

## AMBULANCE VICTORIA'S PERFORMANCE

Ambulance Victoria has two official response time targets:

- Respond to Code 1 incidents within 15 minutes for 85% of incidents ~~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~~ response times are measured from the receipt of the triple zero (000) call until paramedics arrive 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 time critical or high priority response as "Code 1," and these patients receive a "lights and sirens" response. The tables below provides information about our Code 1 response time performance in 2013 by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

AV also responds to "Code 2" and "Code 3" incidents. Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. The average Code 2 response time performance has also been provided in the tables below.

AV intends to further improve the information that we regularly provide to the public about our performance and will soon publicly report our Code 1 response time performance on a quarterly basis.

In the future, we will seek to publish this information within 8 weeks of the end of each quarter, and in a map based format that helps show performance across all parts of the state.

Because it is important to understand response time performance in the context of the outcomes that we deliver to patients, we will also seek to publicly report on our key clinical indicators to patients on a regular basis. Information is available on the Victorian Government website at [www.vic.gov.au](http://www.vic.gov.au) under the Freedom of Information Act 1982 (Vic) and the Victorian Information Privacy Act 2000 (Vic).

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 across Victoria. Definitions can be found in the Glossary at the end of this document. The information below was prepared in response to a Freedom of Information request for Code 1 response time data for the period 1 January 2013 to 8 January 2014.

AMBULANCE VICTORIA  
LOCAL GOVERNMENT (LGS) CODE 1 RESPONSE TIME  
1 JANUARY 2013 TO 8 JANUARY 2014

AMBULANCE VICTORIA  
LOCAL GOVERNMENT (LGA)

AMBULANCE VICTORIA  
 URBAN CENTRES AND LOCALITIES (UCL) CODE 1 RESPONSE TIME  
 1 JANUARY 2013 TO 8 JANUARY 2014

	<b>UCL Name</b>	<b>Average Response Time</b>	<b>% &lt;=15mins</b>	<b>Number of First Responses</b>
Metro UCL	Bacchus Marsh	15:44	59.86%	705
	Healesville	17:29	52.15%	673
	Melbourne	12:27	78.90%	204702
	Melton	16:07	54.99%	3304
	Pakenham	13:37	71.44%	2136

Notes:

1. Response times are based on data sourced from the ~~Computed~~ Dispatch (CAD) system
2. Definitions can be found in the Glossary at the end of this document.



AMBULANCE VICTORIA  
LOCAL GOVERNMENT (LGA) CODE RESPONSE TIME  
1 JANUARY 2013 TO 8 JANUARY 2014

Notes:

3.

AMBULANCE VICTORIA  
 URBAN CENTRES AND LOCALITIES (UCL) RESPONSE TIME  
 1 JANUARY 2013 TO 8 JANUARY 2014

	<b>UCL Name</b>	<b>Average Response Time</b>	<b>Number of First Responses</b>
Metro	Bacchus Marsh	31:52	542
	Healesville	34:22	383
	Melbourne	32:40	98299
	Melton	31:22	1656
	Pakenham	27:07	934
	Sunbury	32:06	995
Rural			

Notes:

3. Response times are based on data sourced from the Computerized Dispatch (CAD) system
4. Definitions can be found in the Glossary at the end of this document

## Glossary

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**Response Time** Response time measures the time from a triple zero (000) call being answered and logged by the Emergency Services Telecommunications Authority (ESTA), to the time of the first resource arrival at the incident scene.

Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.

**Code 1 incident** Code 1 incidents