



Ambulance Victoria's Performance

2024/25 Quarter 1 (1st July 2024 to 30th September 2024)

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).

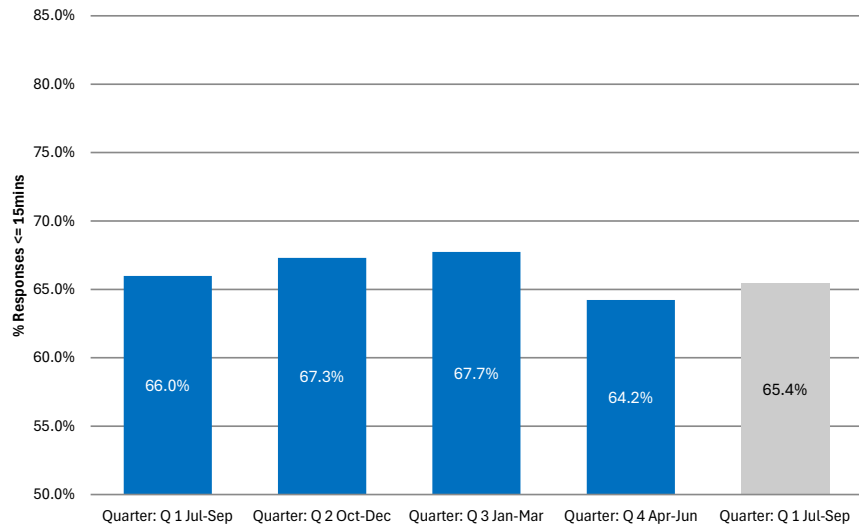
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

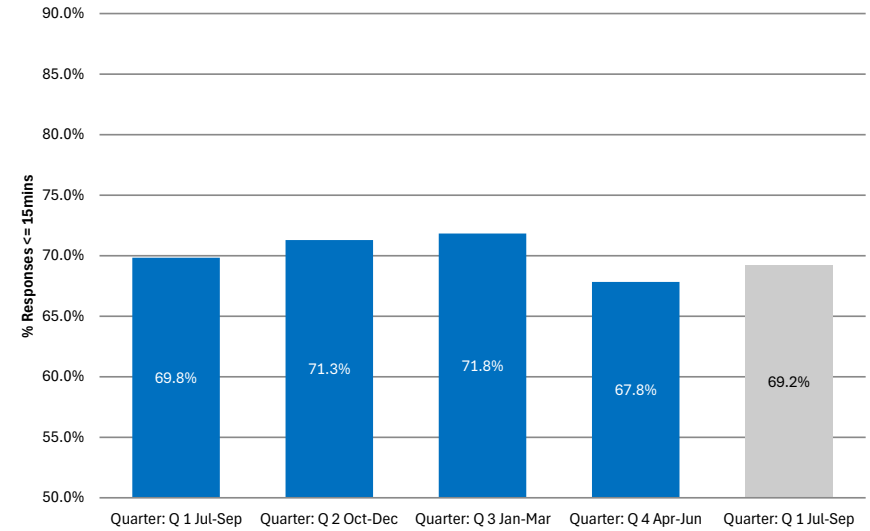
**AV State-wide Code 1 First Response Performance -
Percentage <= 15 Minutes**



MAP

TABLE

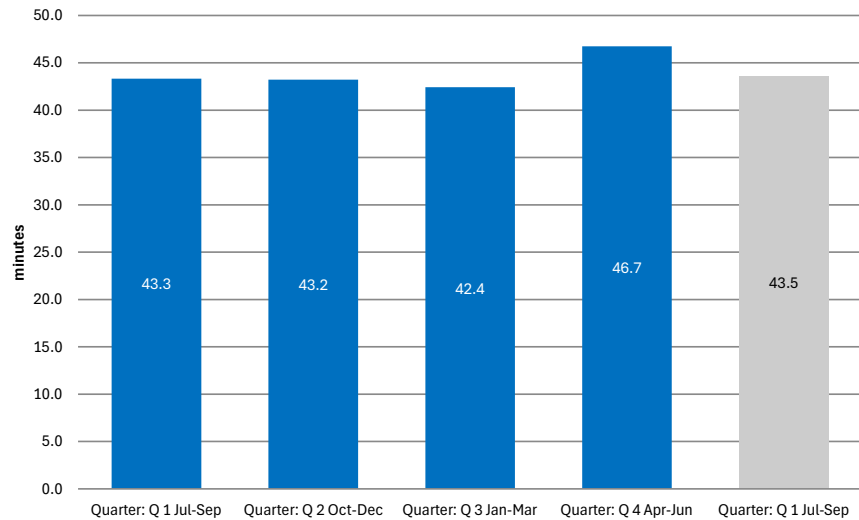
**AV State-wide Code 1 First Response Performance for
UCLs > 7,500 Persons - Percentage <= 15 Minutes**



MAP

TABLE

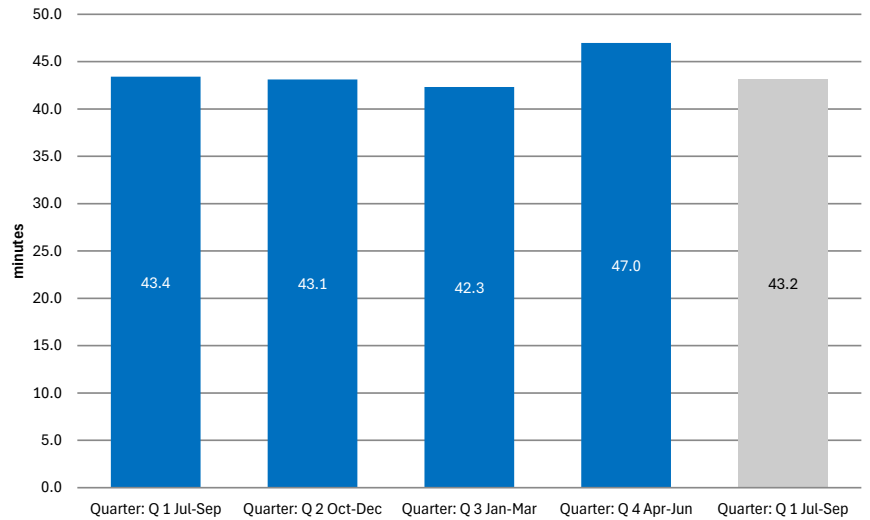
**AV State-wide Code 2 First Response Performance -
Average**



MAP

TABLE

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



MAP

TABLE

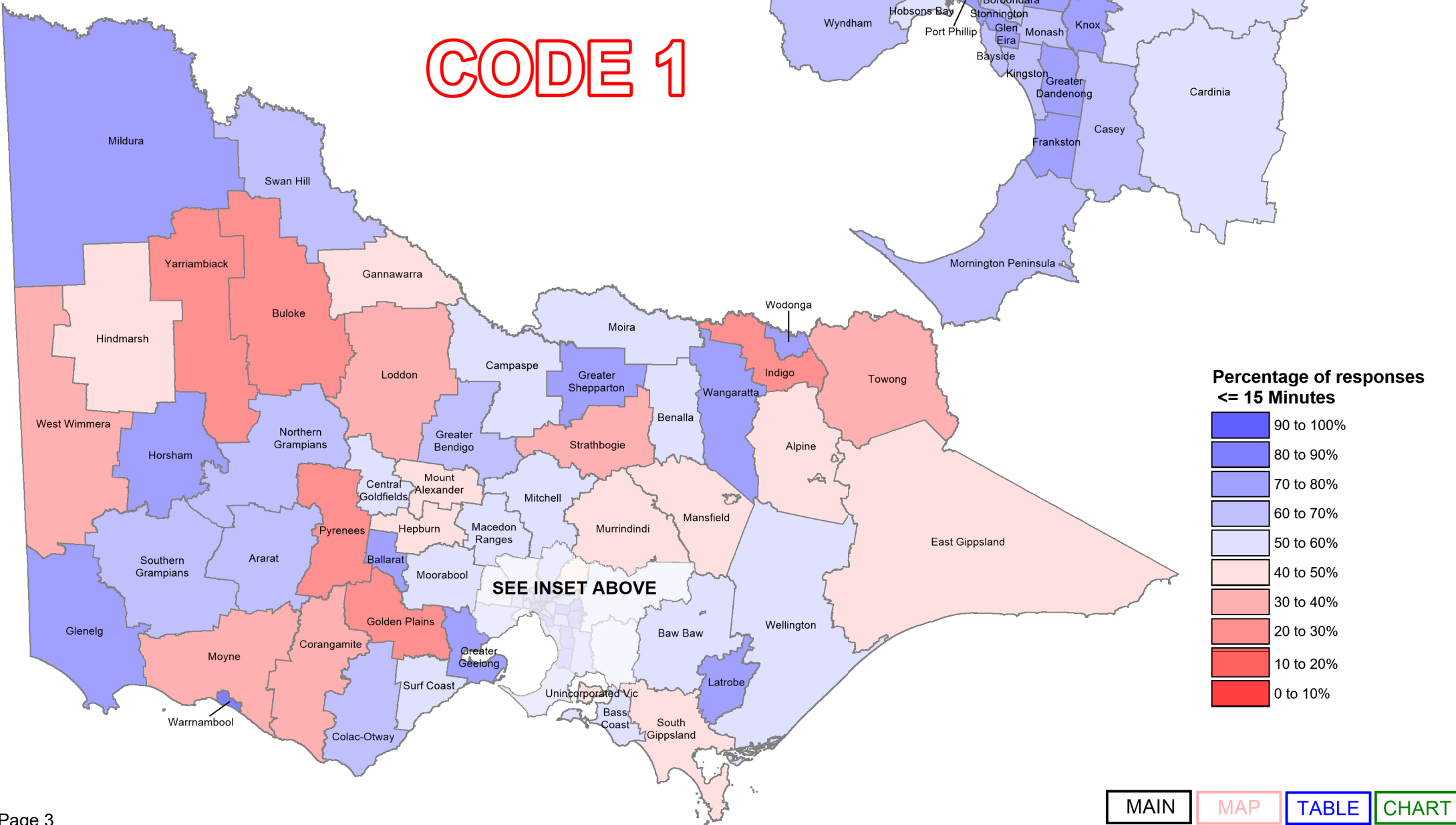


Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

2024/25 Quarter 1 (1st July 2024 to 30th September 2024)

CODE 1



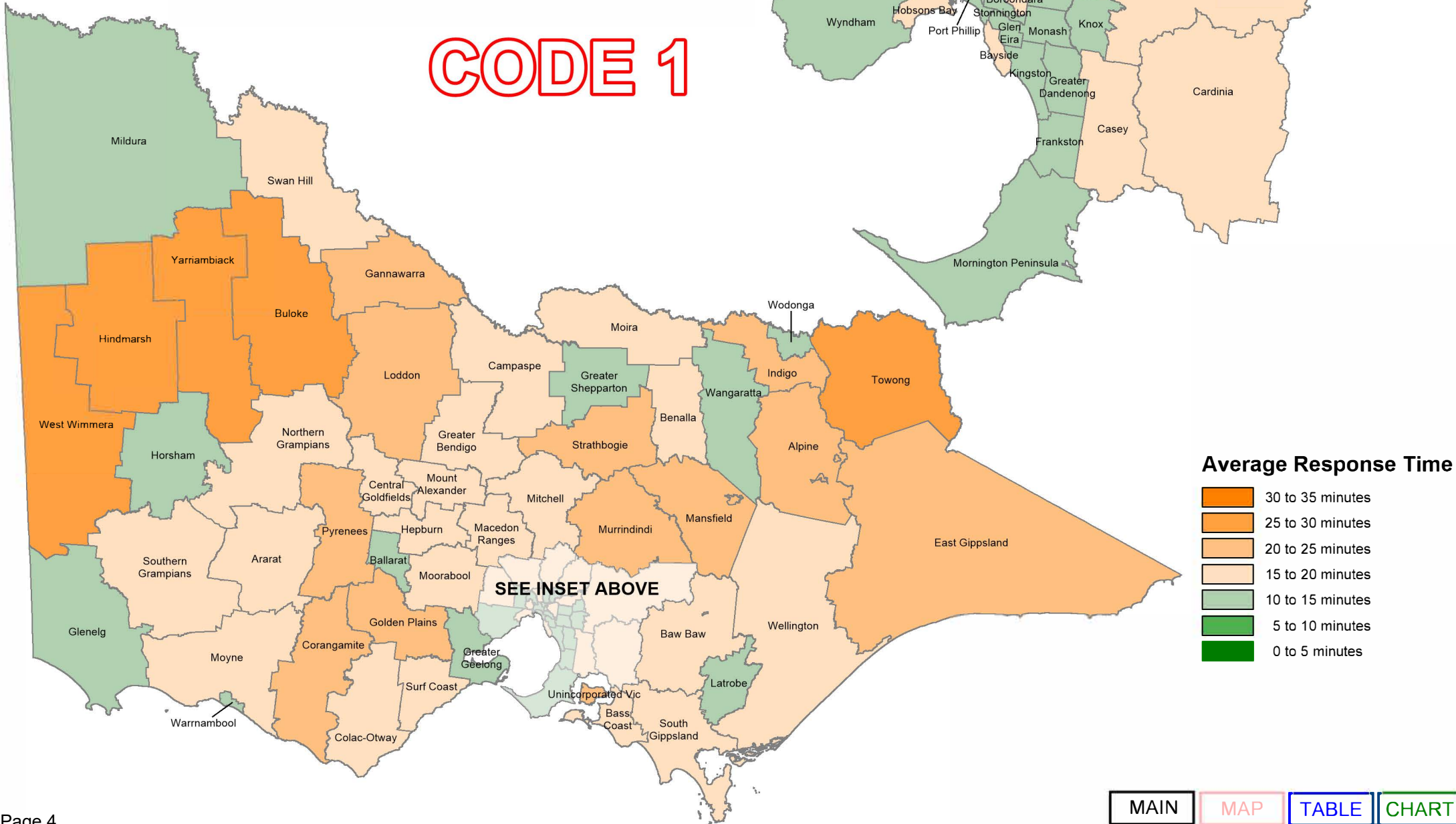


Ambulance Victoria

Average Code 1 Response Time by LGA

2024/25 Quarter 1 (1st July 2024 to 30th September 2024)

CODE 1





Code 1 First Response Performance by LGA

LGA Name	Qtr 1 2023/24			Qtr 2 2023/24			Qtr 3 2023/24			Qtr 4 2023/24			Qtr 1 2024/25		
	% 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	46.1%	21:54	154	44.0%	21:49	168	46.8%	22:14	222	39.7%	21:49	179	43.5%	22:17	184
Ararat	62.8%	16:21	199	65.7%	15:25	207	61.3%	16:41	194	55.0%	18:09	189	60.7%	17:40	219
Ballarat	79.4%	12:53	2,089	76.8%	13:37	2,300	81.3%	12:43	2,134	78.0%	13:25	2,424	72.8%	13:59	2,256
Banyule	74.5%	13:23	1,692	75.3%	13:20	1,754	76.1%	13:02	1,634	69.6%	14:42	1,831	74.5%	13:37	1,738
Bass Coast	55.2%	17:35	710	59.1%	16:14	775	59.4%	15:50	789	61.0%	16:13	753	57.8%	16:27	727
Baw Baw	61.3%	16:08	984	64.6%	15:22	910	65.9%	15:27	902	64.2%	15:31	1,000	59.4%	16:32	1,032
Bayside	65.7%	15:39	982	67.5%	14:52	1,078	70.6%	14:30	969	67.2%	15:29	1,120	68.5%	15:18	970
Benalla	58.3%	17:27	240	63.4%	16:12	284	63.9%	15:37	285	57.0%	18:23	300	58.7%	18:25	293
Boroondara	71.0%	14:48	1,547	73.8%	14:16	1,684	71.9%	14:37	1,510	68.7%	15:28	1,509	69.6%	15:02	1,510
Brimbank	69.3%	14:23	3,063	74.6%	13:28	3,101	74.8%	13:40	2,970	68.2%	14:32	3,148	69.8%	14:26	3,279
Buloke	33.3%	28:37	87	33.6%	24:20	113	31.7%	26:44	104	21.3%	33:52	89	28.2%	25:57	103
Campaspe	61.3%	15:54	692	60.6%	15:52	734	60.5%	15:47	663	58.3%	16:47	727	57.9%	16:56	706
Cardinia	50.8%	17:20	1,721	51.4%	17:51	1,759	57.3%	16:52	1,654	50.2%	18:21	1,814	55.1%	17:04	1,700
Casey	64.7%	14:58	4,910	64.6%	15:11	5,019	64.4%	14:54	4,720	62.8%	15:31	5,383	63.4%	15:16	5,234
Central Goldfields	58.5%	17:02	316	53.9%	19:01	304	52.4%	18:33	267	51.1%	19:13	329	57.2%	18:15	360
Colac-Otway	59.5%	18:23	274	54.4%	18:38	283	58.7%	17:13	281	57.3%	18:35	295	62.6%	16:46	281
Corangamite	40.7%	21:41	243	36.9%	22:02	244	43.5%	20:27	248	39.6%	20:36	265	35.7%	22:25	235
Darebin	75.6%	13:32	2,365	77.4%	13:15	2,383	78.0%	13:11	2,390	74.6%	13:52	2,590	74.3%	14:10	2,522
East Gippsland	54.0%	18:43	1,086	53.2%	18:46	1,033	50.3%	19:38	1,127	54.3%	18:39	1,052	48.8%	20:08	1,010
Frankston	72.0%	13:51	2,539	70.8%	14:14	2,618	73.7%	13:30	2,562	71.4%	13:58	2,630	74.2%	13:35	2,592
Gannawarra	39.7%	23:49	156	38.9%	23:37	144	39.8%	24:29	133	38.9%	23:29	162	46.6%	21:24	133
Glen Eira	72.1%	14:08	1,614	71.3%	14:25	1,660	73.8%	13:49	1,598	68.1%	15:29	1,609	70.3%	14:28	1,533
Glenelg	71.6%	14:35	356	72.3%	13:50	339	68.8%	15:03	336	69.1%	15:46	301	74.7%	14:20	300
Golden Plains	30.5%	21:41	282	31.6%	20:46	247	28.9%	21:45	253	33.3%	21:16	267	27.3%	22:00	256
Greater Bendigo	63.7%	15:38	2,388	63.5%	15:46	2,426	67.9%	14:49	2,214	61.5%	16:00	2,462	61.5%	16:17	2,395
Greater Dandenong	72.4%	13:57	2,632	74.3%	13:49	2,631	73.2%	13:44	2,501	69.0%	14:39	2,733	70.3%	14:08	2,599
Greater Geelong	73.5%	13:50	4,695	73.1%	13:46	4,907	72.9%	13:37	4,742	73.4%	13:55	5,111	70.9%	14:19	4,985
Greater Shepparton	72.8%	13:45	1,466	74.9%	13:48	1,386	74.1%	13:23	1,390	70.8%	14:38	1,455	71.9%	14:26	1,389
Hepburn	36.8%	20:53	272	36.5%	21:24	255	42.7%	18:01	234	43.7%	18:17	277	42.3%	19:29	248
Hindmarsh	53.2%	21:03	126	49.5%	21:44	103	50.0%	21:41	88	51.1%	21:55	88	46.2%	26:42	91
Hobsons Bay	59.6%	15:46	1,218	63.2%	15:17	1,334	63.6%	15:19	1,290	58.6%	16:10	1,443	58.7%	15:58	1,360
Horsham	79.5%	12:21	380	78.4%	12:44	399	78.6%	13:06	351	77.6%	13:39	397	79.2%	12:28	365
Hume	61.2%	15:53	4,470	63.0%	15:26	4,329	61.5%	15:30	4,298	56.4%	16:44	4,724	58.1%	16:16	4,656
Indigo	32.4%	23:29	173	34.5%	21:41	197	28.3%	23:21	191	33.8%	20:46	195	29.4%	21:00	187
Kingston (C) (V	69.5%	14:17	1,962	69.9%	14:14	2,188	69.1%	14:14	2,055	65.0%	15:20	2,149	66.7%	14:38	2,061
Knox	72.8%	13:54	2,070	72.6%	13:34	2,169	72.9%	13:45	2,046	67.6%	14:57	2,104	71.1%	14:08	1,982
Latrobe (C) (V	73.8%	12:58	1,980	73.5%	13:06	1,960	76.1%	12:46	1,924	75.6%	13:04	2,003	71.9%	13:53	2,114
Loddon	24.3%	25:58	144	29.3%	25:21	157	18.4%	27:39	136	29.5%	25:07	146	32.5%	23:10	169
Macedon Ranges	54.8%	16:52	701	55.4%	16:30	740	58.3%	15:43	689	55.9%	17:24	801	58.3%	16:17	737
Manningham	64.9%	15:09	1,372	68.5%	14:46	1,389	69.2%	14:47	1,295	63.1%	15:48	1,430	66.1%	15:29	1,410
Mansfield	58.0%	18:14	112	43.7%	23:01	135	42.5%	23:49	153	38.0%	25:19	100	40.8%	24:36	98
Maribyrnong	67.1%	15:04	1,264	70.8%	14:16	1,287	68.8%	14:34	1,253	63.7%	15:52	1,321	66.8%	15:23	1,321
Maroondah	73.0%	13:55	1,587	71.3%	13:49	1,567	74.3%	13:43	1,536	71.8%	14:07	1,610	72.2%	14:27	1,579
Melbourne	76.4%	12:51	2,919	78.3%	12:41	3,196	78.0%	12:29	3,216	76.0%	13:08	3,044	76.4%	12:57	2,847
Melton	57.2%	16:40	3,005	60.0%	16:00	3,036	59.5%	16:04	2,960	52.9%	17:10	3,271	55.4%	16:47	3,218
Mildura	75.9%	13:30	1,103	75.6%	13:11	1,043	76.3%	14:07	1,092	74.6%	13:31	1,089	76.8%	13:33	1,088
Mitchell	54.5%	16:54	842	54.7%	17:04	833	55.5%	17:05	875	51.4%	16:59	867	51.9%	18:41	916
Moirra	51.6%	18:27	669	48.0%	18:50	666	51.7%	18:34	650	46.6%	20:20	631	53.8%	17:43	624
Monash	68.2%	15:02	2,162	69.4%	14:36	2,277	69.7%	14:11	2,205	66.7%	15:20	2,363	67.8%	14:56	2,256
Moonee Valley	64.9%	15:12	1,730	69.7%	14:56	1,852	70.9%	14:24	1,727	65.0%	15:36	1,856	66.8%	14:59	1,842
Moorabool	50.7%	18:13	566	53.8%	17:36	520	52.6%	16:27	502	43.1%	19:02	543	52.8%	17:13	563
Merri-bek	71.2%	14:25	2,645	73.8%	13:35	2,527	72.9%	14:00	2,472	67.7%	15:03	2,643	68.2%	15:11	2,680
Mornington Peninsula	60.5%	15:40	2,613	63.3%	15:21	2,877	64.6%	15:03	2,879	62.1%	15:37	2,911	65.8%	14:47	2,847
Mount Alexander	40.3%	20:58	278	44.2%	21:19	292	42.0%	20:38	269	52.3%	19:05	281	48.5%	19:42	264
Moyne	35.6%	20:18	194	32.6%	21:01	190	43.5%	18:48	216	34.2%	20:21	225	39.2%	18:48	171
Murrindindi	32.3%	23:41	229	33.7%	24:22	261	32.1%	23:59	268	34.5%	23:55	255	40.7%	22:21	216
Nillumbik	46.3%	17:50	640	52.3%	17:08	667	53.8%	16:32	591	47.8%	18:05	718	46.8%	18:47	708
Northern Grampians	57.8%	17:46	244	62.8%	15:53	247	56.5%	17:48	255	57.1%	18:03	240	61.5%	17:18	286
Port Phillip	72.6%	13:56	1,397	73.3%	13:46	1,607	73.0%	13:44	1,590	69.8%	14:35	1,503	72.2%	14:06	1,386
Pyrenees	26.7%	22:29	135	37.4%	22:08	174	32.1%	22:27	159	34.6%	23:03	182	25.4%	23:00	169
Queenscliffe	50.9%	17:32	57	54.7%	17:27	75	55.9%	15:21	68	59.6%	15:30	52	54.0%	16:16	50
South Gippsland	47.2%	18:27	487	47.8%	18:18	513	46.6%	18:30	517	45.1%	19:35	495	48.7%	18:07	503
Southern Grampians	70.6%	14:01	211	58.4%	18:41	267	61.0%	16:52	218	64.9%	15:12	245	60.6%	17:28	203
Stonnington	71.9%	14:24	1,216	72.3%	14:18	1,374	73.6%	13:43	1,200	69.5%	14:33	1,269	69.8%	14:25	1,166
Strathbogie	30.4%	22:12	217	33.6%	23:14	235	32.7%	22:20	226	31.8%	23:18	236	36.6%	22:39	246
Surf Coast	57.4%	15:34	350	59.9%	15:57	461	62.3%	15:32	531	56.1%	16:25	462	57.2%	16:27	409
Swan Hill	71.7%	14:16	325	68.5%	15:56	362	63.5%	16:36	362	64.9%	15:44	350	67.6%	15:21	336
Towong	33.7%	27:59	89	30.8%	27:42	107	29.9%	26:03	87	31.3%	28:24	83	37.6%	28:20	85
Wangaratta	69.0%	15:29	535	67.4%	16:01	561	68.3%	15:58	583	69.5%	15:23	583	71.5%	14:31	547
Warrnambool	83.8%	12:09	538	81.5%	13:19	615	85.0%	12:07	560	80.9%	12:38	603	83.8%	12:04	531
Wellington	55.6%	18:42	784	52.7%	18:28	814	53.4%	18:31	802	55.6%	17:47	829	57.2%	17:45	797
West Wimmera	22.7%	30:22	66	35.6%	25:15	59	36.4%	26:27	44	32.4%	25:38	68	31.5%	28:21	54
Whitehorse	70.0%	14:34	1,902	73.3%	13:36	1,983	73.5%	13:35	1,858	71.0%	14:38	2,024	73.1%	13:48	1,920
Whittlesea	64.6%	15:22	3,254	67.4%	14:36	3,317	69.1%	14:06	3,328	61.9%	15:50	3,651	65.5%	15:10	3,622
Wodonga	74.7%	14:07	683	76.5%	13:22	752	76.7%	13:38	678	73.7%	14:41	763	75.3%	14:17	717
Wyndham	68.1%	14:28	3,381	71.4%	14:05	3,374	68.3%	14:33	3,304	64.9%	14:56	3,550	68.0%	14:23	3,653
Yarra	74.8%	13:28	1,266	76.2%	13:15	1,354	78.7%	12:49	1,322	75.0%	13:14	1,375	76.0%	13:30	1,245
Yarra Ranges	53.7%	17:11	1,984	55.4%	16:52	2,190	55.8%	16:57	2,047	49.7%	18:10	2,141	53.0%	17:14	2,080
Yarriambiack	36.2%	25:45	138	36.7%	25:										



Ambulance Victoria

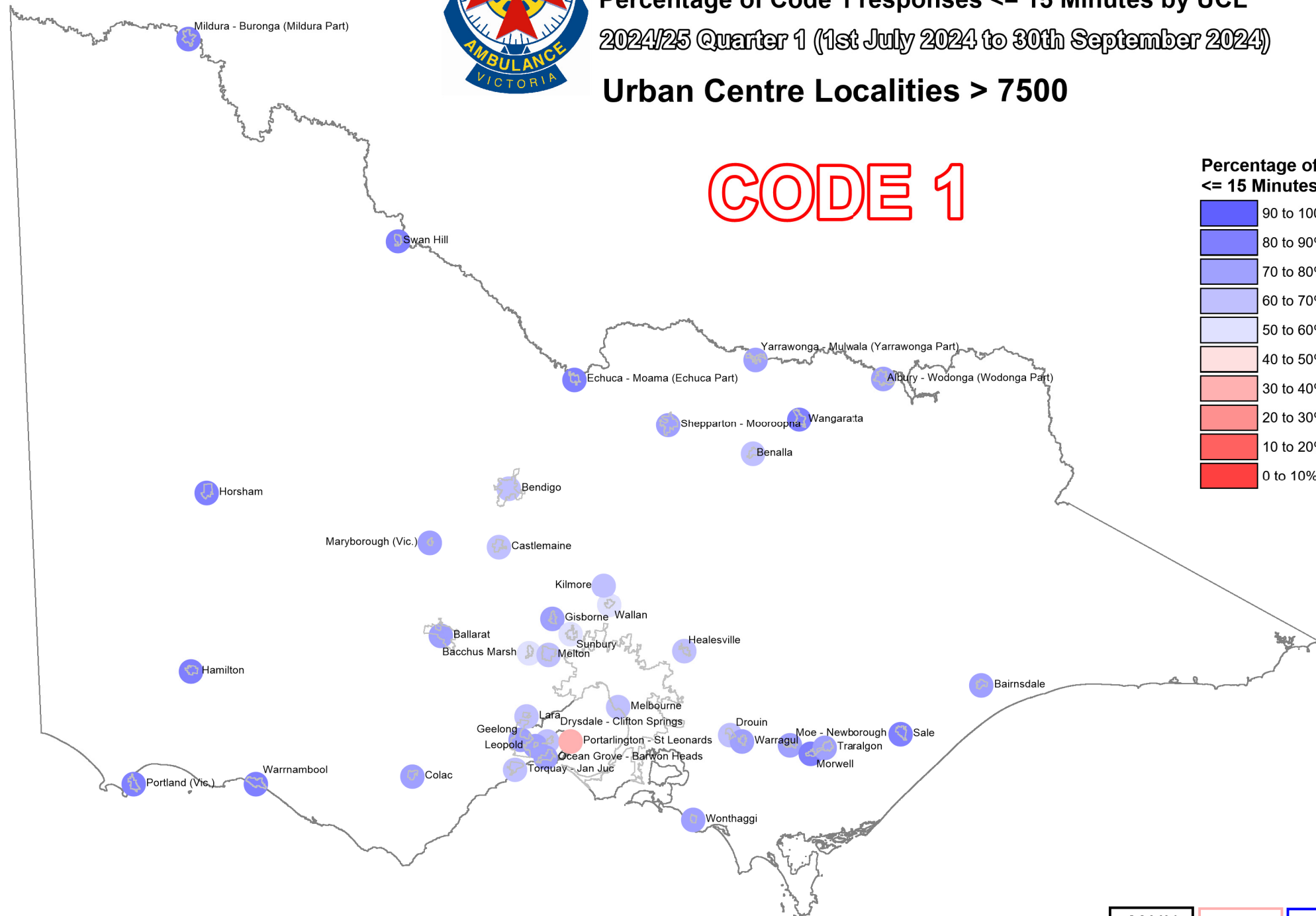
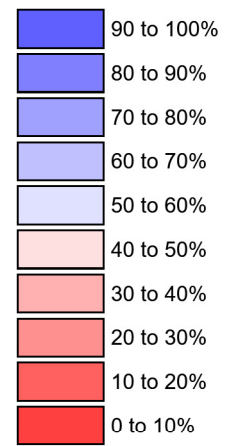
Percentage of Code 1 responses <= 15 Minutes by UCL

2024/25 Quarter 1 (1st July 2024 to 30th September 2024)

Urban Centre Localities > 7500

CODE 1

Percentage of responses
<= 15 Minutes





Ambulance Victoria

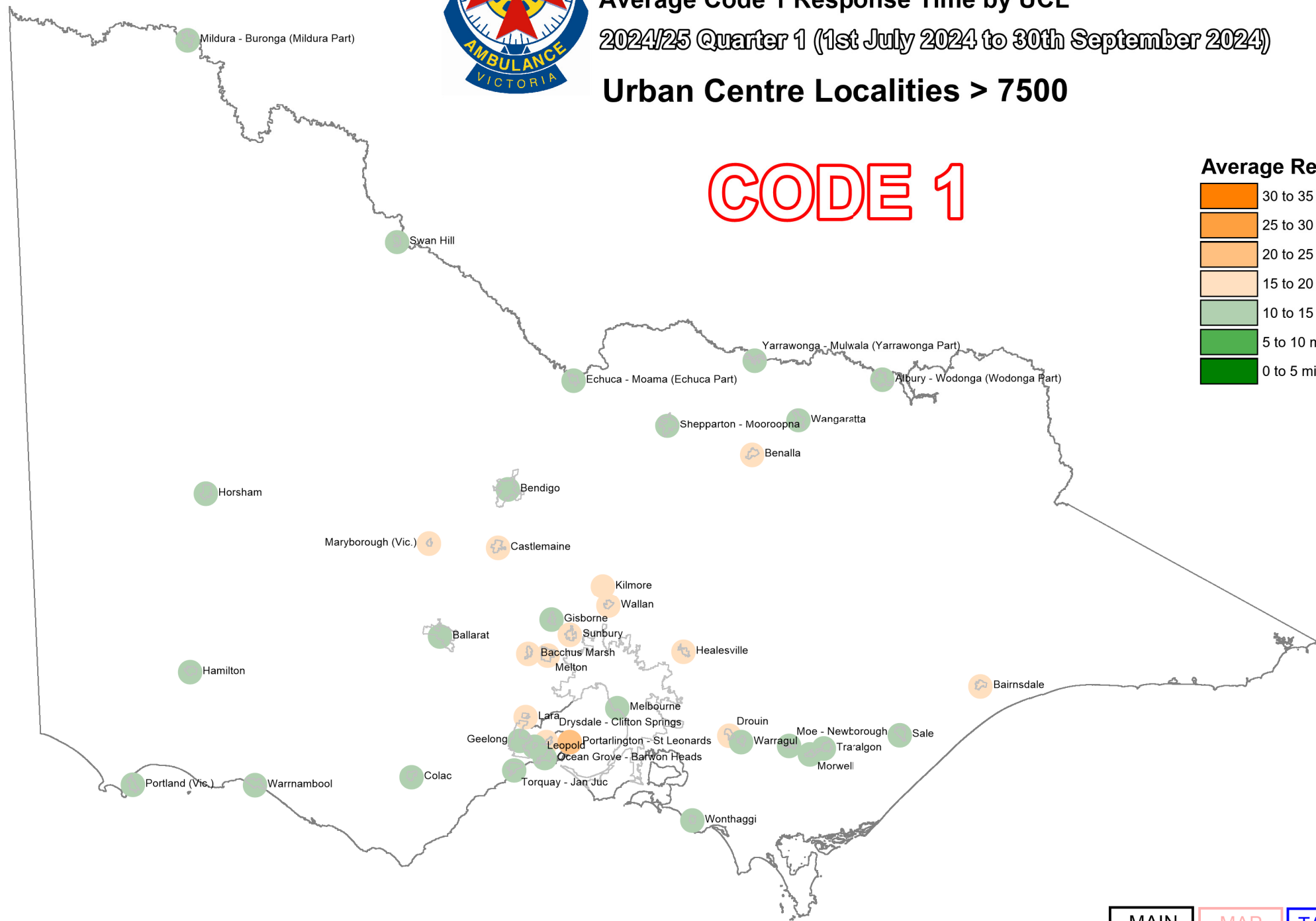
Average Code 1 Response Time by UCL

2024/25 Quarter 1 (1st July 2024 to 30th September 2024)

Urban Centre Localities > 7500

CODE 1

Average Response Time





UCL Name

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	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

Qtr 1 2023/24

Qtr 2 2023/24

Qtr 3 2023/24

Qtr 4 2023/24

Qtr 1 2024/25

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
80.3%	12:55	691
61.0%	16:13	328
73.6%	14:22	333
78.1%	13:27	2,195
74.4%	13:21	227
69.9%	14:30	2,058
60.6%	18:27	180
70.2%	15:08	188
76.9%	13:57	251
75.3%	13:25	287
78.5%	12:22	307
77.1%	13:11	3,385
68.0%	14:26	181
79.8%	14:14	183
67.6%	15:34	188
84.2%	11:46	361
61.9%	15:18	155
70.2%	14:17	235
78.0%	12:34	177
63.3%	17:39	229
70.1%	14:18	65,255
64.7%	15:08	1,563
86.8%	10:59	745
75.4%	12:26	528
86.3%	11:09	512
75.7%	12:44	296
34.2%	19:14	196
85.2%	10:58	209
80.5%	11:26	272
82.1%	12:47	1,092
61.8%	15:51	610
89.4%	9:49	216
70.2%	13:27	228
73.7%	13:20	613
61.7%	14:56	240
80.4%	13:46	439
79.8%	12:41	332
82.3%	13:15	593
77.8%	12:35	194
66.9%	15:50	175

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
80.8%	13:08	621
63.9%	14:58	299
69.8%	15:09	344
82.6%	12:33	2,039
76.1%	13:15	226
73.7%	13:44	1,908
61.3%	18:07	160
77.6%	12:53	165
74.0%	14:36	231
73.1%	13:11	286
83.0%	11:34	271
76.1%	13:12	3,329
67.6%	13:35	170
77.7%	13:07	148
61.5%	15:34	187
86.8%	11:23	303
68.8%	14:47	160
68.8%	14:06	205
79.1%	12:29	134
69.1%	15:42	175
70.5%	14:09	62,829
64.0%	15:22	1,443
87.1%	11:00	757
83.9%	11:09	504
85.9%	11:36	491
77.0%	12:37	282
44.4%	18:15	214
83.6%	12:01	195
81.4%	11:45	279
81.3%	12:20	1,085
58.6%	15:45	607
81.3%	12:17	208
70.4%	13:59	287
76.2%	12:37	629
64.5%	15:13	251
79.7%	13:38	459
81.1%	12:27	344
86.5%	11:47	535
78.8%	12:18	203
69.1%	15:29	194

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
77.0%	14:15	699
49.3%	18:17	337
73.0%	14:30	374
79.9%	13:11	2,305
64.0%	17:10	236
66.1%	15:05	2,159
67.7%	16:55	186
74.3%	14:34	187
70.5%	15:03	244
74.4%	13:54	332
79.2%	13:15	303
77.3%	13:23	3,652
66.5%	15:21	179
83.7%	11:29	178
65.2%	16:41	178
86.5%	11:44	334
67.9%	13:43	165
64.7%	14:45	255
75.6%	13:59	164
63.8%	16:28	224
66.1%	15:09	67,003
56.5%	16:56	1,656
85.6%	11:15	762
78.2%	12:36	499
88.0%	11:26	540
72.6%	13:30	223
34.3%	19:37	172
81.2%	12:40	165
83.4%	11:18	308
77.3%	13:39	1,161
50.5%	17:44	594
85.9%	11:13	206
65.1%	14:27	272
76.3%	12:52	632
60.2%	15:04	256
81.7%	13:32	470
78.6%	12:45	440
81.9%	12:23	580
77.1%	13:10	214
70.0%	17:01	150

% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
77.7%	14:03	663
57.9%	15:46	354
70.6%	15:14	330
74.2%	13:47	2,140
67.6%	16:47	225
68.4%	14:56	2,036
66.5%	17:10	173
74.4%	13:56	203
67.5%	15:39	277
68.8%	15:01	224
80.7%	12:25	264
75.0%	13:42	3,604
71.7%	13:19	159
83.2%	12:34	137
60.8%	17:20	194
87.2%	10:52	305
61.5%	17:16	161
68.3%	15:07	221
79.2%	11:56	159
70.1%	15:39	264
68.0%	14:43	65,003
60.4%	16:06	1,629
86.3%	11:28	786
75.5%	13:00	535
87.1%	11:53	559
70.6%	13:56	265
30.9%	20:12	191
86.0%	11:22	179
86.0%	10:49	314
79.5%	13:30	1,085
52.1%	17:38	653
84.5%	11:36	207
66.7%	14:42	240
70.3%	14:19	664
59.8%	16:24	266
82.3%	12:35	451
77.2%	12:49	382
84.9%	11:56	509
77.0%	12:35	209
78.5%	13:13	163

MAIN

MAP
≤ 15 Minutes

MAP
Average

TABLE

CHART

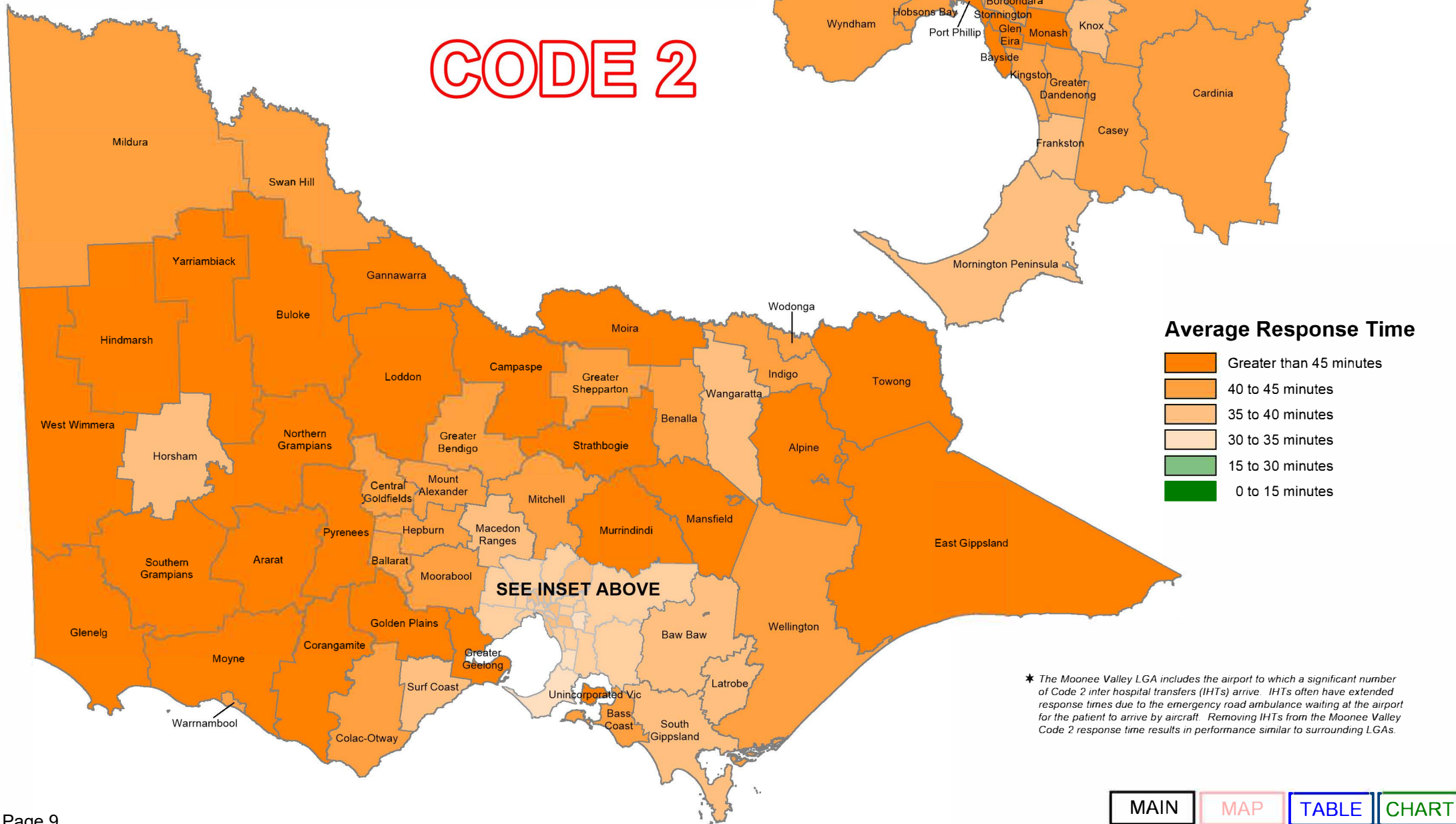


Ambulance Victoria

Average Code 2 Response Time by LGA

2024/25 Quarter 1 (1st July 2024 to 30th September 2024)

CODE 2





Code 2 First Response Performance by LGA

LGA Name	Qtr 1 2023/24		Qtr 2 2023/24		Qtr 3 2023/24		Qtr 4 2023/24		Qtr 1 2024/25	
	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	43:18	155	39:30	170	39:08	174	47:11	157	45:40	148
Ararat	36:28	192	40:24	186	38:33	183	42:43	195	45:24	161
Ballarat	35:31	1,154	41:40	1,156	36:50	1,153	42:14	1,190	41:28	1,132
Banyule	44:13	926	42:13	987	41:33	915	49:40	829	41:12	848
Bass Coast	41:22	559	42:02	605	42:16	611	46:15	578	44:35	528
Baw Baw	36:41	601	35:42	550	38:35	530	39:28	533	36:35	544
Bayside	53:19	610	53:35	620	52:05	610	55:21	569	48:36	601
Benalla	36:33	245	35:56	224	42:49	222	38:32	222	43:38	196
Boroondara	49:34	767	49:47	852	48:32	866	57:11	757	47:49	817
Brimbank	44:08	1,303	40:28	1,426	39:45	1,376	46:40	1,313	41:50	1,373
Buloke	56:57	76	50:49	70	51:13	70	61:41	72	56:35	80
Campaspe	44:06	526	45:21	515	40:51	490	44:11	473	45:28	477
Cardinia	43:05	773	39:43	784	39:03	804	45:56	725	42:14	759
Casey	42:09	2,231	42:01	2,279	39:48	2,126	44:07	2,063	41:15	2,158
Central Goldfields	41:09	253	44:21	239	45:46	263	46:59	261	44:04	238
Colac-Otway	37:17	271	40:42	281	40:14	269	42:50	245	42:43	237
Corangamite	43:49	169	44:30	185	43:32	178	43:31	181	47:26	158
Darebin	44:56	1,144	42:58	1,209	42:51	1,168	51:10	1,102	45:20	1,249
East Gippsland	46:03	723	44:55	725	49:11	791	45:59	713	46:24	664
Frankston	36:13	1,502	37:37	1,471	36:46	1,525	39:49	1,447	36:42	1,413
Gannawarra	45:12	117	52:46	108	52:27	114	53:11	113	52:32	117
Glen Eira	51:29	818	54:12	769	48:35	741	57:26	737	51:39	708
Glenelg	38:20	257	43:20	297	35:54	270	42:23	238	45:15	236
Golden Plains	45:07	106	49:09	102	42:39	125	47:36	122	50:20	114
Greater Bendigo	44:56	1,190	47:41	1,340	44:06	1,215	48:20	1,193	44:35	1,109
Greater Dandenong	40:42	1,237	41:02	1,293	41:43	1,253	45:17	1,188	40:21	1,298
Greater Geelong	40:36	2,754	40:28	2,811	41:08	2,690	42:29	2,642	45:19	2,622
Greater Shepparton	40:12	781	39:57	853	38:21	860	42:21	756	41:10	802
Hepburn	42:01	155	44:11	177	36:38	158	45:28	141	40:08	151
Hindmarsh	44:17	104	44:32	76	47:51	76	37:12	73	49:29	58
Hobsons Bay	41:40	632	43:48	667	45:10	642	45:41	604	40:50	592
Horsham	42:05	299	42:06	299	35:34	288	41:58	311	39:06	268
Hume	41:56	1,894	39:53	1,849	41:13	1,874	46:05	1,634	42:43	1,752
Indigo	48:02	108	43:13	111	42:53	118	45:08	99	44:22	100
Kingston (C) (V	45:40	1,115	43:18	1,087	43:07	1,127	47:38	994	43:07	1,009
Knox	41:09	1,089	39:20	1,070	40:47	1,109	44:16	1,008	39:20	1,107
Latrobe (C) (V	32:20	1,085	32:11	1,089	34:00	1,110	34:41	1,067	37:07	1,092
Loddon	42:23	105	51:15	108	47:42	84	52:48	87	49:04	89
Macedon Ranges	34:41	440	36:55	524	35:32	498	37:04	478	35:59	443
Manningham	47:22	702	46:51	655	43:36	705	54:44	654	44:33	685
Mansfield	42:13	118	40:24	145	41:49	125	42:59	113	51:18	135
Maribyrnong	48:51	659	45:30	683	45:35	640	50:20	684	44:12	698
Maroondah	42:04	926	41:34	902	41:30	922	46:01	820	41:07	850
Melbourne	42:18	1,749	43:07	1,815	39:51	1,842	44:11	1,548	40:13	1,720
Melton	41:57	1,342	41:52	1,407	41:55	1,355	46:33	1,338	41:45	1,199
Mildura	45:20	666	44:29	649	41:31	679	42:53	655	42:56	675
Mitchell	37:06	562	44:06	614	39:10	521	41:53	532	41:47	550
Moira	44:49	459	40:21	514	45:04	495	43:37	494	45:55	455
Monash	49:51	1,180	47:24	1,207	46:12	1,211	53:23	1,138	47:01	1,123
* Moonee Valley	84:17	1,297	81:04	1,355	81:55	1,252	85:42	1,228	77:23	1,260
Moorabool	42:37	365	41:34	347	41:02	350	48:45	316	42:04	372
Merri-bek	49:30	1,218	45:21	1,267	46:16	1,196	51:47	1,107	45:59	1,242
Mornington Peninsula	33:45	1,618	37:14	1,690	36:54	1,683	38:07	1,608	36:23	1,605
Mount Alexander	43:23	207	45:00	258	38:32	198	47:54	221	44:48	157
Moyne	52:07	91	52:36	112	40:16	117	46:28	108	53:59	100
Murrindindi	49:17	176	48:20	199	50:05	204	47:03	170	45:26	169
Nillumbik	47:23	327	42:42	354	41:30	350	49:11	317	46:04	319
Northern Grampians	43:57	208	41:40	217	35:09	217	44:21	190	45:32	212
Port Phillip	50:02	730	46:26	780	46:34	817	50:09	697	45:23	729
Pyrenees	41:45	86	44:21	85	48:06	71	52:33	86	51:12	74
Queenscliffe	33:55	42	44:32	37	34:45	32	33:23	33	35:23	35
South Gippsland	34:50	311	41:23	350	39:55	320	42:31	289	35:51	320
Southern Grampians	34:49	219	36:47	184	36:21	204	43:29	179	46:34	176
Stonnington	46:49	594	50:05	661	48:38	574	52:08	591	44:52	678
Strathbogie	48:49	148	49:52	155	44:52	133	55:41	139	49:06	154
Surf Coast	32:12	247	36:36	238	33:17	319	38:25	225	39:27	201
Swan Hill	41:55	277	37:13	324	36:22	286	45:47	295	44:17	260
Towong	50:09	76	52:20	78	53:33	75	43:39	65	52:15	47
Wangaratta	40:48	365	41:49	429	42:04	439	44:24	396	38:45	364
Warrnambool	39:03	395	40:31	377	39:27	393	43:06	342	43:07	364
Wellington	39:28	489	42:45	528	42:28	537	38:23	495	41:07	546
West Wimmera	38:26	55	47:35	58	40:23	47	52:50	46	55:16	38
Whitehorse	46:49	1,035	45:28	1,041	44:42	1,016	53:29	1,072	42:55	1,013
Whittlesea	40:50	1,456	40:18	1,524	40:13	1,556	45:40	1,476	41:31	1,473
Wodonga	38:30	439	39:08	442	38:10	499	45:42	424	44:57	447
Wyndham	39:28	1,429	36:48	1,511	37:06	1,488	42:22	1,502	40:06	1,525
Yarra	43:10	629	43:30	665	42:56	692	50:44	648	45:24	666
Yarra Ranges	40:09	1,106	39:26	1,142	39:33	1,085	44:15	1,009	41:31	1,049
Yarriambiack	48:27	59	50:50	71	43:37	55	47:20	69	48:55	82
Unincorporated Vic	34:13	162	45:58	3	61:57	13	48:21	13	47:06	125
Interstate LGAs	42:35	157	44:01	198	51:06	176	43:18	137	43:16	139
Total AV	43:19	52,842	43:13	54,435	42:24	53,565	46:44	50,579	43:32	51,479

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

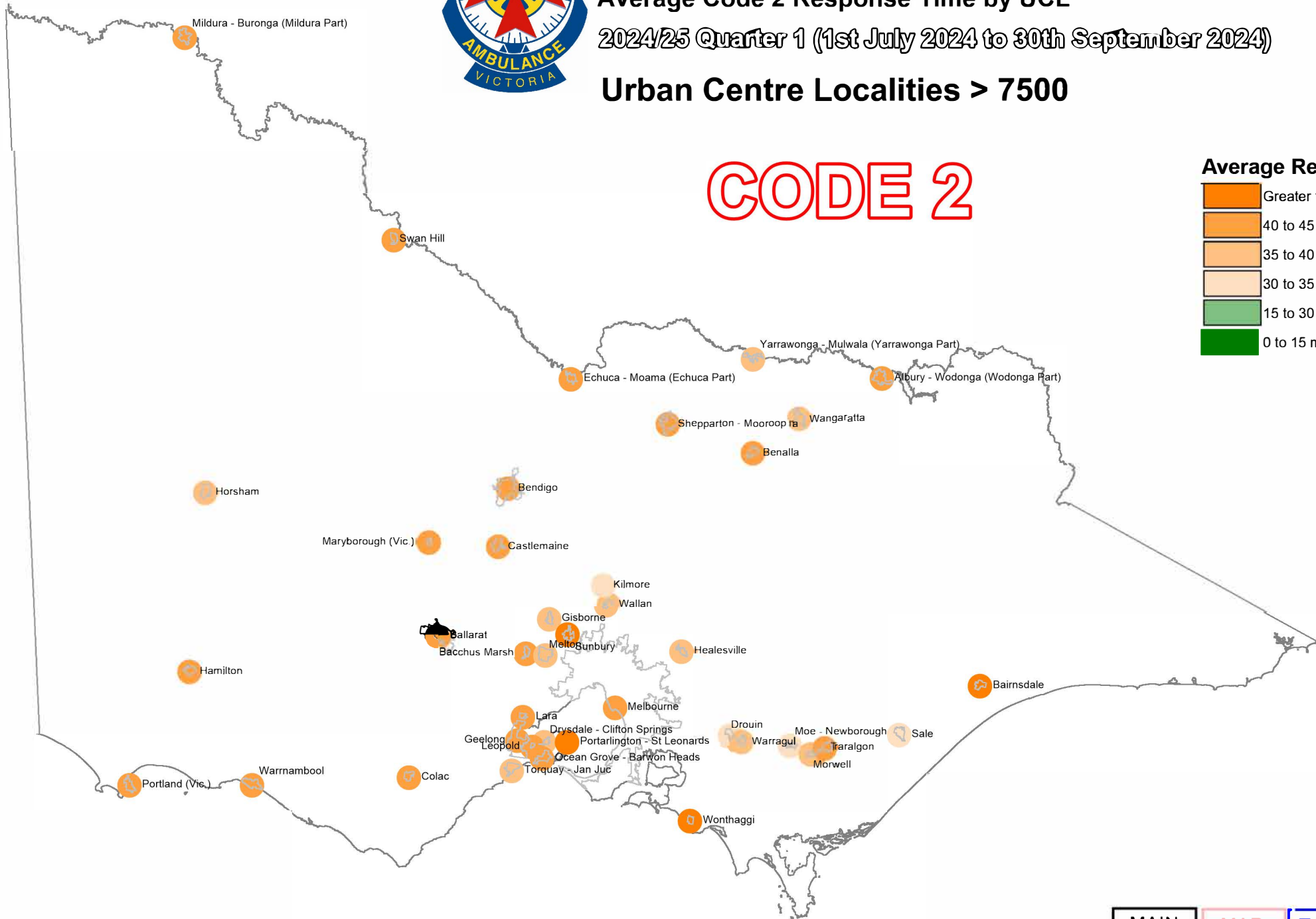
Average Code 2 Response Time by UCL

2024/25 Quarter 1 (1st July 2024 to 30th September 2024)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 1 2023/24

Qtr 2 2023/24

Qtr 3 2023/24

Qtr 4 2023/24

Qtr 1 2024/25

UCL Name

	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	38:20	414
Bacchus Marsh	43:23	269
Bairnsdale	48:20	316
Ballarat	35:21	1,112
Benalla	36:27	223
Bendigo	45:01	1,078
Castlemaine	42:39	155
Colac	37:10	189
Drouin	33:21	153
Drysdale - Clifton Springs	34:31	133
Echuca - Moama (Echuca Part)	45:56	258
Geelong	38:19	1,981
Gisborne	30:26	97
Hamilton	32:00	175
Healesville	37:37	107
Horsham	38:39	257
Kilmore	35:26	169
Lara	39:30	99
Leopold	38:21	91
Maryborough (Vic.)	41:01	201
Melbourne	45:13	31,944
Melton	37:43	760
Mildura - Buronga (Mildura Part)	43:20	472
Moe - Newborough	28:58	269
Morwell	29:40	336
Ocean Grove - Barwon Heads	33:18	123
Portarlington - St Leonards	50:38	113
Portland (Vic.)	35:51	180
Sale	31:28	185
Shepparton - Mooropna	40:18	671
Sunbury	41:08	326
Swan Hill	41:18	193
Torquay - Jan Juc	31:42	124
Traralgon	35:39	330
Wallan	36:53	108
Wangaratta	40:24	295
Warragul	37:39	284
Warrnambool	39:09	390
Wonthaggi	48:07	248
Yarrawonga - Mulwala (Yarrawonga Part)	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	32,886
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

Average Response Time Minutes	Total Number of First Responses
38:00	464
41:18	269
53:51	309
36:33	1,106
42:38	195
43:28	1,052
36:49	153
42:11	197
41:49	133
39:29	127
42:34	253
40:16	1,979
32:01	102
30:22	145
28:54	105
32:08	265
38:22	159
41:25	93
39:10	66
43:54	215
43:39	32,429
37:13	769
39:05	524
31:57	268
29:53	306
36:30	149
46:24	96
32:04	180
35:54	250
37:41	712
39:25	346
35:38	189
33:03	158
37:36	385
38:41	96
39:20	386
38:33	247
39:33	382
45:55	249
46:51	144

Average Response Time Minutes	Total Number of First Responses
45:50	402
48:11	252
49:40	292
42:25	1,147
37:01	192
47:34	1,036
46:36	162
44:47	195
40:09	127
37:00	142
42:34	229
41:16	1,929
31:38	76
42:46	134
43:12	81
40:04	279
36:45	181
41:32	96
42:40	83
46:15	198
48:52	30,466
43:43	707
40:24	486
33:52	286
31:31	258
36:25	117
51:01	103
44:11	168
34:24	227
43:14	619
44:49	242
48:21	187
33:21	104
35:44	374
39:34	82
43:39	346
36:59	260
43:14	338
53:45	244
38:53	128

Average Response Time Minutes	Total Number of First Responses
44:52	413
41:45	296
51:15	260
41:44	1,097
41:01	172
42:30	959
44:21	113
43:59	184
34:02	134
37:55	130
43:28	245
44:23	1,922
37:02	72
44:20	120
36:47	99
36:19	237
33:46	133
44:54	113
40:18	72
40:50	183
43:48	31,602
39:07	679
41:59	503
32:10	241
35:09	303
40:23	129
48:06	93
44:05	168
33:28	238
41:23	661
45:47	278
43:19	193
37:25	107
40:41	383
39:43	110
36:25	301
38:27	260
43:16	358
45:53	212
38:31	138

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