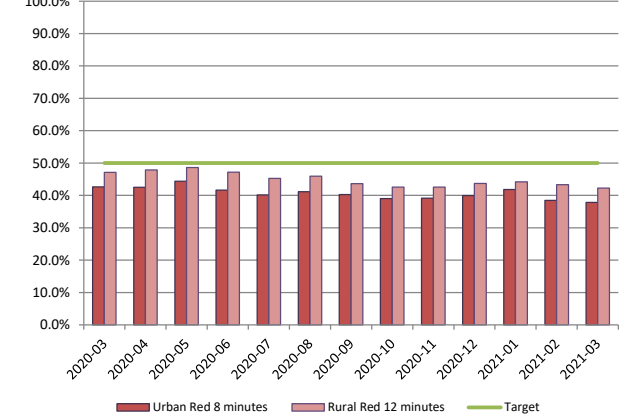
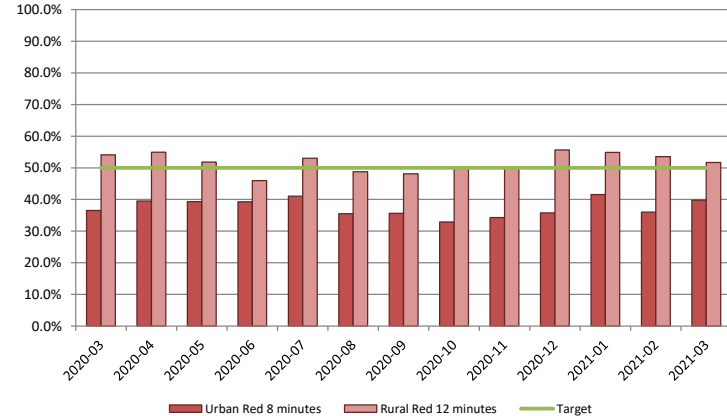
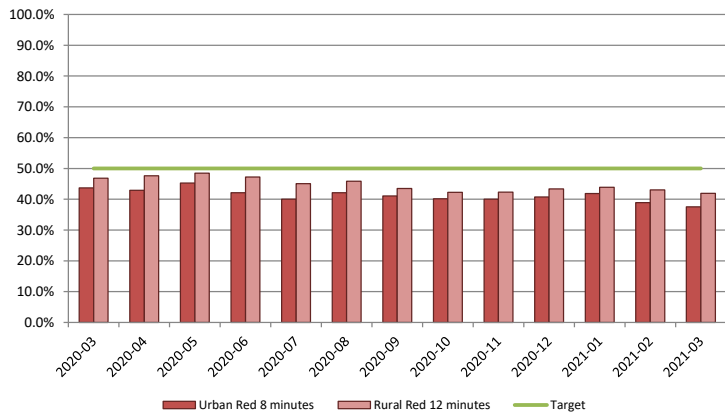
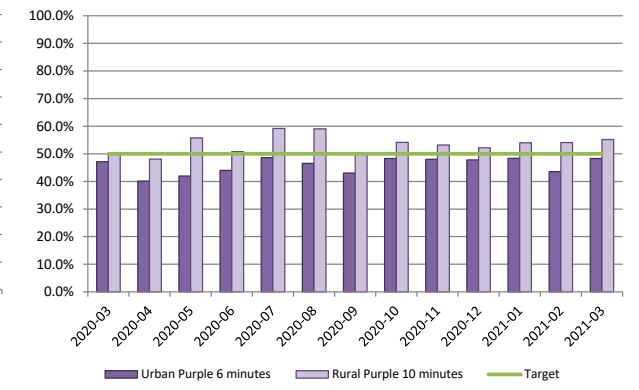
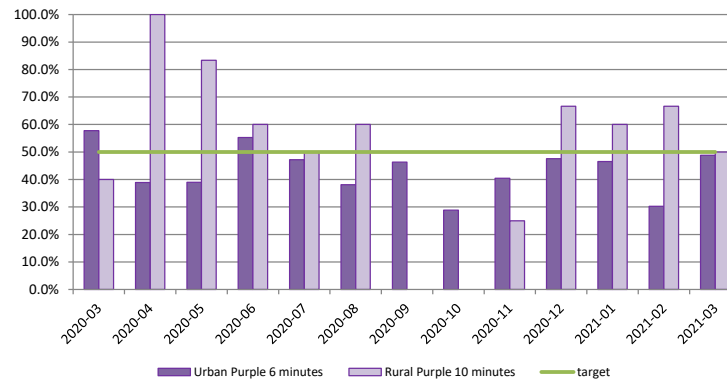
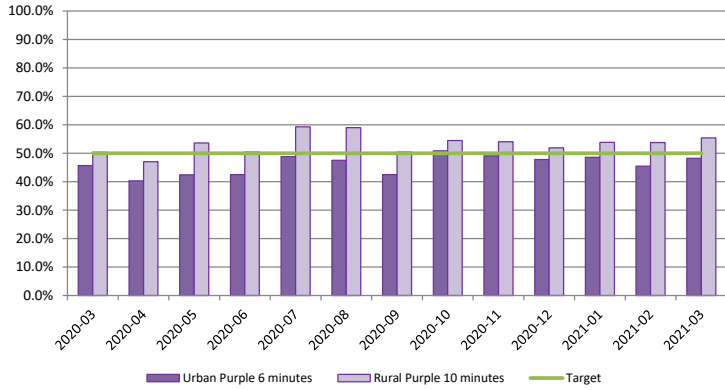


1. Response Times

	St John Ambulance								Wellington Free Ambulance								National Performance							
	Purple Calls				Red Calls				Purple Calls				Red Calls				Purple Calls				Red Calls			
	Urban		Rural		Urban		Rural		Urban		Rural		Urban		Rural		Urban		Rural		Urban		Rural	
Target	50% 6 min.	95% 12 min.	50% 10 min.	95% 25 min.	50% 8 min.	95% 20 min.	50% 12 min.	95% 30 min.	50% 6 min.	95% 12 min.	50% 10 min.	95% 25 min.	50% 8 min.	95% 20 min.	50% 12 min.	95% 30 min.	50% 6 min.	95% 12 min.	50% 10 min.	95% 25 min.	50% 8 min.	95% 20 min.	50% 12 min.	95% 30 min.
Mar-21	48%	92%	55%	94%	38%	90%	42%	88%	49%	88%	50%	83%	40%	88%	52%	95%	48%	91%	55%	94%	38%	90%	42%	88%
2020-21 YTD	48%	92%	55%	95%	40%	92%	43%	89%	42%	87%	50%	93%	37%	86%	52%	92%	49%	91%	59%	95%	40%	91%	45%	90%
12 Mths rolling (Apr20-Mar21)	46%	92%	54%	95%	41%	92%	44%	89%	42%	88%	62%	94%	37%	87%	52%	93%	46%	92%	54%	95%	40%	91%	45%	89%
12 Mths rolling (Apr19-Mar20)	46%	91%	52%	94%	44%	93%	47%	90%	47%	92%	67%	100%	41%	87%	52%	93%	46%	92%	53%	94%	44%	92%	47%	90%

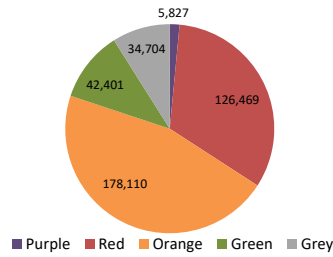


2. Total number of Incidents

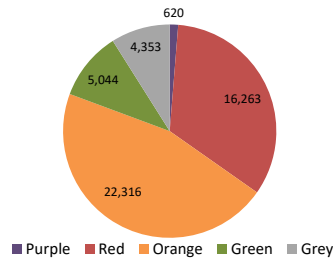
	St John Ambulance	Wellington Free Ambulance	National Performance
Mar-21	39,967	5,255	45,222
YTD:	352,691	46,578	43,914
12 Mths rolling (Apr20-Mar21)	457,146	60,340	517,486
12 Mths rolling (Apr19-Mar20)	462,222	61,600	523,822

* table above includes hear/treat volumes as well as 'other' incidents that don't fall into a category - therefore these totals won't match the sum of the pie charts below which are based on attended jobs only.

EAS Incidents Attended by Job type (St John): 2020-04 to 2021-03

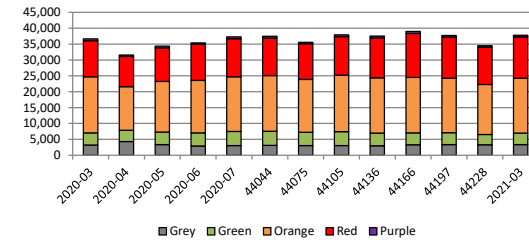


EAS Incidents Attended by Job type (WFA): 2020-04 to 2021-03



EAS Incidents Attended by job type (National)

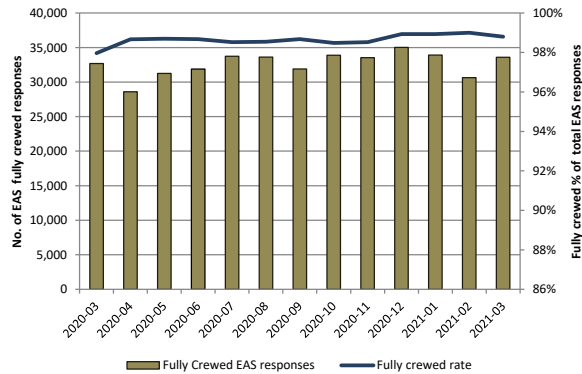
(note that the purple volumes are too small to show up below)



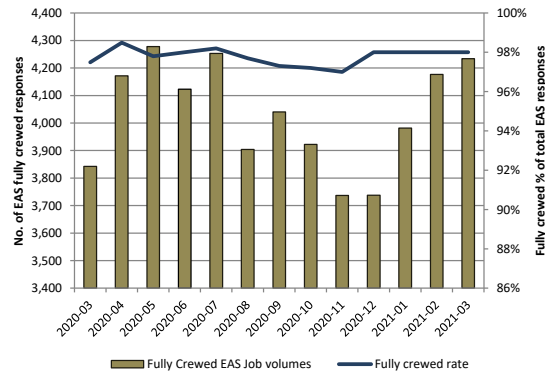
3. Incident responses fully crewed

	St John Ambulance	Wellington Free Ambulance	National Performance
Mar-21	99%	98%	99%
YTD:	99%	98%	98%
12 Mths rolling (Apr20-Mar21)	99%	98%	99%
12 Mths rolling (Apr19-Mar20)	97%	98%	97%

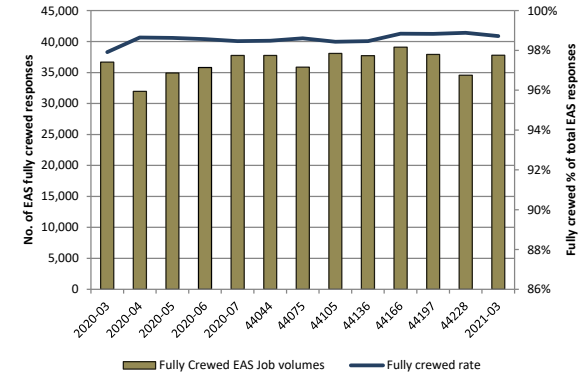
EAS Incident Responses Fully Crewed St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National

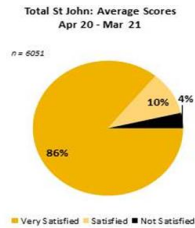
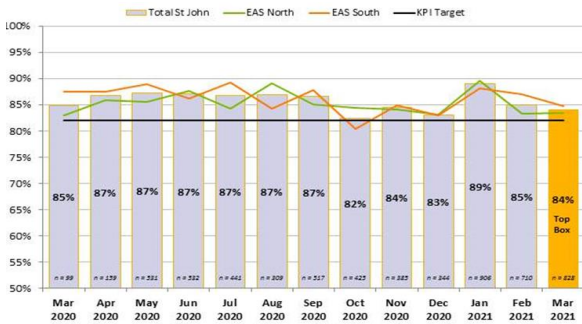




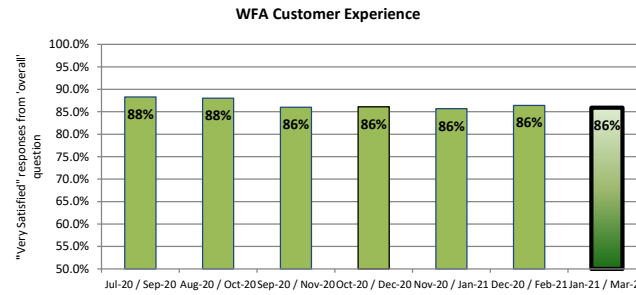
4. Improving customer experience

Surveyed patients reporting as very satisfied with service

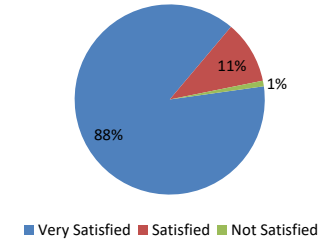
St John Ambulance		Wellington Free Ambulance	
Mar-21:	84%	Jan-21 - Mar-21:	86%
Last 12 months AVG:	86%	Last 12 months AVG:	87%



Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



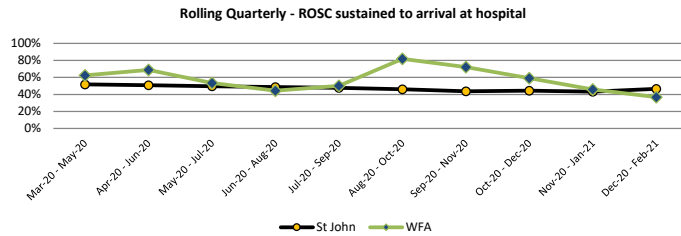
Total WFA Apr 20 to Mar 21



5. Improving clinical outcomes

Cardiac arrest - Return of spontaneous circulation (ROSC) sustained to arrival at hospital

Rolling Quarter Starting	Events		ROSC		%	
	OSJ	WFA	OSJ	WFA	OSJ	WFA
Mar-20 - May-20	137	16	71	10	52%	63%
Apr-20 - Jun-20	124	16	63	11	51%	69%
May-20 - Jul-20	133	15	66	8	50%	53%
Jun-20 - Aug-20	142	9	69	4	49%	44%
Jul-20 - Sep-20	149	10	71	5	48%	50%
Aug-20 - Oct-20	143	11	66	9	46%	82%
Sep-20 - Nov-20	135	18	59	13	44%	72%
Oct-20 - Dec-20	149	22	66	13	44%	59%
Nov-20 - Jan-21	141	24	61	11	43%	46%
Dec-20 - Feb-21	131	19	61	7	47%	37%



6. 111 Calls Answered within 15 seconds

