

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 95% of incidents in centres with populations greater than 5,000.

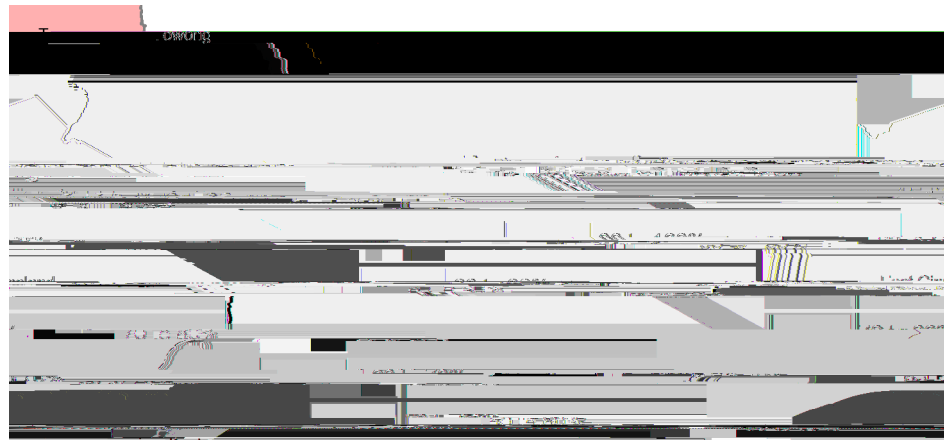
Response times are an important measure of the service we provide, but are only one of a number of measures used to gauge the effectiveness of an ambulance service.

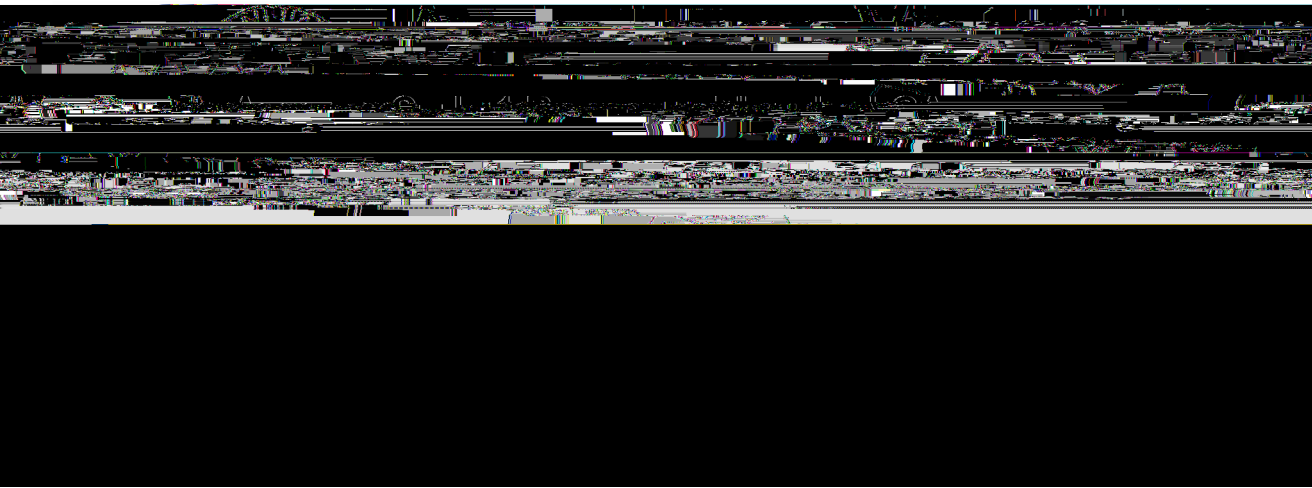
Our response times are measured from the receipt of the triple zero (000) call until paramedics arrive on scene. Response times are influenced by many factors including traffic, distance required to travel, availability of ambulances and demand for our services.

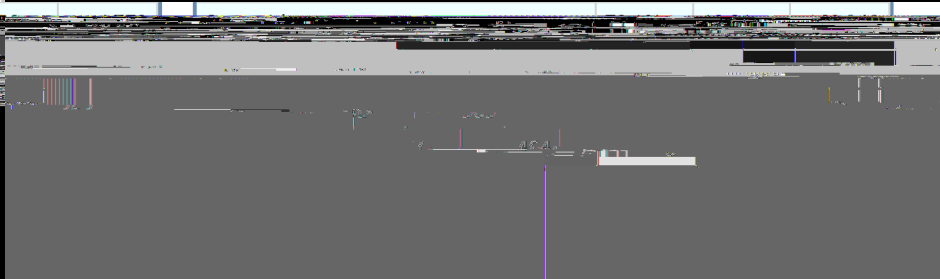
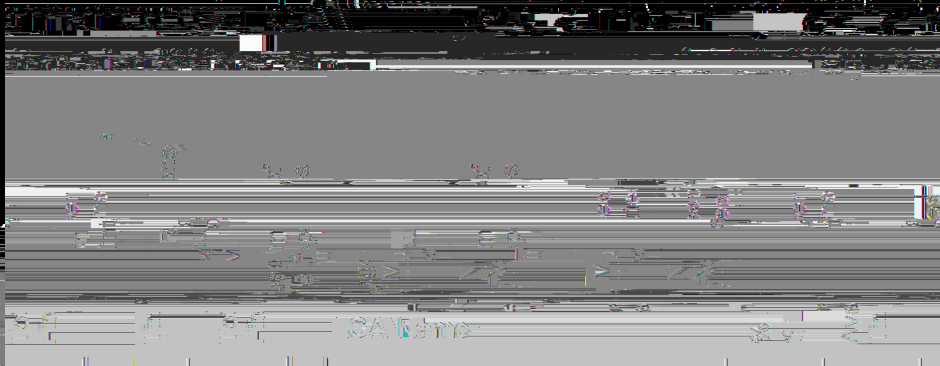
We designate those patients that require urgent paramedic and hospital care as Code 1, and these patients receive a lights and sirens response. The tables below provide information about our Code 1 response time performance both in Local Government Areas (LGA) and Urban Centres and Localities (UC).

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 in the tables below.

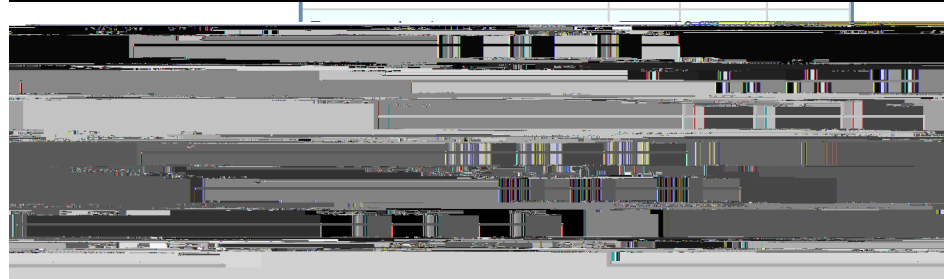
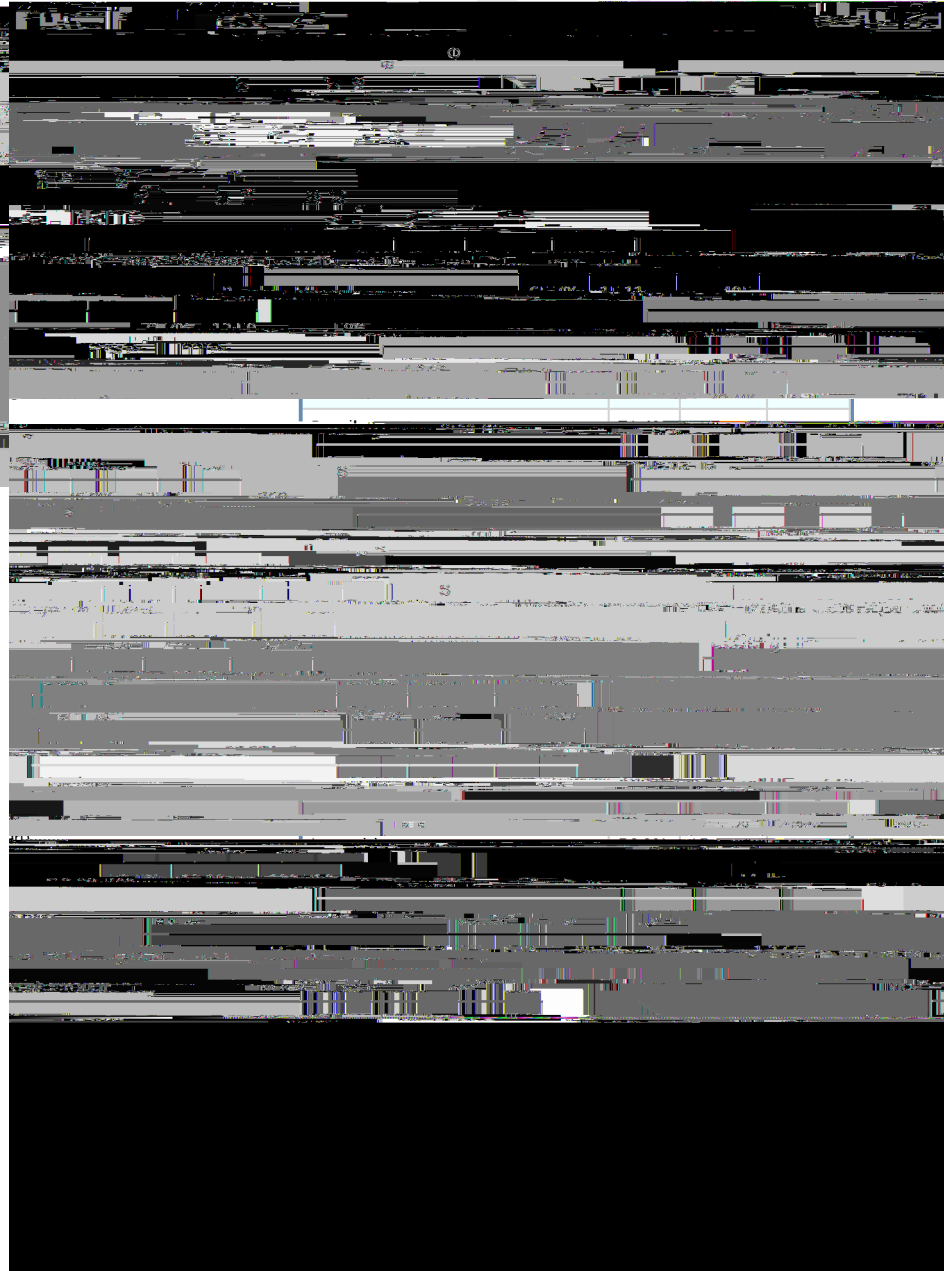
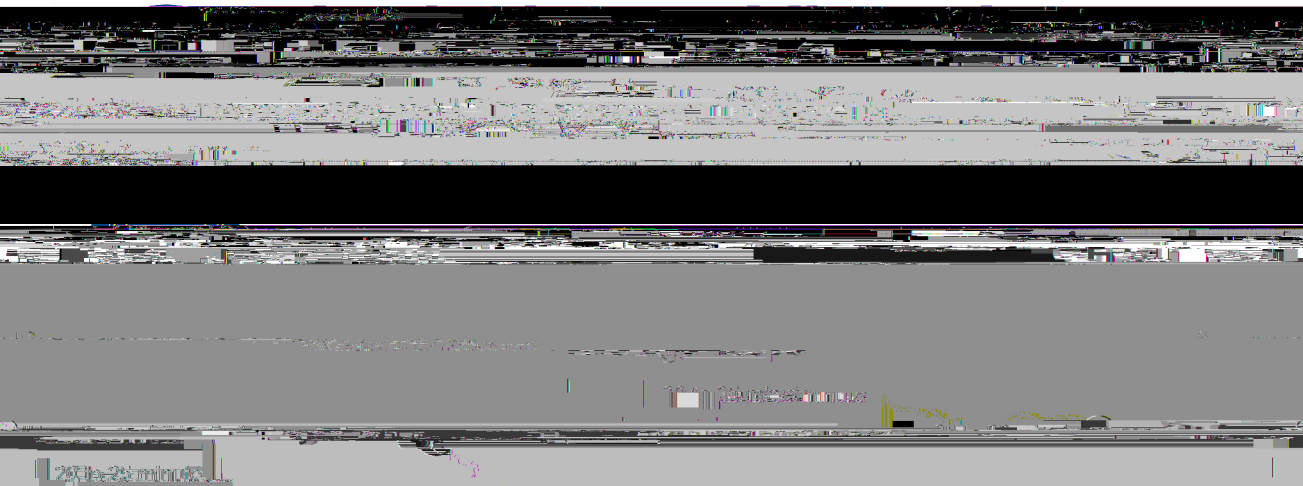
As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

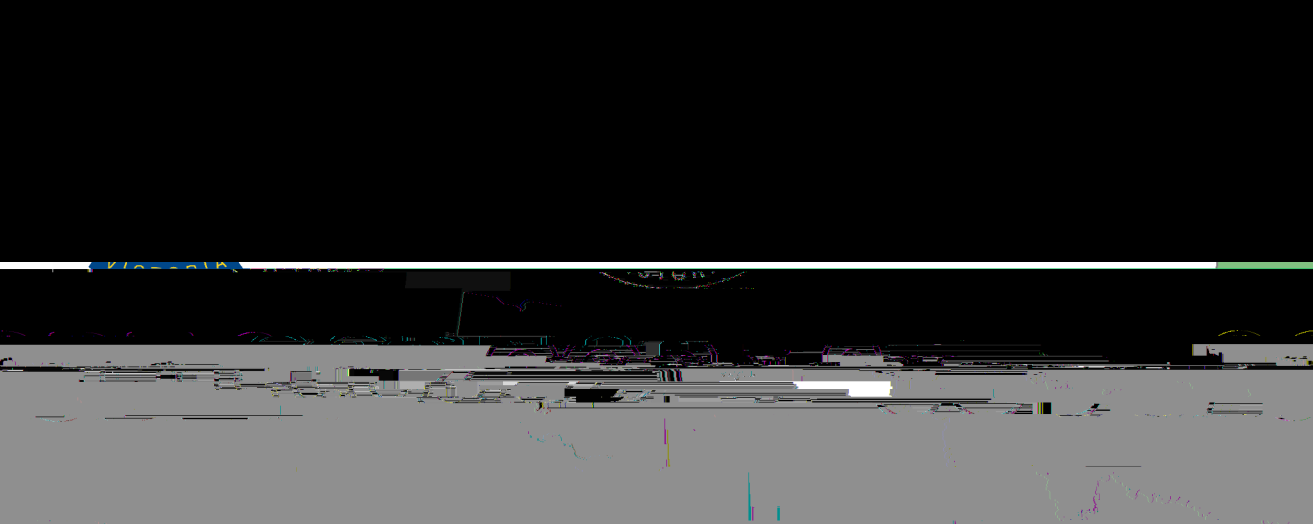


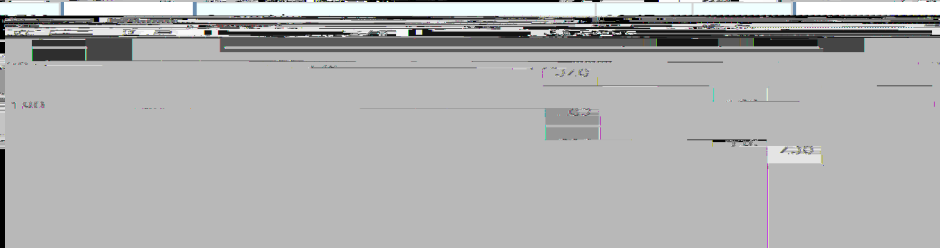
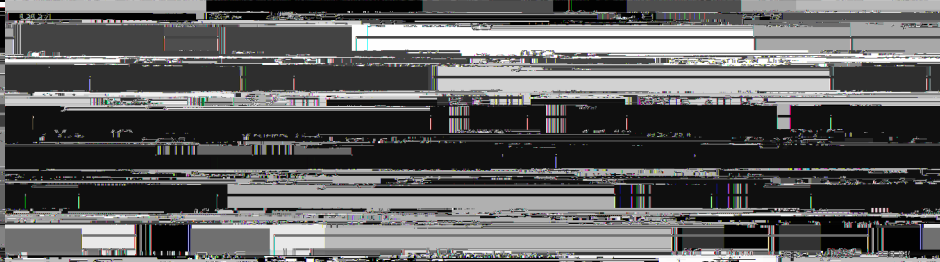
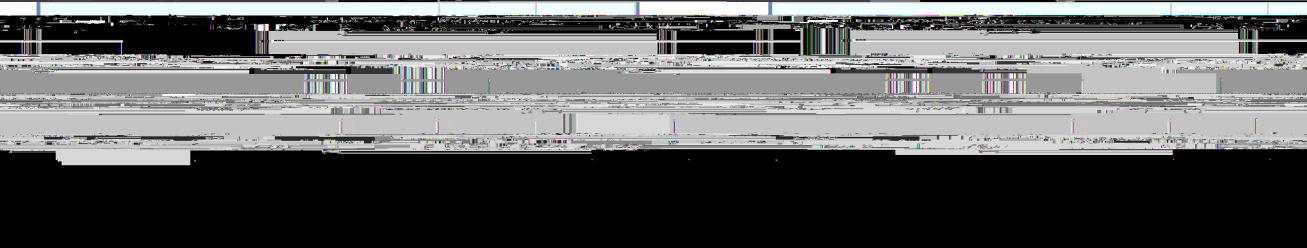
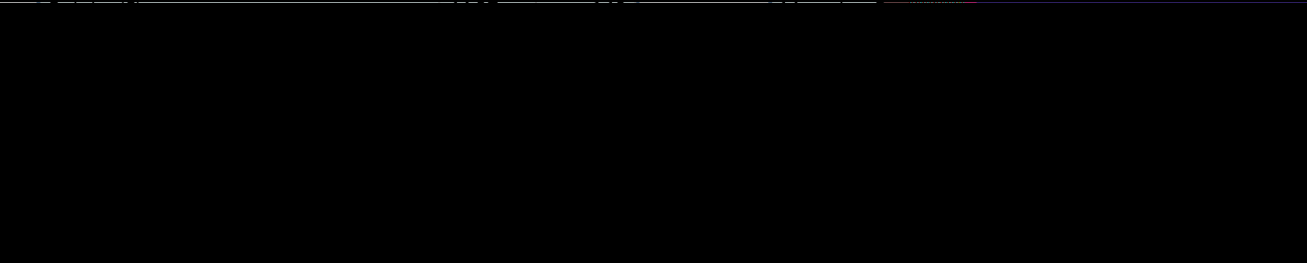
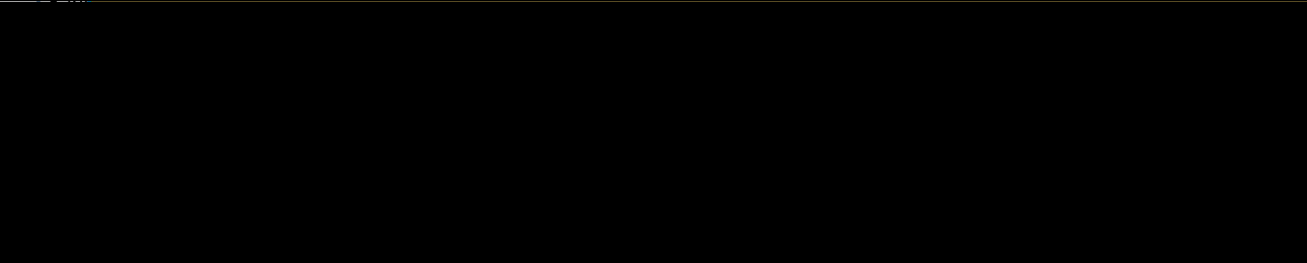
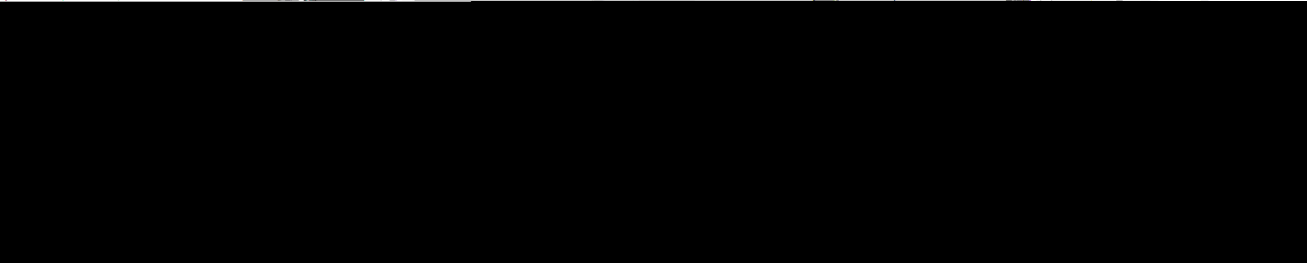




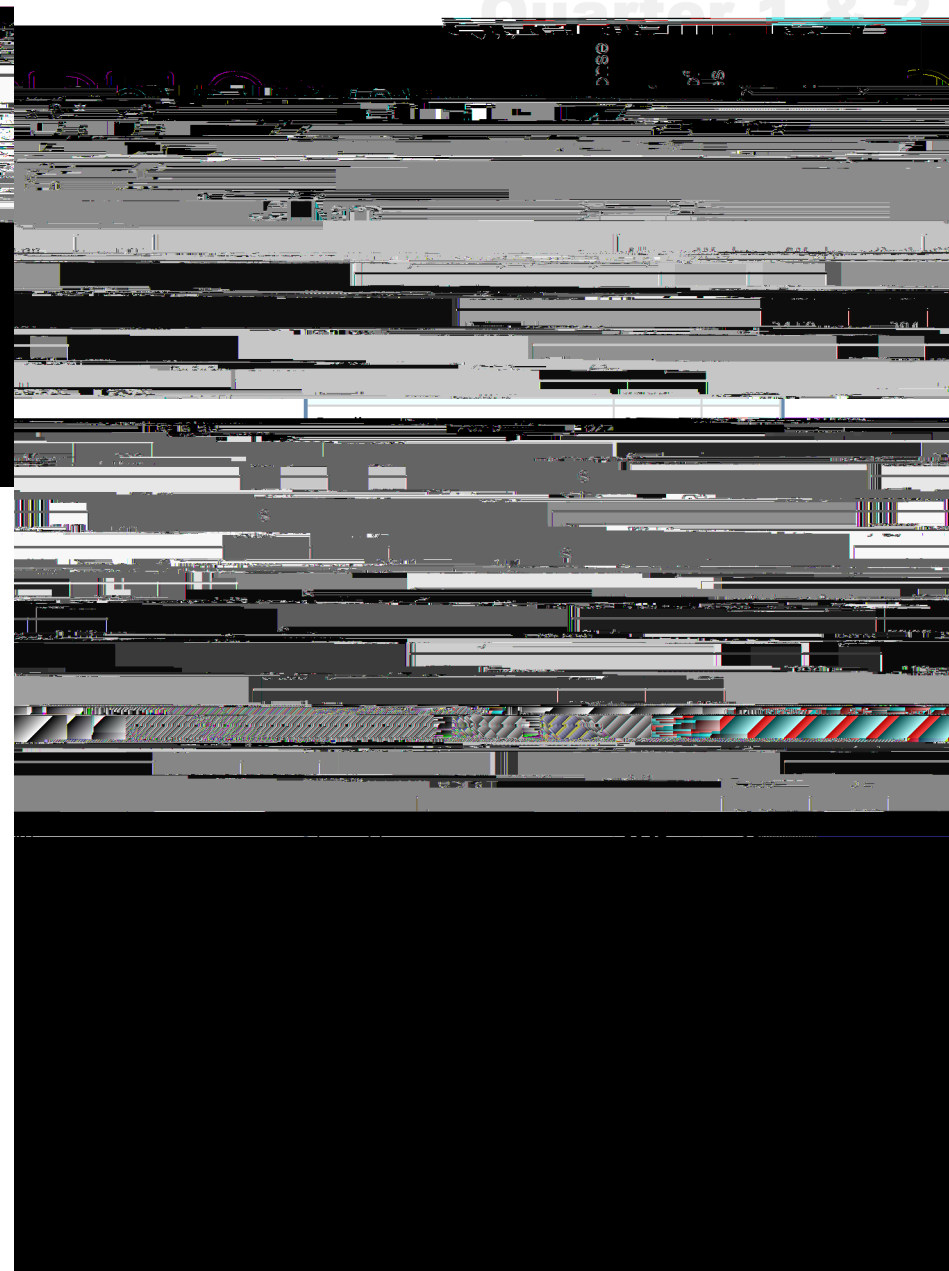
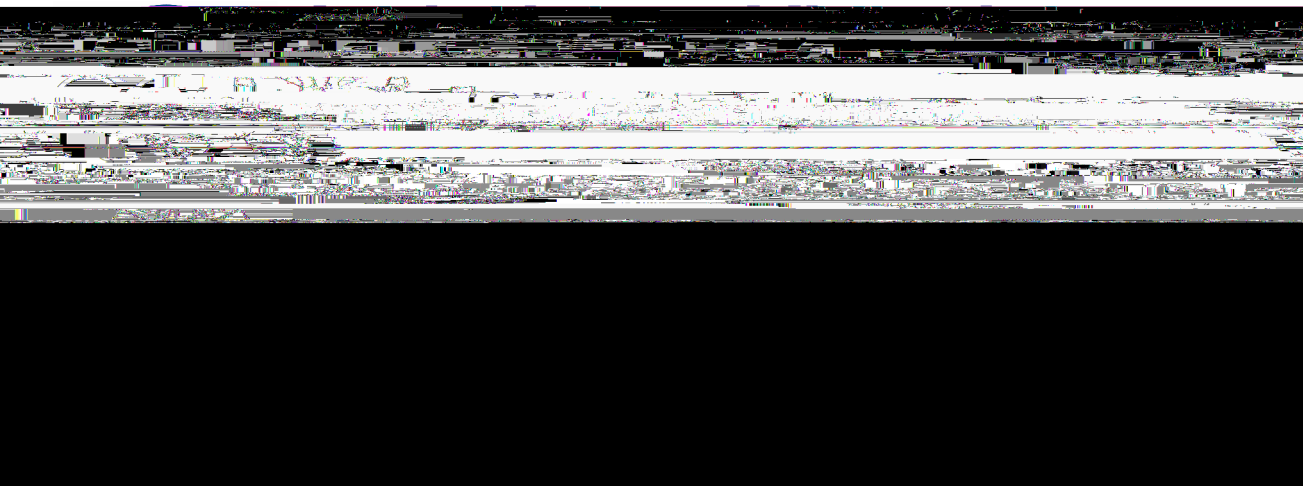












Response Time

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