



Ambulance Victoria's Performance

2023/24 Quarter 2 (1st October 2023 to 31st December 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).

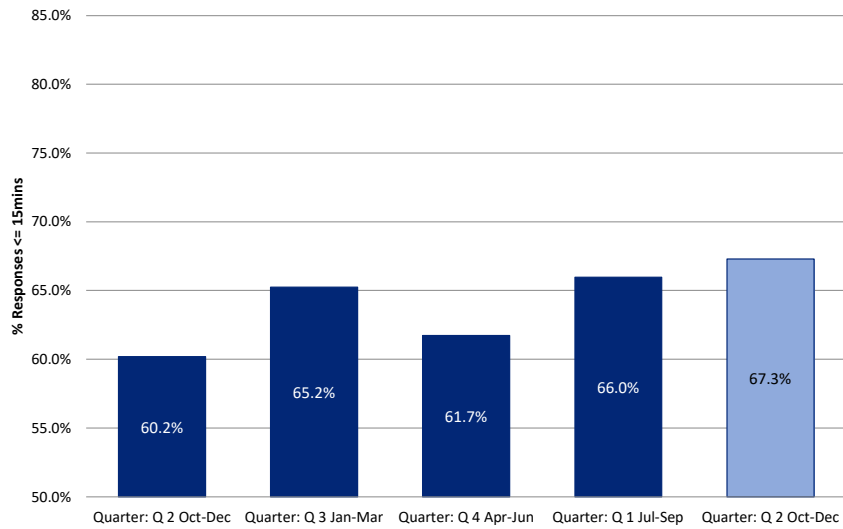
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

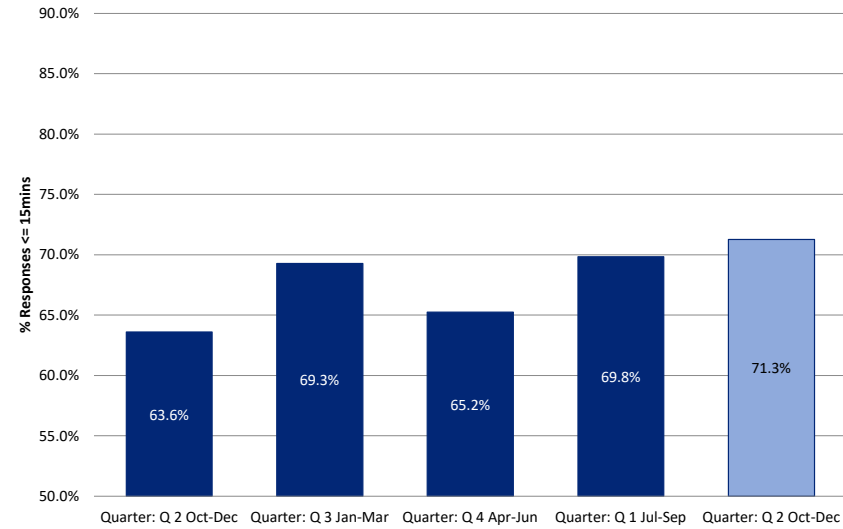
AV State-wide Code 1 First Response Performance - Percentage <= 15 Minutes



MAP

TABLE

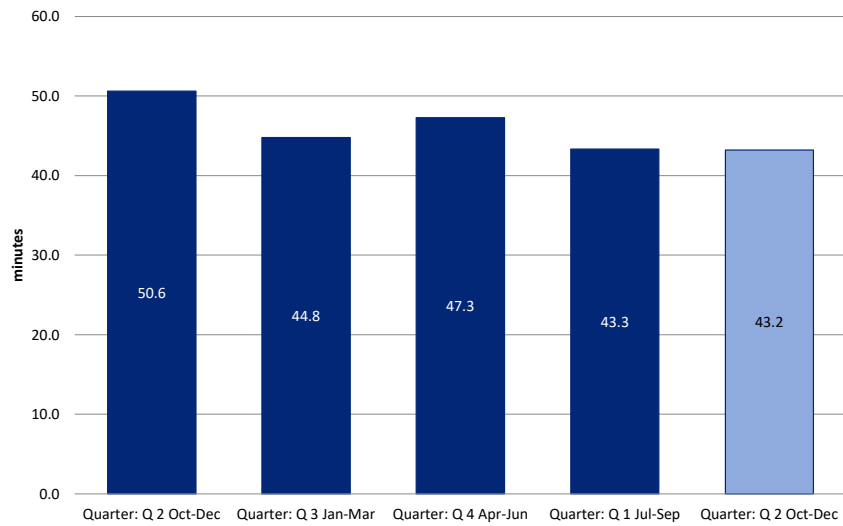
AV State-wide Code 1 First Response Performance for UCLs > 7,500 Persons - Percentage <= 15 Minutes



MAP

TABLE

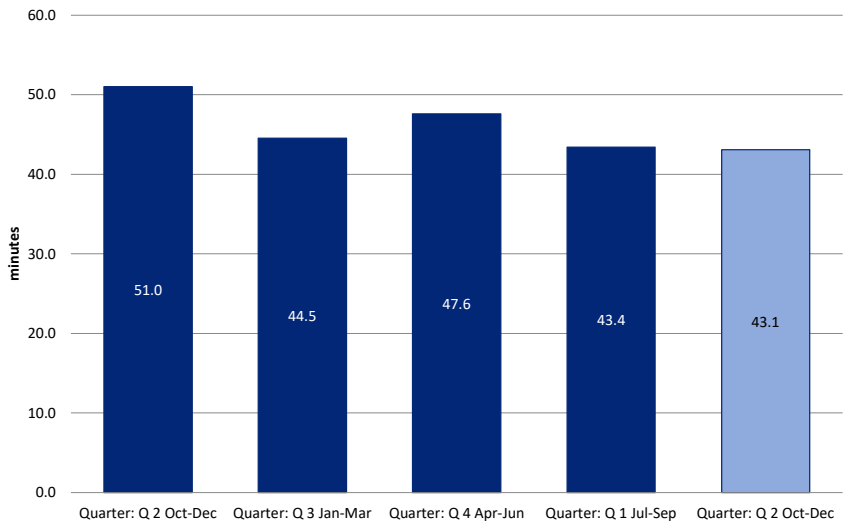
AV State-wide Code 2 First Response Performance - Average



MAP

TABLE

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



MAP

TABLE

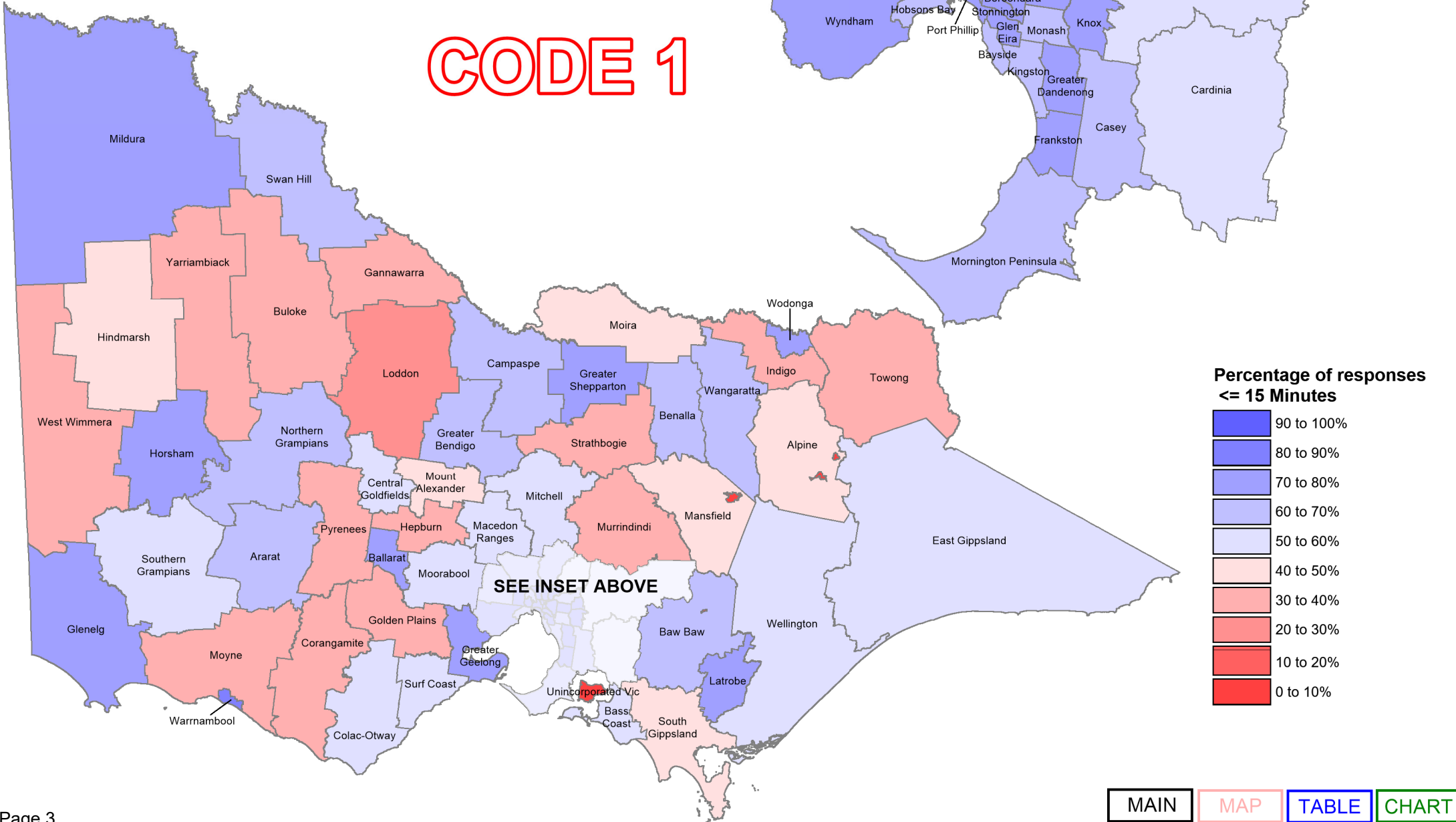


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Percentage of Code 1 responses \leq 15 Minutes by LGA

2023/24 Quarter 2 (1st October 2023 to 31st December 2023)

CODE 1



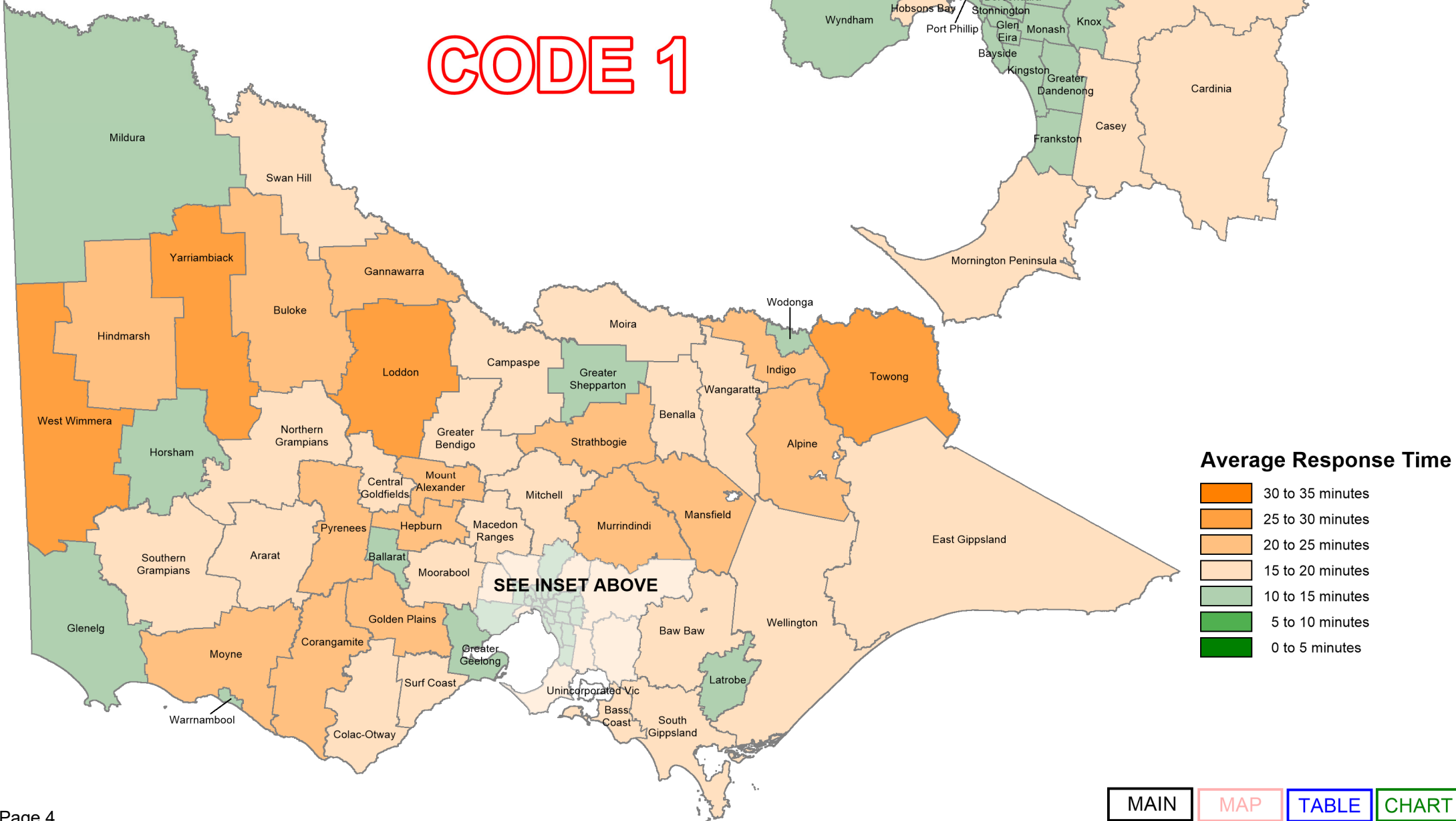


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Average Code 1 Response Time by LGA

2023/24 Quarter 2 (1st October 2023 to 31st December 2023)

CODE 1





Code 1 First Response Performance by LGA

Qtr 2 2022/23

Qtr 3 2022/23

Qtr 4 2022/23

Qtr 1 2023/24

Qtr 2 2023/24

LGA Name	Qtr 2 2022/23			Qtr 3 2022/23			Qtr 4 2022/23			Qtr 1 2023/24			Qtr 2 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	44.8%	22:39	194	44.9%	21:59	196	41.4%	22:23	191	46.1%	21:54	154	44.0%	21:49	168
Ararat	58.7%	18:32	223	63.5%	15:58	170	61.9%	16:59	210	62.8%	16:21	199	65.7%	15:25	207
Ballarat	75.6%	13:44	2,191	77.5%	13:18	2,162	75.8%	13:33	2,356	79.4%	12:53	2,089	76.8%	13:37	2,300
Banyule	64.8%	15:53	1,753	73.6%	13:48	1,603	66.6%	14:59	1,837	74.5%	13:23	1,692	75.3%	13:20	1,754
Bass Coast	58.6%	16:57	830	56.0%	17:15	756	58.8%	16:26	740	55.2%	17:35	710	59.1%	16:14	775
Baw Baw	61.1%	16:19	969	60.1%	16:17	859	61.3%	16:01	934	61.3%	16:08	984	64.6%	15:22	910
Bayside	62.6%	17:04	1,026	66.6%	15:45	922	64.1%	16:06	1,023	65.7%	15:39	982	67.5%	14:52	1,078
Benalla	56.5%	18:51	317	59.6%	16:59	267	54.7%	18:43	298	58.3%	17:27	240	63.4%	16:12	284
Boroondara	63.5%	16:11	1,637	69.2%	14:42	1,445	66.0%	15:23	1,642	71.0%	14:48	1,547	73.8%	14:16	1,684
Brimbank	59.8%	16:30	3,209	69.5%	14:31	2,989	62.4%	15:29	3,097	69.3%	14:23	3,063	74.6%	13:28	3,101
Buloke	33.1%	30:07	127	38.6%	25:56	88	33.3%	27:53	93	33.3%	28:37	87	33.6%	24:20	113
Campaspe	55.4%	17:20	672	57.9%	16:37	643	55.7%	17:12	702	61.3%	15:54	692	60.6%	15:52	734
Cardinia	46.8%	19:07	1,660	48.9%	18:21	1,577	48.7%	18:28	1,628	50.8%	17:20	1,721	51.4%	17:51	1,759
Casey	58.5%	16:34	5,006	63.2%	15:14	4,548	60.9%	15:54	4,931	64.7%	14:58	4,910	64.6%	15:11	5,019
Central Goldfields	49.8%	19:37	301	50.3%	20:23	304	48.6%	20:40	325	58.5%	17:02	316	53.9%	19:01	304
Colac-Otway	51.4%	18:35	243	54.8%	19:25	292	55.3%	19:26	302	59.5%	18:23	274	54.4%	18:38	283
Corangamite	42.1%	20:24	247	40.3%	20:22	238	42.0%	21:27	226	40.7%	21:41	243	36.9%	22:02	244
Darebin	68.0%	15:25	2,395	76.1%	13:27	2,231	70.3%	14:44	2,390	75.6%	13:32	2,365	77.4%	13:15	2,383
East Gippsland	52.3%	19:26	1,034	47.6%	20:09	1,011	49.6%	19:43	1,054	54.0%	18:43	1,086	53.2%	18:46	1,033
Frankston	66.3%	15:15	2,600	71.9%	13:43	2,380	66.2%	14:54	2,481	72.0%	13:51	2,539	70.8%	14:14	2,618
Gannawarra	41.3%	24:25	155	41.0%	22:50	134	38.3%	24:06	141	39.7%	23:49	156	38.9%	23:37	144
Glen Eira	66.2%	16:25	1,588	70.1%	14:26	1,431	65.7%	15:37	1,559	72.1%	14:08	1,614	71.3%	14:25	1,660
Glennelg	69.8%	14:29	331	76.0%	13:09	334	72.2%	15:00	338	71.6%	14:35	356	72.3%	13:50	339
Golden Plains	27.4%	22:35	292	23.0%	21:40	239	24.7%	21:48	255	30.5%	21:41	282	31.6%	20:46	247
Greater Bendigo	62.0%	16:40	2,403	63.8%	16:02	2,184	62.5%	15:52	2,321	63.7%	15:38	2,388	63.5%	15:46	2,426
Greater Dandenong	68.1%	15:03	2,594	73.4%	13:32	2,356	68.9%	14:34	2,602	72.4%	13:57	2,632	74.3%	13:49	2,631
Greater Geelong	68.7%	14:48	4,935	72.1%	13:48	4,671	70.0%	14:08	4,773	73.5%	13:50	4,695	73.1%	13:46	4,907
Greater Shepparton	66.8%	16:23	1,469	68.6%	14:46	1,306	69.2%	14:32	1,363	72.8%	13:45	1,466	74.9%	13:48	1,386
Hepburn	35.3%	21:38	255	33.5%	21:15	248	35.1%	21:57	271	36.8%	20:53	272	36.5%	21:24	255
Hindmarsh	47.7%	24:17	132	47.9%	22:58	73	44.0%	24:03	116	53.2%	21:03	126	49.5%	21:44	103
Hobsons Bay	53.5%	17:40	1,440	60.4%	15:26	1,276	54.0%	16:53	1,345	59.6%	15:46	1,218	63.2%	15:17	1,334
Horsham	78.3%	13:09	355	79.3%	13:05	305	79.9%	12:33	384	79.5%	12:21	380	78.4%	12:44	399
Hume	52.2%	17:52	4,781	61.3%	15:34	4,303	53.8%	17:06	4,639	61.2%	15:53	4,470	63.0%	15:26	4,329
Indigo	19.6%	25:20	214	29.3%	22:53	225	26.9%	24:43	212	32.4%	23:29	173	34.5%	21:41	197
Kingston	63.8%	15:49	2,234	70.8%	14:07	1,954	65.1%	15:08	2,069	69.5%	14:17	1,962	69.9%	14:14	2,188
Knox	66.3%	15:38	2,023	69.5%	14:18	1,876	68.2%	14:39	2,029	72.8%	13:54	2,070	72.6%	13:34	2,169
Latrobe	68.4%	14:16	1,992	72.6%	13:23	1,851	71.0%	13:44	1,837	73.8%	12:58	1,980	73.5%	13:06	1,960
Loddon	28.7%	28:29	167	28.9%	25:19	135	30.3%	26:24	155	24.3%	25:58	144	29.3%	25:21	157
Macedon Ranges	50.7%	18:00	726	56.2%	16:21	650	54.6%	16:22	698	54.8%	16:52	701	55.4%	16:30	740
Manningham	59.1%	16:56	1,480	63.7%	15:52	1,285	64.5%	15:19	1,382	64.9%	15:09	1,372	68.5%	14:46	1,389
Mansfield	31.4%	28:50	102	45.2%	20:45	124	40.4%	24:53	136	58.0%	18:14	112	43.7%	23:01	135
Maribyrnong	63.2%	16:07	1,310	68.3%	14:48	1,121	61.9%	15:45	1,311	67.1%	15:04	1,264	70.8%	14:16	1,287
Maroondah	65.9%	16:01	1,626	72.1%	14:08	1,485	67.0%	15:22	1,647	73.0%	13:55	1,587	71.3%	13:49	1,567
Melbourne	71.4%	14:24	3,069	76.3%	12:49	2,943	71.9%	14:02	2,698	76.4%	12:51	2,919	78.3%	12:41	3,196
Melton	44.7%	19:21	2,998	56.2%	16:38	2,676	51.4%	17:45	2,844	57.2%	16:40	3,005	60.0%	16:00	3,036
Mildura	74.4%	13:40	1,075	75.2%	13:44	1,039	72.1%	14:14	1,112	75.9%	13:30	1,103	75.6%	13:11	1,043
Mitchell	50.1%	19:10	854	52.6%	17:22	797	53.2%	17:42	870	54.5%	16:54	842	54.7%	17:04	833
Moira	45.4%	21:28	619	49.6%	19:23	633	50.2%	19:16	627	51.6%	18:27	669	48.0%	18:50	666
Monash	63.2%	15:58	2,265	66.5%	15:14	2,161	65.1%	15:31	2,280	68.2%	15:02	2,162	69.4%	14:36	2,277
Moonee Valley	59.9%	16:51	1,824	65.8%	15:10	1,535	62.8%	16:02	1,724	64.9%	15:12	1,730	69.7%	14:56	1,852
Moorabool	39.2%	21:18	612	47.7%	18:12	555	45.1%	20:08	552	50.7%	18:13	566	53.8%	17:36	520
Merri-bek	62.3%	16:18	2,689	70.9%	14:33	2,647	65.0%	15:24	2,632	71.2%	14:25	2,645	73.8%	13:35	2,527
Mornington Peninsula	58.9%	16:04	2,754	63.4%	15:14	2,643	58.3%	16:16	2,779	60.5%	15:40	2,613	63.3%	15:21	2,877
Mount Alexander	38.2%	21:54	309	52.2%	18:37	278	41.2%	21:33	260	40.3%	20:58	278	44.2%	21:19	292
Moyne	30.2%	23:22	202	38.2%	20:01	191	35.1%	20:41	188	35.6%	20:18	194	32.6%	21:01	190
Murrindindi	29.5%	25:33	237	31.5%	24:34	286	27.7%	26:16	260	32.3%	23:41	229	33.7%	24:22	261
Nillumbik	40.4%	20:03	666	50.3%	17:53	585	43.0%	18:57	677	46.3%	17:50	640	52.3%	17:08	667
Northern Grampians	56.4%	18:48	227	51.7%	19:40	211	63.3%	16:28	226	57.8%	17:46	244	62.8%	15:53	247
Port Phillip	66.9%	15:15	1,478	70.8%	14:16	1,481	67.1%	15:00	1,365	72.6%	13:56	1,397	73.3%	13:46	1,607
Pyrenees	30.4%	23:59	158	29.9%	22:24	144	23.0%	24:05	135	26.7%	22:29	135	37.4%	22:08	174
Queenscliffe	50.6%	17:38	77	62.9%	17:56	70	53.7%	15:51	67	50.9%	17:32	57	54.7%	17:27	75
South Gippsland	43.8%	19:07	541	51.7%	17:33	482	45.4%	19:18	456	47.2%	18:27	487	47.8%	18:18	513
Southern Grampians	60.7%	17:10	219	67.5%	15:30	249	63.6%	16:07	228	70.6%	14:01	211	58.4%	18:41	267
Stonnington	66.2%	15:43	1,189	70.4%	14:38	1,126	66.0%	15:42	1,245	71.9%	14:24	1,216	72.3%	14:18	1,374
Strathbogie	28.3%	24:10	212	33.7%	23:19	246	25.5%	24:43	231	30.4%	22:12	217	33.6%	23:14	235
Surf Coast	55.2%	17:13	498	58.3%	16:25	448	58.4%	15:57	425	57.4%	15:34	350	59.9%	15:57	461
Swan Hill	68.5%	16:30	330	63.3%	16:06	278	66.0%	15:49	300	71.7%	14:16	325	68.5%	15:56	362
Towong	22.7%	30:09	88	38.5%	26:45	104	31.3%	28:06	99	33.7%	27:59	89	30.8%	27:42	107
Wangaratta	64.2%	16:10	606	68.0%	15:08	559	66.4%	15:26	587	69.0%	15:29	535	67.4%	16:01	561
Warrnambool	80.3%	13:18	613	84.8%	12:16	500	83.9%	11:44	529	83.8%	12:09	538	81.5%	13:19	615
Wellington	49.9%	19:58	813	48.1%	20:03	796	50.4%	20:08	838	55.6%	18:42	784	52.7%	18:28	814
West Wimmera	29.2%	28:55	72	40.4%	23:13	57	32.8%	26:14	58	22.7%	30:22	66	35.6%	25:15	59
Whitehorse	65.5%	15:49	1,967	69.0%	14:38	1,808	67.6%	15:03	1,874	70.0%	14:34	1,902	73.3%	13:36	1,983
Whittlesea	56.2%	16:58	3,606	63.7%	15:11	3,164	57.1%	16:26	3,457	64.6%	15:22	3,254	67.4%	14:36	3,317
Wodonga	71.5%	14:32	722	74.6%	13:43	685	70.6%	14:57	759	74.7%	14:07	683	76.5%	13:22	752
Wyndham	59.3%	16:36	3,352	65.4%	15:02	3,191	61.7%	15:58	3,359	68.1%	14:28	3,381	71.4%	14:05	3,374
Yarra	70.4%	14:53	1,410	76.3%	12:57	1,268	73.1%	13:41	1,221	74.8%					



Ambulance Victoria

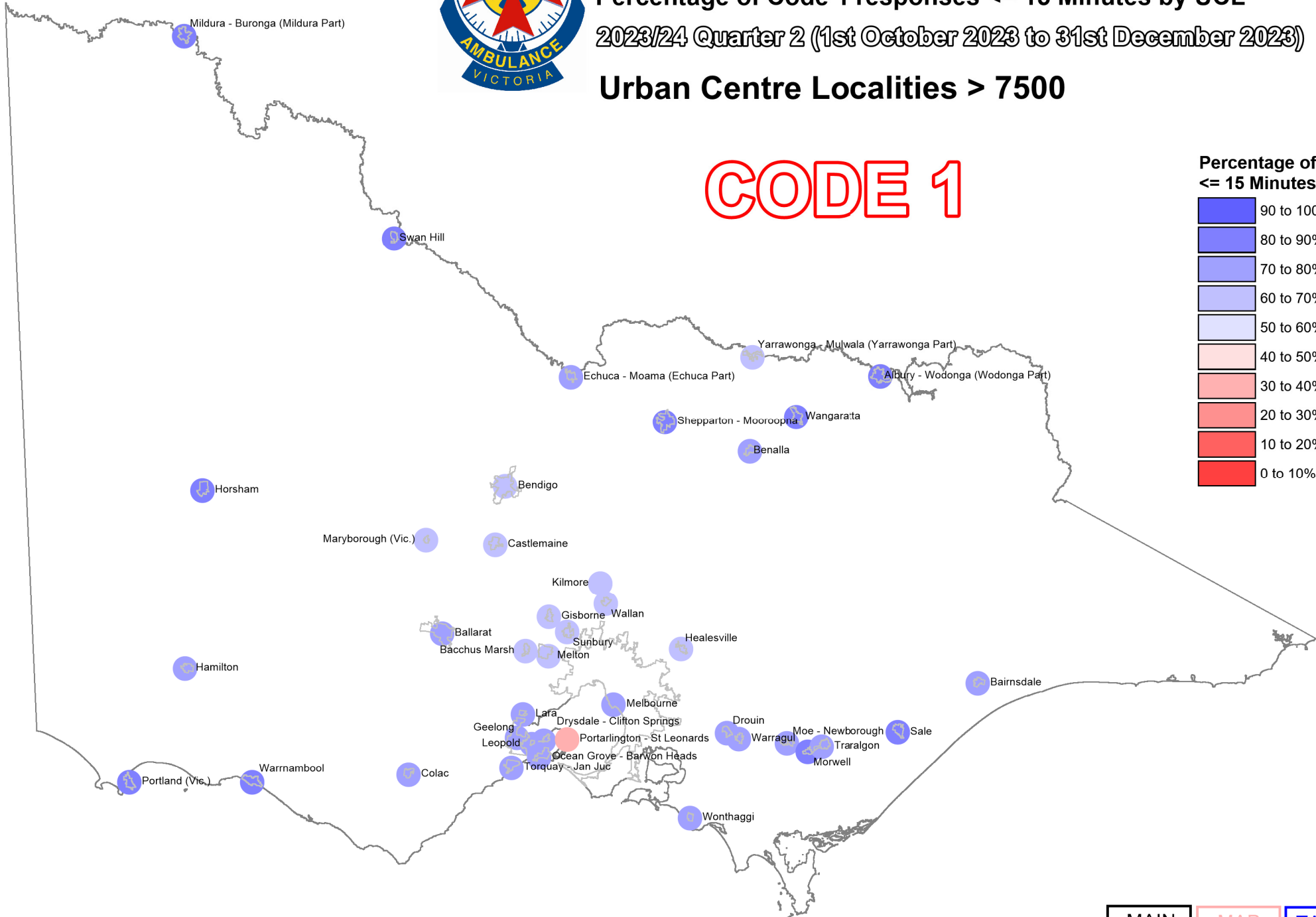
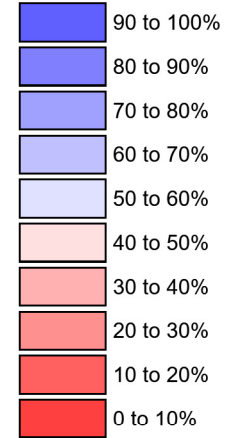
Percentage of Code 1 responses \leq 15 Minutes by UCL

2023/24 Quarter 2 (1st October 2023 to 31st December 2023)

Urban Centre Localities $>$ 7500

CODE 1

Percentage of responses \leq 15 Minutes





Ambulance Victoria

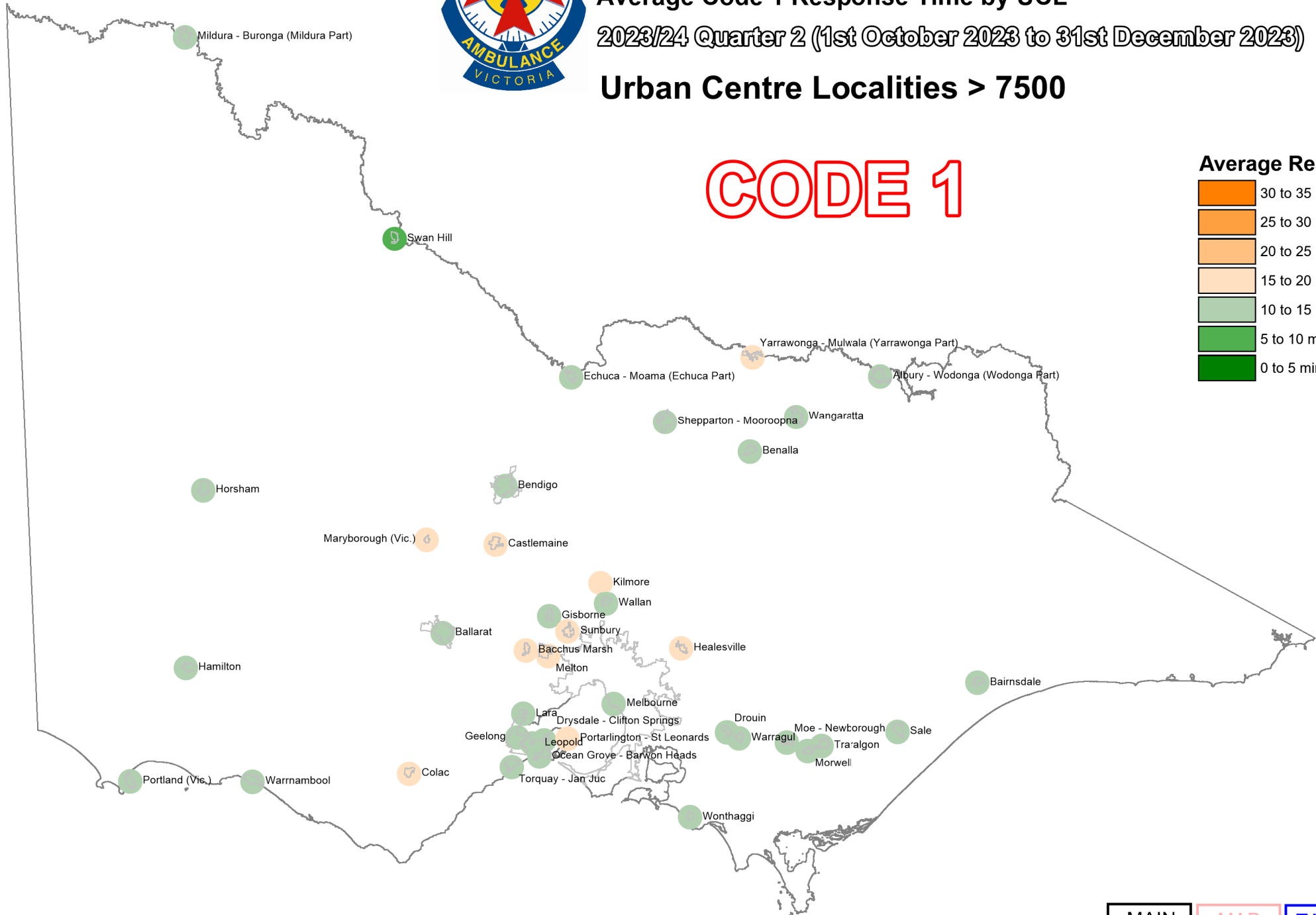
Average Code 1 Response Time by UCL

2023/24 Quarter 2 (1st October 2023 to 31st December 2023)

Urban Centre Localities > 7500

CODE 1

Average Response Time





Code 1 First Response Performance by UCL

UCL Name

Qtr 2 2022/23

Qtr 3 2022/23

Qtr 4 2022/23

Qtr 1 2023/24

Qtr 2 2023/24

% Responses <= 15 Minutes
Average Response Time Minutes
Total Number of First Responses

% Responses <= 15 Minutes
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% Responses <= 15 Minutes
Average Response Time Minutes
Total Number of First Responses

UCL Name	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	77.0%	13:52	644
Bacchus Marsh	43.8%	20:24	370
Bairnsdale	73.7%	13:55	338
Ballarat	77.1%	13:33	2,101
Benalla	64.8%	16:25	250
Bendigo	67.6%	15:32	2,076
Castlemaine	46.9%	20:27	194
Colac	69.8%	15:25	162
Drouin	67.4%	15:18	282
Drysdale - Clifton Springs	63.1%	14:29	282
Echuca - Moama (Echuca Part)	80.2%	12:01	237
Geelong	73.2%	14:11	3,402
Gisborne	57.4%	15:51	183
Hamilton	78.9%	12:46	142
Healesville	57.1%	19:29	203
Horsham	85.8%	11:37	317
Kilmore	55.5%	17:24	173
Lara	61.4%	15:56	228
Leopold	72.1%	13:17	190
Maryborough (Vic.)	64.0%	16:39	203
Melbourne	61.9%	16:16	65,427
Melton	42.3%	19:53	1,581
Mildura - Buronga (Mildura Part)	84.1%	11:31	759
Moe - Newborough	71.4%	13:36	525
Morwell	82.7%	11:35	513
Ocean Grove - Barwon Heads	71.8%	13:50	280
Portarlington - St Leonards	35.1%	20:01	211
Portland (Vic.)	83.8%	11:51	191
Sale	76.8%	13:15	289
Shepparton - Mooropna	72.6%	15:31	1,157
Sunbury	44.7%	18:55	703
Swan Hill	83.7%	12:02	202
Torquay - Jan Juc	62.6%	14:51	294
Traralgon	69.9%	14:21	617
Wallan	60.6%	16:02	264
Wangaratta	78.2%	13:27	478
Warragul	77.2%	12:59	359
Warrnambool	80.9%	13:08	598
Wonthaggi	78.7%	13:32	239
Yarrawonga - Mulwala (Yarrawonga Part)	62.7%	17:22	177

UCL Name	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	78.2%	13:10	620
Bacchus Marsh	53.8%	16:39	357
Bairnsdale	66.8%	15:16	328
Ballarat	79.2%	13:06	2,094
Benalla	68.3%	15:04	224
Bendigo	69.3%	14:49	1,900
Castlemaine	70.7%	15:19	174
Colac	68.5%	17:17	178
Drouin	71.9%	14:33	235
Drysdale - Clifton Springs	70.0%	13:50	270
Echuca - Moama (Echuca Part)	79.8%	12:18	253
Geelong	75.6%	13:21	3,254
Gisborne	65.4%	14:28	156
Hamilton	87.4%	10:40	174
Healesville	58.9%	17:31	146
Horsham	85.9%	11:37	277
Kilmore	66.9%	14:19	133
Lara	63.6%	15:12	214
Leopold	75.4%	11:51	171
Maryborough (Vic.)	59.9%	18:20	242
Melbourne	68.1%	14:39	59,926
Melton	55.6%	17:02	1,394
Mildura - Buronga (Mildura Part)	87.1%	11:21	742
Moe - Newborough	77.0%	12:27	500
Morwell	82.3%	11:47	509
Ocean Grove - Barwon Heads	74.3%	12:51	257
Portarlington - St Leonards	40.7%	18:24	189
Portland (Vic.)	87.8%	10:39	189
Sale	79.1%	12:54	244
Shepparton - Mooropna	78.0%	13:13	997
Sunbury	59.0%	15:44	578
Swan Hill	78.5%	11:58	158
Torquay - Jan Juc	66.8%	15:12	250
Traralgon	73.0%	13:14	589
Wallan	55.1%	16:06	225
Wangaratta	80.7%	12:53	451
Warragul	75.0%	13:04	300
Warrnambool	85.4%	12:13	479
Wonthaggi	73.0%	13:24	185
Yarrawonga - Mulwala (Yarrawonga Part)	69.6%	15:19	191

UCL Name	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	73.9%	14:30	686
Bacchus Marsh	50.0%	20:08	372
Bairnsdale	68.5%	14:52	368
Ballarat	77.3%	13:20	2,271
Benalla	64.7%	16:14	238
Bendigo	68.4%	14:36	2,002
Castlemaine	54.8%	19:19	166
Colac	68.0%	17:10	200
Drouin	67.3%	15:18	257
Drysdale - Clifton Springs	62.7%	14:37	276
Echuca - Moama (Echuca Part)	76.4%	13:16	288
Geelong	74.9%	13:29	3,298
Gisborne	65.6%	13:45	151
Hamilton	81.8%	12:42	159
Healesville	54.4%	18:37	193
Horsham	87.2%	11:22	344
Kilmore	54.8%	16:53	157
Lara	64.4%	15:11	233
Leopold	75.0%	13:01	180
Maryborough (Vic.)	60.9%	18:09	220
Melbourne	63.4%	15:35	63,580
Melton	51.0%	17:51	1,535
Mildura - Buronga (Mildura Part)	85.4%	11:42	745
Moe - Newborough	75.5%	13:11	466
Morwell	83.9%	11:59	491
Ocean Grove - Barwon Heads	67.2%	13:45	250
Portarlington - St Leonards	42.7%	18:45	225
Portland (Vic.)	81.9%	12:18	210
Sale	76.8%	13:20	293
Shepparton - Mooropna	75.2%	13:37	1,058
Sunbury	48.0%	18:23	679
Swan Hill	82.2%	11:42	185
Torquay - Jan Juc	64.7%	14:07	241
Traralgon	69.1%	13:54	595
Wallan	59.3%	16:28	275
Wangaratta	79.4%	12:54	466
Warragul	78.5%	12:46	330
Warrnambool	85.2%	11:38	515
Wonthaggi	85.6%	10:51	194
Yarrawonga - Mulwala (Yarrawonga Part)	66.8%	17:14	211

UCL Name	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	79.3%	13:32	615
Bacchus Marsh	57.5%	17:35	365
Bairnsdale	76.6%	12:58	367
Ballarat	80.5%	12:41	1,998
Benalla	65.8%	15:51	193
Bendigo	69.1%	14:39	2,068
Castlemaine	59.5%	17:55	163
Colac	73.3%	14:53	180
Drouin	69.3%	15:19	254
Drysdale - Clifton Springs	72.3%	13:24	260
Echuca - Moama (Echuca Part)	78.0%	12:59	282
Geelong	76.5%	13:29	3,257
Gisborne	62.7%	15:33	177
Hamilton	84.9%	11:27	159
Healesville	62.7%	15:55	204
Horsham	86.1%	10:57	338
Kilmore	67.3%	13:49	159
Lara	72.1%	13:43	233
Leopold	74.7%	13:23	194
Maryborough (Vic.)	72.0%	14:16	236
Melbourne	68.4%	14:37	62,956
Melton	61.3%	16:12	1,561
Mildura - Buronga (Mildura Part)	85.4%	11:31	796
Moe - Newborough	76.2%	12:58	501
Morwell	86.3%	10:59	560
Ocean Grove - Barwon Heads	74.3%	13:15	296
Portarlington - St Leonards	37.6%	18:03	189
Portland (Vic.)	82.5%	12:27	217
Sale	80.9%	12:13	278
Shepparton - Mooropna	80.4%	12:40	1,172
Sunbury	53.2%	17:00	624
Swan Hill	86.4%	11:04	198
Torquay - Jan Juc	70.7%	12:58	184
Traralgon	74.9%	12:32	602
Wallan	68.0%	14:21	247
Wangaratta	81.9%	12:35	421
Warragul	79.1%	12:57	359
Warrnambool	84.0%	12:06	520
Wonthaggi	74.9%	14:41	191
Yarrawonga - Mulwala (Yarrawonga Part)	73.2%	14:24	190

UCL Name	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	80.3%	12:55	691
Bacchus Marsh	61.0%	16:13	328
Bairnsdale	73.6%	14:22	333
Ballarat	78.1%	13:27	2,195
Benalla	74.4%	13:21	227
Bendigo	69.9%	14:30	2,058
Castlemaine	60.6%	18:27	180
Colac	70.2%	15:08	188
Drouin	76.9%	13:57	251
Drysdale - Clifton Springs	75.3%	13:25	287
Echuca - Moama (Echuca Part)	78.5%	12:22	307
Geelong	77.1%	13:11	3,385
Gisborne	68.0%	14:26	181
Hamilton	79.8%	14:14	183
Healesville	67.6%	15:34	188
Horsham	84.2%	11:46	361
Kilmore	61.9%	15:18	155
Lara	70.2%	14:17	235
Leopold	78.0%	12:34	177
Maryborough (Vic.)	63.3%	17:39	229
Melbourne	70.1%	14:18	65,255
Melton	64.7%	15:08	1,563
Mildura - Buronga (Mildura Part)	86.8%	10:59	745
Moe - Newborough	75.4%	12:26	528
Morwell	86.3%	11:09	512
Ocean Grove - Barwon Heads	75.7%	12:44	296
Portarlington - St Leonards	34.2%	19:14	196
Portland (Vic.)	85.2%	10:58	209
Sale	80.5%	11:26	272
Shepparton - Mooropna	82.1%	12:47	1,092
Sunbury	61.8%	15:51	610
Swan Hill	89.4%	9:49	216
Torquay - Jan Juc	70.2%	13:27	228
Traralgon	73.7%	13:20	613
Wallan	61.7%	14:56	240
Wangaratta	80.4%	13:46	439
Warragul	79.8%	12:41	332
Warrnambool	82.3%	13:15	593
Wonthaggi	77.8%	12:35	194
Yarrawonga - Mulwala (Yarrawonga Part)	66.9%	15:50	175

MAIN

MAP
≤ 15 Minutes

MAP
Average

TABLE

CHART

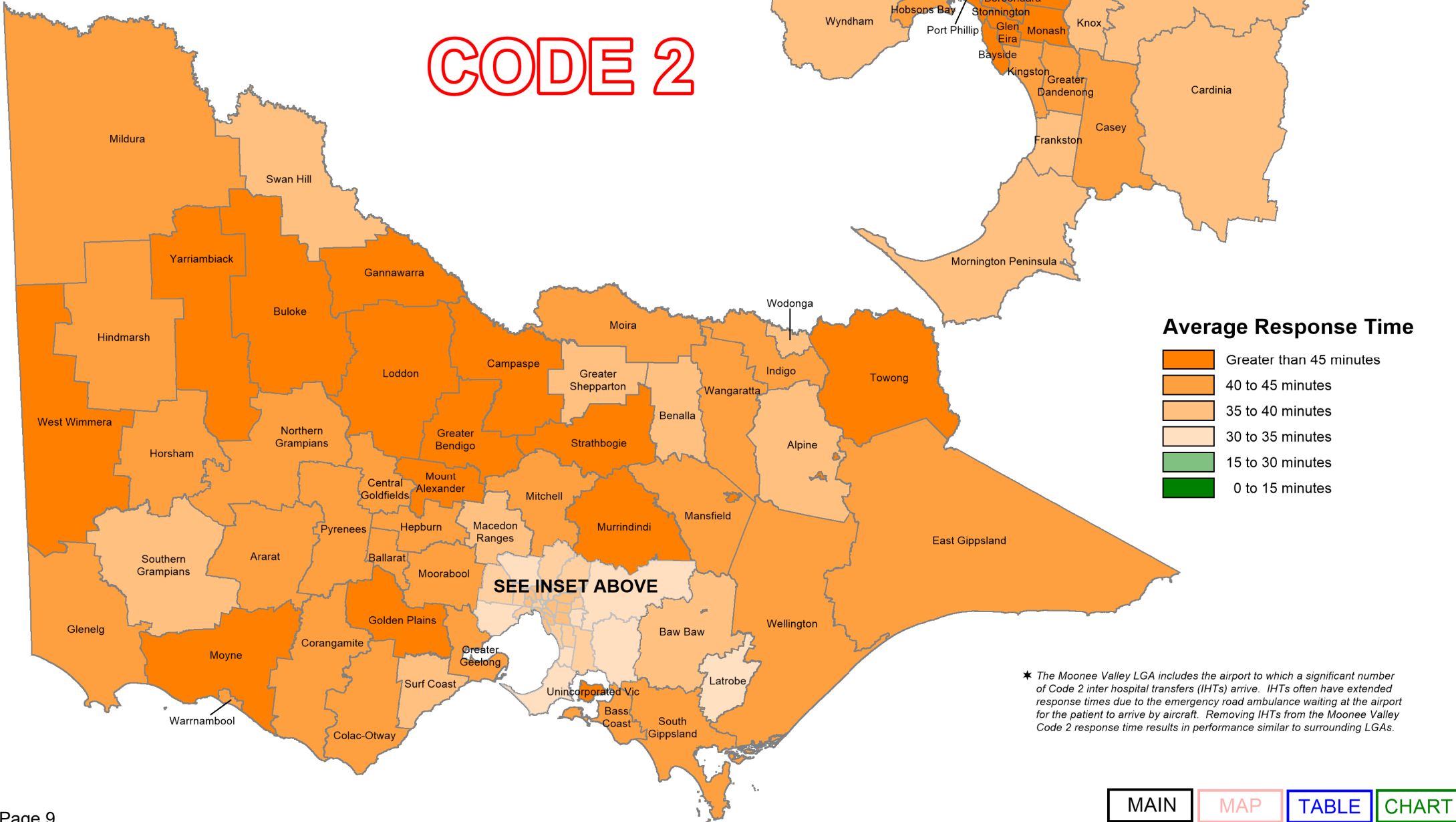


Ambulance Victoria

Average Code 2 Response Time by LGA

2023/24 Quarter 2 (1st October 2023 to 31st December 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

SEE INSET ABOVE

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



Qtr 2 2022/23

Qtr 3 2022/23

Qtr 4 2022/23

Qtr 1 2023/24

Qtr 2 2023/24

LGA Name

Table with columns: LGA Name, Average Response Time (Minutes), Total Number of First Responses. Lists 79 LGAs and a Total AV row.

Table with columns: Average Response Time (Minutes), Total Number of First Responses. Corresponds to Qtr 3 2022/23.

Table with columns: Average Response Time (Minutes), Total Number of First Responses. Corresponds to Qtr 4 2022/23.

Table with columns: Average Response Time (Minutes), Total Number of First Responses. Corresponds to Qtr 1 2023/24.

Table with columns: Average Response Time (Minutes), Total Number of First Responses. Corresponds to Qtr 2 2023/24. This table is highlighted with a red border.

Code 2 First Response Performance by LGA

* Moonee Valley

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

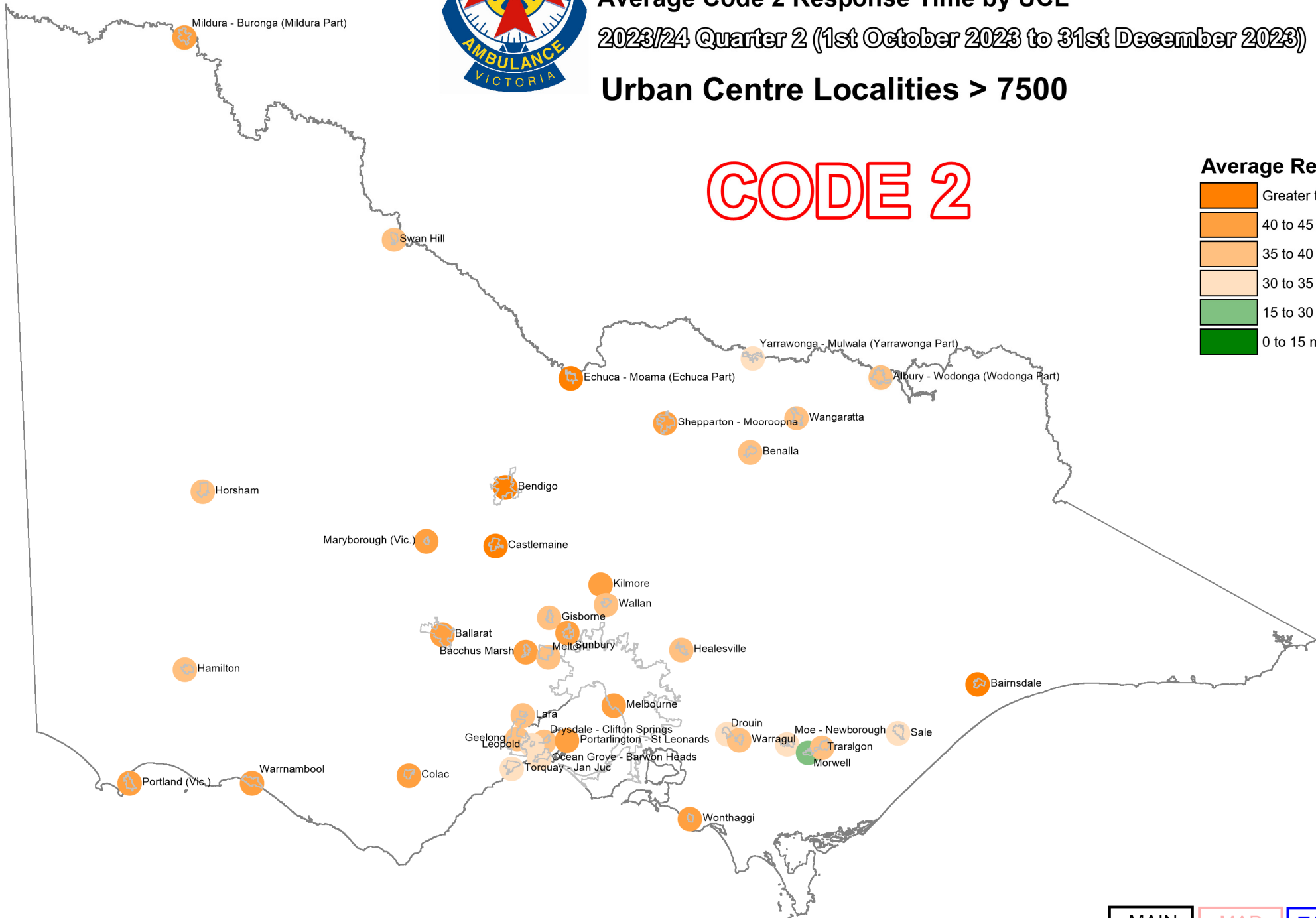
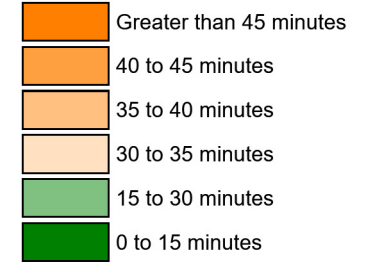
Average Code 2 Response Time by UCL

2023/24 Quarter 2 (1st October 2023 to 31st December 2023)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 2 2022/23

Qtr 3 2022/23

Qtr 4 2022/23

Qtr 1 2023/24

Qtr 2 2023/24

Code 2 First Response Performance by UCL

UCL Name	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	49:21	399
Bacchus Marsh	60:21	279
Bairnsdale	50:34	274
Ballarat	43:11	1,111
Benalla	40:32	168
Bendigo	48:24	1,012
Castlemaine	47:12	144
Colac	37:28	189
Drouin	37:55	109
Drysdale - Clifton Springs	49:12	117
Echuca - Moama (Echuca Part)	46:38	208
Geelong	40:58	1,692
Gisborne	38:41	76
Hamilton	42:17	168
Healesville	41:04	106
Horsham	40:25	219
Kilmore	45:54	172
Lara	48:04	87
Leopold	41:59	82
Maryborough (Vic.)	47:06	189
Melbourne	53:55	27,001
Melton	52:53	612
Mildura - Buronga (Mildura Part)	39:20	429
Moe - Newborough	35:53	257
Morwell	34:30	281
Ocean Grove - Barwon Heads	43:19	112
Portarlington - St Leonards	46:15	88
Portland (Vic.)	34:11	141
Sale	38:15	205
Shepparton - Mooroopna	45:47	617
Sunbury	54:49	258
Swan Hill	46:51	188
Torquay - Jan Juc	39:34	119
Traralgon	39:21	357
Wallan	44:07	105
Wangaratta	44:04	328
Warragul	36:17	242
Warrnambool	45:22	322
Wonthaggi	47:33	203
Yarrawonga - Mulwala (Yarrawonga Part)	45:40	139

Average Response Time Minutes	Total Number of First 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
41:08	297
35:23	264
38:00	375
53:13	207
41:59	130

Average Response Time Minutes	Total Number of First Responses
46:25	376
51:58	292
52:23	315
44:53	1,054
42:36	198
46:17	1,000
39:32	130
43:31	195
34:26	144
39:53	140
46:04	231
39:45	1,784
30:05	107
36:58	117
37:15	90
34:25	221
45:10	174
42:18	96
38:19	102
44:59	178
50:08	28,676
47:08	664
43:28	431
30:51	259
26:00	252
35:36	120
42:28	98
33:45	166
29:17	228
41:14	657
47:18	273
48:11	175
33:39	137
35:36	367
34:25	100
39:42	317
38:26	263
37:02	374
48:04	258
39:56	126

Average Response Time Minutes	Total Number of First Responses
38:20	414
43:23	269
48:20	316
35:21	1,112
36:27	223
45:01	1,078
42:39	155
37:10	189
33:21	153
34:31	133
45:56	258
38:19	1,981
30:26	97
32:00	175
37:37	107
38:39	257
35:26	169
39:30	99
38:21	91
41:01	201
45:13	31,944
37:43	760
43:20	472
28:58	269
29:40	336
33:18	123
50:38	113
35:51	180
31:28	185
40:18	671
41:08	326
41:18	193
31:42	124
35:39	330
36:53	108
40:24	295
37:39	284
39:09	390
48:07	248
40:33	126

Average Response Time Minutes	Total Number of First Responses
39:00	417
41:43	253
48:31	276
41:57	1,113
35:14	194
46:53	1,195
45:11	185
41:39	218
33:53	139
37:27	147
47:01	265
39:32	2,031
36:21	90
35:41	139
36:32	98
38:41	265
42:29	175
39:15	97
34:48	96
44:04	197
44:17	32,885
39:43	768
43:19	468
32:01	283
27:15	321
33:59	149
44:45	101
42:34	211
34:54	217
40:10	703
40:21	325
37:15	226
34:00	117
35:54	355
36:13	109
39:46	369
35:28	257
40:49	370
44:11	230
34:49	152

MAIN
MAP
TABLE
CHART

Glossary

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