Ambulance Victoria's Performance

2023/24 Quarter 1 (1st July 2023 to 30th September 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).
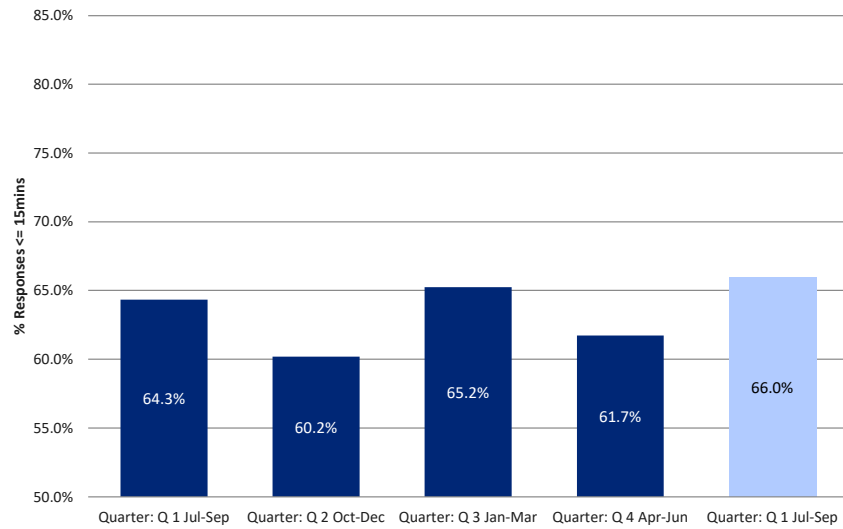
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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		
CODE 1	% <= 15 Minutes MAP TABLE CHART			% <= 15 Minutes MAP TABLE CHART		
	Average MAP TABLE			Average MAP TABLE		
CODE 2	Average MAP TABLE CHART			Average MAP TABLE CHART		

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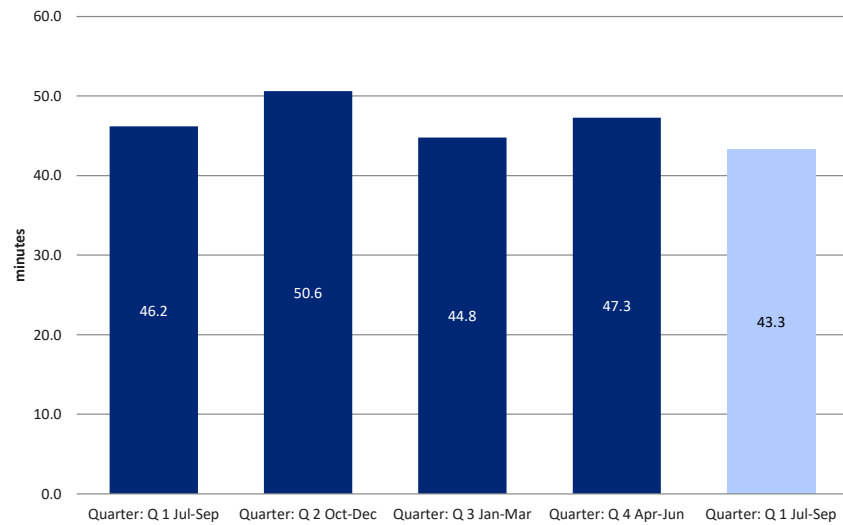

Quarter: Q 1 Jul-Sep	Quarter: Q 2 Oct-Dec	Quarter: Q 3 Jan-Mar	Quarter: Q 4 Apr-Jun	Quarter: Q 1 Jul-Sep
64.3%	60.2%	65.2%	61.7%	66.0%

MAP

TABLE

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

Quarter: Q 1 Jul-Sep	Quarter: Q 2 Oct-Dec	Quarter: Q 3 Jan-Mar	Quarter: Q 4 Apr-Jun	Quarter: Q 1 Jul-Sep
68.3%	63.6%	69.3%	65.2%	69.8%

MAP
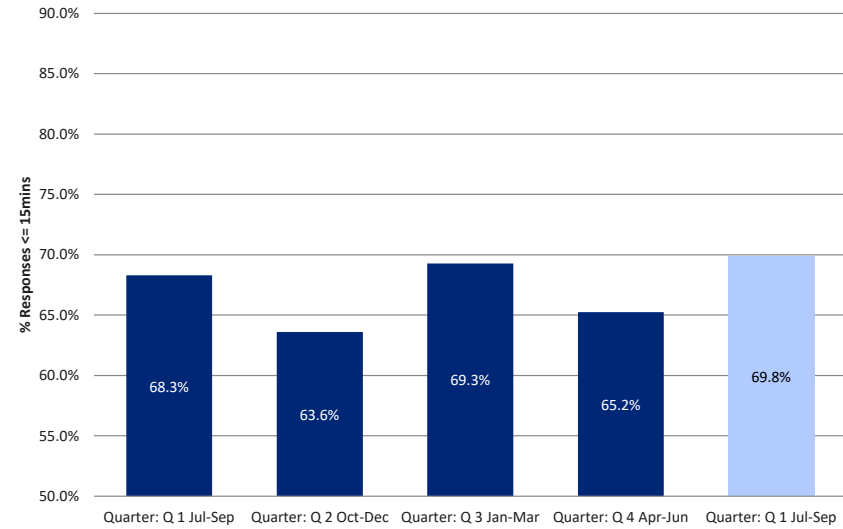
TABLE

AV State-wide Code 2 First Response Performance - Average

Quarter: Q 1 Jul-Sep	Quarter: Q 2 Oct-Dec	Quarter: Q 3 Jan-Mar	Quarter: Q 4 Apr-Jun	Quarter: Q 1 Jul-Sep
46.2	50.6	44.8	47.3	43.3

MAP

TABLE

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

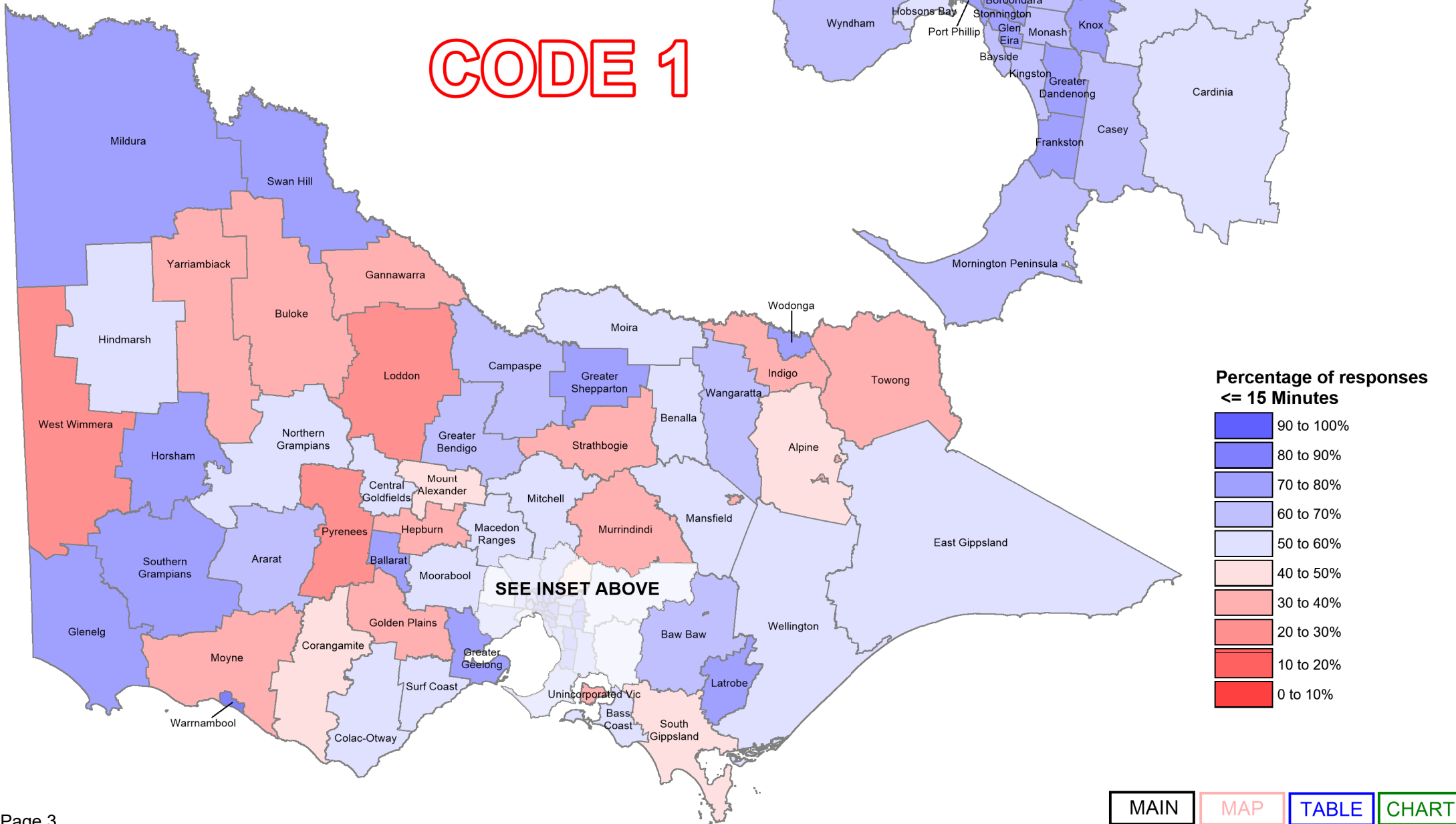| Quarter: Q 1 Jul-Sep	Quarter: Q 2 Oct-Dec	Quarter: Q 3 Jan-Mar	Quarter: Q 4 Apr-Jun	Quarter: Q 1 Jul-Sep
46.2	51.0	44.5	47.6	43.4
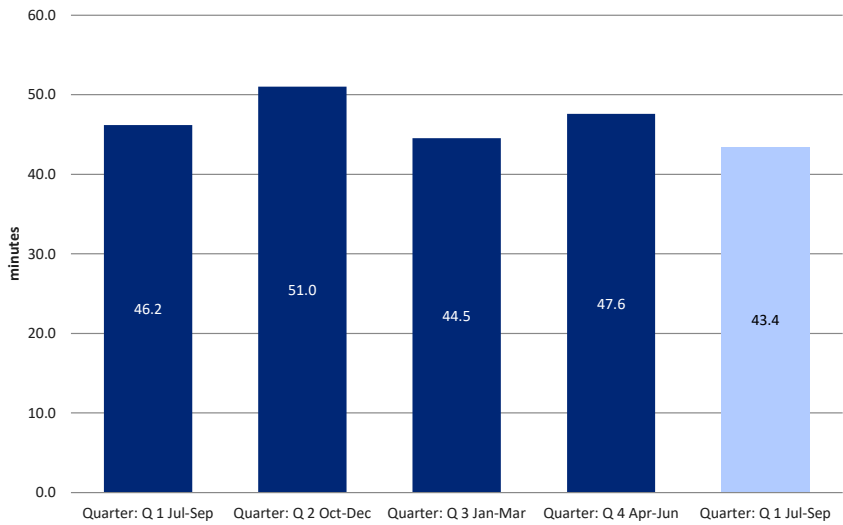
MAP

TABLE

Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2023/24 Quarter 1 (1st July 2023 to 30th September 2023)

CODE 1

Percentage of responses <= 15 Minutes

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

SEE INSET ABOVE

MAIN | MAP | TABLE | CHART

Ambulance Victoria

Average Code 1 Response Time by LGA

2023/24 Quarter 1 (1st July 2023 to 30th September 2023)

CODE 1

Average Response Time

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

SEE INSET ABOVE

MAIN MAP TABLE CHART

LGA Name	Qtr 1 2022/23			Qtr 2 2022/23			Qtr 3 2022/23			Qtr 4 2022/23			Qtr 1 2023/24		
	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	40.0%	24:30	185	44.8%	22:39	194	44.9%	21:59	196	41.4%	22:23	191	46.1%	21:54	154
Ararat	62.0%	17:00	192	58.7%	18:32	223	63.5%	15:58	170	61.9%	16:59	210	62.8%	16:21	199
Ballarat	77.3%	13:11	2,111	75.6%	13:44	2,191	77.5%	13:18	2,162	75.8%	13:33	2,356	79.4%	12:53	2,089
Banyule	69.2%	14:47	1,663	64.8%	15:53	1,753	73.6%	13:48	1,603	66.6%	14:59	1,837	74.5%	13:23	1,692
Bass Coast	58.8%	16:31	738	58.6%	16:57	830	56.0%	17:15	756	58.8%	16:26	740	55.2%	17:35	710
Baw Baw	62.1%	16:40	896	61.1%	16:19	969	60.1%	16:17	859	61.3%	16:01	934	61.3%	16:08	984
Bayside	68.2%	14:54	969	62.6%	17:04	1,026	66.6%	15:45	922	64.1%	16:06	1,023	65.7%	15:39	982
Benalla	56.8%	18:07	308	56.5%	18:51	317	59.6%	16:59	267	54.7%	18:43	298	58.3%	17:27	240
Boroondara	71.7%	14:26	1,503	63.5%	16:11	1,637	69.2%	14:42	1,445	66.0%	15:23	1,642	71.0%	14:48	1,547
Brimbank	65.8%	15:03	3,121	59.8%	16:30	3,209	69.5%	14:31	2,989	62.4%	15:29	3,097	69.3%	14:23	3,063
Buloke	22.6%	30:16	115	33.1%	30:07	127	38.6%	25:56	88	33.3%	27:53	<= 93	33.3%	28:37	87
Campaspe	52.5%	18:01	710	55.4%	17:20	672	57.9%	16:37	643	55.7%	17:12	702	61.3%	15:54	692
Cardinia	51.0%	17:53	1,645	46.8%	19:07	1,660	48.9%	18:21	1,577	48.7%	18:28	1,628	50.8%	17:20	1,721
Casey	62.5%	15:39	4,803	58.5%	16:34	5,006	63.2%	15:14	4,548	60.9%	15:54	4,931	64.7%	14:58	4,910
Central Goldfields	52.6%	18:22	312	49.8%	19:37	301	50.3%	20:23	304	48.6%	20:40	325	58.5%	17:02	316
Colac-Otway	60.1%	17:13	298	51.4%	18:35	243	54.8%	19:25	292	55.3%	19:26	302	59.5%	18:23	274
Corangamite	38.6%	20:52	236	42.1%	20:24	247	40.3%	20:22	238	42.0%	21:27	226	40.7%	21:41	243
Darebin	73.0%	14:01	2,250	68.0%	15:25	2,395	76.1%	13:27	2,231	70.3%	14:44	2,390	75.6%	13:32	2,365
East Gippsland	53.1%	18:45	990	52.3%	19:26	1,034	47.6%	20:09	1,011	49.6%	19:43	1,054	54.0%	18:43	1,086
Frankston	71.0%	14:13	2,429	66.3%	15:15	2,600	71.9%	13:43	2,380	66.2%	14:54	2,481	72.0%	13:51	2,539
Gannawarra	31.3%	24:18	163	41.3%	24:25	155	41.0%	22:50	134	38.3%	24:06	141	39.7%	23:49	156
Glen Eira	71.3%	14:34	1,527	66.2%	16:25	1,588	70.1%	14:26	1,431	65.7%	15:37	1,559	72.1%	14:08	1,614
Glenelg	73.5%	14:00	313	69.8%	14:29	331	76.0%	13:09	334	72.2%	15:00	338	71.6%	14:35	356
Golden Plains	29.9%	21:28	261	27.4%	22:35	292	23.0%	21:40	239	24.7%	21:48	255	30.5%	21:41	282
Greater Bendigo	65.1%	15:37	2,273	62.0%	16:40	2,403	63.8%	16:02	2,184	62.5%	15:52	2,321	63.7%	15:38	2,388
Greater Dandenong	72.7%	13:42	2,447	68.1%	15:03	2,594	73.4%	13:32	2,356	68.9%	14:34	2,602	72.4%	13:57	2,632
Greater Geelong	70.1%	14:12	4,614	68.7%	14:48	4,935	72.1%	13:48	4,671	70.0%	14:08	4,773	73.5%	13:50	4,695
Greater Shepparton	66.5%	15:55	1,443	66.8%	16:23	1,469	68.6%	14:46	1,306	69.2%	14:32	1,363	72.8%	13:45	1,466
Hepburn	36.4%	21:11	242	35.3%	21:38	255	33.5%	21:15	248	35.1%	21:57	271	36.8%	20:53	272
Hindmarsh	43.8%	24:16	121	47.7%	24:17	132	47.9%	22:58	73	44.0%	24:03	116	53.2%	21:03	126
Hobsons Bay	63.3%	15:10	1,342	53.5%	17:40	1,440	60.4%	15:26	1,276	54.0%	16:53	1,345	59.6%	15:46	1,218
Horsham	79.1%	12:25	358	78.3%	13:09	355	79.3%	13:05	305	79.9%	12:33	384	79.5%	12:21	380
Hume	57.6%	16:28	4,443	52.2%	17:52	4,781	61.3%	15:34	4,303	53.8%	17:06	4,639	61.2%	15:53	4,470
Indigo	21.8%	24:58	220	19.6%	25:20	214	29.3%	22:53	225	26.9%	24:43	212	32.4%	23:29	173
Kingston (C) (V	68.5%	15:01	1,908	63.8%	15:49	2,234	70.8%	14:07	1,954	65.1%	15:08	2,069	69.5%	14:17	1,962
Knox	69.4%	14:24	2,022	66.3%	15:38	2,023	69.5%	14:18	1,876	68.2%	14:39	2,029	72.8%	13:54	2,070
Latrobe (C) (V	72.3%	13:19	1,948	68.4%	14:16	1,992	72.6%	13:23	1,851	71.0%	13:44	1,837	73.8%	12:58	1,980
Loddon	22.7%	27:31	141	28.7%	28:29	167	28.9%	25:19	135	30.3%	26:24	155	24.3%	25:58	144
Macedon Ranges	52.5%	16:53	688	50.7%	18:00	726	56.2%	16:21	650	54.6%	16:22	698	54.8%	16:52	701
Manningham	64.9%	15:42	1,318	59.1%	16:56	1,480	63.7%	15:52	1,285	64.5%	15:19	1,382	64.9%	15:09	1,372
Mansfield	46.9%	22:56	98	31.4%	28:50	102	45.2%	20:45	124	40.4%	24:53	136	58.0%	18:14	112
Maribyrnong	67.2%	14:51	1,150	63.2%	16:07	1,310	68.3%	14:48	1,121	61.9%	15:45	1,311	67.1%	15:04	1,264
Maroondah	71.6%	14:01	1,523	65.9%	16:01	1,626	72.1%	14:08	1,485	67.0%	15:22	1,647	73.0%	13:55	1,587
Melbourne	75.2%	13:30	2,779	71.4%	14:24	3,069	76.3%	12:49	2,943	71.9%	14:02	2,698	76.4%	12:51	2,919
Melton	52.6%	17:19	2,812	44.7%	19:21	2,998	56.2%	16:38	2,676	51.4%	17:45	2,844	57.2%	16:40	3,005
Mildura	74.6%	13:47	1,072	74.4%	13:40	1,075	75.2%	13:44	1,039	72.1%	14:14	1,112	75.9%	13:30	1,103
Mitchell	53.4%	17:27	843	50.1%	19:10	854	52.6%	17:22	797	53.2%	17:42	870	54.5%	16:54	842
Moira	46.7%	20:01	625	45.4%	21:28	619	49.6%	19:23	633	50.2%	19:16	627	51.6%	18:27	669
Monash	67.0%	15:36	2,064	63.2%	15:58	2,265	66.5%	15:14	2,161	65.1%	15:31	2,280	68.2%	15:02	2,162
Moonee Valley	64.6%	15:19	1,554	59.9%	16:51	1,824	65.8%	15:10	1,535	62.8%	16:02	1,724	64.9%	15:12	1,730
Moorabool	49.3%	17:41	594	39.2%	21:18	612	47.7%	18:12	555	45.1%	20:08	552	50.7%	18:13	566
Merri-bek	67.6%	14:43	2,543	62.3%	16:18	2,689	70.9%	14:33	2,647	65.0%	15:24	2,632	71.2%	14:25	2,645
Mornington Peninsula	63.0%	15:31	2,595	58.9%	16:04	2,754	63.4%	15:14	2,643	58.3%	16:16	2,779	60.5%	15:40	2,613
Mount Alexander	41.1%	21:00	246	38.2%	21:54	309	52.2%	18:37	278	41.2%	21:33	260	40.3%	20:58	278
Moyne	30.8%	21:35	172	30.2%	23:22	202	38.2%	20:01	191	35.1%	20:41	188	35.6%	20:18	194
Murrindindi	30.9%	24:37	246	29.5%	25:33	237	31.5%	24:34	286	27.7%	26:16	260	32.3%	23:41	229
Nillumbik	47.4%	17:58	624	40.4%	20:03	666	50.3%	17:53	585	43.0%	18:57	677	46.3%	17:50	640
Northern Grampians	60.2%	16:58	231	56.4%	18:48	227	51.7%	19:40	211	63.3%	16:28	226	57.8%	17:46	244
Port Phillip	72.0%	14:16	1,348	66.9%	15:15	1,478	70.8%	14:16	1,481	67.1%	15:00	1,365	72.6%	13:56	1,397
Pyrenees	37.1%	21:01	143	30.4%	23:59	158	29.9%	22:24	144	23.0%	24:05	135	26.7%	22:29	135
Queenscliffe	53.6%	18:23	56	50.6%	17:38	77	62.9%	17:56	70	53.7%	15:51	67	50.9%	17:32	57
South Gippsland	48.4%	18:20	479	43.8%	19:07	541	51.7%	17:33	482	45.4%	19:18	456	47.2%	18:27	487
Southern Grampians	64.0%	15:23	247	60.7%	17:10	219	67.5%	15:30	249	63.6%	16:07	228	70.6%	14:01	211
Stonnington	71.9%	14:00	1,181	66.2%	15:43	1,189	70.4%	14:38	1,126	66.0%	15:42	1,245	71.9%	14:24	1,216
Strathbogie	27.1%	25:55	240	28.3%	24:10	212	33.7%	23:19	246	25.5%	24:43	231	30.4%	22:12	217
Surf Coast	57.2%	16:59	395	55.2%	17:13	498	58.3%	16:25	448	58.4%	15:57	425	57.4%	15:34	350
Swan Hill	65.6%	16:03	346	68.5%	16:30	330	63.3%	16:06	278	66.0%	15:49	300	71.7%	14:16	325
Towong	28.9%	29:02	76	22.7%	30:09	88	38.5%	26:45	104	31.3%	28:06	99	33.7%	27:59	89
Wangaratta	64.9%	16:44	515	64.2%	16:10	606	68.0%	15:08	559	66.4%	15:26	587	69.0%	15:29	535
Warrnambool	82.6%	12:10	535	80.3%	13:18	613	84.8%	12:16	500	83.9%	11:44	529	83.8%	12:09	538
Wellington	49.7%	19:09	778	49.9%	19:58	813	48.1%	20:03	796	50.4%	20:08	838	55.6%	18:42	784
West Wimmera	30.6%	24:40	62	29.2%	28:55	72	40.4%	23:13	57	32.8%	26:14	58	22.7%	30:22	66
Whitehorse	71.2%	14:23	1,731	65.5%	15:49	1,967	69.0%	14:38	1,808	67.6%	15:03	1,874	70.0%	14:34	1,902
Whittlesea	61.9%	15:28	3,490	56.2%	16:58	3,606	63.7%	15:11	3,164	57.1%	16:26	3,457	64.6%	15:22	3,254
Wodonga	72.7%	14:51	700	71.5%	14:32	722	74.6%	13:43	685	70.6%	14:57	759	74.7%	14:07	683
Wyndham	66.2%	15:10	3,431	59.3%	16:36	3,352	65.4%	15:02	3,191	61.7%	15:58	3,359	68.1%	14:28	3,381
Yarra	78.4%	12:57	1,249	70.4%	14:53	1,410	76.3%	12:57	1,268	73.1%	13:41	1,221	74.8%	13:28	1,266
Yarra Ranges	53.9%	17:04	2,004	47.5%	19:45	2,181	52.7%	17:46	1,874	47.9%	18:38	2,037	53.7%	17:11	1,984
Yarriambiack	30.0%	26:54	140	30.2%	24:42	129	28.4%	23:04	95	30.6%	26:42	124	36.2%	25:45	138
Unincorporated	44.2%	27:52	77	.0%	37:57	2	.0%	58:25	11	26.9%	26:44	26	39.7%	26:08	78
Interstate	49.7%	20:02	332	50.4%	20:25	337	47.4%	20:43	350	44.8%	19:54	317	42.1%	20:56	349
Total AV	64.3%	15:35	94,592	60.2%	16:44	100,238	65.2%	15:20	92,413	61.7%	16:04	97,509	66.0%	15:12	96,594

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

MAIN | MAP <= 15 Minutes | MAP Average | TABLE | CHART

Ambulance Victoria
Percentage of Code 1 responses <= 15 Minutes by UCL
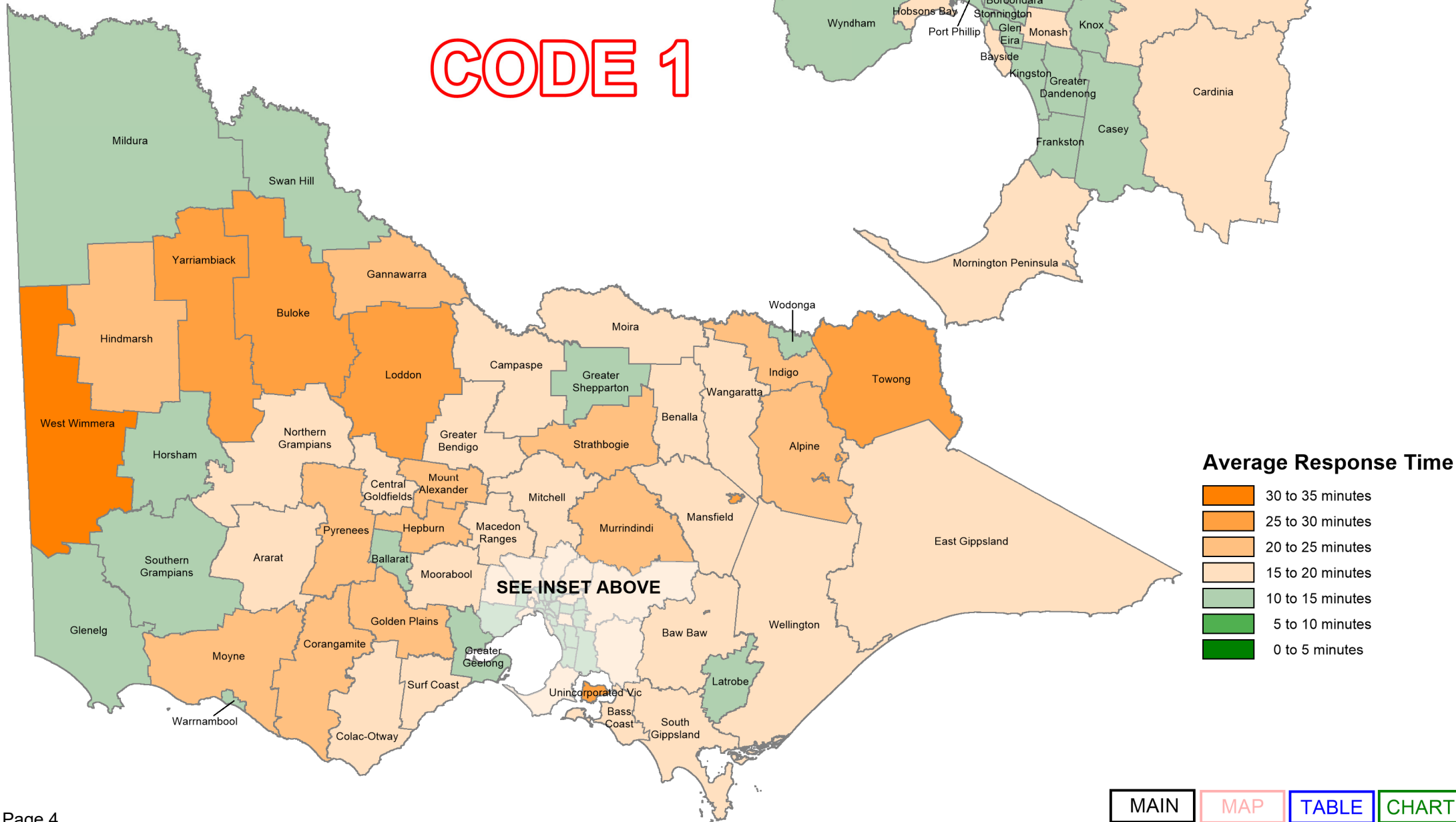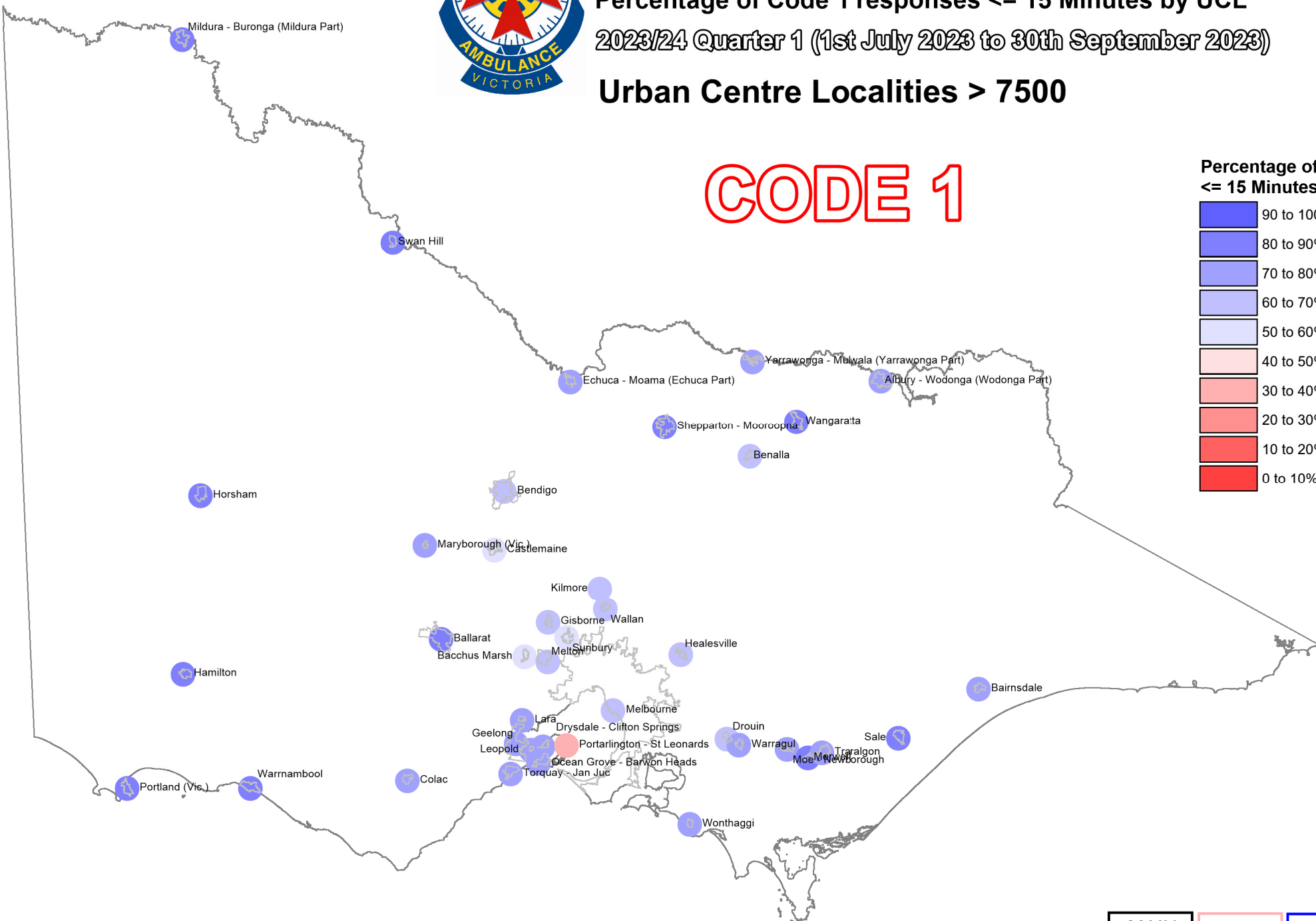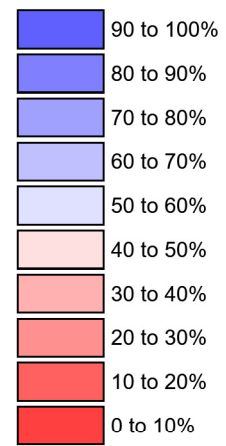2023/24 Quarter 1 (1st July 2023 to 30th September 2023)

Urban Centre Localities > 7500

CODE 1

Percentage of responses
<= 15 Minutes

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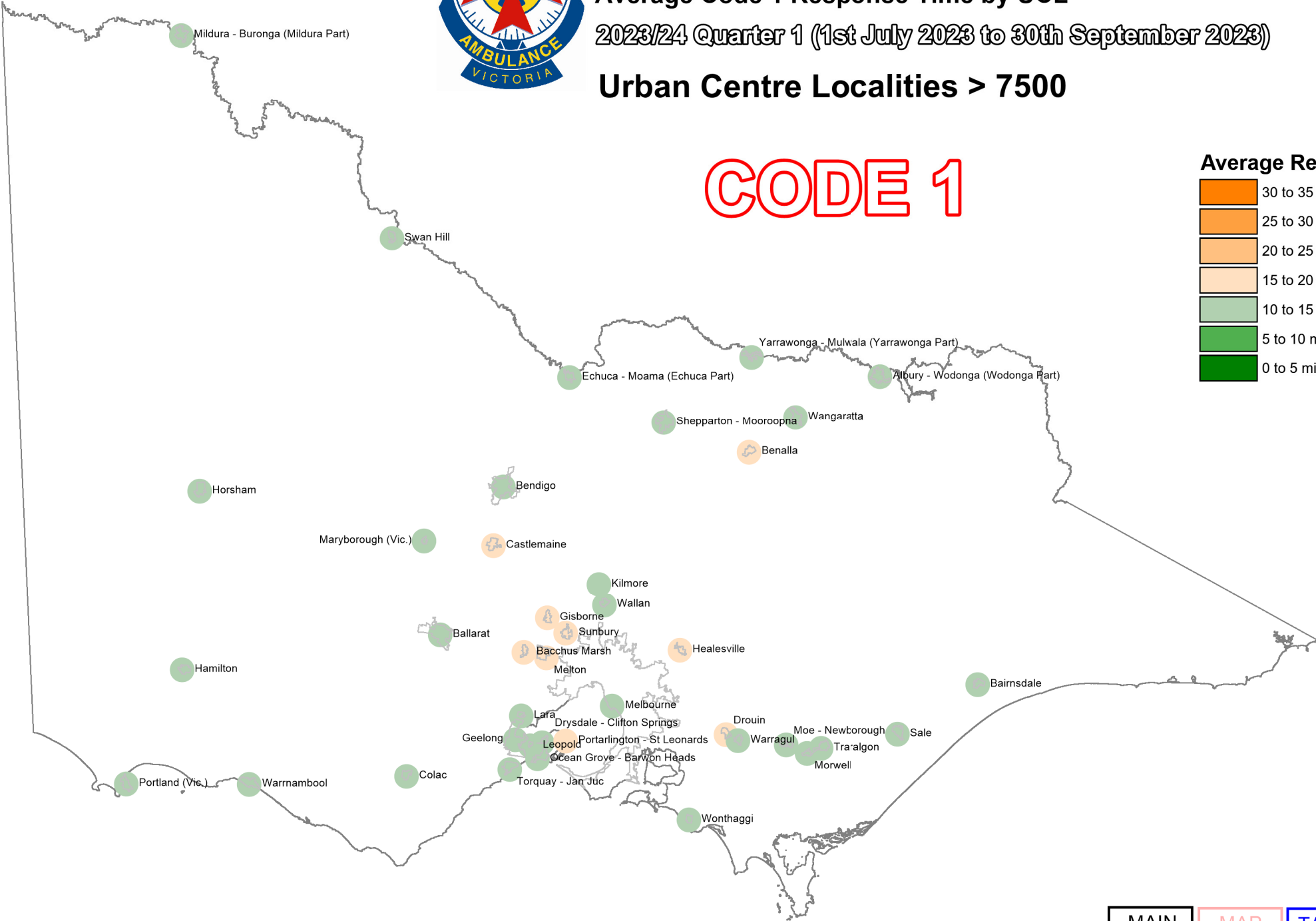- 80 to 90%
- 70 to 80%
- 60 to 70%
- 50 to 60%
- 40 to 50%
- 30 to 40%
- 20 to 30%
- 10 to 20%
- 0 to 10%

Mildura - Buronga (Mildura Part)
Swan Hill
Yarrawonga - Mulwala (Yarrawonga Part)
Echuca - Moama (Echuca Part)
Albury - Wodonga (Wodonga Part)
Shepparton - Mooroopna
Wangaratta
Benalla
Horsham
Bendigo
Maryborough (Vic.)
Castlemaine
Kilmore
Gisborne
Wallan
Ballarat
Sunbury
Melton
Healesville
Bacchus Marsh
Hamilton
Bairnsdale
Lara
Melbourne
Drysdale - Clifton Springs
Drouin
Geelong
Portarlington - St Leonards
Warragul
Sale
Leopold
Traralgon
Ocean Grove - Barwon Heads
Moe
Morwell
Newborough
Portland (Vic.)
Warrnambool
Torquay - Jan Juc
Colac
Wonthaggi

Page 6

MAIN   MAP   TABLE   CHART

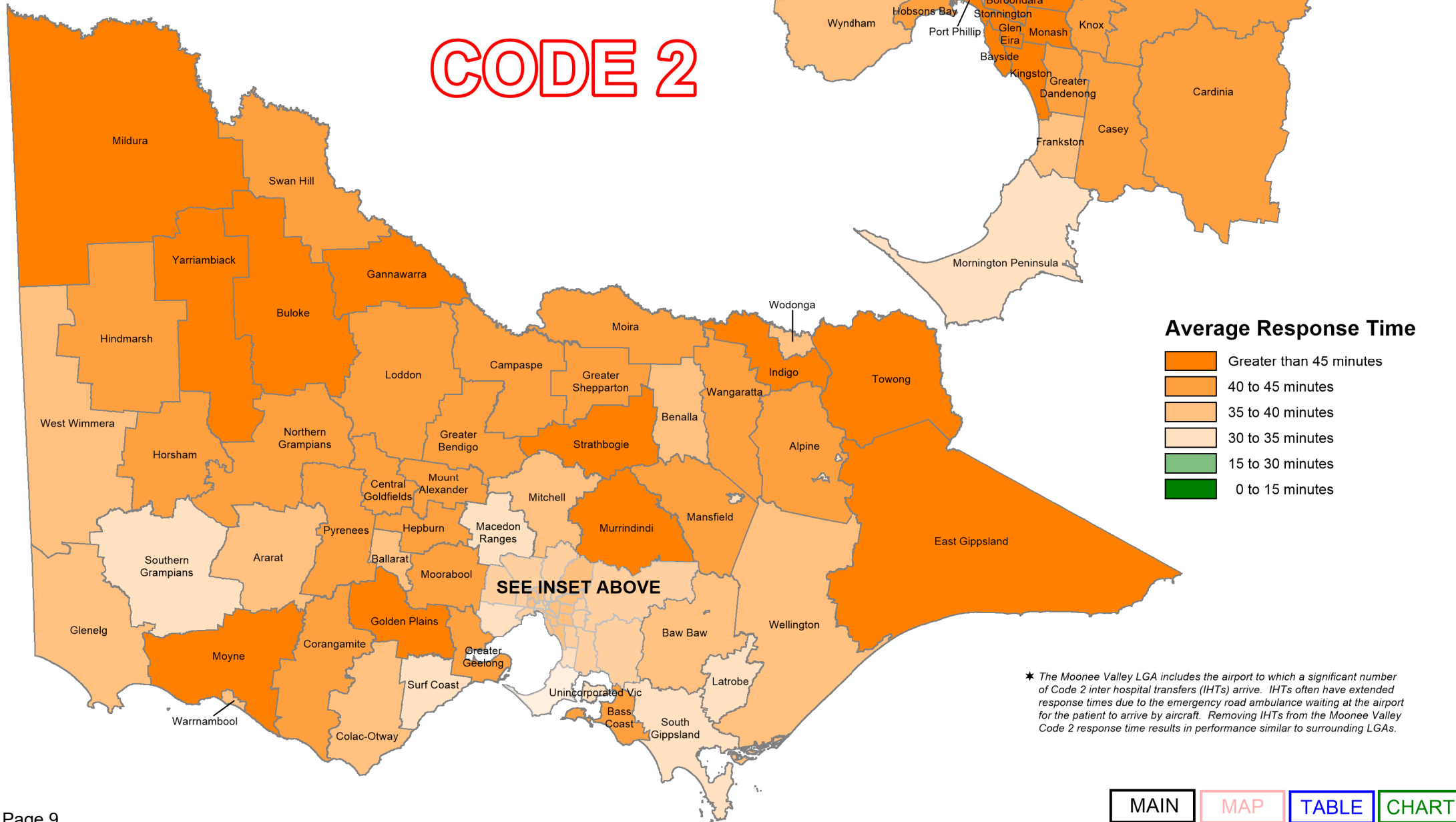| UCL Name	Qtr 1 2022/23 % Responses <=15 Min	Avg Response Time	Total First Responses	Qtr 2 2022/23 % Responses <=15 Min	Avg Response Time	Total First Responses	Qtr 3 2022/23 % Responses <=15 Min	Avg Response Time	Total First Responses	Qtr 4 2022/23 % Responses <=15 Min	Avg Response Time	Total First Responses	Qtr 1 2023/24 % Responses <=15 Min	Avg Response Time	Total First Responses
Albury - Wodonga (Wodonga Part)	76.9%	14:08	633	77.0%	13:52	644	78.2%	13:10	620	73.9%	14:30	686	79.3%	13:32	615
Bacchus Marsh	55.2%	16:46	384	43.8%	20:24	370	53.8%	16:39	357	50.0%	20:08	372	57.5%	17:35	365
Bairnsdale	75.1%	13:47	346	73.7%	13:55	338	66.8%	15:16	328	68.5%	14:52	368	76.6%	12:58	367
Ballarat	79.3%	12:58	2,017	77.1%	13:33	2,101	79.2%	13:06	2,094	77.3%	13:20	2,271	80.5%	12:41	1,998
Benalla	66.0%	16:19	247	64.8%	16:25	250	68.3%	15:04	224	64.7%	16:14	238	65.8%	15:51	193
Bendigo	70.4%	14:36	1,996	67.6%	15:32	2,076	69.3%	14:49	1,900	68.4%	14:36	2,002	69.1%	14:39	2,068
Castlemaine	54.1%	19:00	148	46.9%	20:27	194	70.7%	15:19	174	54.8%	19:19	166	59.5%	17:55	163
Colac	74.5%	13:50	212	69.8%	15:25	162	68.5%	17:17	178	68.0%	17:10	200	73.3%	14:53	180
Drouin	73.0%	14:14	244	67.4%	15:18	282	71.9%	14:33	235	67.3%	15:18	257	69.3%	15:19	254
Drysdale - Clifton Springs	67.1%	14:32	246	63.1%	14:29	282	70.0%	13:50	270	62.7%	14:37	276	72.3%	13:24	260
Echuca - Moama (Echuca Part)	75.7%	13:21	276	80.2%	12:01	237	79.8%	12:18	253	76.4%	13:16	288	78.0%	12:59	282
Geelong	73.8%	13:40	3,227	73.2%	14:11	3,402	75.6%	13:21	3,254	74.9%	13:29	3,298	76.5%	13:29	3,257
Gisborne	59.2%	14:33	147	57.4%	15:51	183	65.4%	14:28	156	65.6%	13:45	151	62.7%	15:33	177
Hamilton	82.1%	11:12	179	78.9%	12:46	142	87.4%	10:40	174	81.8%	12:42	159	84.9%	11:27	159
Healesville	70.3%	14:55	158	57.1%	19:29	203	58.9%	17:31	146	54.4%	18:37	193	62.7%	15:55	204
Horsham	86.9%	10:50	313	85.8%	11:37	317	85.9%	11:37	277	87.2%	11:22	344	86.1%	10:57	338
Kilmore	67.8%	13:49	149	55.5%	17:24	173	66.9%	14:19	133	54.8%	16:53	157	67.3%	13:49	159
Lara	61.8%	14:40	246	61.4%	15:56	228	63.6%	15:12	214	64.4%	15:11	233	72.1%	13:43	233
Leopold	80.0%	12:18	185	72.1%	13:17	190	75.4%	11:51	171	75.0%	13:01	180	74.7%	13:23	194
Maryborough (Vic.)	65.8%	15:42	222	64.0%	16:39	203	59.9%	18:20	242	60.9%	18:09	220	72.0%	14:16	236
Melbourne	67.1%	14:56	61,506	61.9%	16:16	65,427	68.1%	14:39	59,926	63.4%	15:35	63,580	68.4%	14:37	62,956
Melton	52.9%	17:22	1,510	42.3%	19:53	1,581	55.6%	17:02	1,394	51.0%	17:51	1,535	61.3%	16:12	1,561
Mildura - Buronga (Mildura Part)	85.1%	11:51	793	84.1%	11:31	759	87.1%	11:21	742	85.4%	11:42	745	85.4%	11:31	796
Moe - Newborough	75.6%	12:27	524	71.4%	13:36	525	77.0%	12:27	500	75.5%	13:11	466	76.2%	12:58	501
Morwell	85.3%	11:11	538	82.7%	11:35	513	82.3%	11:47	509	83.9%	11:59	491	86.3%	10:59	560
Ocean Grove - Barwon Heads	66.7%	14:17	258	71.8%	13:50	280	74.3%	12:51	257	67.2%	13:45	250	74.3%	13:15	296
Portarlington - St Leonards	39.7%	19:10	189	35.1%	20:01	211	40.7%	18:24	189	42.7%	18:45	225	37.6%	18:03	189
Portland (Vic.)	83.2%	12:04	197	83.8%	11:51	191	87.8%	10:39	189	81.9%	12:18	210	82.5%	12:27	217
Sale	78.8%	12:12	273	76.8%	13:15	289	79.1%	12:54	244	76.8%	13:20	293	80.9%	12:13	278
Shepparton - Mooroopna	74.9%	14:41	1,113	72.6%	15:31	1,157	78.0%	13:13	997	75.2%	13:37	1,058	80.4%	12:40	1,172
Sunbury	50.4%	18:20	663	44.7%	18:55	703	59.0%	15:44	578	48.0%	18:23	679	53.2%	17:00	624
Swan Hill	84.1%	11:13	208	83.7%	12:02	202	78.5%	11:58	158	82.2%	11:42	185	86.4%	11:04	198
Torquay - Jan Juc	63.1%	15:12	222	62.6%	14:51	294	66.8%	15:12	250	64.7%	14:07	241	70.7%	12:58	184
Traralgon	75.2%	12:43	577	69.9%	14:21	617	73.0%	13:14	589	69.1%	13:54	595	74.9%	12:32	602
Wallan	58.7%	15:56	283	60.6%	16:02	264	55.1%	16:06	225	59.3%	16:28	275	68.0%	14:21	247
Wangaratta	79.4%	14:05	384	78.2%	13:27	478	80.7%	12:53	451	79.4%	12:54	466	81.9%	12:35	421
Warragul	77.8%	13:08	324	77.2%	12:59	359	75.0%	13:04	300	78.5%	12:46	330	79.1%	12:57	359
Warrnambool	83.2%	12:05	517	80.9%	13:08	598	85.4%	12:13	479	85.2%	11:38	515	84.0%	12:06	520
Wonthaggi	81.1%	12:33	196	78.7%	13:32	239	73.0%	13:24	185	85.6%	10:51	194	74.9%	14:41	191
Yarrawonga - Mulwala (Yarrawonga Part)	72.6%	15:43	164	62.7%	17:22	177	69.6%	15:19	191	66.8%	17:14	211	73.2%	14:24	190

MAIN
MAP <= 15 Minutes
MAP Average
TABLE
CHART

Ambulance Victoria
Average Code 2 Response Time by LGA
2023/24 Quarter 1 (1st July 2023 to 30th September 2023)

CODE 2

Average Response Time

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

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

SEE INSET ABOVE

MAIN | MAP | TABLE | CHART

LGA Name	Qtr 1 2022/23 Average Response Time Minutes	Qtr 1 2022/23 Total Number of First Responses	Qtr 2 2022/23 Average Response Time Minutes	Qtr 2 2022/23 Total Number of First Responses	Qtr 3 2022/23 Average Response Time Minutes	Qtr 3 2022/23 Total Number of First Responses	Qtr 4 2022/23 Average Response Time Minutes	Qtr 4 2022/23 Total Number of First Responses	Qtr 1 2023/24 Average Response Time Minutes	Qtr 1 2023/24 Total Number of First Responses
Alpine	44:35	131	44:27	168	45:35	150	48:09	147	43:18	155
Ararat	41:21	140	48:22	164	46:19	158	40:25	187	36:28	192
Ballarat	39:20	958	43:22	1,150	41:39	1,093	45:16	1,089	35:31	1,154
Banyule	49:11	688	58:11	743	43:04	785	53:24	830	44:13	926
Bass Coast	42:59	468	45:50	505	46:46	572	42:43	572	41:22	559
Baw Baw	36:04	480	37:42	490	36:12	575	37:29	555	36:41	601
Bayside	55:54	506	60:59	508	51:42	567	57:47	502	53:19	610
Benalla	45:05	185	40:26	194	38:48	208	42:05	222	36:33	245
Boroondara	53:42	635	59:26	670	50:09	746	53:16	710	49:34	767
Brimbank	44:29	1,133	54:48	1,221	42:50	1,288	49:52	1,299	44:08	1,303
Buloke	63:49	59	59:43	61	55:00	64	58:47	73	56:57	76
Campaspe	48:46	470	45:55	480	43:42	481	44:56	485	44:06	526
Cardinia	44:51	625	47:34	626	41:42	683	42:40	737	43:05	773
Casey	43:33	1,988	47:45	1,899	42:57	2,037	43:38	2,139	42:09	2,231
Central Goldfields	47:43	201	47:09	225	41:42	231	46:12	219	41:09	253
Colac-Otway	38:11	231	38:28	254	42:28	260	43:16	257	37:17	271
Corangamite	44:43	173	47:53	197	46:15	144	43:32	187	43:49	169
Darebin	49:07	1,004	55:11	880	45:29	1,014	54:50	990	44:56	1,144
East Gippsland	45:43	632	48:18	670	49:21	772	49:53	704	46:03	723
Frankston	39:35	1,216	45:32	1,270	37:13	1,429	40:13	1,326	36:13	1,502
Gannawarra	55:30	97	54:35	106	52:34	125	52:29	126	45:12	117
Glen Eira	51:51	658	60:39	647	54:03	675	55:18	657	51:29	818
Glenelg	37:24	234	38:11	208	39:02	249	35:44	243	38:20	257
Golden Plains	42:20	79	45:55	123	45:50	120	53:05	95	45:07	106
Greater Bendigo	43:33	1,067	49:16	1,150	43:30	1,140	47:18	1,142	44:56	1,190
Greater Dandenong	45:21	1,087	47:18	1,063	40:55	1,276	42:56	1,195	40:41	1,238
Greater Geelong	44:28	2,191	43:48	2,366	43:04	2,471	41:41	2,515	40:36	2,754
Greater Shepparton	45:00	678	46:17	744	44:51	871	41:45	794	40:12	781
Hepburn	45:06	136	43:28	136	45:15	156	41:14	153	42:01	155
Hindmarsh	50:46	78	45:13	75	43:18	67	47:17	75	44:17	104
Hobsons Bay	49:19	606	52:02	558	45:35	639	52:08	584	41:40	632
Horsham	42:21	294	44:57	250	37:03	264	38:08	255	42:05	299
Hume	44:33	1,662	52:12	1,549	43:07	1,739	47:45	1,579	41:56	1,894
Indigo	49:59	105	54:04	110	43:21	90	48:44	109	48:02	108
Kingston (C) (V	47:22	885	53:47	950	44:53	956	48:29	983	45:40	1,115
Knox	46:11	932	48:05	917	42:08	1,003	45:31	926	41:09	1,089
Latrobe (C) (V	34:06	953	37:04	1,040	34:04	1,021	32:20	1,034	32:20	1,085
Loddon	51:19	69	56:08	71	55:38	69	53:13	68	42:23	105
Macedon Ranges	37:28	363	42:59	427	39:00	419	35:32	449	34:41	440
Manningham	48:23	576	55:55	600	45:16	640	53:30	622	47:22	702
Mansfield	42:13	121	40:58	134	52:36	122	40:10	120	42:13	118
Maribyrnong	49:15	554	57:24	527	48:00	574	51:20	566	48:51	659
Maroondah	44:40	762	50:24	819	45:23	894	43:32	835	42:04	926
Melbourne	46:11	1,507	49:17	1,385	43:47	1,612	48:13	1,355	42:18	1,749
Melton	47:55	1,013	56:15	1,035	44:07	1,175	49:54	1,179	41:57	1,342
Mildura	41:17	554	44:40	610	42:20	667	46:16	628	45:20	666
Mitchell	43:03	547	44:37	516	42:45	531	41:30	572	37:06	562
Moira	48:15	382	48:42	440	46:51	467	45:09	435	44:49	459
Monash	48:45	977	56:58	984	49:59	1,106	52:38	1,107	49:51	1,180
✱ Moonee Valley	87:51	1,099	91:26	1,065	85:36	1,155	91:22	1,123	84:17	1,297
Moorabool	48:44	362	56:46	370	43:37	412	50:15	394	42:37	365
Merri-bek	48:49	983	61:58	956	51:29	1,138	55:48	1,026	49:30	1,218
Mornington Peninsula	39:17	1,332	43:02	1,475	36:19	1,606	38:36	1,602	33:45	1,618
Mount Alexander	42:45	198	49:09	198	45:42	197	41:08	185	43:23	207
Moyne	47:26	119	55:27	119	48:05	116	40:31	102	52:07	91
Murrindindi	52:49	146	56:32	187	53:29	191	49:09	190	49:17	176
Nillumbik	46:20	271	54:57	279	43:54	304	51:22	288	47:23	327
Northern Grampians	40:04	197	50:52	197	46:26	205	45:17	224	43:57	208
Port Phillip	48:24	639	57:57	608	49:55	751	51:07	639	50:02	730
Pyrenees	43:01	75	54:26	82	56:58	65	46:48	77	41:45	86
Queenscliffe	43:11	26	41:48	41	33:55	50	38:55	39	33:55	42
South Gippsland	44:14	255	40:55	287	38:27	294	38:59	309	34:50	311
Southern Grampians	41:35	160	43:38	216	37:52	183	38:31	154	34:49	219
Stonnington	52:03	594	58:26	529	49:00	595	54:30	550	46:49	594
Strathbogie	50:43	99	57:26	128	52:38	139	52:35	121	48:49	148
Surf Coast	39:12	196	40:31	260	37:01	253	35:11	257	32:12	247
Swan Hill	47:15	274	45:12	253	41:05	285	45:49	262	41:55	277
Towong	47:43	62	60:49	61	58:44	76	60:24	69	50:09	76
Wangaratta	42:47	337	45:17	389	45:12	360	42:45	389	40:48	365
Warrnambool	36:56	286	45:30	328	37:54	386	37:00	381	39:03	395
Wellington	42:24	456	42:56	472	42:10	488	36:22	512	39:28	489
West Wimmera	53:29	34	45:11	39	49:47	48	42:31	44	38:26	55
Whitehorse	46:49	912	54:40	893	48:20	959	50:10	953	46:49	1,035
Whittlesea	47:01	1,250	52:16	1,290	43:10	1,437	50:13	1,394	40:50	1,456
Wodonga	43:12	372	49:57	424	42:44	430	46:21	401	38:30	439
Wyndham	42:53	1,292	47:53	1,282	39:49	1,480	47:36	1,333	39:28	1,429
Yarra	51:13	594	54:39	543	47:30	576	52:45	557	43:10	629
Yarra Ranges	42:02	856	46:55	952	42:56	1,015	42:39	973	40:09	1,106
Yarriambiack	49:12	95	49:12	84	46:40	70	52:41	74	48:27	59
Unincorporated	41:45	196	93:29	1	38:54	6	42:08	33	34:13	162
Interstate	48:55	128	54:13	158	48:41	154	52:32	131	42:35	157
Total AV	46:09	44,985	50:36	46,081	44:45	49,819	47:16	48,417	43:19	52,843

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

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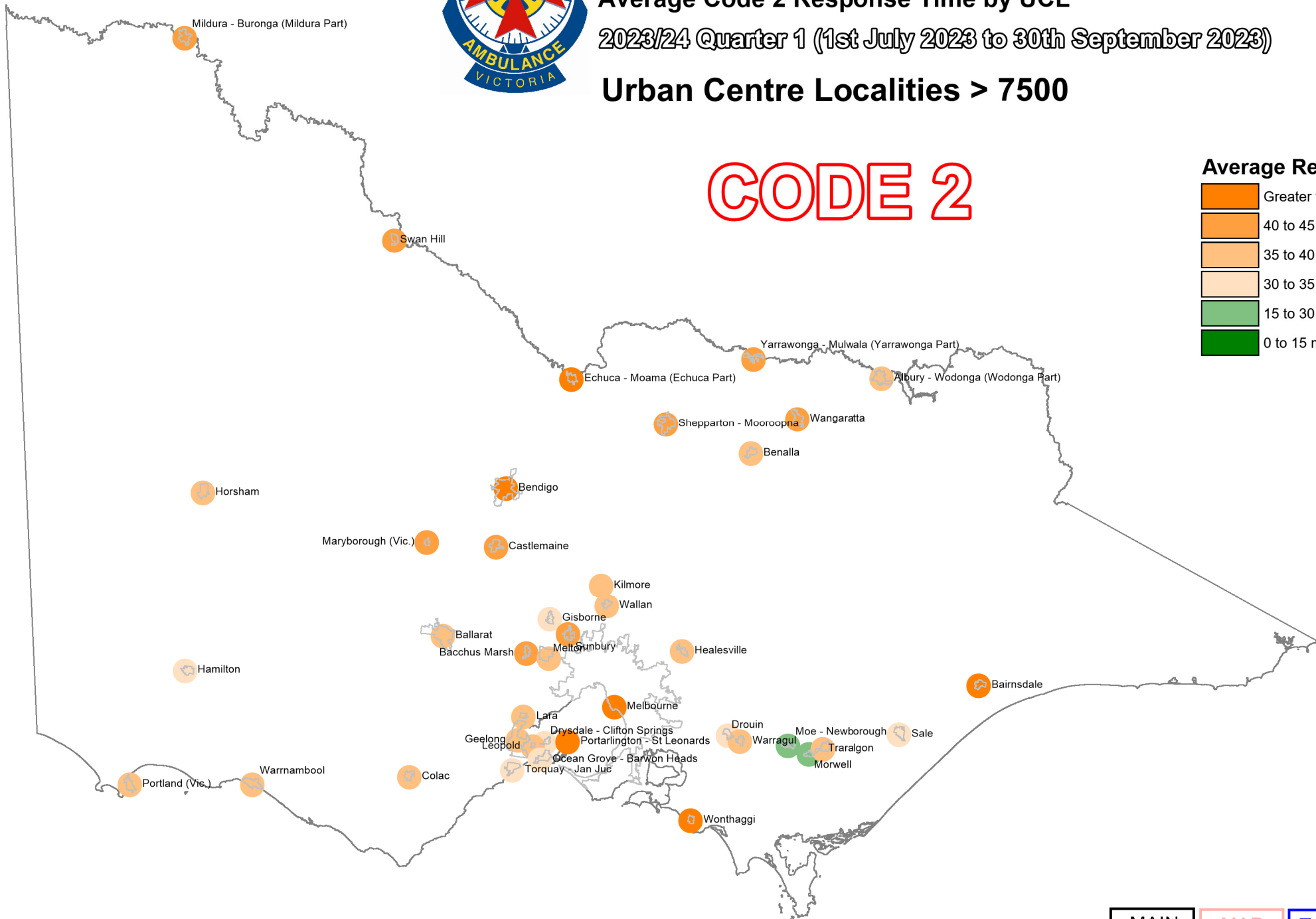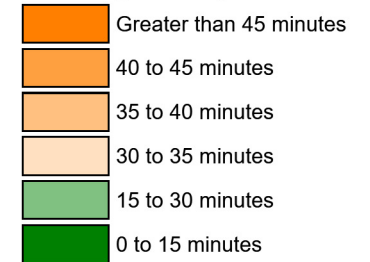
MAIN   MAP   TABLE   CHART

Code 2 First Response Performance by UCL

UCL Name	Qtr 1 2022/23 Average Response Time Minutes	Qtr 1 2022/23 Total Number of First Responses	Qtr 2 2022/23 Average Response Time Minutes	Qtr 2 2022/23 Total Number of First Responses	Qtr 3 2022/23 Average Response Time Minutes	Qtr 3 2022/23 Total Number of First Responses	Qtr 4 2022/23 Average Response Time Minutes	Qtr 4 2022/23 Total Number of First Responses	Qtr 1 2023/24 Average Response Time Minutes	Qtr 1 2023/24 Total Number of First Responses
Albury - Wodonga (Wodonga Part)	42:05	344	49:21	399	42:26	401	46:25	376	38:20	414
Bacchus Marsh	49:01	275	60:21	279	45:45	331	51:58	292	43:23	269
Bairnsdale	47:25	264	50:34	274	51:57	312	52:23	315	48:20	316
Ballarat	39:30	912	43:11	1,111	41:38	1,054	44:53	1,054	35:21	1,112
Benalla	42:09	152	40:32	168	38:40	191	42:36	198	36:27	223
Bendigo	42:15	925	48:24	1,012	42:33	1,008	46:17	1,000	45:01	1,078
Castlemaine	42:28	147	47:12	144	43:34	137	39:32	130	42:39	155
Colac	37:25	163	37:28	189	41:42	181	43:31	195	37:10	189
Drouin	29:42	116	37:55	109	29:37	144	34:26	144	33:21	153
Drysdale - Clifton Springs	37:56	100	49:12	117	46:53	107	39:53	140	34:31	133
Echuca - Moama (Echuca Part)	51:15	240	46:38	208	43:22	245	46:04	231	45:56	258
Geelong	42:20	1,579	40:58	1,692	41:29	1,739	39:45	1,784	38:19	1,981
Gisborne	32:18	66	38:41	76	38:46	85	30:05	107	30:26	97
Hamilton	37:15	122	42:17	168	34:28	136	36:58	117	32:00	175
Healesville	38:17	82	41:04	106	41:10	106	37:15	90	37:37	107
Horsham	40:27	256	40:25	219	35:36	236	34:25	221	38:39	257
Kilmore	45:06	193	45:54	172	38:43	152	45:10	174	35:26	169
Lara	44:32	91	48:04	87	39:24	99	42:18	96	39:30	99
Leopold	42:25	57	41:59	82	39:02	90	38:19	102	38:21	91
Maryborough (Vic.)	46:26	172	47:06	189	41:58	186	44:59	178	41:01	201
Melbourne	48:03	27,239	53:55	27,001	45:59	29,975	50:08	28,676	45:13	31,945
Melton	45:47	604	52:53	612	42:25	665	47:08	664	37:43	760
Mildura - Buronga (Mildura Part)	39:22	416	39:20	429	38:15	480	43:28	431	43:20	472
Moe - Newborough	31:40	247	35:53	257	32:21	256	30:51	259	28:58	269
Morwell	29:14	241	34:30	281	31:09	286	26:00	252	29:40	336
Ocean Grove - Barwon Heads	35:48	121	43:19	112	34:21	144	35:36	120	33:18	123
Portarlington - St Leonards	42:19	62	46:15	88	45:14	84	42:28	98	50:38	113
Portland (Vic.)	38:25	164	34:11	141	38:58	165	33:45	166	35:51	180
Sale	37:46	206	38:15	205	38:11	199	29:17	228	31:28	185
Shepparton - Mooroopna	44:47	553	45:47	617	45:21	695	41:14	657	40:18	671
Sunbury	46:58	252	54:49	258	41:32	280	47:18	273	41:08	326
Swan Hill	45:51	193	46:51	188	42:03	213	48:11	175	41:18	193
Torquay - Jan Juc	43:51	100	39:34	119	35:42	115	33:39	137	31:42	124
Traralgon	38:09	347	39:21	357	37:18	340	35:36	367	35:39	330
Wallan	38:06	91	44:07	105	39:39	105	34:25	100	36:53	108
Wangaratta	39:29	275	44:04	328	41:08	297	39:42	317	40:24	295
Warragul	38:41	232	36:17	242	35:23	264	38:26	263	37:39	284
Warrnambool	37:01	278	45:22	322	38:00	375	37:02	374	39:09	390
Wonthaggi	44:46	214	47:33	203	53:13	207	48:04	258	48:07	248
Yarrawonga - Mulwala (Yarrawonga Part)	45:08	106	45:40	139	41:59	130	39:56	126	40:33	126

MAIN
MAP
TABLE
CHART

Glossary

Response Time	**Response time** measures the time from a triple zero (000) call being answered and registered by the Emergency Services Telecommunications Authority (ESTA), to the time the first AV resource arrives at the incident scene. Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.
Code 1 incident	**Code 1** incidents require urgent paramedic and hospital care, based on information available at time of call.
Code 2 incident	**Code 2** incidents are acute and time sensitive, but do not require a lights and sirens response.
% <= 15mins	This is the percentage of Code 1 first responses arriving in 15 minutes or less. This is calculated by dividing the number of Code 1 first responses arriving in 15 minutes or less by the total number of Code 1 first arrivals. When AV respond to an incident, we sometimes dispatch multiple AV resources to that incident. "First response" refers to the first AV resource to arrive at the incident scene.
Average Response Time	The average response time is the average response time for the area being reported, which is calculated by dividing the sum of the response times by the number of response times within the area being reported. The average response time is provided in minutes and seconds.
Number of First Responses	This is the total number of first arrivals within the reported time period.
UCL (Urban Centres Localities)	These are geographical areas based on the Australian Bureau of Statistics Urban Centres and Localities (UCLs) boundaries and residential population. Ambulance Victoria reports performance for larger UCLs where population exceeds 7,500 persons.
LGA (Local Government Area)	Local government in Victoria comprises of 79 municipal districts. They are often referred to as **local government areas** (LGAs). The number of LGAs and their boundaries can change over time. LGAs are as defined by Local Government Victoria, which is part of the Department of Transport, Planning and Local Infrastructure.
Interstate LGAs	Incidents responded to by AV resources outside the Victorian LGA Boundaries