# Ambulance Victoria's Performance

## 2024/25 Quarter 2 (1st October 2024 to 31st December 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).
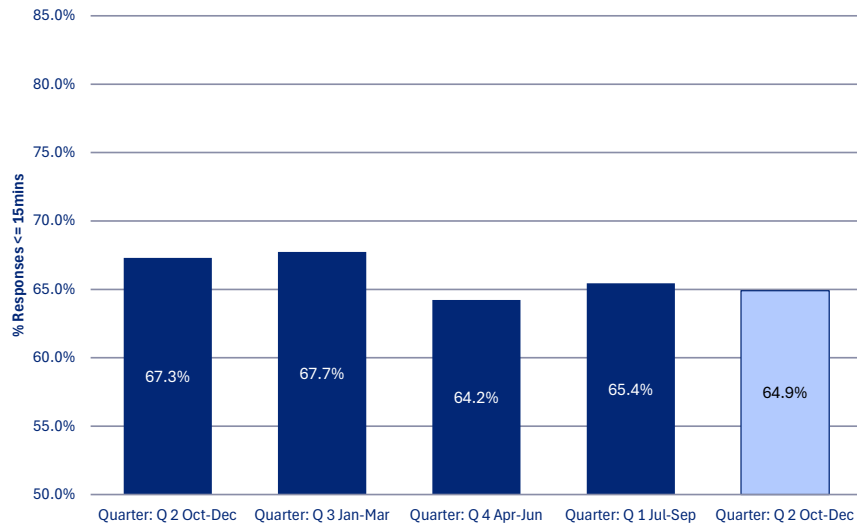
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

| Quarter | % Responses <= 15mins |
|---|---|
| Quarter: Q 2 Oct-Dec | 67.3% |
| Quarter: Q 3 Jan-Mar | 67.7% |
| Quarter: Q 4 Apr-Jun | 64.2% |
| Quarter: Q 1 Jul-Sep | 65.4% |
| Quarter: Q 2 Oct-Dec | 64.9% |

MAP
TABLE

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

| Quarter | % Responses <= 15mins |
|---|---|
| Quarter: Q 2 Oct-Dec | 71.3% |
| Quarter: Q 3 Jan-Mar | 71.8% |
| Quarter: Q 4 Apr-Jun | 67.8% |
| Quarter: Q 1 Jul-Sep | 69.2% |
| Quarter: Q 2 Oct-Dec | 68.6% |

MAP
TABLE
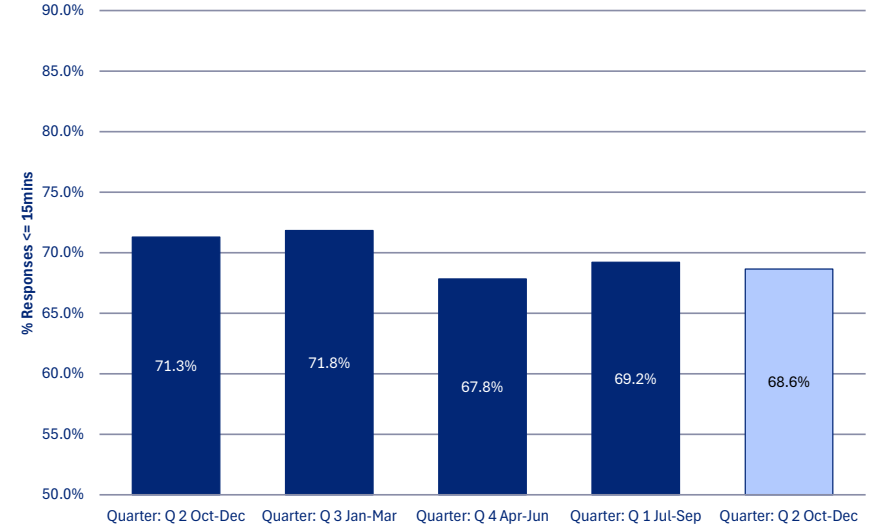
## AV State-wide Code 2 First Response Performance - Average

| Quarter | minutes |
|---|---|
| Quarter: Q 2 Oct-Dec | 43.2 |
| Quarter: Q 3 Jan-Mar | 42.4 |
| Quarter: Q 4 Apr-Jun | 46.7 |
| Quarter: Q 1 Jul-Sep | 43.5 |
| Quarter: Q 2 Oct-Dec | 45.3 |

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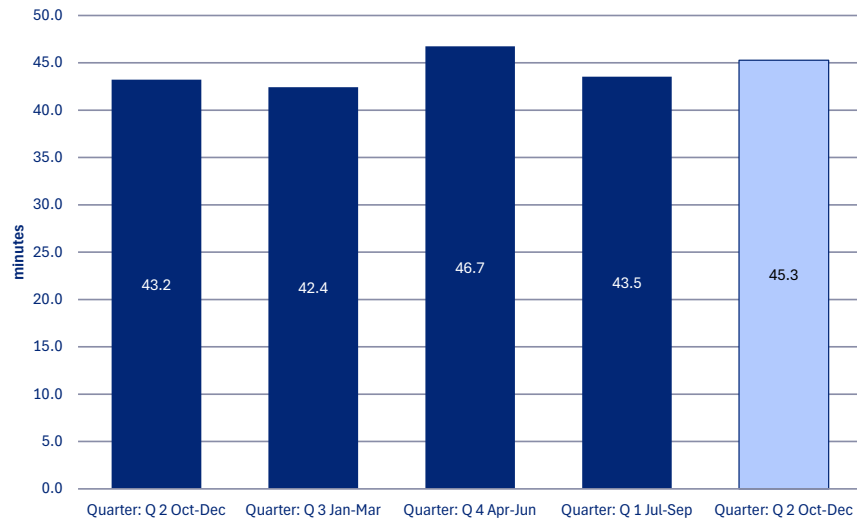
## AV State-wide Code 2 First Response Performance for UCLs > 7,500 Persons - Average

| Quarter | minutes |
|---|---|
| Quarter: Q 2 Oct-Dec | 43.1 |
| Quarter: Q 3 Jan-Mar | 42.3 |
| Quarter: Q 4 Apr-Jun | 47.0 |
| Quarter: Q 1 Jul-Sep | 43.2 |
| Quarter: Q 2 Oct-Dec | 45.1 |
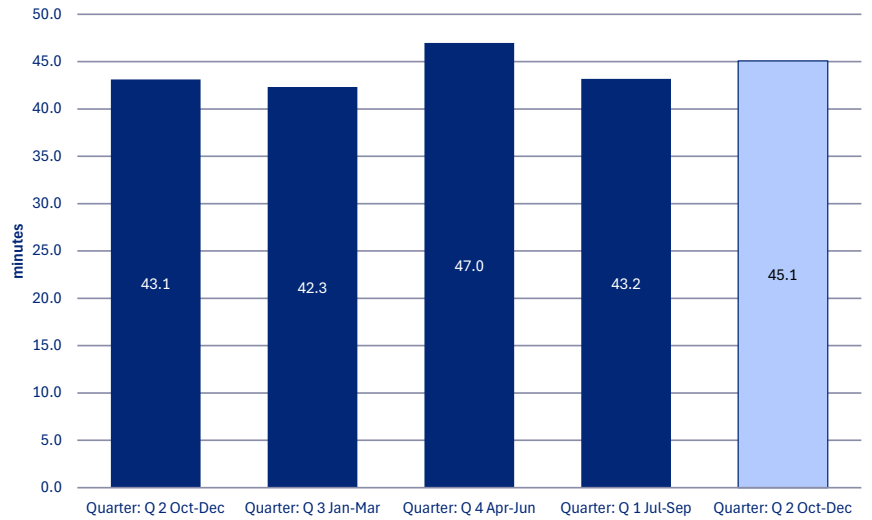
MAP
TABLE

# Ambulance Victoria

## Percentage of Code 1 responses <= 15 Minutes by LGA

### 2024/25 Quarter 2 (1st October 2024 to 31st December 2024)

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

### 2024/25 Quarter 2 (1st October 2024 to 31st December 2024)

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

# Code 1 First Response Performance by LGA

| LGA Name | Qtr 2 2023/24 % Responses <= 15 Minutes | Qtr 2 2023/24 Average Response Time Minutes | Qtr 2 2023/24 Total Number of First Responses | Qtr 3 2023/24 % Responses <= 15 Minutes | Qtr 3 2023/24 Average Response Time Minutes | Qtr 3 2023/24 Total Number of First Responses | Qtr 4 2023/24 % Responses <= 15 Minutes | Qtr 4 2023/24 Average Response Time Minutes | Qtr 4 2023/24 Total Number of First Responses | Qtr 1 2024/25 % Responses <= 15 Minutes | Qtr 1 2024/25 Average Response Time Minutes | Qtr 1 2024/25 Total Number of First Responses | Qtr 2 2024/25 % Responses <= 15 Minutes | Qtr 2 2024/25 Average Response Time Minutes | Qtr 2 2024/25 Total Number of First Responses |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Alpine | 44.0% | 21:49 | 168 | 46.8% | 22:14 | 222 | 39.7% | 21:49 | 179 | 43.5% | 22:17 | 184 | 41.9% | 23:56 | 217 |
| Ararat | 65.7% | 15:25 | 207 | 61.3% | 16:41 | 194 | 55.0% | 18:09 | 189 | 60.7% | 17:40 | 219 | 70.7% | 15:20 | 174 |
| Ballarat | 76.8% | 13:37 | 2,300 | 81.3% | 12:43 | 2,134 | 78.0% | 13:25 | 2,424 | 72.8% | 13:59 | 2,256 | 76.9% | 13:41 | 2,326 |
| Banyule | 75.3% | 13:20 | 1,754 | 76.1% | 13:02 | 1,634 | 69.6% | 14:42 | 1,831 | 74.5% | 13:37 | 1,738 | 70.4% | 14:23 | 1,729 |
| Bass Coast | 59.1% | 16:14 | 775 | 59.4% | 15:50 | 789 | 61.0% | 16:13 | 753 | 57.8% | 16:27 | 727 | 53.9% | 17:46 | 781 |
| Baw Baw | 64.6% | 15:22 | 910 | 65.9% | 15:27 | 902 | 64.2% | 15:31 | 1,000 | 59.4% | 16:32 | 1,032 | 62.5% | 16:01 | 918 |
| Bayside | 67.5% | 14:52 | 1,078 | 70.6% | 14:30 | 969 | 67.2% | 15:29 | 1,120 | 68.5% | 15:18 | 970 | 63.6% | 16:17 | 986 |
| Benalla | 63.4% | 16:12 | 284 | 63.9% | 15:37 | 285 | 57.0% | 18:23 | 300 | 58.7% | 18:25 | 293 | 54.2% | 18:01 | 308 |
| Boroondara | 73.8% | 14:16 | 1,684 | 71.9% | 14:37 | 1,510 | 68.7% | 15:28 | 1,509 | 69.6% | 15:02 | 1,510 | 68.7% | 15:20 | 1,597 |
| Brimbank | 74.6% | 13:28 | 3,101 | 74.8% | 13:40 | 2,970 | 68.2% | 14:32 | 3,148 | 69.8% | 14:26 | 3,279 | 68.3% | 15:04 | 3,132 |
| Buloke | 33.6% | 24:20 | 113 | 31.7% | 26:44 | 104 | 21.3% | 33:52 | 89 | 28.2% | 25:57 | 103 | 29.8% | 27:25 | 94 |
| Campaspe | 60.6% | 15:52 | 734 | 60.5% | 15:47 | 663 | 58.3% | 16:47 | 727 | 57.9% | 16:56 | 706 | 55.7% | 18:00 | 698 |
| Cardinia | 51.4% | 17:51 | 1,759 | 57.3% | 16:52 | 1,654 | 50.2% | 18:21 | 1,814 | 55.1% | 17:04 | 1,700 | 54.8% | 17:05 | 1,656 |
| Casey | 64.6% | 15:11 | 5,019 | 64.4% | 14:54 | 4,720 | 62.8% | 15:31 | 5,383 | 63.4% | 15:16 | 5,234 | 61.3% | 15:46 | 4,998 |
| Central Goldfields | 53.9% | 19:01 | 304 | 52.4% | 18:33 | 267 | 51.1% | 19:13 | 329 | 57.2% | 18:15 | 360 | 51.3% | 20:53 | 335 |
| Colac-Otway | 54.4% | 18:38 | 283 | 58.7% | 17:13 | 281 | 57.3% | 18:35 | 295 | 62.6% | 16:46 | 281 | 61.4% | 17:51 | 306 |
| Corangamite | 36.9% | 22:02 | 244 | 43.5% | 20:27 | 248 | 39.6% | 20:36 | 265 | 35.7% | 22:25 | 235 | 42.8% | 19:50 | 243 |
| Darebin | 77.4% | 13:15 | 2,383 | 78.0% | 13:11 | 2,390 | 74.6% | 13:52 | 2,590 | 74.3% | 14:10 | 2,522 | 73.0% | 14:19 | 2,620 |
| East Gippsland | 53.2% | 18:46 | 1,033 | 50.3% | 19:38 | 1,127 | 54.3% | 18:39 | 1,052 | 48.8% | 20:08 | 1,010 | 53.3% | 19:07 | 1,114 |
| Frankston | 70.8% | 14:14 | 2,618 | 73.7% | 13:30 | 2,562 | 71.4% | 13:58 | 2,630 | 74.2% | 13:35 | 2,592 | 72.8% | 14:05 | 2,643 |
| Gannawarra | 38.9% | 23:37 | 144 | 39.8% | 24:29 | 133 | 38.9% | 23:29 | 162 | 46.6% | 21:24 | 133 | 42.1% | 23:31 | 145 |
| Glen Eira | 71.3% | 14:25 | 1,660 | 73.8% | 13:49 | 1,598 | 68.1% | 15:29 | 1,609 | 70.3% | 14:28 | 1,533 | 70.1% | 15:11 | 1,608 |
| Glenelg | 72.3% | 13:50 | 339 | 68.8% | 15:03 | 336 | 69.1% | 15:46 | 301 | 74.7% | 14:20 | 300 | 73.4% | 14:30 | 290 |
| Golden Plains | 31.6% | 20:46 | 247 | 28.9% | 21:45 | 253 | 33.3% | 21:16 | 267 | 27.3% | 22:00 | 256 | 28.6% | 21:59 | 255 |
| Greater Bendigo | 63.5% | 15:46 | 2,426 | 67.9% | 14:49 | 2,214 | 61.5% | 16:00 | 2,462 | 61.5% | 16:17 | 2,395 | 62.6% | 16:21 | 2,339 |
| Greater Dandenong | 74.3% | 13:49 | 2,631 | 73.2% | 13:44 | 2,501 | 69.0% | 14:39 | 2,733 | 70.3% | 14:08 | 2,599 | 66.1% | 14:55 | 2,480 |
| Greater Geelong | 73.1% | 13:46 | 4,907 | 72.9% | 13:37 | 4,742 | 73.4% | 13:55 | 5,111 | 70.9% | 14:19 | 4,985 | 73.3% | 14:02 | 4,860 |
| Greater Shepparton | 74.9% | 13:48 | 1,386 | 74.1% | 13:23 | 1,390 | 70.8% | 14:38 | 1,455 | 71.9% | 14:26 | 1,389 | 71.2% | 15:02 | 1,501 |
| Hepburn | 36.5% | 21:24 | 255 | 42.7% | 18:01 | 234 | 43.7% | 18:17 | 277 | 42.3% | 19:29 | 248 | 41.1% | 19:42 | 304 |
| Hindmarsh | 49.5% | 21:44 | 103 | 50.0% | 21:41 | 88 | 51.1% | 21:55 | 88 | 46.2% | 26:42 | 91 | 48.1% | 24:27 | 79 |
| Hobsons Bay | 63.2% | 15:17 | 1,334 | 63.6% | 15:19 | 1,290 | 58.6% | 16:10 | 1,443 | 58.7% | 15:58 | 1,360 | 58.9% | 16:45 | 1,366 |
| Horsham | 78.4% | 12:44 | 399 | 78.6% | 13:06 | 351 | 77.6% | 13:39 | 397 | 79.2% | 12:28 | 365 | 81.3% | 12:20 | 369 |
| Hume | 63.0% | 15:26 | 4,329 | 61.5% | 15:30 | 4,298 | 56.4% | 16:44 | 4,724 | 58.1% | 16:16 | 4,656 | 60.2% | 16:12 | 4,564 |
| Indigo | 34.5% | 21:41 | 197 | 28.3% | 23:21 | 191 | 33.8% | 20:46 | 195 | 29.4% | 21:00 | 187 | 22.6% | 24:36 | 190 |
| Kingston | 69.9% | 14:14 | 2,188 | 69.1% | 14:14 | 2,055 | 65.0% | 15:20 | 2,149 | 66.7% | 14:38 | 2,061 | 66.5% | 15:06 | 2,223 |
| Knox | 72.6% | 13:34 | 2,169 | 72.9% | 13:45 | 2,046 | 67.6% | 14:57 | 2,104 | 71.1% | 14:08 | 1,982 | 70.5% | 14:21 | 2,095 |
| Latrobe | 73.5% | 13:06 | 1,960 | 76.1% | 12:46 | 1,924 | 75.6% | 13:04 | 2,003 | 71.9% | 13:53 | 2,114 | 74.5% | 13:34 | 1,991 |
| Loddon | 29.3% | 25:21 | 157 | 18.4% | 27:39 | 136 | 29.5% | 25:07 | 146 | 32.5% | 23:10 | 169 | 31.2% | 24:23 | 157 |
| Macedon Ranges | 55.4% | 16:30 | 740 | 58.3% | 15:43 | 689 | 55.9% | 17:24 | 801 | 58.3% | 16:17 | 737 | 55.4% | 16:47 | 693 |
| Manningham | 68.5% | 14:46 | 1,389 | 69.2% | 14:47 | 1,295 | 63.1% | 15:48 | 1,430 | 66.1% | 15:29 | 1,410 | 65.4% | 15:21 | 1,409 |
| Mansfield | 43.7% | 23:01 | 135 | 42.5% | 23:49 | 153 | 38.0% | 25:19 | 100 | 40.8% | 24:36 | 98 | 50.5% | 23:12 | 105 |
| Maribyrnong | 70.8% | 14:16 | 1,287 | 68.8% | 14:34 | 1,253 | 63.7% | 15:52 | 1,321 | 66.8% | 15:23 | 1,321 | 63.7% | 15:33 | 1,315 |
| Maroondah | 71.3% | 13:49 | 1,567 | 74.3% | 13:43 | 1,536 | 71.8% | 14:07 | 1,610 | 72.2% | 14:27 | 1,579 | 71.9% | 14:26 | 1,675 |
| Melbourne | 78.3% | 12:41 | 3,196 | 78.0% | 12:29 | 3,216 | 76.0% | 13:08 | 3,044 | 76.4% | 12:57 | 2,847 | 74.0% | 13:37 | 3,191 |
| Melton | 60.0% | 16:00 | 3,036 | 59.5% | 16:04 | 2,960 | 52.9% | 17:10 | 3,271 | 55.4% | 16:47 | 3,218 | 54.9% | 17:19 | 3,058 |
| Mildura | 75.6% | 13:11 | 1,043 | 76.3% | 14:07 | 1,092 | 74.6% | 13:31 | 1,089 | 76.8% | 13:33 | 1,088 | 76.8% | 13:50 | 1,076 |
| Mitchell | 54.7% | 17:04 | 833 | 55.5% | 17:05 | 875 | 51.4% | 16:59 | 867 | 51.9% | 18:41 | 916 | 51.5% | 18:18 | 892 |
| Moira | 48.0% | 18:50 | 666 | 51.7% | 18:34 | 650 | 46.6% | 20:20 | 631 | 53.8% | 17:43 | 624 | 49.0% | 19:38 | 643 |
| Monash | 69.4% | 14:36 | 2,277 | 69.7% | 14:11 | 2,205 | 66.7% | 15:20 | 2,363 | 67.8% | 14:56 | 2,256 | 66.5% | 15:31 | 2,167 |
| Moonee Valley | 69.7% | 14:56 | 1,852 | 70.9% | 14:24 | 1,727 | 65.0% | 15:36 | 1,856 | 66.8% | 14:59 | 1,842 | 66.5% | 15:33 | 1,747 |
| Moorabool | 53.8% | 17:36 | 520 | 52.6% | 16:27 | 502 | 43.1% | 19:02 | 543 | 52.8% | 17:13 | 563 | 49.3% | 17:58 | 535 |
| Merri-bek | 73.8% | 13:35 | 2,527 | 72.9% | 14:00 | 2,472 | 67.7% | 15:03 | 2,643 | 68.2% | 15:11 | 2,680 | 69.3% | 14:51 | 2,621 |
| Mornington Peninsula | 63.3% | 15:21 | 2,877 | 64.6% | 15:37 | 2,879 | 62.1% | 15:37 | 2,911 | 65.8% | 14:47 | 2,847 | 60.1% | 16:11 | 2,912 |
| Mount Alexander | 44.2% | 21:19 | 292 | 42.0% | 20:38 | 269 | 52.3% | 19:05 | 281 | 48.5% | 19:42 | 264 | 42.5% | 21:42 | 285 |
| Moyne | 32.6% | 21:01 | 190 | 43.5% | 18:48 | 216 | 34.2% | 20:21 | 225 | 39.2% | 18:48 | 171 | 33.2% | 20:31 | 220 |
| Murrindindi | 33.7% | 24:22 | 261 | 32.1% | 23:59 | 268 | 34.5% | 23:55 | 255 | 40.7% | 22:21 | 216 | 31.1% | 25:45 | 241 |
| Nillumbik | 52.3% | 17:08 | 667 | 53.8% | 16:32 | 591 | 47.8% | 18:05 | 718 | 46.8% | 18:47 | 708 | 48.2% | 18:32 | 681 |
| Northern Grampians | 62.8% | 15:53 | 247 | 56.5% | 17:48 | 255 | 57.1% | 18:03 | 240 | 61.5% | 17:18 | 286 | 55.1% | 19:39 | 245 |
| Port Phillip | 73.3% | 13:46 | 1,607 | 73.0% | 13:44 | 1,590 | 69.8% | 14:35 | 1,503 | 72.2% | 14:06 | 1,386 | 71.0% | 14:13 | 1,557 |
| Pyrenees | 37.4% | 22:08 | 174 | 32.1% | 22:27 | 159 | 34.6% | 23:03 | 182 | 25.4% | 23:00 | 169 | 29.1% | 24:58 | 172 |
| Queenscliffe | 54.7% | 17:27 | 75 | 55.9% | 15:21 | 68 | 59.6% | 15:30 | 52 | 54.0% | 16:16 | 50 | 65.6% | 15:51 | 64 |
| South Gippsland | 47.8% | 18:18 | 513 | 46.6% | 18:30 | 517 | 45.1% | 19:35 | 495 | 48.7% | 18:07 | 503 | 48.2% | 18:47 | 483 |
| Southern Grampians | 58.4% | 18:41 | 267 | 61.0% | 16:52 | 218 | 64.9% | 15:12 | 245 | 60.6% | 17:28 | 203 | 60.5% | 17:29 | 215 |
| Stonnington | 72.3% | 14:18 | 1,374 | 73.6% | 13:43 | 1,200 | 69.5% | 14:33 | 1,269 | 69.8% | 14:25 | 1,166 | 69.5% | 15:07 | 1,350 |
| Strathbogie | 33.6% | 23:14 | 235 | 32.7% | 22:20 | 226 | 31.8% | 23:18 | 236 | 36.6% | 22:39 | 246 | 30.3% | 24:18 | 251 |
| Surf Coast | 59.9% | 15:57 | 461 | 62.3% | 15:32 | 531 | 56.1% | 16:25 | 462 | 57.2% | 16:27 | 409 | 60.9% | 16:03 | 466 |
| Swan Hill | 68.5% | 15:56 | 362 | 63.5% | 16:36 | 362 | 64.9% | 15:44 | 350 | 67.6% | 15:21 | 336 | 68.3% | 14:55 | 353 |
| Towong | 30.8% | 27:42 | 107 | 29.9% | 26:03 | 87 | 31.3% | 28:24 | 83 | 37.6% | 28:20 | 85 | 33.7% | 31:16 | 95 |
| Wangaratta | 67.4% | 16:01 | 561 | 68.3% | 15:58 | 583 | 69.5% | 15:23 | 583 | 71.5% | 14:31 | 547 | 70.8% | 15:24 | 614 |
| Warrnambool | 81.5% | 13:19 | 615 | 85.0% | 12:07 | 560 | 80.9% | 12:38 | 603 | 83.8% | 12:04 | 531 | 84.5% | 12:29 | 566 |
| Wellington | 52.7% | 18:28 | 814 | 53.4% | 18:31 | 802 | 55.6% | 17:47 | 829 | 57.2% | 17:45 | 797 | 53.9% | 18:33 | 843 |
| West Wimmera | 35.6% | 25:15 | 59 | 36.4% | 26:27 | 44 | 32.4% | 25:38 | 68 | 31.5% | 28:21 | 54 | 40.4% | 25:09 | 57 |
| Whitehorse | 73.3% | 13:36 | 1,983 | 73.5% | 13:35 | 1,858 | 71.0% | 14:38 | 2,024 | 73.0% | 13:49 | 1,921 | 71.4% | 14:10 | 1,959 |
| Whittlesea | 67.4% | 14:36 | 3,317 | 69.1% | 14:06 | 3,328 | 61.9% | 15:50 | 3,651 | 65.5% | 15:10 | 3,622 | 65.1% | 15:19 | 3,431 |
| Wodonga | 76.5% | 13:22 | 752 | 76.7% | 13:38 | 678 | 73.7% | 14:41 | 763 | 75.3% | 14:17 | 717 | 77.7% | 13:55 | 780 |
| Wyndham | 71.4% | 14:05 | 3,374 | 68.3% | 14:33 | 3,304 | 64.9% | 14:56 | 3,550 | 68.0% | 14:23 | 3,653 | 65.4% | 15:13 | 3,271 |
| Yarra | 76.2% | 13:15 | 1,354 | 78.7% | 12:49 | 1,322 | 75.0% | 13:14 | 1,375 | 76.0% | 13:30 | 1,245 | 76.4% | 13:39 | 1,358 |
| Yarra Ranges | 55.4% | 16:52 | 2,190 | 55.8% | 16:57 | 2,047 | 49.7% | 18:10 | 2,141 | 53.0% | 17:14 | 2,080 | 55.2% | 17:41 | 2,030 |
| Yarriambiack | 36.7% | 25:15 | 120 | 39.7% | 24:40 | 126 | 26.1% | 25:52 | 138 | 29.2% | 28:30 | 120 | 43.0% | 23:07 | 114 |
| Unincorporated | 9.1% | 56:37 | 11 | .0% | 58:58 | 15 | 42.1% | 26:49 | 19 | 46.3% | 23:40 | 54 | .0% | 52:40 | 9 |
| Interstate LGAs | 52.8% | 19:47 | 324 | 49.9% | 19:52 | 351 | 45.6% | 19:58 | 344 | 52.7% | 19:54 | 332 | 48.5% | 20:38 | 359 |
| Total AV | 67.3% | 14:58 | 99,833 | 67.7% | 14:49 | 96,484 | 64.2% | 15:37 | 102,417 | 65.4% | 15:21 | 99,671 | 64.9% | 15:42 | 99,799 |

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

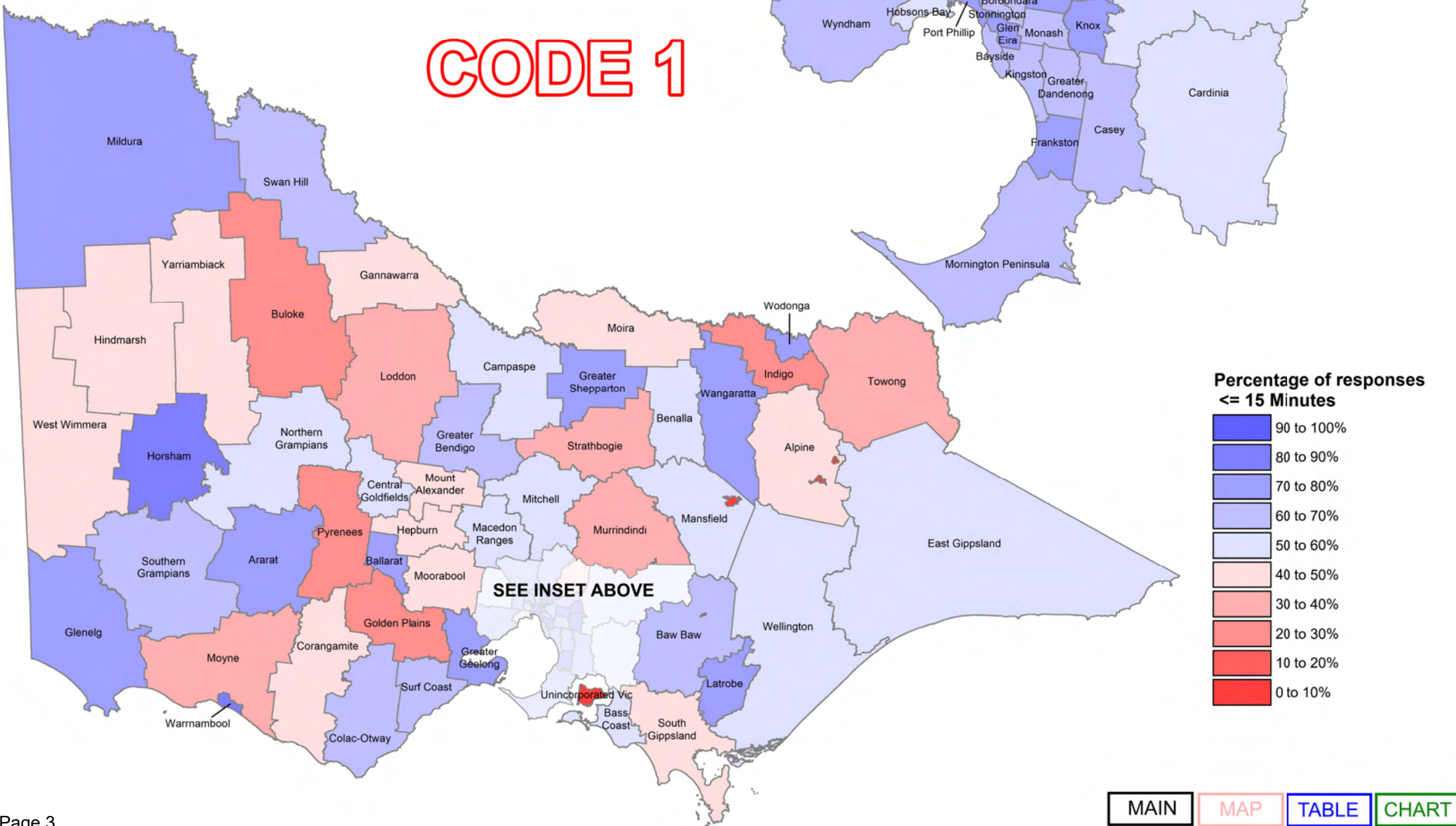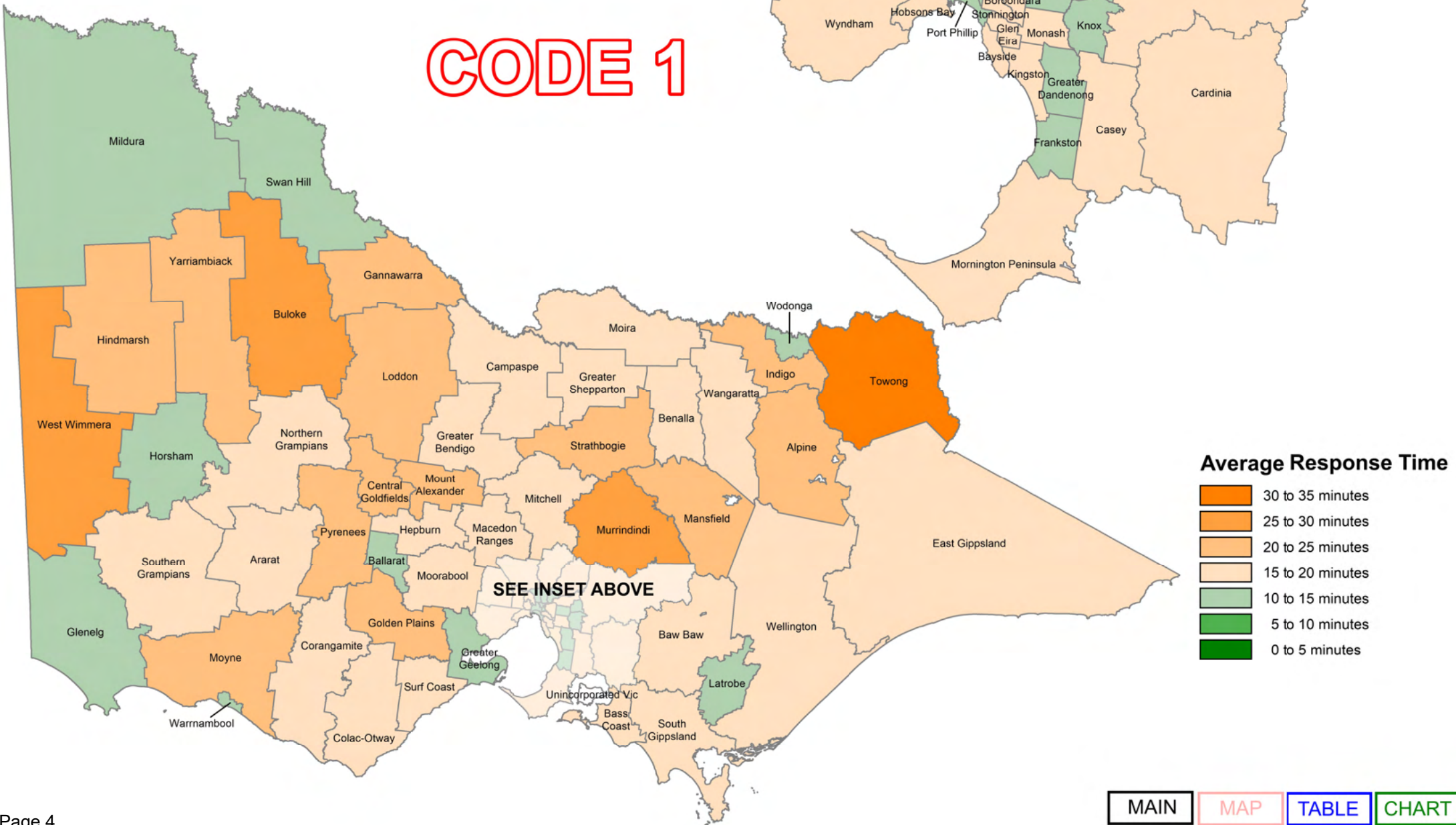MAIN | MAP <= 15 Minutes | MAP Average | TABLE | CHART
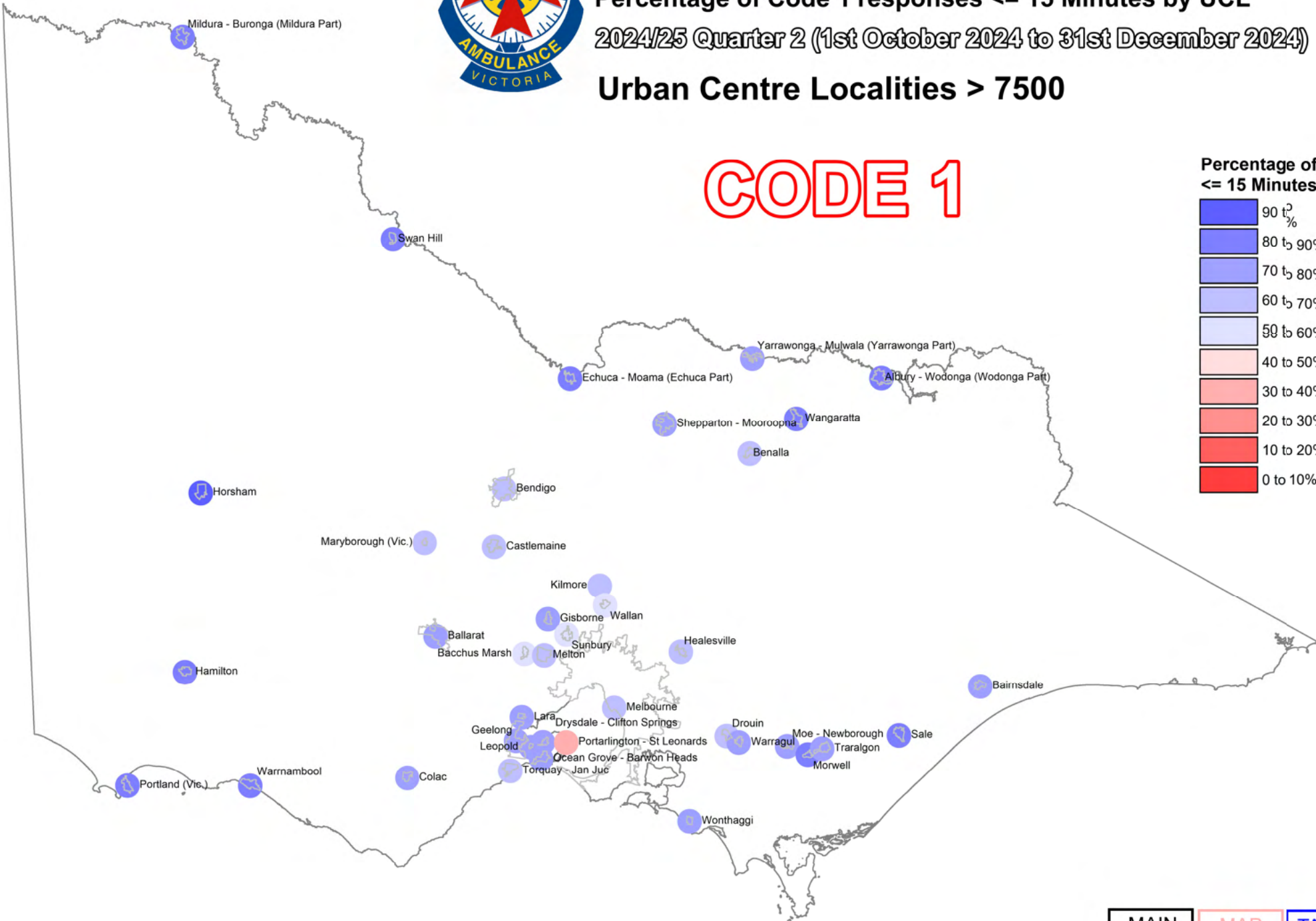
# Ambulance Victoria

**Percentage of Code 1 responses <= 15 Minutes by UCL**

**2024/25 Quarter 2 (1st October 2024 to 31st December 2024)**

## Urban Centre Localities > 7500
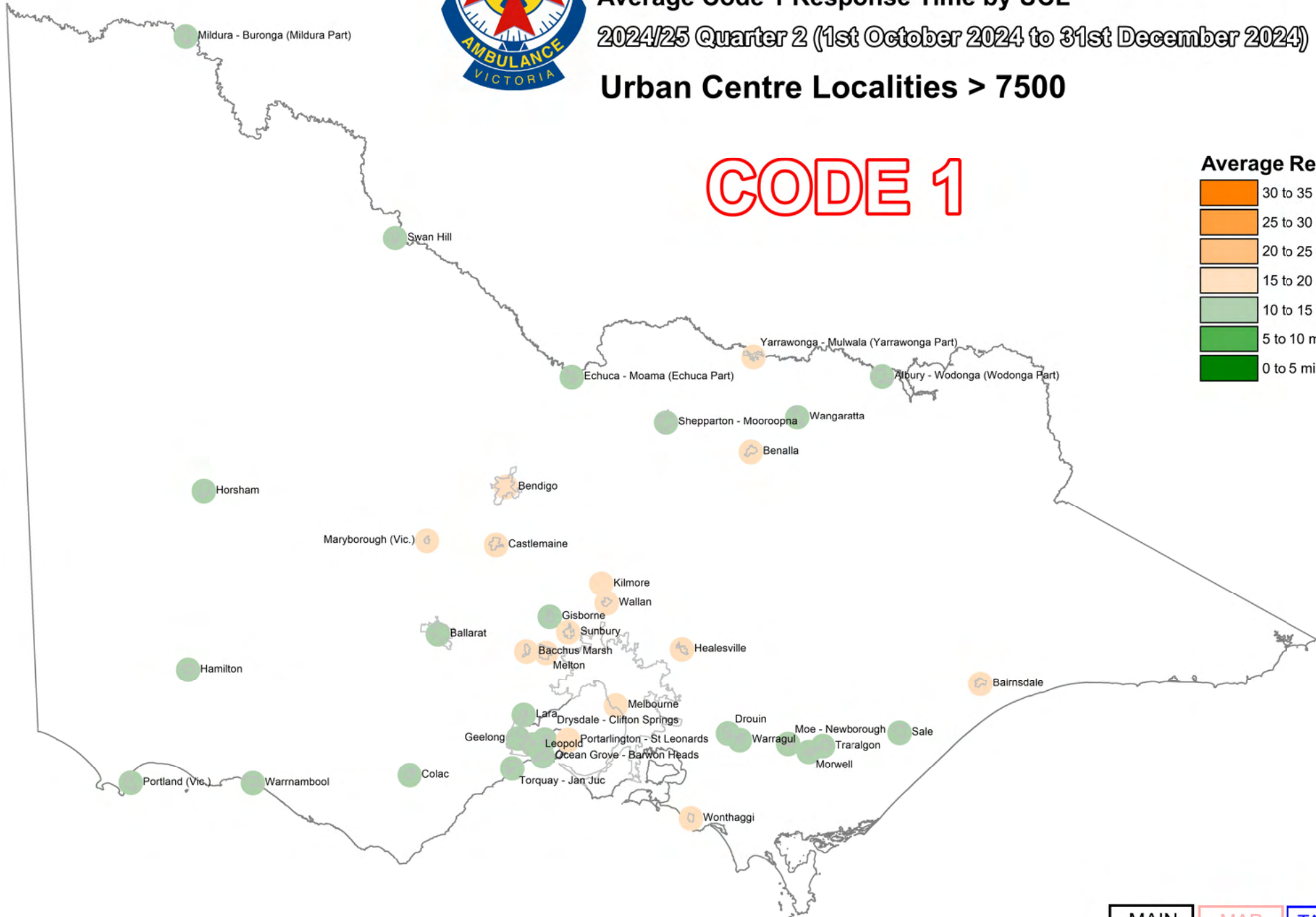
**CODE 1**

**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%

Map localities: 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, Healesville, Ballarat, Bacchus Marsh, Sunbury, Melton, Hamilton, Bairnsdale, Melbourne, Lara, Drysdale - Clifton Springs, Drouin, Moe - Newborough, Sale, Geelong, Leopold, Portarlington - St Leonards, Ocean Grove - Barwon Heads, Warragul, Traralgon, Morwell, Portland (Vic.), Warrnambool, Colac, Torquay - Jan Juc, Wonthaggi

MAIN | MAP | TABLE | CHART

**Ambulance Victoria**

Average Code 1 Response Time by UCL

2024/25 Quarter 2 (1st October 2024 to 31st December 2024)

Urban Centre Localities > 7500

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

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

Wallan

Gisborne

Sunbury

Ballarat

Bacchus Marsh

Melton

Healesville

Hamilton

Bairnsdale

Melbourne

Lara

Drysdale - Clifton Springs

Drouin

Moe - Newborough

Sale

Geelong

Leopold

Portarlington - St Leonards

Warragul

Traralgon

Ocean Grove - Barwon Heads

Morwell

Portland (Vic.)

Warrnambool

Colac

Torquay - Jan Juc

Wonthaggi

MAIN    MAP    TABLE    CHART

# Code 1 First Response Performance by UCL

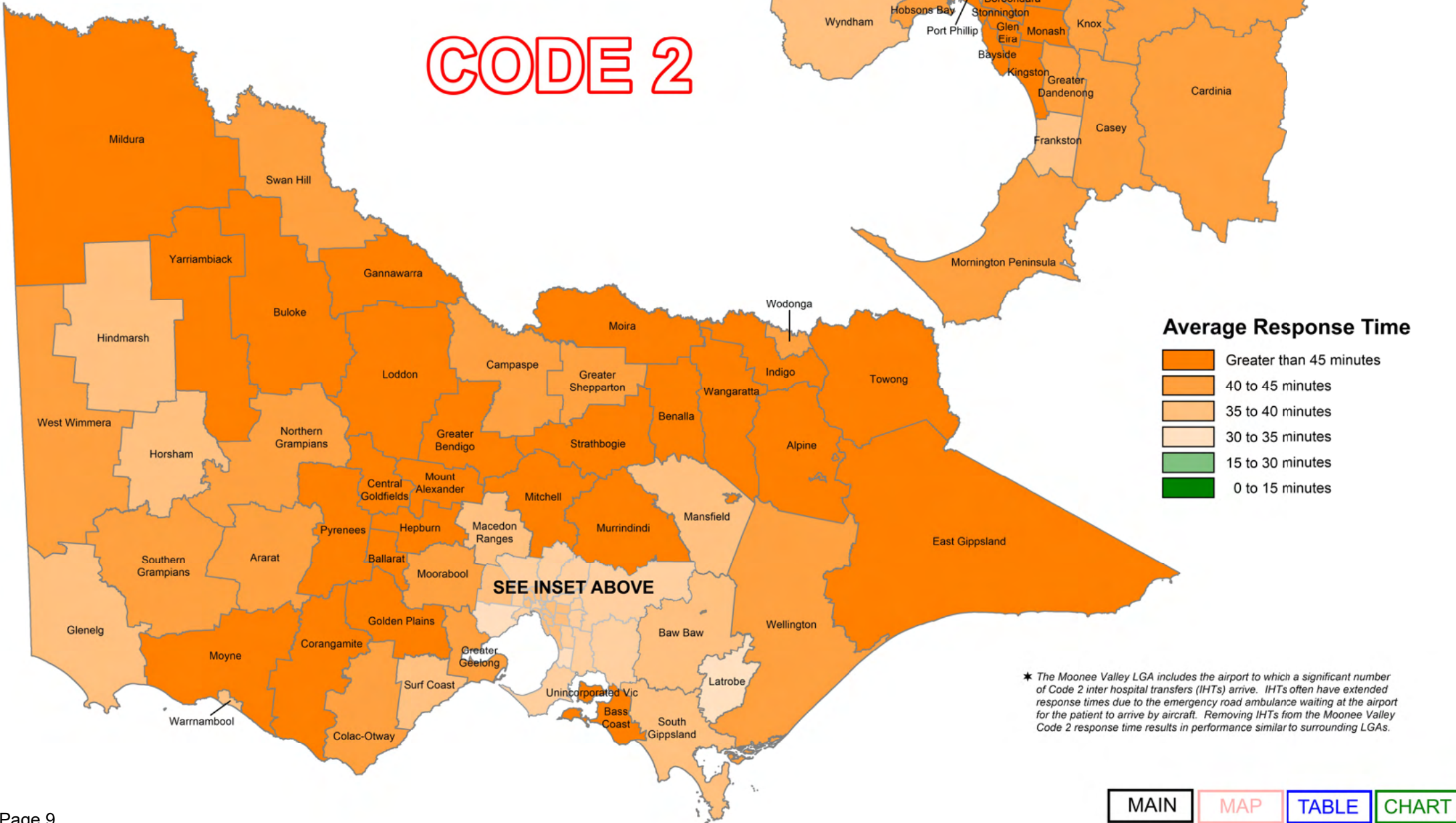| UCL Name | Qtr 2 2023/24 % Responses <= 15 Minutes | Qtr 2 2023/24 Average Response Time Minutes | Qtr 2 2023/24 Total Number of First Responses | Qtr 3 2023/24 % Responses <= 15 Minutes | Qtr 3 2023/24 Average Response Time Minutes | Qtr 3 2023/24 Total Number of First Responses | Qtr 4 2023/24 % Responses <= 15 Minutes | Qtr 4 2023/24 Average Response Time Minutes | Qtr 4 2023/24 Total Number of First Responses | Qtr 1 2024/25 % Responses <= 15 Minutes | Qtr 1 2024/25 Average Response Time Minutes | Qtr 1 2024/25 Total Number of First Responses | Qtr 2 2024/25 % Responses <= 15 Minutes | Qtr 2 2024/25 Average Response Time Minutes | Qtr 2 2024/25 Total Number of First Responses |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Albury - Wodonga (Wodonga Part) | 80.3% | 12:55 | 691 | 80.8% | 13:08 | 621 | 77.0% | 14:15 | 699 | 77.7% | 14:03 | 663 | 80.4% | 13:23 | 715 |
| Bacchus Marsh | 61.0% | 16:13 | 328 | 63.9% | 14:58 | 299 | 49.3% | 18:17 | 337 | 57.9% | 15:46 | 354 | 55.6% | 16:23 | 331 |
| Bairnsdale | 73.6% | 14:22 | 333 | 69.8% | 15:09 | 344 | 73.0% | 14:30 | 374 | 70.6% | 15:14 | 330 | 71.4% | 15:20 | 374 |
| Ballarat | 78.1% | 13:27 | 2,195 | 82.6% | 12:33 | 2,039 | 79.9% | 13:11 | 2,305 | 74.2% | 13:47 | 2,140 | 78.2% | 13:30 | 2,214 |
| Benalla | 74.4% | 13:21 | 227 | 76.1% | 13:15 | 226 | 64.0% | 17:10 | 236 | 67.6% | 16:47 | 225 | 65.1% | 15:51 | 232 |
| Bendigo | 69.9% | 14:30 | 2,058 | 73.7% | 13:44 | 1,908 | 66.1% | 15:05 | 2,159 | 68.4% | 14:56 | 2,036 | 68.5% | 15:11 | 2,014 |
| Castlemaine | 60.6% | 18:27 | 180 | 61.3% | 18:07 | 160 | 67.7% | 16:55 | 186 | 66.5% | 17:10 | 173 | 61.3% | 18:39 | 163 |
| Colac | 70.2% | 15:08 | 188 | 77.6% | 12:53 | 165 | 74.3% | 14:34 | 187 | 74.4% | 13:56 | 203 | 78.5% | 14:25 | 191 |
| Drouin | 76.9% | 13:57 | 251 | 74.0% | 14:36 | 231 | 70.5% | 15:03 | 244 | 67.5% | 15:39 | 277 | 69.8% | 14:48 | 252 |
| Drysdale - Clifton Springs | 75.3% | 13:25 | 287 | 73.1% | 13:11 | 286 | 74.4% | 13:54 | 332 | 68.8% | 15:01 | 224 | 72.0% | 14:05 | 271 |
| Echuca - Moama (Echuca Part) | 78.5% | 12:22 | 307 | 83.0% | 11:34 | 271 | 79.2% | 13:15 | 303 | 80.7% | 12:25 | 264 | 85.2% | 11:31 | 243 |
| Geelong | 77.1% | 13:11 | 3,385 | 76.1% | 13:12 | 3,329 | 77.3% | 13:23 | 3,652 | 75.0% | 13:42 | 3,604 | 76.3% | 13:44 | 3,527 |
| Gisborne | 68.0% | 14:26 | 181 | 67.6% | 13:35 | 170 | 66.5% | 15:21 | 179 | 71.7% | 13:19 | 159 | 71.0% | 14:43 | 155 |
| Hamilton | 79.8% | 14:14 | 183 | 77.7% | 13:07 | 148 | 83.7% | 11:29 | 178 | 83.2% | 12:34 | 137 | 84.8% | 12:48 | 145 |
| Healesville | 67.6% | 15:34 | 188 | 61.5% | 15:34 | 187 | 65.2% | 16:41 | 178 | 60.8% | 17:20 | 194 | 66.3% | 18:01 | 178 |
| Horsham | 84.2% | 11:46 | 361 | 86.8% | 11:23 | 303 | 86.5% | 11:44 | 334 | 87.2% | 10:52 | 305 | 90.3% | 10:53 | 319 |
| Kilmore | 61.9% | 15:18 | 155 | 68.8% | 14:47 | 160 | 67.9% | 13:43 | 165 | 61.5% | 17:16 | 161 | 63.5% | 17:00 | 167 |
| Lara | 70.2% | 14:17 | 235 | 68.8% | 14:06 | 205 | 64.7% | 14:45 | 255 | 68.3% | 15:07 | 221 | 72.5% | 13:15 | 178 |
| Leopold | 78.0% | 12:34 | 177 | 79.1% | 12:29 | 134 | 75.6% | 13:59 | 164 | 79.2% | 11:56 | 159 | 78.8% | 12:29 | 132 |
| Maryborough (Vic.) | 63.3% | 17:39 | 229 | 69.1% | 15:42 | 175 | 63.8% | 16:28 | 224 | 70.1% | 15:39 | 264 | 66.0% | 17:50 | 244 |
| Melbourne | 70.1% | 14:18 | 65,255 | 70.5% | 14:09 | 62,829 | 66.1% | 15:09 | 67,003 | 68.0% | 14:43 | 65,004 | 66.9% | 15:07 | 65,220 |
| Melton | 64.7% | 15:08 | 1,563 | 64.0% | 15:22 | 1,443 | 56.5% | 16:56 | 1,656 | 60.4% | 16:06 | 1,629 | 60.7% | 16:45 | 1,519 |
| Mildura - Buronga (Mildura Part) | 86.8% | 10:59 | 745 | 87.1% | 11:00 | 757 | 85.6% | 11:15 | 762 | 86.3% | 11:28 | 786 | 87.3% | 11:22 | 770 |
| Moe - Newborough | 75.4% | 12:26 | 528 | 83.9% | 11:09 | 504 | 78.2% | 12:36 | 499 | 75.5% | 13:00 | 535 | 77.8% | 12:51 | 519 |
| Morwell | 86.3% | 11:09 | 512 | 85.9% | 11:36 | 491 | 88.0% | 11:26 | 540 | 87.1% | 11:53 | 559 | 85.5% | 11:37 | 538 |
| Ocean Grove - Barwon Heads | 75.7% | 12:44 | 296 | 77.0% | 12:37 | 282 | 72.6% | 13:30 | 223 | 70.6% | 13:56 | 265 | 71.8% | 14:08 | 252 |
| Portarlington - St Leonards | 34.2% | 19:14 | 196 | 44.4% | 18:15 | 214 | 34.3% | 19:37 | 172 | 30.9% | 20:12 | 191 | 38.5% | 18:15 | 182 |
| Portland (Vic.) | 85.2% | 10:58 | 209 | 83.6% | 12:01 | 195 | 81.2% | 12:40 | 165 | 86.0% | 11:22 | 179 | 86.1% | 11:18 | 173 |
| Sale | 80.5% | 11:26 | 272 | 81.4% | 11:45 | 279 | 83.4% | 11:18 | 308 | 86.0% | 10:49 | 314 | 82.8% | 12:16 | 320 |
| Shepparton - Mooroopna | 82.1% | 12:47 | 1,092 | 81.3% | 12:20 | 1,085 | 77.3% | 13:39 | 1,161 | 79.5% | 13:30 | 1,085 | 78.1% | 14:07 | 1,185 |
| Sunbury | 61.8% | 15:51 | 610 | 58.6% | 15:45 | 607 | 50.5% | 17:44 | 594 | 52.1% | 17:38 | 653 | 52.9% | 17:27 | 607 |
| Swan Hill | 89.4% | 9:49 | 216 | 81.3% | 12:17 | 208 | 85.9% | 11:13 | 206 | 84.5% | 11:36 | 207 | 83.9% | 11:14 | 217 |
| Torquay - Jan Juc | 70.2% | 13:27 | 228 | 70.4% | 13:59 | 287 | 65.1% | 14:27 | 272 | 66.7% | 14:42 | 240 | 68.2% | 14:04 | 245 |
| Traralgon | 73.7% | 13:20 | 613 | 76.2% | 12:37 | 629 | 76.3% | 12:52 | 632 | 70.3% | 14:19 | 664 | 73.6% | 14:08 | 625 |
| Wallan | 61.7% | 14:56 | 240 | 64.5% | 15:13 | 251 | 60.2% | 15:04 | 256 | 59.8% | 16:24 | 266 | 59.7% | 16:39 | 253 |
| Wangaratta | 80.4% | 13:46 | 439 | 79.7% | 13:38 | 459 | 81.7% | 13:32 | 470 | 82.3% | 12:35 | 451 | 81.8% | 13:11 | 501 |
| Warragul | 79.8% | 12:41 | 332 | 81.1% | 12:27 | 344 | 78.6% | 12:45 | 440 | 77.2% | 12:49 | 382 | 78.5% | 13:07 | 354 |
| Warrnambool | 82.3% | 13:15 | 593 | 86.5% | 11:47 | 535 | 81.9% | 12:23 | 580 | 84.9% | 11:56 | 509 | 85.3% | 12:09 | 543 |
| Wonthaggi | 77.8% | 12:35 | 194 | 78.8% | 12:18 | 203 | 77.1% | 13:10 | 214 | 77.0% | 12:35 | 209 | 71.7% | 15:11 | 180 |
| Yarrawonga - Mulwala (Yarrawonga Part) | 66.9% | 15:50 | 175 | 69.1% | 15:29 | 194 | 70.0% | 17:01 | 150 | 78.5% | 13:13 | 163 | 72.2% | 16:19 | 194 |

MAIN

MAP <= 15 Minutes

MAP Average

TABLE

CHART

# Ambulance Victoria

**Average Code 2 Response Time by LGA**

2024/25 Quarter 2 (1st October 2024 to 31st December 2024)

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

# Code 2 First Response Performance by LGA

| LGA Name | Qtr 2 2023/24 Average Response Time Minutes | Qtr 2 2023/24 Total Number of First Responses | Qtr 3 2023/24 Average Response Time Minutes | Qtr 3 2023/24 Total Number of First Responses | Qtr 4 2023/24 Average Response Time Minutes | Qtr 4 2023/24 Total Number of First Responses | Qtr 1 2024/25 Average Response Time Minutes | Qtr 1 2024/25 Total Number of First Responses | Qtr 2 2024/25 Average Response Time Minutes | Qtr 2 2024/25 Total Number of First Responses |
|---|---|---|---|---|---|---|---|---|---|---|
| Alpine | 39:30 | 170 | 39:08 | 174 | 47:11 | 157 | 45:40 | 148 | 53:29 | 187 |
| Ararat | 40:24 | 186 | 38:33 | 183 | 42:43 | 195 | 45:24 | 161 | 43:48 | 140 |
| Ballarat | 41:40 | 1,156 | 36:50 | 1,153 | 42:14 | 1,190 | 41:28 | 1,132 | 45:08 | 1,177 |
| Banyule | 42:13 | 987 | 41:33 | 915 | 49:40 | 829 | 41:12 | 848 | 44:58 | 859 |
| Bass Coast | 42:02 | 605 | 42:16 | 611 | 46:15 | 578 | 44:35 | 528 | 46:15 | 577 |
| Baw Baw | 35:42 | 550 | 38:35 | 530 | 39:28 | 533 | 36:35 | 544 | 39:23 | 530 |
| Bayside | 53:35 | 620 | 52:05 | 610 | 55:21 | 569 | 48:36 | 601 | 51:45 | 557 |
| Benalla | 35:56 | 224 | 42:49 | 222 | 38:32 | 222 | 43:38 | 196 | 47:21 | 188 |
| Boroondara | 49:47 | 852 | 48:32 | 866 | 57:11 | 757 | 47:49 | 817 | 50:49 | 811 |
| Brimbank | 40:28 | 1,426 | 39:45 | 1,376 | 46:40 | 1,313 | 41:50 | 1,373 | 43:43 | 1,391 |
| Buloke | 50:49 | 70 | 51:13 | 70 | 61:41 | 72 | 56:35 | 80 | 60:34 | 59 |
| Campaspe | 45:21 | 515 | 40:51 | 490 | 44:11 | 473 | 45:28 | 477 | 43:35 | 466 |
| Cardinia | 39:43 | 784 | 39:03 | 804 | 45:56 | 725 | 42:14 | 759 | 42:36 | 762 |
| Casey | 42:01 | 2,279 | 39:48 | 2,126 | 44:07 | 2,063 | 41:15 | 2,158 | 43:21 | 2,218 |
| Central Goldfields | 44:21 | 239 | 45:46 | 263 | 46:59 | 261 | 44:04 | 238 | 47:19 | 267 |
| Colac-Otway | 40:42 | 281 | 40:14 | 269 | 42:50 | 245 | 42:43 | 237 | 41:30 | 274 |
| Corangamite | 44:30 | 185 | 43:32 | 178 | 43:31 | 181 | 47:26 | 158 | 47:18 | 173 |
| Darebin | 42:58 | 1,209 | 42:51 | 1,168 | 51:10 | 1,102 | 45:20 | 1,249 | 45:34 | 1,140 |
| East Gippsland | 44:55 | 725 | 49:11 | 791 | 45:59 | 713 | 46:24 | 664 | 47:23 | 674 |
| Frankston | 37:37 | 1,471 | 36:46 | 1,525 | 39:49 | 1,447 | 36:42 | 1,413 | 39:30 | 1,402 |
| Gannawarra | 52:46 | 108 | 52:27 | 114 | 53:11 | 113 | 52:32 | 117 | 55:12 | 104 |
| Glen Eira | 54:12 | 769 | 48:35 | 741 | 57:26 | 737 | 51:39 | 708 | 55:23 | 703 |
| Glenelg | 43:20 | 297 | 35:54 | 270 | 42:23 | 238 | 45:15 | 236 | 39:14 | 230 |
| Golden Plains | 49:09 | 102 | 42:39 | 125 | 47:36 | 122 | 50:20 | 114 | 49:27 | 102 |
| Greater Bendigo | 47:41 | 1,340 | 44:06 | 1,215 | 48:20 | 1,193 | 44:35 | 1,109 | 46:57 | 1,158 |
| Greater Dandenong | 41:02 | 1,293 | 41:43 | 1,253 | 45:17 | 1,188 | 40:21 | 1,298 | 41:58 | 1,342 |
| Greater Geelong | 40:28 | 2,811 | 41:08 | 2,690 | 42:29 | 2,642 | 45:19 | 2,622 | 42:39 | 2,556 |
| Greater Shepparton | 39:57 | 853 | 38:21 | 860 | 42:21 | 756 | 41:10 | 802 | 42:27 | 806 |
| Hepburn | 44:11 | 177 | 36:38 | 158 | 45:28 | 141 | 40:08 | 151 | 46:55 | 152 |
| Hindmarsh | 44:32 | 76 | 47:51 | 76 | 37:12 | 73 | 49:29 | 58 | 36:19 | 76 |
| Hobsons Bay | 43:48 | 667 | 45:10 | 642 | 45:41 | 604 | 40:50 | 592 | 43:36 | 652 |
| Horsham | 42:06 | 299 | 35:34 | 288 | 41:58 | 311 | 39:06 | 268 | 39:02 | 267 |
| Hume | 39:53 | 1,849 | 41:13 | 1,874 | 46:05 | 1,634 | 42:43 | 1,752 | 42:56 | 1,708 |
| Indigo | 43:13 | 111 | 42:53 | 118 | 45:08 | 99 | 44:22 | 100 | 53:11 | 107 |
| Kingston | 43:18 | 1,087 | 43:07 | 1,127 | 47:38 | 994 | 43:07 | 1,009 | 46:47 | 1,051 |
| Knox | 39:20 | 1,070 | 40:47 | 1,109 | 44:16 | 1,008 | 39:20 | 1,107 | 41:43 | 1,087 |
| Latrobe | 32:11 | 1,089 | 34:00 | 1,110 | 34:41 | 1,067 | 37:07 | 1,092 | 33:34 | 973 |
| Loddon | 51:15 | 108 | 47:42 | 84 | 52:48 | 87 | 49:04 | 89 | 54:20 | 83 |
| Macedon Ranges | 36:55 | 524 | 35:32 | 498 | 37:04 | 478 | 35:59 | 443 | 39:06 | 474 |
| Manningham | 46:51 | 655 | 43:36 | 705 | 54:44 | 654 | 44:33 | 685 | 44:10 | 698 |
| Mansfield | 40:24 | 145 | 41:49 | 125 | 42:59 | 113 | 51:18 | 135 | 38:33 | 120 |
| Maribyrnong | 45:30 | 683 | 45:35 | 640 | 50:20 | 684 | 44:12 | 698 | 49:39 | 693 |
| Maroondah | 41:34 | 902 | 41:30 | 922 | 46:01 | 820 | 41:07 | 850 | 43:51 | 863 |
| Melbourne | 43:07 | 1,815 | 39:51 | 1,842 | 44:11 | 1,548 | 40:13 | 1,720 | 43:22 | 1,717 |
| Melton | 41:52 | 1,407 | 41:55 | 1,355 | 46:33 | 1,338 | 41:45 | 1,199 | 45:08 | 1,251 |
| Mildura | 44:29 | 649 | 41:31 | 679 | 42:53 | 655 | 42:56 | 675 | 45:23 | 657 |
| Mitchell | 44:06 | 614 | 39:10 | 521 | 41:53 | 532 | 41:47 | 550 | 46:00 | 611 |
| Moira | 40:21 | 514 | 45:04 | 495 | 43:37 | 494 | 45:55 | 455 | 48:09 | 473 |
| Monash | 47:24 | 1,207 | 46:12 | 1,211 | 53:23 | 1,138 | 47:01 | 1,123 | 48:06 | 1,142 |
| ✱ Moonee Valley | 81:04 | 1,355 | 81:55 | 1,252 | 85:42 | 1,228 | 77:23 | 1,260 | 83:52 | 1,274 |
| Moorabool | 41:34 | 347 | 41:02 | 350 | 48:45 | 316 | 42:04 | 372 | 44:20 | 365 |
| Merri-bek | 45:21 | 1,267 | 46:16 | 1,196 | 51:47 | 1,107 | 45:59 | 1,242 | 49:27 | 1,166 |
| Mornington Peninsula | 37:14 | 1,690 | 36:54 | 1,683 | 38:07 | 1,608 | 36:23 | 1,605 | 40:24 | 1,717 |
| Mount Alexander | 45:00 | 258 | 38:32 | 198 | 47:54 | 221 | 44:48 | 157 | 49:50 | 244 |
| Moyne | 52:36 | 112 | 40:16 | 117 | 46:28 | 108 | 53:59 | 100 | 52:09 | 104 |
| Murrindindi | 48:20 | 199 | 50:05 | 204 | 47:03 | 170 | 45:26 | 169 | 46:15 | 182 |
| Nillumbik | 42:42 | 354 | 41:30 | 350 | 49:11 | 317 | 46:11 | 320 | 41:05 | 289 |
| Northern Grampians | 41:40 | 217 | 35:09 | 217 | 44:21 | 190 | 45:32 | 212 | 42:58 | 202 |
| Port Phillip | 46:26 | 780 | 46:34 | 817 | 50:09 | 697 | 45:23 | 729 | 51:20 | 762 |
| Pyrenees | 44:21 | 85 | 48:06 | 71 | 52:33 | 86 | 51:12 | 74 | 53:21 | 68 |
| Queenscliffe | 44:32 | 37 | 34:45 | 32 | 33:23 | 33 | 35:23 | 35 | 31:35 | 47 |
| South Gippsland | 41:23 | 350 | 39:55 | 320 | 42:31 | 289 | 35:51 | 320 | 36:54 | 303 |
| Southern Grampians | 36:47 | 184 | 36:21 | 204 | 43:29 | 179 | 46:34 | 176 | 44:40 | 165 |
| Stonnington | 50:05 | 661 | 48:38 | 574 | 52:08 | 591 | 44:52 | 678 | 49:40 | 607 |
| Strathbogie | 49:52 | 155 | 44:52 | 133 | 55:41 | 139 | 49:06 | 154 | 53:32 | 150 |
| Surf Coast | 36:36 | 238 | 33:17 | 319 | 38:25 | 225 | 39:27 | 201 | 38:25 | 249 |
| Swan Hill | 37:13 | 324 | 36:22 | 286 | 45:47 | 295 | 44:17 | 260 | 44:08 | 267 |
| Towong | 52:20 | 78 | 53:33 | 75 | 43:39 | 65 | 52:15 | 47 | 50:17 | 74 |
| Wangaratta | 41:49 | 429 | 42:04 | 439 | 44:24 | 396 | 38:45 | 364 | 45:02 | 355 |
| Warrnambool | 40:31 | 377 | 39:27 | 393 | 43:06 | 342 | 43:07 | 364 | 35:41 | 340 |
| Wellington | 42:45 | 528 | 42:28 | 537 | 38:23 | 495 | 41:07 | 546 | 43:02 | 477 |
| West Wimmera | 47:35 | 58 | 40:23 | 47 | 52:50 | 46 | 55:16 | 38 | 41:57 | 41 |
| Whitehorse | 45:28 | 1,041 | 44:42 | 1,016 | 53:29 | 1,072 | 42:55 | 1,013 | 48:20 | 1,014 |
| Whittlesea | 40:18 | 1,524 | 40:13 | 1,556 | 45:40 | 1,476 | 41:31 | 1,473 | 41:29 | 1,456 |
| Wodonga | 39:08 | 442 | 38:10 | 499 | 45:42 | 424 | 44:57 | 447 | 44:22 | 417 |
| Wyndham | 36:48 | 1,511 | 37:06 | 1,488 | 42:22 | 1,502 | 40:06 | 1,525 | 38:59 | 1,479 |
| Yarra | 43:30 | 665 | 42:56 | 692 | 50:44 | 648 | 45:24 | 666 | 45:29 | 653 |
| Yarra Ranges | 39:26 | 1,142 | 39:33 | 1,085 | 44:15 | 1,009 | 41:31 | 1,049 | 43:15 | 1,034 |
| Yarriambiack | 50:50 | 71 | 43:37 | 55 | 47:20 | 69 | 48:55 | 82 | 47:02 | 89 |
| Unincorporated | 45:58 | 3 | 61:57 | 13 | 48:21 | 13 | 47:06 | 125 | 82:02 | 3 |
| Interstate LGAs | 44:01 | 198 | 51:06 | 176 | 43:18 | 137 | 43:16 | 139 | 50:19 | 153 |
| Total AV | 43:13 | 54,435 | 43:13 | 53,565 | 46:44 | 50,579 | 43:32 | 51,480 | 45:16 | 51,454 |

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.
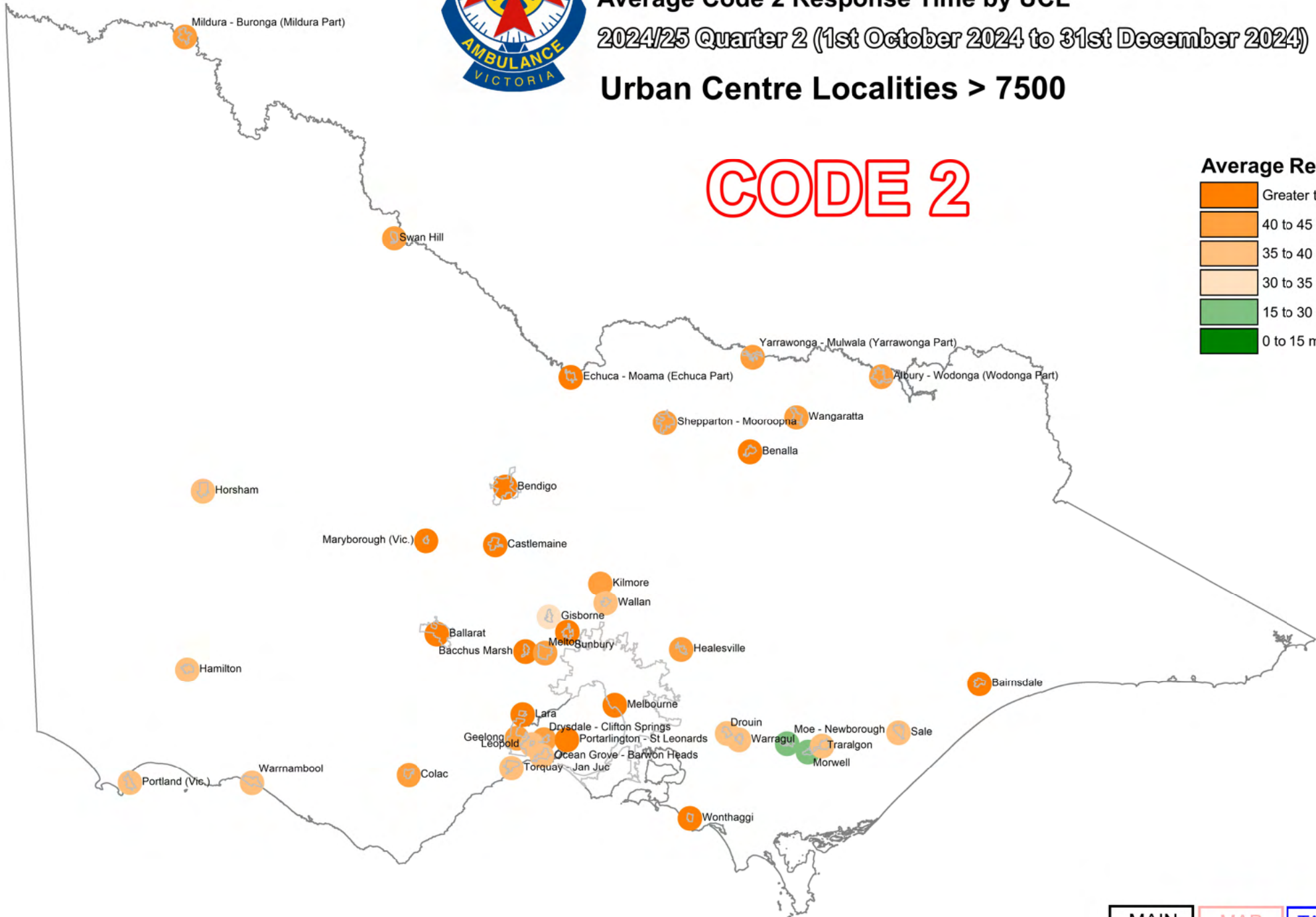
MAIN | MAP | TABLE | CHART

# Ambulance Victoria

**Average Code 2 Response Time by UCL**

**2024/25 Quarter 2 (1st October 2024 to 31st December 2024)**

## Urban Centre Localities > 7500

**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

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
Wallan
Gisborne
Ballarat
Melton
Bunbury
Bacchus Marsh
Healesville
Hamilton
Bairnsdale
Melbourne
Lara
Drysdale - Clifton Springs
Drouin
Moe - Newborough
Sale
Geelong
Portarlington - St Leonards
Warragul
Traralgon
Leopold
Ocean Grove - Barwon Heads
Morwell
Portland (Vic.)
Warrnambool
Colac
Torquay - Jan Juc
Wonthaggi

MAIN | MAP | TABLE | CHART

# Code 2 First Response Performance by UCL

| UCL Name | Qtr 2 2023/24 Average Response Time Minutes | Qtr 2 2023/24 Total Number of First Responses | Qtr 3 2023/24 Average Response Time Minutes | Qtr 3 2023/24 Total Number of First Responses | Qtr 4 2023/24 Average Response Time Minutes | Qtr 4 2023/24 Total Number of First Responses | Qtr 1 2024/25 Average Response Time Minutes | Qtr 1 2024/25 Total Number of First Responses | Qtr 2 2024/25 Average Response Time Minutes | Qtr 2 2024/25 Total Number of First Responses |
|---|---|---|---|---|---|---|---|---|---|---|
| Albury - Wodonga (Wodonga Part) | 39:00 | 417 | 38:00 | 464 | 45:50 | 402 | 44:52 | 413 | 43:03 | 387 |
| Bacchus Marsh | 41:43 | 253 | 41:18 | 269 | 48:11 | 252 | 41:45 | 296 | 46:24 | 273 |
| Bairnsdale | 48:31 | 276 | 53:51 | 309 | 49:40 | 292 | 51:15 | 260 | 51:13 | 259 |
| Ballarat | 41:57 | 1,113 | 36:33 | 1,106 | 42:25 | 1,147 | 41:44 | 1,097 | 45:00 | 1,141 |
| Benalla | 35:14 | 194 | 42:38 | 195 | 37:01 | 192 | 41:01 | 172 | 47:12 | 168 |
| Bendigo | 46:53 | 1,195 | 43:28 | 1,052 | 47:34 | 1,036 | 42:30 | 959 | 45:34 | 1,001 |
| Castlemaine | 45:11 | 185 | 36:49 | 153 | 46:36 | 162 | 44:21 | 113 | 50:02 | 147 |
| Colac | 41:39 | 218 | 42:11 | 197 | 44:47 | 195 | 43:59 | 184 | 42:35 | 208 |
| Drouin | 33:53 | 139 | 41:49 | 133 | 40:09 | 127 | 34:02 | 134 | 38:39 | 118 |
| Drysdale - Clifton Springs | 37:27 | 147 | 39:29 | 127 | 37:00 | 142 | 37:55 | 130 | 43:46 | 111 |
| Echuca - Moama (Echuca Part) | 47:01 | 265 | 42:34 | 253 | 42:34 | 229 | 43:28 | 245 | 46:51 | 229 |
| Geelong | 39:32 | 2,031 | 40:16 | 1,979 | 41:16 | 1,929 | 44:23 | 1,922 | 40:40 | 1,838 |
| Gisborne | 36:21 | 90 | 32:01 | 102 | 31:38 | 76 | 37:02 | 72 | 34:55 | 92 |
| Hamilton | 35:41 | 139 | 30:22 | 145 | 42:46 | 134 | 44:20 | 120 | 38:31 | 120 |
| Healesville | 36:32 | 98 | 28:54 | 105 | 43:12 | 81 | 36:47 | 99 | 40:45 | 113 |
| Horsham | 38:41 | 265 | 32:08 | 265 | 40:04 | 279 | 36:19 | 237 | 37:04 | 238 |
| Kilmore | 42:29 | 175 | 38:22 | 159 | 36:45 | 181 | 33:46 | 133 | 42:50 | 165 |
| Lara | 39:15 | 97 | 41:25 | 93 | 41:32 | 96 | 44:54 | 113 | 48:17 | 98 |
| Leopold | 34:48 | 96 | 39:10 | 66 | 42:40 | 83 | 40:18 | 72 | 36:17 | 74 |
| Maryborough (Vic.) | 44:04 | 197 | 43:54 | 215 | 46:15 | 198 | 40:50 | 183 | 46:57 | 227 |
| Melbourne | 44:17 | 32,886 | 43:39 | 32,429 | 48:52 | 30,466 | 43:48 | 31,602 | 46:10 | 31,492 |
| Melton | 39:43 | 768 | 37:13 | 769 | 43:43 | 707 | 39:07 | 679 | 43:24 | 711 |
| Mildura - Buronga (Mildura Part) | 43:19 | 468 | 39:05 | 524 | 40:24 | 486 | 41:59 | 503 | 42:19 | 466 |
| Moe - Newborough | 32:01 | 283 | 31:57 | 268 | 33:52 | 286 | 32:10 | 241 | 29:31 | 229 |
| Morwell | 27:15 | 321 | 29:53 | 306 | 31:31 | 258 | 35:09 | 303 | 29:58 | 289 |
| Ocean Grove - Barwon Heads | 33:59 | 149 | 36:30 | 149 | 36:25 | 117 | 40:23 | 129 | 36:13 | 127 |
| Portarlington - St Leonards | 44:45 | 101 | 46:24 | 96 | 51:01 | 103 | 48:06 | 93 | 46:44 | 98 |
| Portland (Vic.) | 42:34 | 211 | 32:04 | 180 | 44:11 | 168 | 44:05 | 168 | 37:20 | 152 |
| Sale | 34:54 | 217 | 35:54 | 250 | 34:24 | 227 | 33:28 | 238 | 36:26 | 203 |
| Shepparton - Mooroopna | 40:10 | 703 | 37:41 | 712 | 43:14 | 619 | 41:23 | 661 | 41:54 | 671 |
| Sunbury | 40:21 | 325 | 39:25 | 346 | 44:49 | 242 | 45:47 | 278 | 48:08 | 276 |
| Swan Hill | 37:15 | 226 | 35:38 | 189 | 48:21 | 187 | 43:19 | 193 | 43:25 | 184 |
| Torquay - Jan Juc | 34:00 | 117 | 33:03 | 158 | 33:21 | 104 | 37:25 | 107 | 36:35 | 136 |
| Traralgon | 35:54 | 355 | 37:36 | 385 | 35:44 | 374 | 40:41 | 383 | 39:13 | 323 |
| Wallan | 36:13 | 109 | 38:41 | 96 | 39:34 | 82 | 39:43 | 110 | 36:58 | 113 |
| Wangaratta | 39:46 | 369 | 39:20 | 386 | 43:39 | 346 | 36:25 | 301 | 43:24 | 306 |
| Warragul | 35:28 | 257 | 38:33 | 247 | 36:59 | 260 | 38:27 | 260 | 38:59 | 273 |
| Warrnambool | 40:49 | 370 | 39:33 | 382 | 43:14 | 338 | 43:16 | 358 | 35:26 | 328 |
| Wonthaggi | 44:11 | 230 | 45:55 | 249 | 53:45 | 244 | 45:53 | 212 | 51:10 | 207 |
| Yarrawonga - Mulwala (Yarrawonga Part) | 34:49 | 152 | 46:51 | 144 | 38:53 | 128 | 38:31 | 138 | 44:17 | 143 |

MAIN
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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.<br>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.<br>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 |