



Ambulance Victoria's Performance

2023/24 Quarter 4 (1st April 2024 to 30th June 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).

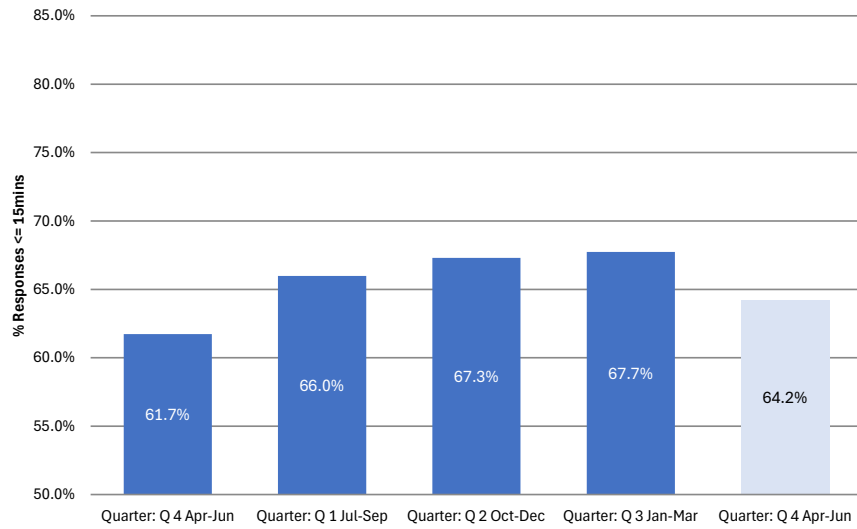
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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

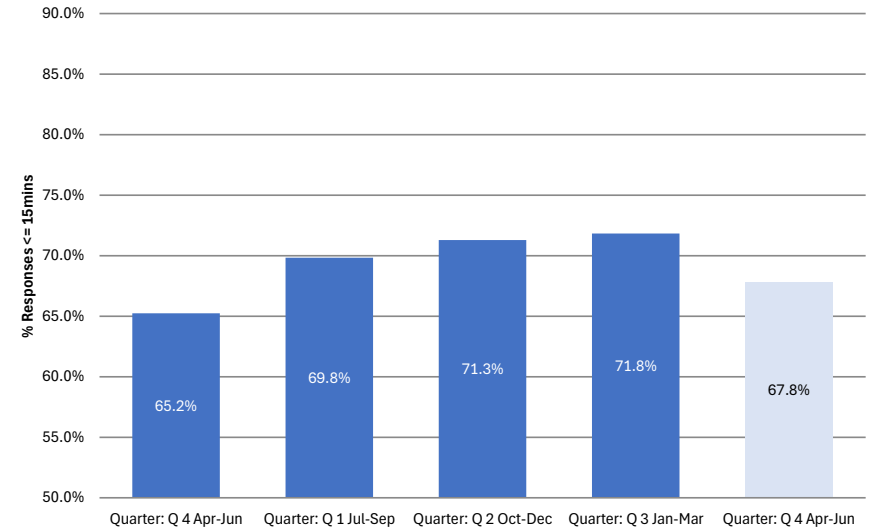
AV State-wide Code 1 First Response Performance - Percentage <= 15 Minutes



MAP

TABLE

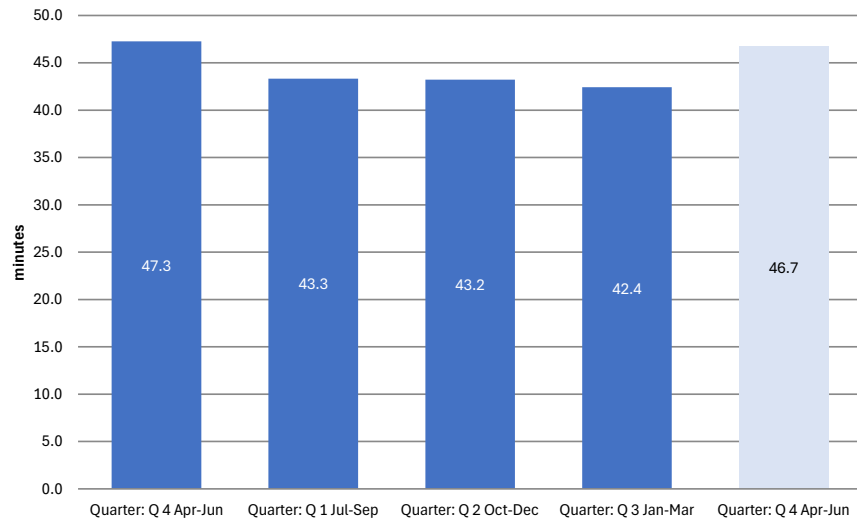
AV State-wide Code 1 First Response Performance for UCLs > 7,500 Persons - Percentage <= 15 Minutes



MAP

TABLE

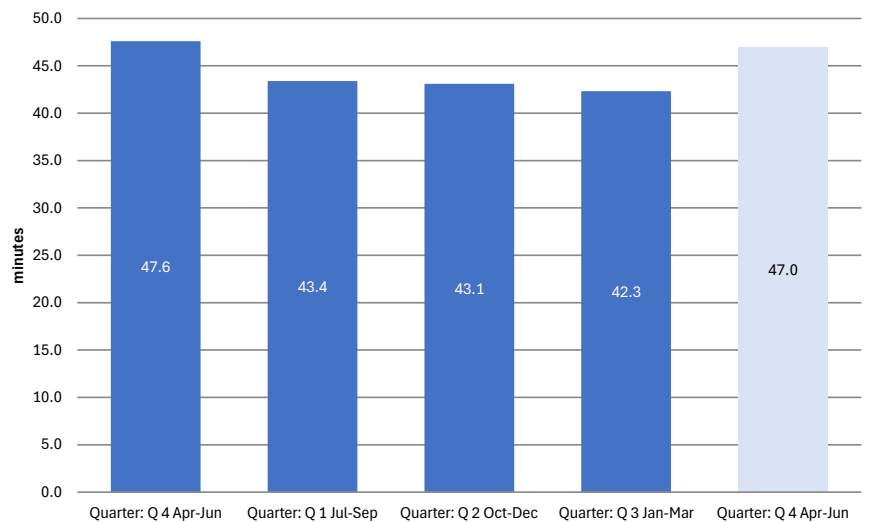
AV State-wide Code 2 First Response Performance - Average



MAP

TABLE

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



MAP

TABLE

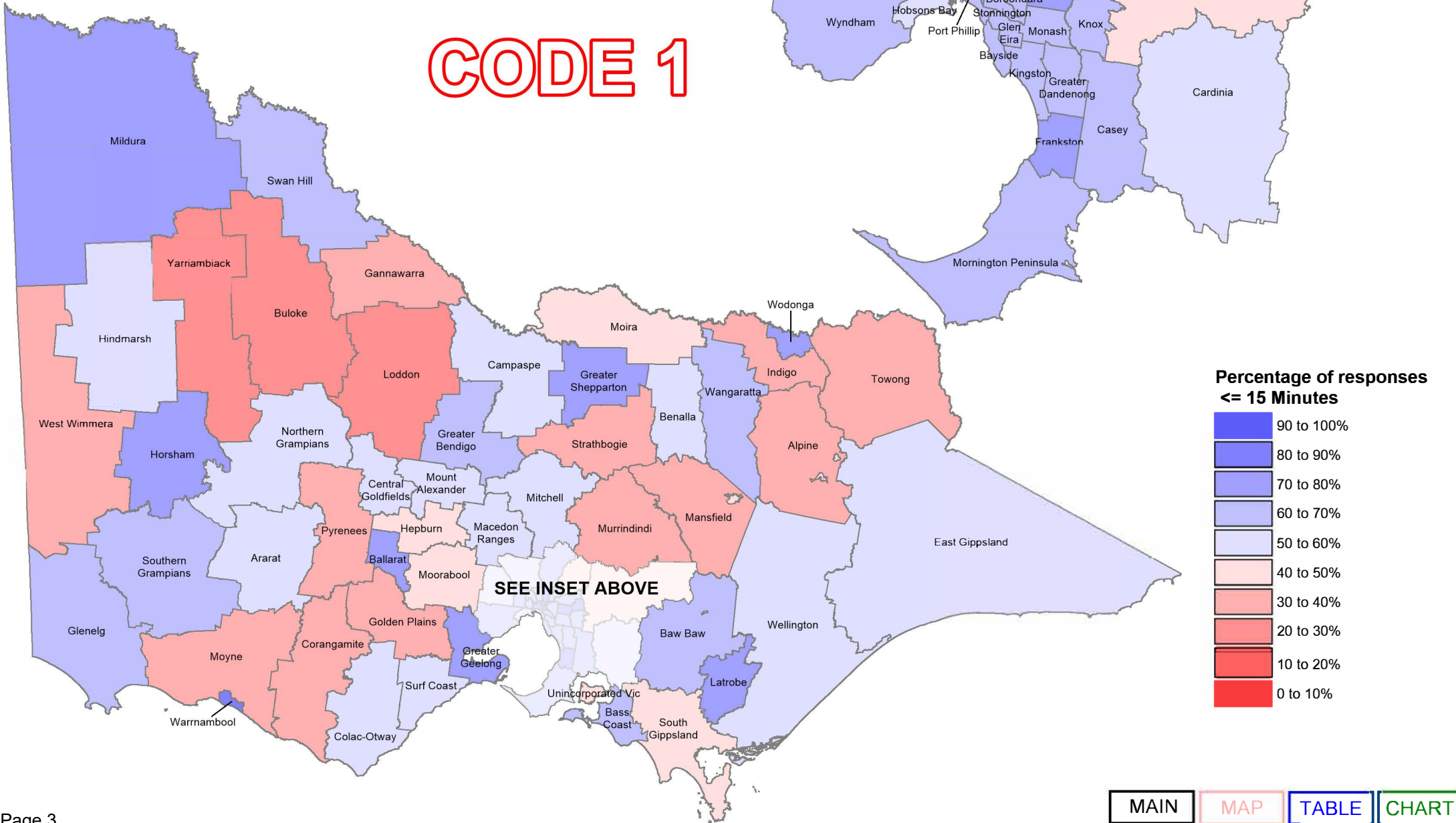


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Percentage of Code 1 responses <= 15 Minutes by LGA

2023/24 Quarter 4 (1st April 2024 to 30th June 2024)

CODE 1



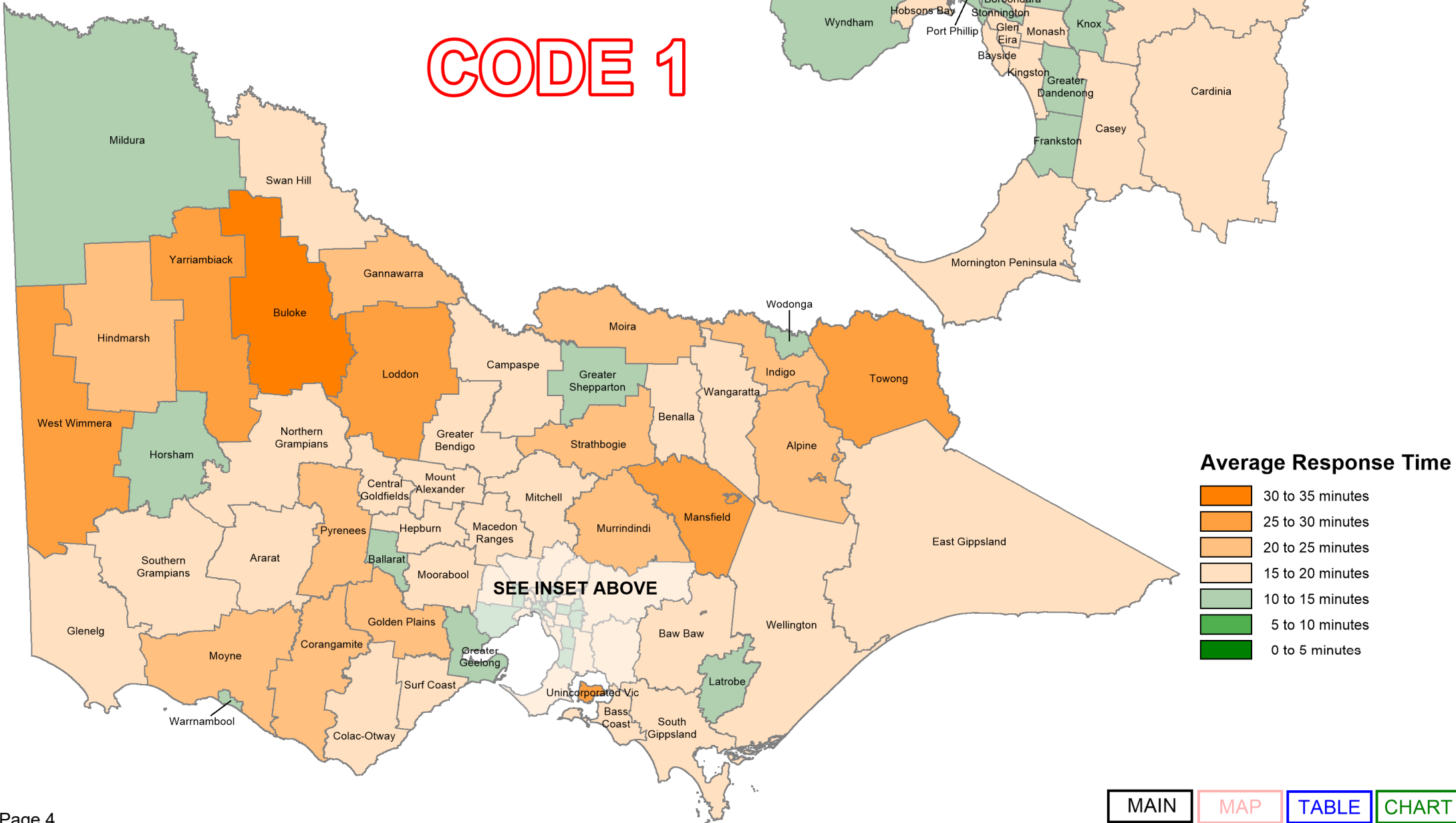


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Average Code 1 Response Time by LGA

2023/24 Quarter 4 (1st April 2024 to 30th June 2024)

CODE 1





Code 1 First Response Performance by LGA

Qtr 4 2022/23

Qtr 1 2023/24

Qtr 2 2023/24

Qtr 3 2023/24

Qtr 4 2023/24

LGA Name	Qtr 4 2022/23			Qtr 1 2023/24			Qtr 2 2023/24			Qtr 3 2023/24			Qtr 4 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	41.4%	22:23	191	46.1%	21:54	154	44.0%	21:49	168	46.8%	22:14	222	39.7%	21:49	179
Ararat	61.9%	16:59	210	62.8%	16:21	199	65.7%	15:25	207	61.3%	16:41	194	55.0%	18:09	189
Ballarat	75.8%	13:33	2,356	79.4%	12:53	2,089	76.8%	13:37	2,300	81.3%	12:43	2,134	78.0%	13:25	2,424
Banyule	66.6%	14:59	1,837	74.5%	13:23	1,692	75.3%	13:20	1,754	76.1%	13:02	1,634	69.6%	14:42	1,831
Bass Coast	58.8%	16:26	740	55.2%	17:35	710	59.1%	16:14	775	59.4%	15:50	789	61.0%	16:13	753
Baw Baw	61.3%	16:01	934	61.3%	16:08	984	64.6%	15:22	910	65.9%	15:27	902	64.2%	15:31	1,000
Bayside	64.1%	16:06	1,023	65.7%	15:39	982	67.5%	14:52	1,078	70.6%	14:30	969	67.2%	15:29	1,120
Benalla	54.7%	18:43	298	58.3%	17:27	240	63.4%	16:12	284	63.9%	15:37	285	57.0%	18:23	300
Boroondara	66.0%	15:23	1,642	71.0%	14:48	1,547	73.8%	14:16	1,684	71.9%	14:37	1,510	68.7%	15:28	1,509
Brimbank	62.4%	15:29	3,097	69.3%	14:23	3,063	74.6%	13:28	3,101	74.8%	13:40	2,970	68.2%	14:32	3,148
Buloke	33.3%	27:53	93	33.3%	28:37	87	33.6%	24:20	113	31.7%	26:44	104	21.3%	33:52	89
Campaspe	55.7%	17:12	702	61.3%	15:54	692	60.6%	15:52	734	60.5%	15:47	663	58.3%	16:47	727
Cardinia	48.7%	18:28	1,628	50.8%	17:20	1,721	51.4%	17:51	1,759	57.3%	16:52	1,654	50.2%	18:21	1,814
Casey	60.9%	15:54	4,931	64.7%	14:58	4,910	64.6%	15:11	5,019	64.4%	14:54	4,720	62.8%	15:31	5,383
Central Goldfields	48.6%	20:40	325	58.5%	17:02	316	53.9%	19:01	304	52.4%	18:33	267	51.1%	19:13	329
Colac-Otway	55.3%	19:26	302	59.5%	18:23	274	54.4%	18:38	283	58.7%	17:13	281	57.3%	18:35	295
Corangamite	42.0%	21:27	226	40.7%	21:41	243	36.9%	22:02	244	43.5%	20:27	248	39.6%	20:36	265
Darebin	70.3%	14:44	2,390	75.6%	13:32	2,365	77.4%	13:15	2,383	78.0%	13:11	2,390	74.6%	13:52	2,590
East Gippsland	49.6%	19:43	1,054	54.0%	18:43	1,086	53.2%	18:46	1,033	50.3%	19:38	1,127	54.3%	18:39	1,052
Frankston	66.2%	14:54	2,481	72.0%	13:51	2,539	70.8%	14:14	2,618	73.7%	13:30	2,562	71.4%	13:58	2,630
Gannawarra	38.3%	24:06	141	39.7%	23:49	156	38.9%	23:37	144	39.8%	24:29	133	38.9%	23:29	162
Glen Eira	65.7%	15:37	1,559	72.1%	14:08	1,614	71.3%	14:25	1,660	73.8%	13:49	1,598	68.1%	15:29	1,609
Glenelg	72.2%	15:00	338	71.6%	14:35	356	72.3%	13:50	339	68.8%	15:03	336	69.1%	15:46	301
Golden Plains	24.7%	21:48	255	30.5%	21:41	282	31.6%	20:46	247	28.9%	21:45	253	33.3%	21:16	267
Greater Bendigo	62.5%	15:52	2,321	63.7%	15:38	2,388	63.5%	15:46	2,426	67.9%	14:49	2,214	61.5%	15:59	2,461
Greater Dandenong	68.9%	14:34	2,602	72.4%	13:57	2,632	74.3%	13:49	2,631	73.2%	13:44	2,501	69.0%	14:39	2,734
Greater Geelong	70.0%	14:08	4,773	73.5%	13:50	4,695	73.1%	13:46	4,907	72.9%	13:37	4,742	73.4%	13:55	5,111
Greater Shepparton	69.2%	14:32	1,363	72.8%	13:45	1,466	74.9%	13:48	1,386	74.1%	13:23	1,390	70.8%	14:38	1,455
Hepburn	35.1%	21:57	271	36.8%	20:53	272	36.5%	21:24	255	42.7%	18:01	234	43.7%	18:17	277
Hindmarsh	44.0%	24:03	116	53.2%	21:03	126	49.5%	21:44	103	50.0%	21:41	88	51.1%	21:55	88
Hobsons Bay	54.0%	16:53	1,345	59.6%	15:46	1,218	63.2%	15:17	1,334	63.6%	15:19	1,290	58.6%	16:10	1,443
Horsham	79.9%	12:33	384	79.5%	12:21	380	78.4%	12:44	399	78.6%	13:06	351	77.6%	13:39	397
Hume	53.8%	17:06	4,639	61.2%	15:53	4,470	63.0%	15:26	4,329	61.5%	15:30	4,298	56.4%	16:44	4,724
Indigo	26.9%	24:43	212	32.4%	23:29	173	34.5%	21:41	197	28.3%	23:21	191	33.8%	20:46	195
Kingston	65.1%	15:08	2,069	69.5%	14:17	1,962	69.9%	14:14	2,188	69.1%	14:14	2,055	65.0%	15:20	2,149
Knox	68.2%	14:39	2,029	72.8%	13:54	2,070	72.6%	13:34	2,169	72.9%	13:45	2,046	67.6%	14:57	2,104
Latrobe	71.0%	13:44	1,837	73.8%	12:58	1,980	73.5%	13:06	1,960	76.1%	12:46	1,924	75.6%	13:04	2,003
Loddon	30.3%	26:24	155	24.3%	25:58	144	29.3%	25:21	157	18.4%	27:39	136	29.5%	25:07	146
Macedon Ranges	54.6%	16:22	698	54.8%	16:52	701	55.4%	16:30	740	58.3%	15:43	689	55.9%	17:24	800
Manningham	64.5%	15:19	1,382	64.9%	15:09	1,372	68.5%	14:46	1,389	69.2%	14:47	1,295	63.1%	15:48	1,430
Mansfield	40.4%	24:53	136	58.0%	18:14	112	43.7%	23:01	135	42.5%	23:49	153	38.0%	25:19	100
Maribyrnong	61.9%	15:45	1,311	67.1%	15:04	1,264	70.8%	14:16	1,287	68.8%	14:34	1,253	63.7%	15:52	1,321
Maroondah	67.0%	15:22	1,647	73.0%	13:55	1,587	71.3%	13:49	1,567	74.3%	13:43	1,536	71.8%	14:07	1,610
Melbourne	71.9%	14:02	2,698	76.4%	12:51	2,919	78.3%	12:41	3,196	78.0%	12:29	3,216	76.0%	13:08	3,044
Melton	51.4%	17:45	2,844	57.2%	16:40	3,005	60.0%	16:00	3,036	59.5%	16:04	2,960	52.9%	17:10	3,271
Mildura	72.1%	14:14	1,112	75.9%	13:30	1,103	75.6%	13:11	1,043	76.3%	14:07	1,092	74.6%	13:31	1,089
Mitchell	53.2%	17:42	870	54.5%	16:54	842	54.7%	17:04	833	55.5%	17:05	875	51.4%	16:59	867
Moira	50.2%	19:16	627	51.6%	18:27	669	48.0%	18:50	666	51.7%	18:34	650	46.6%	20:20	631
Monash	65.1%	15:31	2,280	68.2%	15:02	2,162	69.4%	14:36	2,277	69.7%	14:11	2,205	66.7%	15:20	2,363
Moonee Valley	62.8%	16:02	1,724	64.9%	15:12	1,730	69.7%	14:56	1,852	70.9%	14:24	1,727	65.0%	15:36	1,856
Moorabool	45.1%	20:08	552	50.7%	18:13	566	53.8%	17:36	520	52.6%	16:27	502	43.1%	19:02	543
Merri-bek	65.0%	15:24	2,632	71.2%	14:25	2,645	73.8%	13:35	2,527	72.9%	14:00	2,472	67.7%	15:03	2,643
Mornington Peninsula	58.3%	16:16	2,779	60.5%	15:40	2,613	63.3%	15:21	2,877	64.6%	15:03	2,879	62.1%	15:37	2,911
Mount Alexander	41.2%	21:33	260	40.3%	20:58	278	44.2%	21:19	292	42.0%	20:38	269	52.3%	19:05	281
Moyne	35.1%	20:41	188	35.6%	20:18	194	32.6%	21:01	190	43.5%	18:48	216	34.2%	20:21	225
Murrindindi	27.7%	26:16	260	32.3%	23:41	229	33.7%	24:22	261	32.1%	23:59	268	34.5%	23:55	255
Nillumbik	43.0%	18:57	677	46.3%	17:50	640	52.3%	17:08	667	53.8%	16:32	591	47.8%	18:05	718
Northern Grampians	63.3%	16:28	226	57.8%	17:46	244	62.8%	15:53	247	56.5%	17:48	255	57.1%	18:03	240
Port Phillip	67.1%	15:00	1,365	72.6%	13:56	1,397	73.3%	13:46	1,607	73.0%	13:44	1,590	69.8%	14:35	1,503
Pyrenees	23.0%	24:05	135	26.7%	22:29	135	37.4%	22:08	174	32.1%	22:27	159	34.6%	23:03	182
Queenscliffe	53.7%	15:51	67	50.9%	17:32	57	54.7%	17:27	75	55.9%	15:21	68	59.6%	15:30	52
South Gippsland	45.4%	19:18	456	47.2%	18:27	487	47.8%	18:18	513	46.6%	18:30	517	45.1%	19:35	495
Southern Grampians	63.6%	16:07	228	70.6%	14:01	211	58.4%	18:41	267	61.0%	16:52	218	64.9%	15:12	245
Stonnington	66.0%	15:42	1,245	71.9%	14:24	1,216	72.3%	14:18	1,374	73.6%	13:43	1,200	69.5%	14:33	1,269
Strathbogie	25.5%	24:43	231	30.4%	22:12	217	33.6%	23:14	235	32.7%	22:20	226	31.8%	23:18	236
Surf Coast	58.4%	15:57	425	57.4%	15:34	350	59.9%	15:57	461	62.3%	15:32	531	56.1%	16:25	462
Swan Hill	66.0%	15:49	300	71.7%	14:16	325	68.5%	15:56	362	63.5%	16:36	362	64.9%	15:44	350
Towong	31.3%	28:06	99	33.7%	27:59	89	30.8%	27:42	107	29.9%	26:03	87	31.3%	28:24	83
Wangaratta	66.4%	15:26	587	69.0%	15:29	535	67.4%	16:01	561	68.3%	15:58	583	69.5%	15:23	583
Warrnambool	83.9%	11:44	529	83.8%	12:09	538	81.5%	13:19	615	85.0%	12:07	560	80.9%	12:38	603
Wellington	50.4%	20:08	838	55.6%	18:42	784	52.7%	18:28	814	53.4%	18:31	802	55.6%	17:47	829
West Wimmera	32.8%	26:14	58	22.7%	30:22	66	35.6%	25:15	59	36.4%	26:27	44	32.4%	25:38	68
Whitehorse	67.6%	15:03	1,874	70.0%	14:34	1,902	73.3%	13:36	1,983	73.5%	13:35	1,858	71.0%	14:38	2,024
Whittlesea	57.1%	16:26	3,457	64.6%	15:22	3,254	67.4%	14:36	3,317	69.1%	14:06	3,328	61.9%	15:50	3,651
Wodonga	70.6%	14:57	759	74.7%	14:07	683	76.5%	13:22	752	76.7%	13:38	678	73.7%	14:41	763
Wyndham	61.7%	15:58	3,359	68.1%	14:28	3,381	71.4%	14:05	3,374	68.3%	14:33	3,304	64.9%	14:56	3,550
Yarra	73.1%	13:41	1,221	74.8%	13:28	1,266	76.2%	13:15	1,354	78.7%	12:49	1,322	75.		



Ambulance Victoria

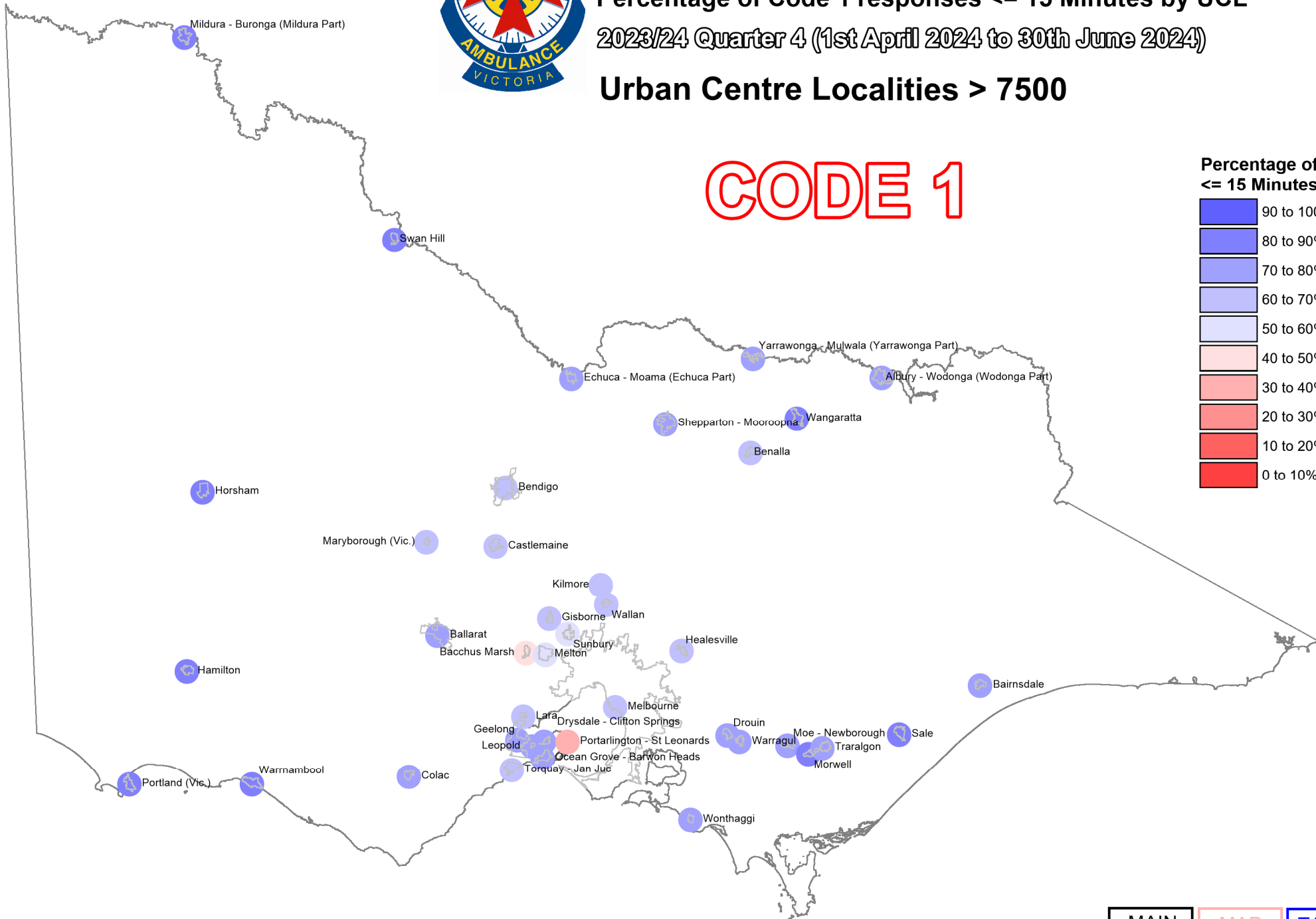
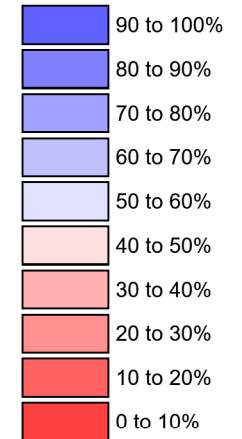
Percentage of Code 1 responses <= 15 Minutes by UCL

2023/24 Quarter 4 (1st April 2024 to 30th June 2024)

Urban Centre Localities > 7500

CODE 1

Percentage of responses <= 15 Minutes





Ambulance Victoria

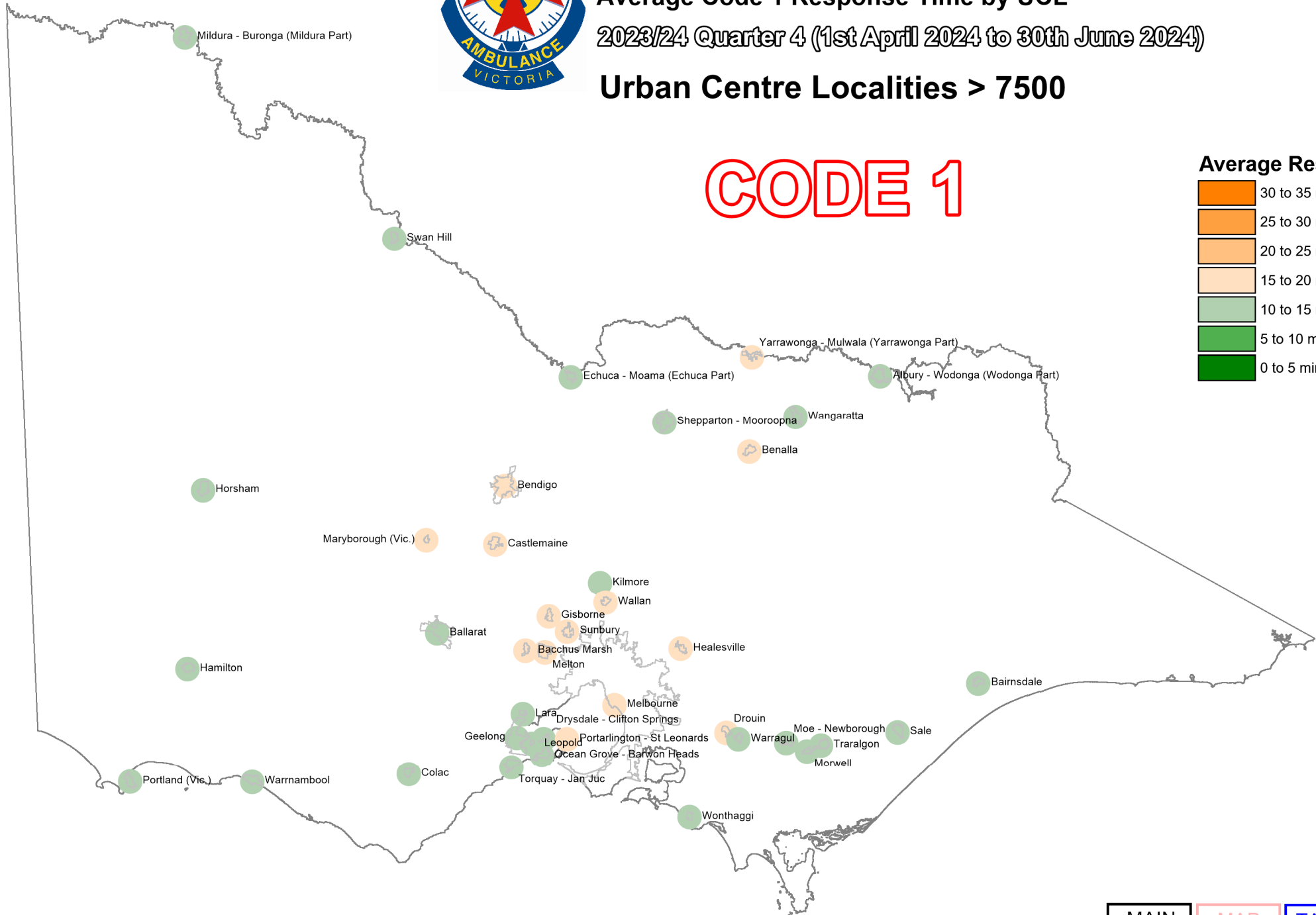
Average Code 1 Response Time by UCL

2023/24 Quarter 4 (1st April 2024 to 30th June 2024)

Urban Centre Localities > 7500

CODE 1

Average Response Time





Code 1 First Response Performance by UCL

UCL Name

Qtr 4 2022/23

	% 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

Qtr 1 2023/24

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
79.3%	13:32	615	
57.5%	17:35	365	
76.6%	12:58	367	
80.5%	12:41	1,998	
65.8%	15:51	193	
69.1%	14:39	2,068	
59.5%	17:55	163	
73.3%	14:53	180	
69.3%	15:19	254	
72.3%	13:24	260	
78.0%	12:59	282	
76.5%	13:29	3,257	
62.7%	15:33	177	
84.9%	11:27	159	
62.7%	15:55	204	
86.1%	10:57	338	
67.3%	13:49	159	
72.1%	13:43	233	
74.7%	13:23	194	
72.0%	14:16	236	
68.4%	14:37	62,956	
61.3%	16:12	1,561	
85.4%	11:31	796	
76.2%	12:58	501	
86.3%	10:59	560	
74.3%	13:15	296	
37.6%	18:03	189	
82.5%	12:27	217	
80.9%	12:13	278	
80.4%	12:40	1,172	
53.2%	17:00	624	
86.4%	11:04	198	
70.7%	12:58	184	
74.9%	12:32	602	
68.0%	14:21	247	
81.9%	12:35	421	
79.1%	12:57	359	
84.0%	12:06	520	
74.9%	14:41	191	
73.2%	14:24	190	

Qtr 2 2023/24

	% 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	

Qtr 3 2023/24

	% 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	

Qtr 4 2023/24

	% 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%	15:03	2,158	
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	67,004	
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	

MAIN

MAP
≤ 15 Minutes

MAP
Average

TABLE

CHART

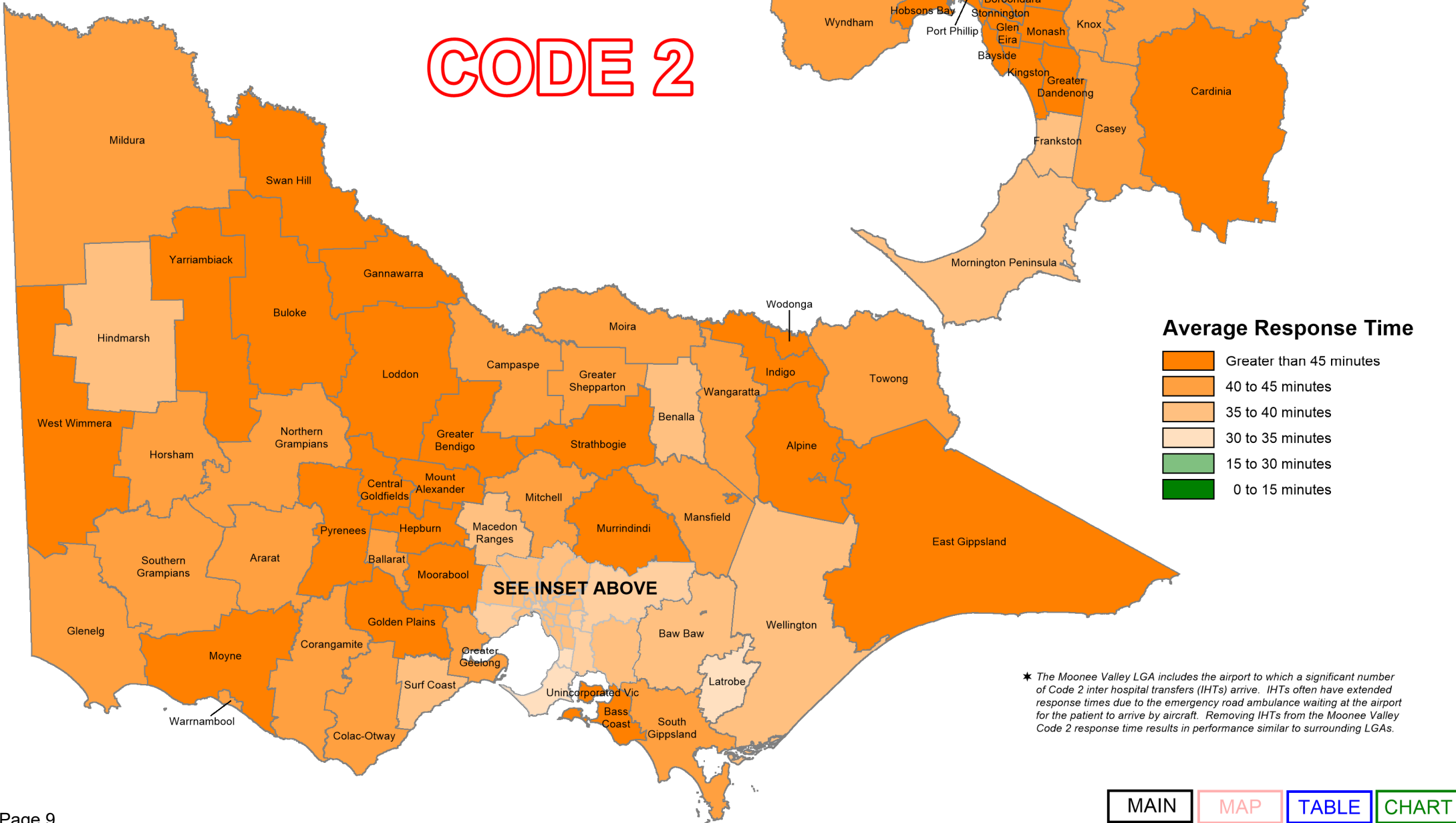


Ambulance Victoria

Average Code 2 Response Time by LGA

2023/24 Quarter 4 (1st April 2024 to 30th June 2024)

CODE 2





Qtr 4 2022/23

Qtr 1 2023/24

Qtr 2 2023/24

Qtr 3 2023/24

Qtr 4 2023/24

LGA Name

LGA Name	Average Response Time Minutes	Total Number of First Responses
Alpine	48:09	147
Ararat	40:25	187
Ballarat	45:16	1,089
Banyule	53:24	830
Bass Coast	42:43	572
Baw Baw	37:29	555
Bayside	57:47	502
Benalla	42:05	222
Boroondara	53:16	710
Brimbank	49:52	1,299
Buloke	58:47	73
Campaspe	44:56	485
Cardinia	42:40	737
Casey	43:38	2,139
Central Goldfields	46:12	219
Colac-Otway	43:16	257
Corangamite	43:32	187
Darebin	54:50	990
East Gippsland	49:53	704
Frankston	40:13	1,326
Gannawarra	52:29	126
Glen Eira	55:18	657
Gleng	35:44	243
Golden Plains	53:05	95
Greater Bendigo	47:18	1,142
Greater Dandenong	42:56	1,195
Greater Geelong	41:41	2,515
Greater Shepparton	41:45	794
Hepburn	41:14	153
Hindmarsh	47:17	75
Hobsons Bay	52:08	584
Horsham	38:08	255
Hume	47:45	1,579
Indigo	48:44	109
Kingston	48:29	983
Knox	45:31	926
Latrobe	32:20	1,034
Loddon	53:13	68
Macedon Ranges	35:32	449
Manningham	53:30	622
Mansfield	40:10	120
Maribyrnong	51:20	566
Maroondah	43:32	835
Melbourne	48:13	1,355
Melton	49:54	1,179
Mildura	46:16	628
Mitchell	41:30	572
Moira	45:09	435
Monash	52:38	1,107
* Moonee Valley	91:22	1,123
Moorabool	50:15	394
Merri-bek	55:48	1,026
Mornington Peninsula	38:36	1,602
Mount Alexander	41:08	185
Moyne	40:31	102
Murrindindi	49:09	190
Nillumbik	51:22	288
Northern Grampians	45:17	224
Port Phillip	51:07	639
Pyrenees	46:48	77
Queenscliffe	38:55	39
South Gippsland	38:59	309
Southern Grampians	38:31	154
Stonnington	54:30	550
Strathbogie	52:35	121
Surf Coast	35:11	257
Swan Hill	45:49	262
Towong	60:24	69
Wangaratta	42:45	389
Warrnambool	37:00	381
Wellington	36:22	512
West Wimmera	42:31	44
Whitehorse	50:10	953
Whittlesea	50:13	1,394
Wodonga	46:21	401
Wyndham	47:36	1,333
Yarra	52:45	557
Yarra Ranges	42:39	973
Yarriambiack	52:41	74
Unincorporated	42:08	33
Interstate LGAs	52:32	131
Total AV	47:16	48,417

Average Response Time Minutes	Total Number of First Responses
43:18	155
36:28	192
35:31	1,154
44:13	926
41:22	559
36:41	601
53:19	610
36:33	245
49:34	767
44:08	1,303
56:57	76
44:06	526
43:05	773
42:09	2,231
41:09	253
37:17	271
43:49	169
44:56	1,144
46:03	723
36:13	1,502
45:12	117
51:29	818
38:20	257
45:07	106
44:56	1,190
40:42	1,237
40:36	2,754
40:12	781
42:01	155
44:17	104
41:40	632
42:05	299
41:56	1,894
48:02	108
45:40	1,115
41:09	1,089
32:20	1,085
42:23	105
34:41	440
47:22	702
42:13	118
48:51	659
42:04	926
42:18	1,749
41:57	1,342
45:20	666
37:06	562
44:49	459
49:51	1,180
84:17	1,297
42:37	365
49:30	1,218
33:45	1,618
43:23	207
52:07	91
49:17	176
47:23	327
43:57	208
50:02	730
41:45	86
33:55	42
34:50	311
34:49	219
46:49	594
48:49	148
32:12	247
41:55	277
50:09	76
40:48	365
39:03	395
39:28	489
38:26	55
46:49	1,035
40:50	1,456
38:30	439
39:28	1,429
43:10	629
40:09	1,106
48:27	59
34:13	162
42:35	157
43:19	52,842

Average Response Time Minutes	Total Number of First Responses
39:30	170
40:24	186
41:40	1,156
42:13	987
42:02	605
35:42	550
53:35	620
35:56	224
49:47	852
40:28	1,426
50:49	70
45:21	515
39:43	784
42:01	2,279
44:21	239
40:42	281
44:30	185
42:58	1,209
44:55	725
37:37	1,471
52:46	108
54:12	769
43:20	297
49:09	102
47:41	1,340
41:02	1,293
40:28	2,811
39:57	853
44:11	177
44:32	76
43:48	667
42:06	299
39:53	1,849
43:13	111
43:18	1,087
39:20	1,070
32:11	1,089
51:15	108
36:55	524
46:51	655
40:24	145
45:30	683
41:34	902
43:07	1,815
41:52	1,407
44:29	649
44:06	614
40:21	514
47:24	1,207
81:04	1,355
41:34	347
45:21	1,267
37:14	1,690
45:00	258
52:36	112
48:20	199
42:42	354
41:40	217
46:26	780
44:21	85
44:32	37
41:23	350
36:47	184
50:05	661
49:52	155
36:36	238
37:13	324
52:20	78
41:49	429
40:31	377
42:45	528
47:35	58
45:28	1,041
40:18	1,524
39:08	442
36:48	1,511
43:30	665
39:26	1,142
50:50	71
45:58	3
44:01	198
43:13	54,435

Average Response Time Minutes	Total Number of First Responses
39:08	174
38:33	183
36:50	1,153
41:33	915
42:16	611
38:35	530
52:05	610
42:49	222
48:32	866
39:45	1,376
51:13	70
40:51	490
39:03	804
39:48	2,126
45:46	263
40:14	269
43:32	178
42:51	1,168
49:11	791
36:46	1,525
52:27	114
48:35	741
35:54	270
42:39	125
44:06	1,215
41:43	1,253
41:08	2,690
38:21	860
36:38	158
47:51	76
45:10	642
35:34	288
41:13	1,874
42:53	118
43:07	1,127
40:47	1,109
34:00	1,110
47:42	84
35:32	498
43:36	705
41:49	125
45:35	640
41:30	922
39:51	1,842
41:55	1,355
41:31	679
39:10	521
45:04	495
46:12	1,211
81:55	1,252
41:02	350
46:16	1,196
36:54	1,683
38:32	198
40:16	117
50:05	204
41:30	350
35:09	217
46:34	817
48:06	71
34:45	32
39:55	320
36:21	204
48:38	574
44:52	133
33:17	319
36:22	286
53:33	75
42:04	439
39:27	393
42:28	537
40:23	47
44:42	1,016
40:13	1,556
38:10	499
37:06	1,488
42:56	692
39:33	1,085
43:37	55
61:57	13
51:06	176
42:24	53,565

Average Response Time Minutes	Total Number of First Responses
47:11	157
42:43	195
42:14	1,190
49:40	829
46:15	578
39:28	533
55:07	568
38:32	222
57:11	757
46:40	1,313
61:41	72
44:11	473
45:56	725
44:07	2,063
46:59	261
42:50	245
43:31	181
51:10	1,102
45:59	713
39:49	1,447
53:11	113
57:26	737
42:23	238
47:36	122
48:18	1,192
45:17	1,188
42:29	2,642
42:17	755
45:28	141
37:12	73
45:41	604
41:58	311
46:05	1,634
45:08	99
47:38	994
44:16	1,008
34:41	1,067
52:48	87
37:04	478
54:44	654
42:59	113
50:20	684
46:01	820
44:11	1,548
46:33	1,338
42:53	655
41:53	532
43:37	494
53:23	1,138
85:42	1,228
48:45	316
51:47	1,107
38:07	1,608
47:54	221
46:28	108
47:03	170
49:11	317
44:21	190
50:09	697
52:33	86
33:23	33
42:31	289
43:29	179
52:08	591
55:41	139
38:25	225
45:47	295
43:39	65
44:24	396
43:06	342
38:23	495
52:50	46
53:29	1,072
45:40	1,476
45:42	424
42:22	1,502
50:44	648
44:15	1,009
47:20	69
48:21	13
43:18	137
46:43	50,576

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

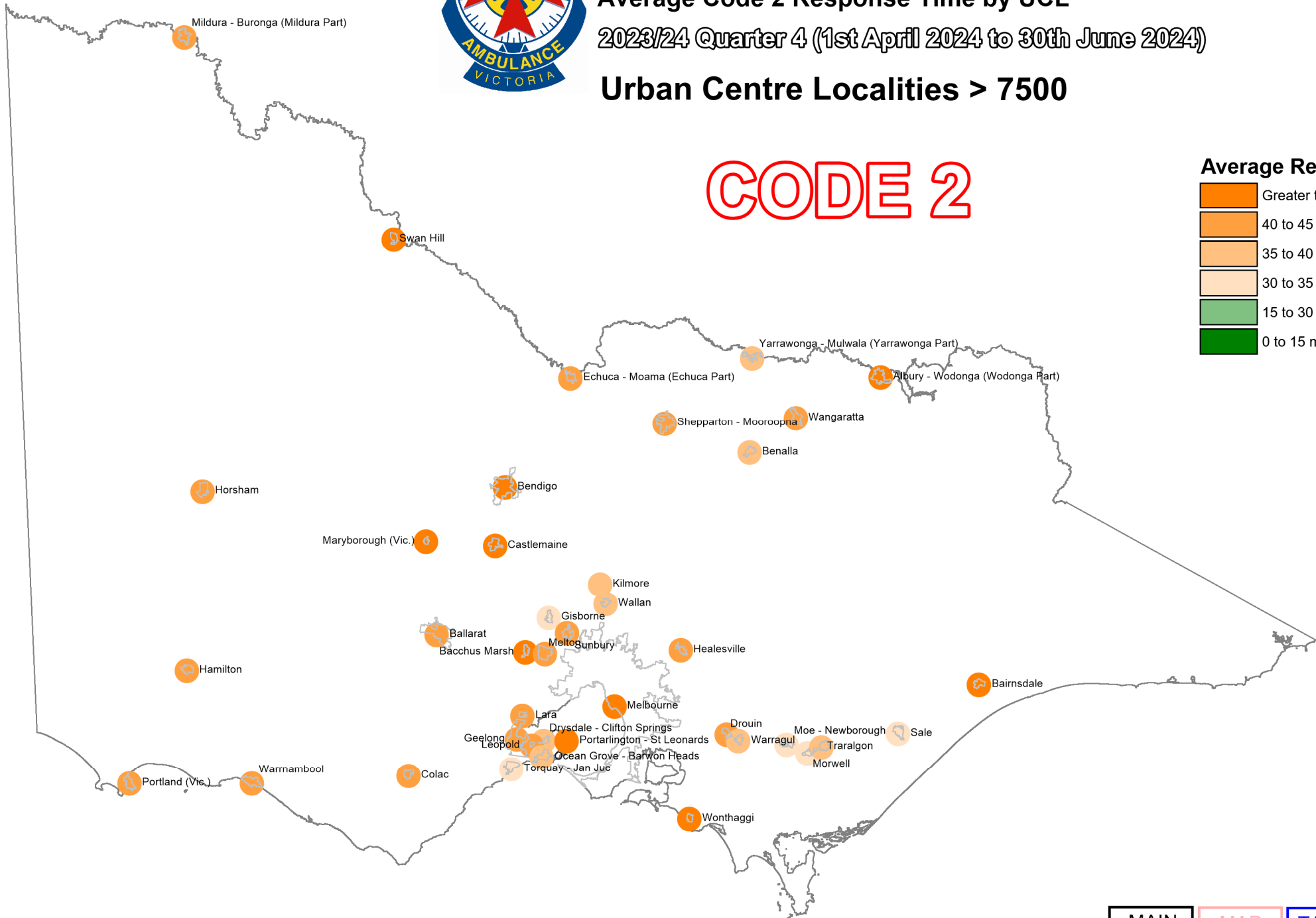
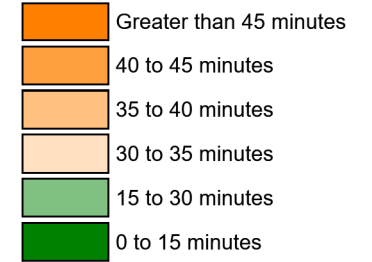
Average Code 2 Response Time by UCL

2023/24 Quarter 4 (1st April 2024 to 30th June 2024)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Qtr 4 2022/23

Qtr 1 2023/24

Qtr 2 2023/24

Qtr 3 2023/24

Qtr 4 2023/24

Code 2 First Response Performance by UCL

UCL Name

UCL Name	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	46:25	376
Bacchus Marsh	51:58	292
Bairnsdale	52:23	315
Ballarat	44:53	1,054
Benalla	42:36	198
Bendigo	46:17	1,000
Castlemaine	39:32	130
Colac	43:31	195
Drouin	34:26	144
Drysdale - Clifton Springs	39:53	140
Echuca - Moama (Echuca Part)	46:04	231
Geelong	39:45	1,784
Gisborne	30:05	107
Hamilton	36:58	117
Healesville	37:15	90
Horsham	34:25	221
Kilmore	45:10	174
Lara	42:18	96
Leopold	38:19	102
Maryborough (Vic.)	44:59	178
Melbourne	50:08	28,676
Melton	47:08	664
Mildura - Buronga (Mildura Part)	43:28	431
Moe - Newborough	30:51	259
Morwell	26:00	252
Ocean Grove - Barwon Heads	35:36	120
Portarlington - St Leonards	42:28	98
Portland (Vic.)	33:45	166
Sale	29:17	228
Shepparton - Mooroopna	41:14	657
Sunbury	47:18	273
Swan Hill	48:11	175
Torquay - Jan Juc	33:39	137
Traralgon	35:36	367
Wallan	34:25	100
Wangaratta	39:42	317
Warragul	38:26	263
Warrnambool	37:02	374
Wonthaggi	48:04	258
Yarrawonga - Mulwala (Yarrawonga Part)	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	32,886
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
47:31	1,035
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	30,465
43:43	707
40:24	486
33:52	286
31:31	258
36:25	117
51:01	103
44:11	168
34:24	227
43:09	618
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

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>
