15:14                            | 2,161                              |
| 65.8%                       | 15:10                            | 1,535                              |
| 47.7%                       | 18:12                            | 555                                |
| 70.9%                       | 14:33                            | 2,647                              |
| 63.4%                       | 15:14                            | 2,643                              |
| 52.2%                       | 18:37                            | 278                                |
| 38.2%                       | 20:01                            | 191                                |
| 31.5%                       | 24:34                            | 286                                |
| 50.3%                       | 17:53                            | 585                                |
| 51.7%                       | 19:40                            | 211                                |
| 70.8%                       | 14:16                            | 1,481                              |
| 29.9%                       | 22:24                            | 144                                |
| 62.9%                       | 17:56                            | 70                                 |
| 51.7%                       | 17:33                            | 482                                |
| 67.5%                       | 15:30                            | 249                                |
| 70.4%                       | 14:38                            | 1,126                              |
| 33.7%                       | 23:19                            | 246                                |
| 58.3%                       | 16:25                            | 448                                |
| 63.3%                       | 16:06                            | 278                                |
| 38.5%                       | 26:45                            | 104                                |
| 68.0%                       | 15:08                            | 559                                |
| 84.8%                       | 12:16                            | 500                                |
| 48.1%                       | 20:03                            | 796                                |
| 40.4%                       | 23:13                            | 57                                 |
| 69.0%                       | 14:38                            | 1,808                              |
| 63.7%                       | 15:11                            | 3,164                              |
| 74.6%                       | 13:43                            | 685                                |
| 65.4%                       | 15:02                            | 3,191                              |
| 76.3%                       | 12:57                            | 1,268                              |
| 52.7%                       | 17:46                            | 1,874                              |
| 28.4%                       | 23:04                            | 95                                 |
| .0%                         | 58:25                            | 11                                 |
| 47.4%                       | 20:43                            | 350                                |
| 65.2%                       | 15:20                            | 92,413                             |



# Ambulance Victoria

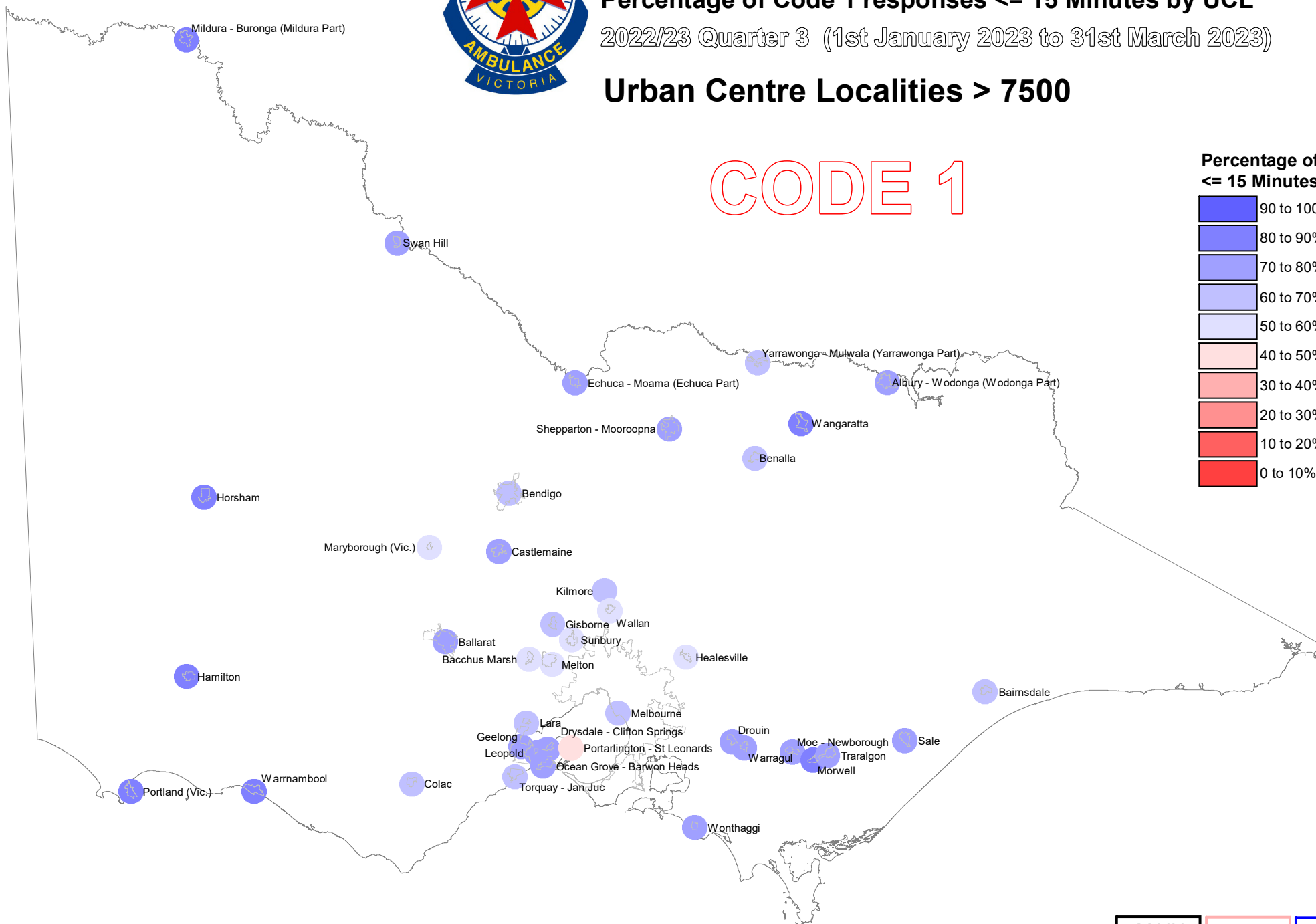
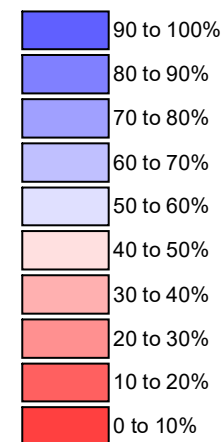
Percentage of Code 1 responses  $\leq 15$  Minutes by UCL

2022/23 Quarter 3 (1st January 2023 to 31st March 2023)

Urban Centre Localities  $> 7500$

## CODE 1

Percentage of responses  
 $\leq 15$  Minutes



MAIN

MAP

TABLE

CHART



# Ambulance Victoria

## Average Code 1 Response Time by UCL

2022/23 Quarter 3 (1st January 2023 to 31st March 2023)

## Urban Centre Localities > 7500

# CODE 1

### Average Response Time





Code 1 First Response Performance by UCL

UCL Name

Qtr 3 2021/22

Qtr 4 2021/22

Qtr 1 2022/23

Qtr 2 2022/23

Qtr 3 2022/23

| UCL Name                               | % Responses<br><= 15 Minutes | Average<br>Response<br>Time Minutes | Total<br>Number<br>of First<br>Responses |
|----------------------------------------|------------------------------|-------------------------------------|------------------------------------------|
| Albury - Wodonga (Wodonga Part)        | 80.6%                        | 12:38                               | 660                                      |
| Bacchus Marsh                          | 50.9%                        | 17:41                               | 287                                      |
| Bairnsdale                             | 71.0%                        | 14:48                               | 293                                      |
| Ballarat                               | 79.6%                        | 13:02                               | 1,903                                    |
| Benalla                                | 67.3%                        | 15:18                               | 196                                      |
| Bendigo                                | 73.8%                        | 14:00                               | 1,830                                    |
| Castlemaine                            | 67.4%                        | 15:53                               | 135                                      |
| Colac                                  | 84.5%                        | 12:00                               | 161                                      |
| Drouin                                 | 68.2%                        | 15:02                               | 214                                      |
| Drysdale - Clifton Springs             | 74.1%                        | 13:15                               | 212                                      |
| Echuca - Moama (Echuca Part)           | 77.5%                        | 13:00                               | 236                                      |
| Geelong                                | 75.8%                        | 13:20                               | 2,997                                    |
| Gisborne                               | 71.3%                        | 13:03                               | 167                                      |
| Hamilton                               | 86.5%                        | 10:49                               | 170                                      |
| Healesville                            | 69.5%                        | 14:57                               | 164                                      |
| Horsham                                | 82.8%                        | 11:57                               | 285                                      |
| Kilmore                                | .0%                          | 0:00                                | 0                                        |
| Lara                                   | 65.1%                        | 15:29                               | 215                                      |
| Leopold                                | 77.3%                        | 12:06                               | 172                                      |
| Maryborough (Vic.)                     | 68.1%                        | 16:12                               | 163                                      |
| Melbourne                              | 70.2%                        | 14:32                               | 60,534                                   |
| Melton                                 | 56.9%                        | 16:23                               | 1,249                                    |
| Mildura - Buronga (Mildura Part)       | 84.9%                        | 11:56                               | 776                                      |
| Moe - Newborough                       | 78.3%                        | 12:20                               | 571                                      |
| Morwell                                | 86.3%                        | 11:10                               | 445                                      |
| Ocean Grove - Barwon Heads             | 70.7%                        | 14:16                               | 266                                      |
| Portarlington - St Leonards            | .0%                          | 0:00                                | 0                                        |
| Portland (Vic.)                        | 80.4%                        | 12:52                               | 153                                      |
| Sale                                   | 84.4%                        | 11:58                               | 211                                      |
| Shepparton - Mooropna                  | 79.3%                        | 13:33                               | 1,067                                    |
| Sunbury                                | 59.0%                        | 16:23                               | 608                                      |
| Swan Hill                              | 86.2%                        | 11:07                               | 188                                      |
| Torquay - Jan Juc                      | 62.8%                        | 15:21                               | 277                                      |
| Traralgon                              | 75.0%                        | 12:49                               | 460                                      |
| Wallan                                 | 62.9%                        | 15:58                               | 151                                      |
| Wangaratta                             | 80.8%                        | 13:14                               | 411                                      |
| Warragul                               | 79.8%                        | 13:14                               | 272                                      |
| Warrnambool                            | 87.4%                        | 10:50                               | 506                                      |
| Wonthaggi                              | 71.3%                        | 13:57                               | 178                                      |
| Yarrawonga - Mulwala (Yarrawonga Part) | 65.7%                        | 16:11                               | 175                                      |

| % Responses<br><= 15 Minutes | Average<br>Response<br>Time Minutes | Total<br>Number<br>of First<br>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                                      |
| .0%                          | 0:00                                | 0                                        |
| 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                                      |
| .0%                          | 0:00                                | 0                                        |
| 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                                      |

| % Responses<br><= 15 Minutes | Average<br>Response<br>Time Minutes | Total<br>Number<br>of First<br>Responses |
|------------------------------|-------------------------------------|------------------------------------------|
| 76.9%                        | 14:08                               | 633                                      |
| 55.2%                        | 16:46                               | 384                                      |
| 75.1%                        | 13:47                               | 346                                      |
| 79.3%                        | 12:58                               | 2,017                                    |
| 66.0%                        | 16:19                               | 247                                      |
| 70.4%                        | 14:36                               | 1,996                                    |
| 54.1%                        | 19:00                               | 148                                      |
| 74.5%                        | 13:50                               | 212                                      |
| 73.0%                        | 14:14                               | 244                                      |
| 67.1%                        | 14:32                               | 246                                      |
| 75.7%                        | 13:21                               | 276                                      |
| 73.8%                        | 13:40                               | 3,227                                    |
| 59.2%                        | 14:33                               | 147                                      |
| 82.1%                        | 11:12                               | 179                                      |
| 70.3%                        | 14:55                               | 158                                      |
| 86.9%                        | 10:50                               | 313                                      |
| 67.8%                        | 13:49                               | 149                                      |
| 61.8%                        | 14:40                               | 246                                      |
| 80.0%                        | 12:18                               | 185                                      |
| 65.8%                        | 15:42                               | 222                                      |
| 67.1%                        | 14:56                               | 61,506                                   |
| 52.9%                        | 17:22                               | 1,510                                    |
| 85.1%                        | 11:51                               | 793                                      |
| 75.6%                        | 12:27                               | 524                                      |
| 85.3%                        | 11:11                               | 538                                      |
| 66.7%                        | 14:17                               | 258                                      |
| 39.7%                        | 19:10                               | 189                                      |
| 83.2%                        | 12:04                               | 197                                      |
| 78.8%                        | 12:12                               | 273                                      |
| 74.9%                        | 14:41                               | 1,113                                    |
| 50.4%                        | 18:20                               | 663                                      |
| 84.1%                        | 11:13                               | 208                                      |
| 63.1%                        | 15:12                               | 222                                      |
| 75.2%                        | 12:43                               | 577                                      |
| 58.7%                        | 15:56                               | 283                                      |
| 79.4%                        | 14:05                               | 384                                      |
| 77.8%                        | 13:08                               | 324                                      |
| 83.2%                        | 12:05                               | 517                                      |
| 81.1%                        | 12:33                               | 196                                      |
| 72.6%                        | 15:43                               | 164                                      |

| % Responses<br><= 15 Minutes | Average<br>Response<br>Time Minutes | Total<br>Number<br>of First<br>Responses |
|------------------------------|-------------------------------------|------------------------------------------|
| 77.0%                        | 13:52                               | 644                                      |
| 43.8%                        | 20:24                               | 370                                      |
| 73.7%                        | 13:55                               | 338                                      |
| 77.1%                        | 13:33                               | 2,101                                    |
| 64.8%                        | 16:25                               | 250                                      |
| 67.6%                        | 15:32                               | 2,076                                    |
| 46.9%                        | 20:27                               | 194                                      |
| 69.8%                        | 15:25                               | 162                                      |
| 67.4%                        | 15:18                               | 282                                      |
| 63.1%                        | 14:29                               | 282                                      |
| 80.2%                        | 12:01                               | 237                                      |
| 73.2%                        | 14:11                               | 3,402                                    |
| 57.4%                        | 15:51                               | 183                                      |
| 78.9%                        | 12:46                               | 142                                      |
| 57.1%                        | 19:29                               | 203                                      |
| 85.8%                        | 11:37                               | 317                                      |
| 55.5%                        | 17:24                               | 173                                      |
| 61.4%                        | 15:56                               | 228                                      |
| 72.1%                        | 13:17                               | 190                                      |
| 64.0%                        | 16:39                               | 203                                      |
| 61.9%                        | 16:16                               | 65,427                                   |
| 42.3%                        | 19:53                               | 1,581                                    |
| 84.1%                        | 11:31                               | 759                                      |
| 71.4%                        | 13:36                               | 525                                      |
| 82.7%                        | 11:35                               | 513                                      |
| 71.8%                        | 13:50                               | 280                                      |
| 35.1%                        | 20:01                               | 211                                      |
| 83.8%                        | 11:51                               | 191                                      |
| 76.8%                        | 13:15                               | 289                                      |
| 72.6%                        | 15:31                               | 1,157                                    |
| 44.7%                        | 18:55                               | 703                                      |
| 83.7%                        | 12:02                               | 202                                      |
| 62.6%                        | 14:51                               | 294                                      |
| 69.9%                        | 14:21                               | 617                                      |
| 60.6%                        | 16:02                               | 264                                      |
| 78.2%                        | 13:27                               | 478                                      |
| 77.2%                        | 12:59                               | 359                                      |
| 80.9%                        | 13:08                               | 598                                      |
| 78.7%                        | 13:32                               | 239                                      |
| 62.7%                        | 17:22                               | 177                                      |

| % Responses<br><= 15 Minutes | Average<br>Response<br>Time Minutes | Total<br>Number<br>of First<br>Responses |
|------------------------------|-------------------------------------|------------------------------------------|
| 78.2%                        | 13:10                               | 620                                      |
| 53.8%                        | 16:39                               | 357                                      |
| 66.8%                        | 15:16                               | 328                                      |
| 79.2%                        | 13:06                               | 2,094                                    |
| 68.3%                        | 15:04                               | 224                                      |
| 69.3%                        | 14:49                               | 1,900                                    |
| 70.7%                        | 15:19                               | 174                                      |
| 68.5%                        | 17:17                               | 178                                      |
| 71.9%                        | 14:33                               | 235                                      |
| 70.0%                        | 13:50                               | 270                                      |
| 79.8%                        | 12:18                               | 253                                      |
| 75.6%                        | 13:21                               | 3,254                                    |
| 65.4%                        | 14:28                               | 156                                      |
| 87.4%                        | 10:40                               | 174                                      |
| 58.9%                        | 17:31                               | 146                                      |
| 85.9%                        | 11:37                               | 277                                      |
| 66.9%                        | 14:19                               | 133                                      |
| 63.6%                        | 15:12                               | 214                                      |
| 75.4%                        | 11:51                               | 171                                      |
| 59.9%                        | 18:20                               | 242                                      |
| 68.1%                        | 14:39                               | 59,926                                   |
| 55.6%                        | 17:02                               | 1,394                                    |
| 87.1%                        | 11:21                               | 742                                      |
| 77.0%                        | 12:27                               | 500                                      |
| 82.3%                        | 11:47                               | 509                                      |
| 74.3%                        | 12:51                               | 257                                      |
| 40.7%                        | 18:24                               | 189                                      |
| 87.8%                        | 10:39                               | 189                                      |
| 79.1%                        | 12:54                               | 244                                      |
| 78.0%                        | 13:13                               | 997                                      |
| 59.0%                        | 15:44                               | 578                                      |
| 78.5%                        | 11:58                               | 158                                      |
| 66.8%                        | 15:12                               | 250                                      |
| 73.0%                        | 13:14                               | 589                                      |
| 55.1%                        | 16:06                               | 225                                      |
| 80.7%                        | 12:53                               | 451                                      |
| 75.0%                        | 13:04                               | 300                                      |
| 85.4%                        | 12:13                               | 479                                      |
| 73.0%                        | 13:24                               | 185                                      |
| 69.6%                        | 15:19                               | 191                                      |

MAIN

MAP  
≤ 15 Minutes

MAP  
Average

TABLE

CHART

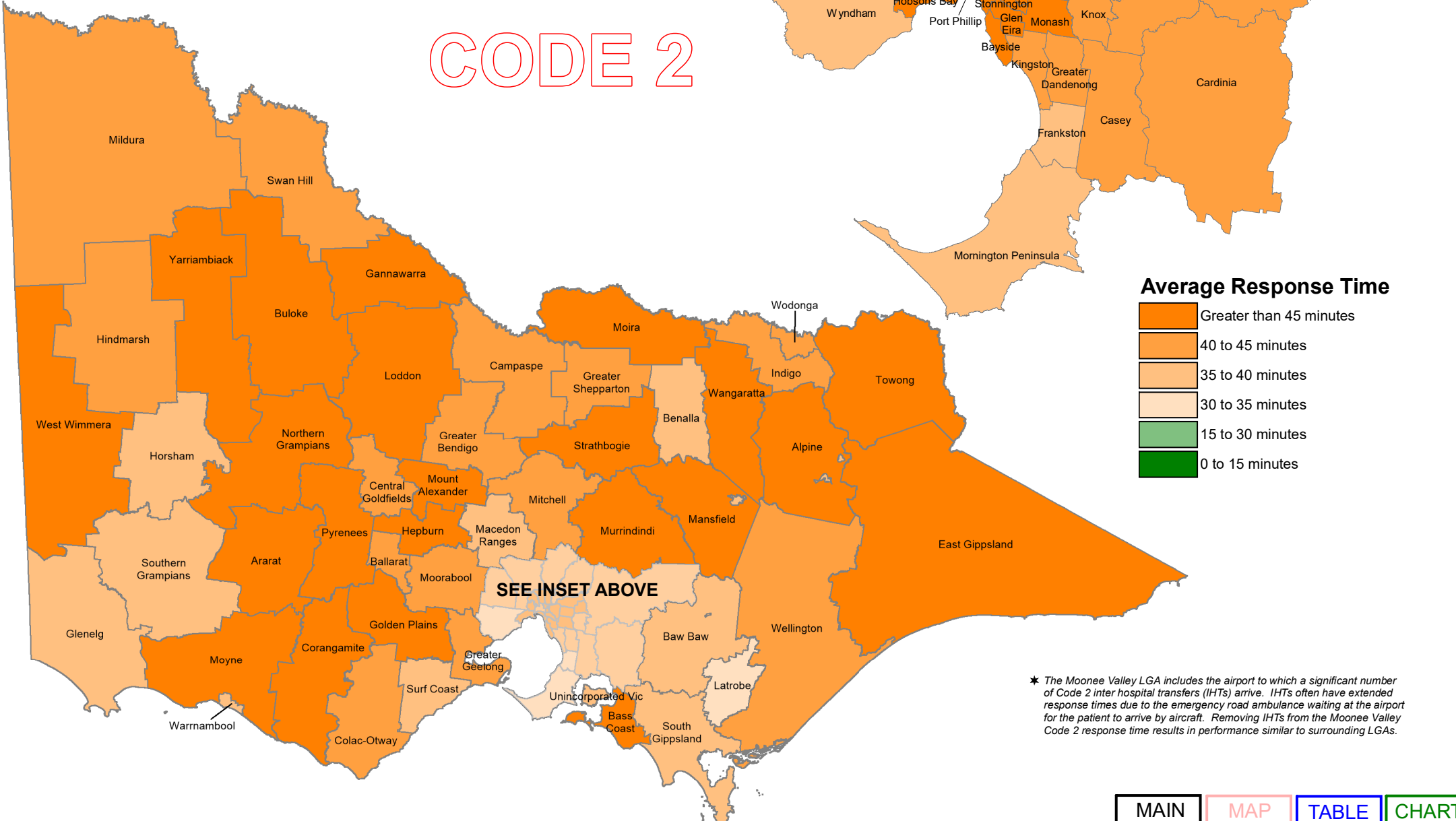


# Ambulance Victoria

## Average Code 2 Response Time by LGA

2022/23 Quarter 3 (1st January 2023 to 31st March 2023)

CODE 2





Code 2 First Response Performance by LGA

| LGA Name             | Qtr 3 2021/22                 |                                 | Qtr 4 2021/22                 |                                 | Qtr 1 2022/23                 |                                 | Qtr 2 2022/23                 |                                 | Qtr 3 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               | 45:15                         | 175                             | 57:55                         | 142                             | 44:35                         | 131                             | 44:27                         | 168                             | 45:35                         | 150                             |
| Ararat               | 39:25                         | 177                             | 42:17                         | 190                             | 41:21                         | 140                             | 48:22                         | 164                             | 46:19                         | 158                             |
| Ballarat             | 36:41                         | 961                             | 39:48                         | 995                             | 39:20                         | 958                             | 43:22                         | 1,150                           | 41:39                         | 1,093                           |
| Banyule              | 46:19                         | 681                             | 51:08                         | 721                             | 49:11                         | 688                             | 58:11                         | 743                             | 43:04                         | 785                             |
| Bass Coast           | 42:29                         | 519                             | 44:31                         | 513                             | 42:59                         | 468                             | 45:50                         | 505                             | 46:46                         | 572                             |
| Baw Baw              | 35:01                         | 485                             | 35:52                         | 485                             | 36:04                         | 480                             | 37:42                         | 490                             | 36:12                         | 575                             |
| Bayside              | 53:04                         | 488                             | 58:14                         | 456                             | 55:54                         | 506                             | 60:59                         | 508                             | 51:42                         | 567                             |
| Benalla              | 42:13                         | 169                             | 41:48                         | 198                             | 45:05                         | 185                             | 40:26                         | 194                             | 38:48                         | 208                             |
| Boroondara           | 51:45                         | 691                             | 55:28                         | 644                             | 53:42                         | 635                             | 59:26                         | 670                             | 50:09                         | 746                             |
| Brimbank             | 44:23                         | 1,218                           | 47:16                         | 1,232                           | 44:29                         | 1,133                           | 54:48                         | 1,221                           | 42:50                         | 1,288                           |
| Buloke               | 55:07                         | 51                              | 57:57                         | 70                              | 63:49                         | 59                              | 59:43                         | 61                              | 55:00                         | 64                              |
| Campaspe             | 45:52                         | 418                             | 46:33                         | 458                             | 48:46                         | 470                             | 45:55                         | 480                             | 43:42                         | 481                             |
| Cardinia             | 42:02                         | 643                             | 45:22                         | 581                             | 44:51                         | 625                             | 47:34                         | 626                             | 41:42                         | 683                             |
| Casey                | 43:20                         | 1,809                           | 48:12                         | 1,890                           | 43:33                         | 1,988                           | 47:45                         | 1,899                           | 42:57                         | 2,037                           |
| Central Goldfields   | 42:49                         | 194                             | 48:04                         | 229                             | 47:43                         | 201                             | 47:09                         | 225                             | 41:42                         | 231                             |
| Colac-Otway          | 42:23                         | 253                             | 44:19                         | 215                             | 38:11                         | 231                             | 38:28                         | 254                             | 42:28                         | 260                             |
| Corangamite          | 37:30                         | 175                             | 41:59                         | 174                             | 44:43                         | 173                             | 47:53                         | 197                             | 46:15                         | 144                             |
| Darebin              | 45:44                         | 954                             | 50:59                         | 914                             | 49:07                         | 1,004                           | 55:11                         | 880                             | 45:29                         | 1,014                           |
| East Gippsland       | 46:34                         | 569                             | 47:27                         | 631                             | 45:43                         | 632                             | 48:18                         | 670                             | 49:21                         | 772                             |
| Frankston            | 37:20                         | 1,195                           | 43:16                         | 1,147                           | 39:35                         | 1,216                           | 45:32                         | 1,270                           | 37:13                         | 1,429                           |
| Gannawarra           | 50:42                         | 119                             | 52:44                         | 107                             | 55:30                         | 97                              | 54:35                         | 106                             | 52:34                         | 125                             |
| Glen Eira            | 49:34                         | 631                             | 54:49                         | 679                             | 51:51                         | 658                             | 60:39                         | 647                             | 54:03                         | 675                             |
| Glenelg              | 36:10                         | 209                             | 39:21                         | 192                             | 37:24                         | 234                             | 38:11                         | 208                             | 39:02                         | 249                             |
| Golden Plains        | 37:29                         | 85                              | 45:09                         | 85                              | 42:20                         | 79                              | 45:55                         | 123                             | 45:50                         | 120                             |
| Greater Bendigo      | 43:10                         | 1,076                           | 44:43                         | 1,063                           | 43:33                         | 1,067                           | 49:16                         | 1,150                           | 43:30                         | 1,140                           |
| Greater Dandenong    | 40:37                         | 1,076                           | 45:42                         | 1,064                           | 45:21                         | 1,087                           | 47:18                         | 1,063                           | 40:55                         | 1,276                           |
| Greater Geelong      | 40:47                         | 2,018                           | 43:55                         | 2,154                           | 44:28                         | 2,191                           | 43:48                         | 2,366                           | 43:04                         | 2,471                           |
| Greater Shepparton   | 41:01                         | 709                             | 43:29                         | 758                             | 45:00                         | 678                             | 46:17                         | 744                             | 44:51                         | 871                             |
| Hepburn              | 37:29                         | 155                             | 51:09                         | 141                             | 45:06                         | 136                             | 43:28                         | 136                             | 45:15                         | 156                             |
| Hindmarsh            | 46:24                         | 62                              | 50:40                         | 78                              | 50:46                         | 78                              | 45:13                         | 75                              | 43:18                         | 67                              |
| Hobsons Bay          | 45:04                         | 512                             | 46:01                         | 566                             | 49:19                         | 606                             | 52:02                         | 558                             | 45:35                         | 639                             |
| Horsham              | 39:36                         | 285                             | 41:38                         | 287                             | 42:21                         | 294                             | 44:57                         | 250                             | 37:03                         | 264                             |
| Hume                 | 44:32                         | 1,548                           | 45:24                         | 1,689                           | 44:33                         | 1,662                           | 52:12                         | 1,549                           | 43:07                         | 1,739                           |
| Indigo               | 44:02                         | 104                             | 56:05                         | 118                             | 49:59                         | 105                             | 54:04                         | 110                             | 43:21                         | 90                              |
| Kingston             | 45:03                         | 875                             | 48:52                         | 869                             | 47:22                         | 885                             | 53:47                         | 950                             | 44:53                         | 956                             |
| Knox                 | 40:45                         | 853                             | 44:24                         | 928                             | 46:11                         | 932                             | 48:02                         | 918                             | 42:08                         | 1,003                           |
| Latrobe              | 33:12                         | 889                             | 33:44                         | 908                             | 34:06                         | 953                             | 37:04                         | 1,039                           | 34:04                         | 1,021                           |
| Loddon               | 45:33                         | 66                              | 50:40                         | 62                              | 51:19                         | 69                              | 56:08                         | 71                              | 55:38                         | 69                              |
| Macedon Ranges       | 36:28                         | 384                             | 38:21                         | 415                             | 37:28                         | 363                             | 42:59                         | 427                             | 39:00                         | 419                             |
| Manningham           | 47:08                         | 520                             | 54:49                         | 542                             | 48:23                         | 576                             | 55:55                         | 600                             | 45:16                         | 640                             |
| Mansfield            | 42:35                         | 128                             | 53:56                         | 129                             | 42:13                         | 121                             | 40:58                         | 134                             | 52:36                         | 122                             |
| Maribyrnong          | 43:53                         | 544                             | 47:58                         | 499                             | 49:15                         | 554                             | 57:24                         | 527                             | 48:00                         | 574                             |
| Maroondah            | 40:35                         | 806                             | 47:35                         | 812                             | 44:40                         | 762                             | 50:24                         | 819                             | 45:23                         | 894                             |
| Melbourne            | 42:19                         | 1,444                           | 45:37                         | 1,472                           | 46:11                         | 1,507                           | 49:17                         | 1,385                           | 43:47                         | 1,612                           |
| Melton               | 44:13                         | 1,078                           | 49:29                         | 1,058                           | 47:55                         | 1,013                           | 56:15                         | 1,035                           | 44:07                         | 1,175                           |
| Mildura              | 43:38                         | 584                             | 44:41                         | 562                             | 41:17                         | 554                             | 44:40                         | 610                             | 42:20                         | 667                             |
| Mitchell             | 37:54                         | 470                             | 44:09                         | 524                             | 43:03                         | 547                             | 44:37                         | 516                             | 42:45                         | 531                             |
| Moir                 | 47:10                         | 417                             | 48:34                         | 414                             | 48:15                         | 382                             | 48:42                         | 440                             | 46:51                         | 467                             |
| Monash               | 48:46                         | 1,041                           | 53:37                         | 995                             | 48:45                         | 977                             | 56:58                         | 984                             | 49:59                         | 1,106                           |
| * Moonee Valley      | 82:13                         | 1,016                           | 86:54                         | 1,084                           | 87:51                         | 1,099                           | 91:26                         | 1,065                           | 85:36                         | 1,155                           |
| Moorabool            | 45:18                         | 322                             | 48:30                         | 327                             | 48:44                         | 362                             | 56:46                         | 370                             | 43:37                         | 412                             |
| Merri-bek            | 47:53                         | 1,079                           | 54:55                         | 1,030                           | 48:49                         | 983                             | 61:58                         | 956                             | 51:29                         | 1,138                           |
| Mornington Peninsula | 37:51                         | 1,354                           | 39:04                         | 1,319                           | 39:17                         | 1,332                           | 43:02                         | 1,475                           | 36:19                         | 1,606                           |
| Mount Alexander      | 43:45                         | 197                             | 47:54                         | 179                             | 42:45                         | 198                             | 49:09                         | 198                             | 45:42                         | 197                             |
| Moyne                | 46:17                         | 117                             | 47:26                         | 127                             | 47:26                         | 119                             | 55:27                         | 119                             | 48:05                         | 116                             |
| Murrindindi          | 42:39                         | 208                             | 52:34                         | 185                             | 52:49                         | 146                             | 56:32                         | 187                             | 53:29                         | 191                             |
| Nillumbik            | 43:08                         | 299                             | 48:09                         | 268                             | 46:20                         | 271                             | 54:57                         | 279                             | 43:54                         | 304                             |
| Northern Grampians   | 38:42                         | 177                             | 47:18                         | 191                             | 40:04                         | 197                             | 50:52                         | 197                             | 46:26                         | 205                             |
| Port Phillip         | 46:33                         | 672                             | 53:06                         | 655                             | 48:24                         | 639                             | 57:57                         | 608                             | 49:55                         | 751                             |
| Pyrenees             | 43:42                         | 57                              | 44:08                         | 79                              | 43:01                         | 75                              | 54:26                         | 82                              | 56:58                         | 65                              |
| Queenscliffe         | 34:17                         | 36                              | 45:05                         | 29                              | 43:11                         | 26                              | 41:48                         | 41                              | 33:55                         | 50                              |
| South Gippsland      | 38:14                         | 277                             | 41:07                         | 250                             | 44:14                         | 255                             | 40:55                         | 287                             | 38:27                         | 294                             |
| Southern Grampians   | 39:03                         | 148                             | 35:47                         | 163                             | 41:35                         | 160                             | 43:38                         | 216                             | 37:52                         | 183                             |
| Stonnington          | 47:26                         | 516                             | 55:46                         | 546                             | 52:03                         | 594                             | 58:26                         | 529                             | 49:00                         | 595                             |
| Strathbogie          | 51:07                         | 149                             | 55:09                         | 126                             | 50:43                         | 99                              | 57:26                         | 128                             | 52:38                         | 139                             |
| Surf Coast           | 37:10                         | 207                             | 37:36                         | 183                             | 39:12                         | 196                             | 40:31                         | 260                             | 37:01                         | 253                             |
| Swan Hill            | 43:25                         | 237                             | 43:16                         | 227                             | 47:15                         | 274                             | 45:12                         | 253                             | 41:05                         | 285                             |
| Towong               | 33:13                         | 84                              | 46:05                         | 75                              | 47:43                         | 62                              | 60:49                         | 61                              | 58:44                         | 76                              |
| Wangaratta           | 45:10                         | 288                             | 44:50                         | 300                             | 42:47                         | 337                             | 45:17                         | 389                             | 45:10                         | 359                             |
| Warrnambool          | 41:47                         | 347                             | 38:33                         | 320                             | 36:56                         | 286                             | 45:30                         | 328                             | 37:54                         | 386                             |
| Wellington           | 39:00                         | 392                             | 39:46                         | 438                             | 42:24                         | 456                             | 42:56                         | 472                             | 42:10                         | 488                             |
| West Wimmera         | 40:56                         | 33                              | 35:58                         | 31                              | 53:29                         | 34                              | 45:11                         | 39                              | 49:47                         | 48                              |
| Whitehorse           | 45:41                         | 886                             | 51:28                         | 845                             | 46:49                         | 912                             | 54:40                         | 893                             | 48:20                         | 959                             |
| Whittlesea           | 42:19                         | 1,235                           | 47:08                         | 1,271                           | 47:01                         | 1,250                           | 52:16                         | 1,290                           | 43:10                         | 1,437                           |
| Wodonga              | 39:18                         | 328                             | 40:31                         | 394                             | 43:12                         | 372                             | 49:57                         | 424                             | 42:44                         | 430                             |
| Wyndham              | 40:29                         | 1,263                           | 44:19                         | 1,358                           | 42:53                         | 1,292                           | 47:53                         | 1,282                           | 39:49                         | 1,480                           |
| Yarra                | 48:27                         | 642                             | 53:25                         | 580                             | 51:13                         | 594                             | 54:39                         | 543                             | 47:30                         | 576                             |
| Yarra Ranges         | 37:41                         | 969                             | 40:52                         | 878                             | 42:02                         | 856                             | 46:55                         | 952                             | 42:56                         | 1,015                           |
| Yarriambiack         | 54:16                         | 56                              | 56:31                         | 70                              | 49:12                         | 95                              | 49:12                         | 84                              | 46:40                         | 70                              |
| Unincorporated       | 55:14                         | 18                              | 37:44                         | 43                              | 41:45                         | 196                             | 93:29                         | 1                               | 38:54                         | 6                               |
| Interstate LGA's     | 45:29                         | 140                             | 50:04                         | 124                             | 48:55                         | 128                             | 54:13                         | 158                             | 48:41                         | 154                             |
| Total AV             | 43:42                         | 44,262                          | 47:26                         | 44,750                          | 46:09                         | 44,985                          | 50:36                         | 46,081                          | 44:45                         | 49,818                          |

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

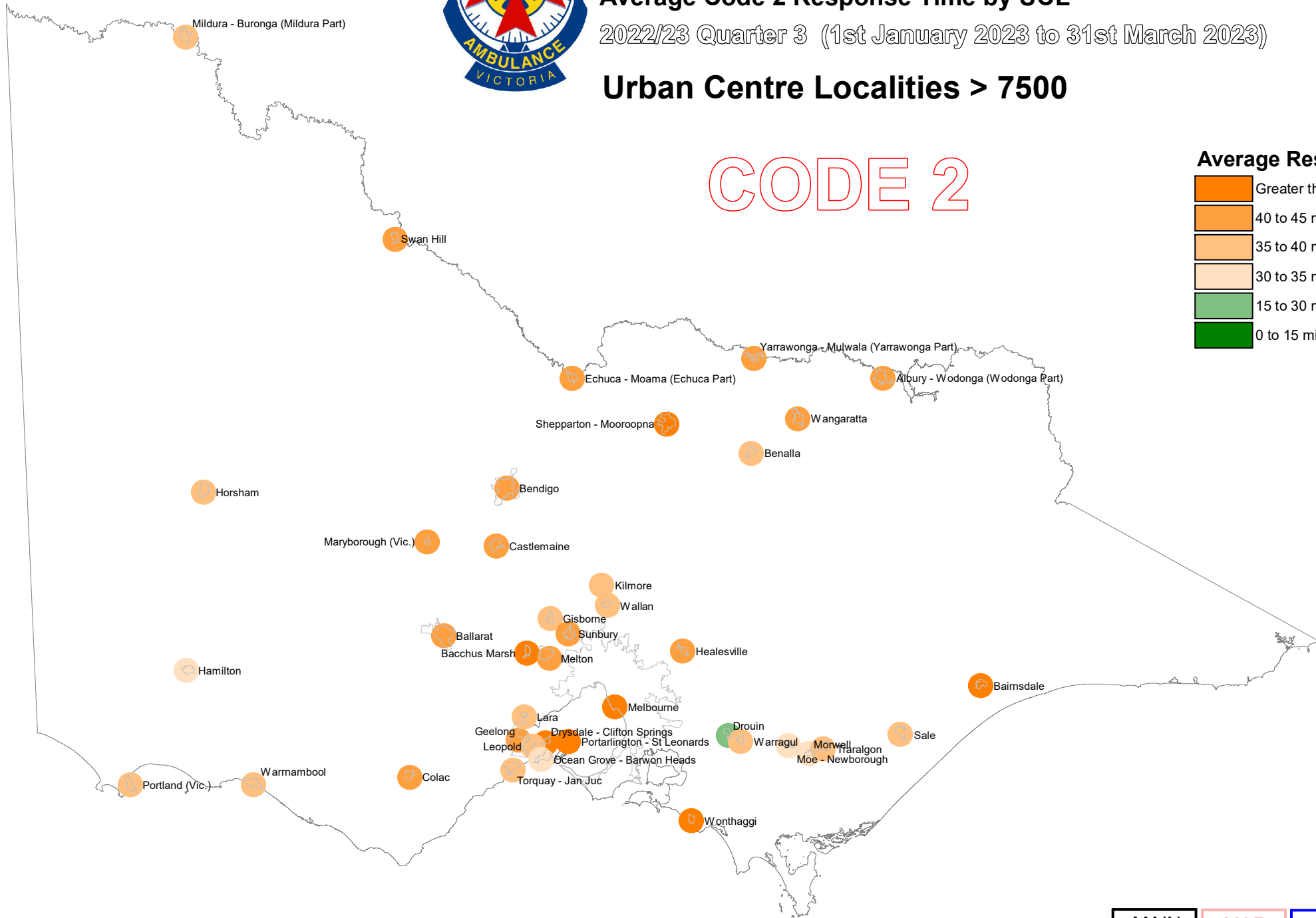
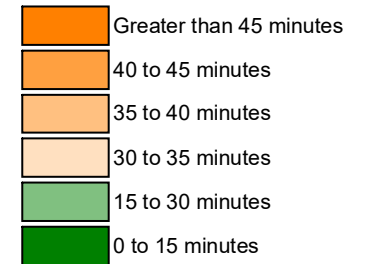
## Average Code 2 Response Time by UCL

2022/23 Quarter 3 (1st January 2023 to 31st March 2023)

### Urban Centre Localities > 7500

# CODE 2

#### Average Response Time





## Qtr 3 2021/22

## Qtr 4 2021/22

## Qtr 1 2022/23

## Qtr 2 2022/23

## Qtr 3 2022/23

## UCL Name

|                                        | Average<br>Response<br>Time Minutes | Total Number<br>of First<br>Responses |
|----------------------------------------|-------------------------------------|---------------------------------------|
| Albury - Wodonga (Wodonga Part)        | 38:57                               | 305                                   |
| Bacchus Marsh                          | 47:47                               | 212                                   |
| Bairnsdale                             | 49:54                               | 235                                   |
| Ballarat                               | 36:40                               | 921                                   |
| Benalla                                | 42:19                               | 147                                   |
| Bendigo                                | 41:38                               | 964                                   |
| Castlemaine                            | 41:04                               | 148                                   |
| Colac                                  | 44:10                               | 180                                   |
| Drouin                                 | 30:33                               | 96                                    |
| Drysdale - Clifton Springs             | 37:39                               | 94                                    |
| Echuca - Moama (Echuca Part)           | 48:21                               | 195                                   |
| Geelong                                | 37:27                               | 1,391                                 |
| Gisborne                               | 35:05                               | 71                                    |
| Hamilton                               | 35:59                               | 107                                   |
| Healesville                            | 33:07                               | 85                                    |
| Horsham                                | 37:43                               | 254                                   |
| Kilmore                                | 0:00                                | 0                                     |
| Lara                                   | 47:11                               | 78                                    |
| Leopold                                | 38:40                               | 61                                    |
| Maryborough (Vic.)                     | 43:36                               | 149                                   |
| Melbourne                              | 45:25                               | 26,547                                |
| Melton                                 | 42:23                               | 571                                   |
| Mildura - Buronga (Mildura Part)       | 43:03                               | 413                                   |
| Moe - Newborough                       | 29:47                               | 226                                   |
| Morwell                                | 29:53                               | 232                                   |
| Ocean Grove - Barwon Heads             | 32:21                               | 118                                   |
| Portarlington - St Leonards            | 0:00                                | 0                                     |
| Portland (Vic.)                        | 32:56                               | 142                                   |
| Sale                                   | 33:53                               | 160                                   |
| Shepparton - Mooroopna                 | 40:50                               | 593                                   |
| Sunbury                                | 45:09                               | 218                                   |
| Swan Hill                              | 44:13                               | 150                                   |
| Torquay - Jan Juc                      | 35:01                               | 101                                   |
| Traralgon                              | 36:24                               | 315                                   |
| Wallan                                 | 38:42                               | 64                                    |
| Wangaratta                             | 42:21                               | 222                                   |
| Warragul                               | 35:02                               | 230                                   |
| Warrnambool                            | 42:29                               | 333                                   |
| Wonthaggi                              | 45:29                               | 209                                   |
| Yarrawonga - Mulwala (Yarrawonga Part) | 37:08                               | 130                                   |

| Average<br>Response<br>Time Minutes | Total Number<br>of First<br>Responses |
|-------------------------------------|---------------------------------------|
| 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                                   |
| 0:00                                | 0                                     |
| 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                                   |
| 0:00                                | 0                                     |
| 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                                   |

| Average<br>Response<br>Time Minutes | Total Number<br>of First<br>Responses |
|-------------------------------------|---------------------------------------|
| 42:05                               | 344                                   |
| 49:01                               | 275                                   |
| 47:25                               | 264                                   |
| 39:30                               | 912                                   |
| 42:09                               | 152                                   |
| 42:15                               | 925                                   |
| 42:28                               | 147                                   |
| 37:25                               | 163                                   |
| 29:42                               | 116                                   |
| 37:56                               | 100                                   |
| 51:15                               | 240                                   |
| 42:20                               | 1,579                                 |
| 32:18                               | 66                                    |
| 37:15                               | 122                                   |
| 38:17                               | 82                                    |
| 40:27                               | 256                                   |
| 45:06                               | 193                                   |
| 44:32                               | 91                                    |
| 42:25                               | 57                                    |
| 46:26                               | 172                                   |
| 48:03                               | 27,239                                |
| 45:47                               | 604                                   |
| 39:22                               | 416                                   |
| 31:40                               | 247                                   |
| 29:14                               | 241                                   |
| 35:48                               | 121                                   |
| 42:19                               | 62                                    |
| 38:25                               | 164                                   |
| 37:46                               | 206                                   |
| 44:47                               | 553                                   |
| 46:58                               | 252                                   |
| 45:51                               | 193                                   |
| 43:51                               | 100                                   |
| 38:09                               | 347                                   |
| 38:06                               | 91                                    |
| 39:29                               | 275                                   |
| 38:41                               | 232                                   |
| 37:01                               | 278                                   |
| 44:46                               | 214                                   |
| 45:08                               | 106                                   |

| Average<br>Response<br>Time Minutes | Total Number<br>of First<br>Responses |
|-------------------------------------|---------------------------------------|
| 49:21                               | 399                                   |
| 60:21                               | 279                                   |
| 50:34                               | 274                                   |
| 43:11                               | 1,111                                 |
| 40:32                               | 168                                   |
| 48:24                               | 1,012                                 |
| 47:12                               | 144                                   |
| 37:28                               | 189                                   |
| 37:55                               | 109                                   |
| 49:12                               | 117                                   |
| 46:38                               | 208                                   |
| 40:58                               | 1,692                                 |
| 38:41                               | 76                                    |
| 42:17                               | 168                                   |
| 41:04                               | 106                                   |
| 40:25                               | 219                                   |
| 45:54                               | 172                                   |
| 48:04                               | 87                                    |
| 41:59                               | 82                                    |
| 47:06                               | 189                                   |
| 53:55                               | 27,002                                |
| 52:53                               | 612                                   |
| 39:20                               | 429                                   |
| 35:53                               | 257                                   |
| 34:30                               | 281                                   |
| 43:19                               | 112                                   |
| 46:15                               | 88                                    |
| 34:11                               | 141                                   |
| 38:15                               | 205                                   |
| 45:47                               | 617                                   |
| 54:49                               | 258                                   |
| 46:51                               | 188                                   |
| 39:34                               | 119                                   |
| 39:21                               | 357                                   |
| 44:07                               | 105                                   |
| 44:04                               | 328                                   |
| 36:17                               | 242                                   |
| 45:22                               | 322                                   |
| 47:33                               | 203                                   |
| 45:40                               | 139                                   |

| Average<br>Response<br>Time Minutes | Total Number<br>of First<br>Responses |
|-------------------------------------|---------------------------------------|
| 42:26                               | 401                                   |
| 45:45                               | 331                                   |
| 51:57                               | 312                                   |
| 41:38                               | 1,054                                 |
| 38:40                               | 191                                   |
| 42:33                               | 1,008                                 |
| 43:34                               | 137                                   |
| 41:42                               | 181                                   |
| 29:37                               | 144                                   |
| 46:53                               | 107                                   |
| 43:22                               | 245                                   |
| 41:29                               | 1,739                                 |
| 38:46                               | 85                                    |
| 34:28                               | 136                                   |
| 41:10                               | 106                                   |
| 35:36                               | 236                                   |
| 38:43                               | 152                                   |
| 39:24                               | 99                                    |
| 39:02                               | 90                                    |
| 41:58                               | 186                                   |
| 45:59                               | 29,975                                |
| 42:25                               | 665                                   |
| 38:15                               | 480                                   |
| 32:21                               | 256                                   |
| 31:09                               | 286                                   |
| 34:21                               | 144                                   |
| 45:14                               | 84                                    |
| 38:58                               | 165                                   |
| 38:11                               | 199                                   |
| 45:21                               | 695                                   |
| 41:32                               | 280                                   |
| 42:03                               | 213                                   |
| 35:42                               | 115                                   |
| 37:18                               | 340                                   |
| 39:39                               | 105                                   |
| 41:04                               | 296                                   |
| 35:23                               | 264                                   |
| 38:00                               | 375                                   |
| 53:13                               | 207                                   |
| 41:59                               | 130                                   |

MAIN

MAP

TABLE

CHART

# Glossary

|                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Response Time</b>                  | <p><b>Response time</b> 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>                                                                                        |
| <b>Code 1 incident</b>                | <b>Code 1</b> incidents require urgent paramedic and hospital care, based on information available at time of call.                                                                                                                                                                                                                                                                                                             |
| <b>Code 2 incident</b>                | <b>Code 2</b> incidents are acute and time sensitive, but do not require a lights and sirens response.                                                                                                                                                                                                                                                                                                                          |
| <b>% &lt;= 15mins</b>                 | <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.</p> <p>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> |
| <b>Average Response Time</b>          | <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>                                                                                                                                          |
| <b>Number of First Responses</b>      | This is the total number of first arrivals within the reported time period.                                                                                                                                                                                                                                                                                                                                                     |
| <b>UCL (Urban Centres Localities)</b> | <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>                                                                                                                                                               |
| <b>LGA (Local Government Area)</b>    | <p>Local government in Victoria comprises of 79 municipal districts. They are often referred to as <b>local government areas</b> (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>                                                                                   |
| <b>Interstate LGAs</b>                | Incidents responded to by AV resources outside the Victorian LGA Boundaries                                                                                                                                                                                                                                                                                                                                                     |