

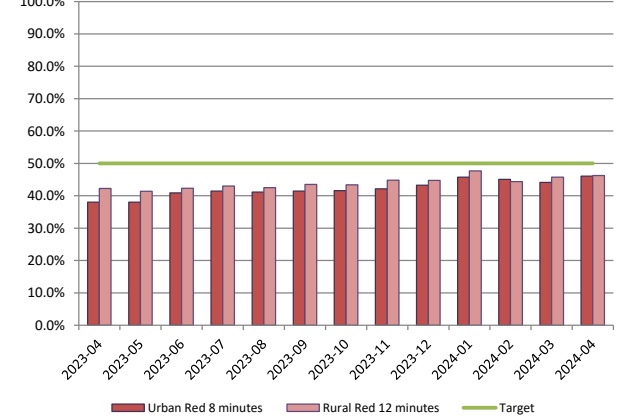
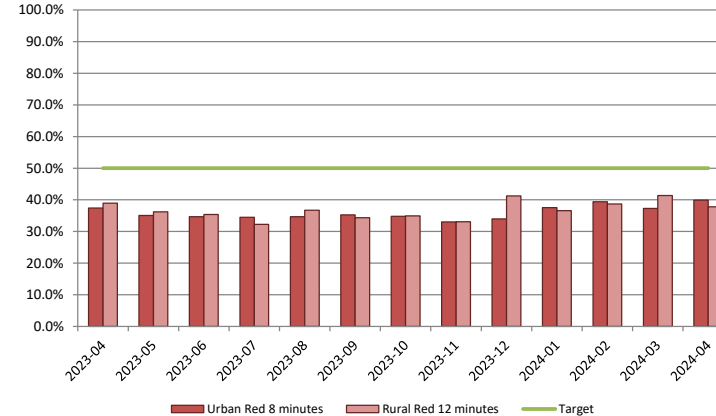
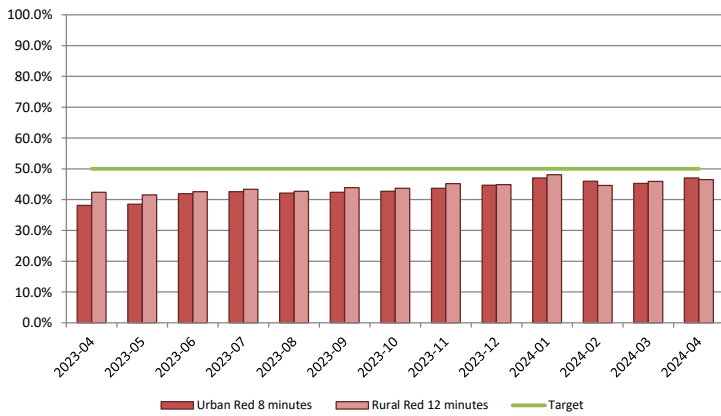
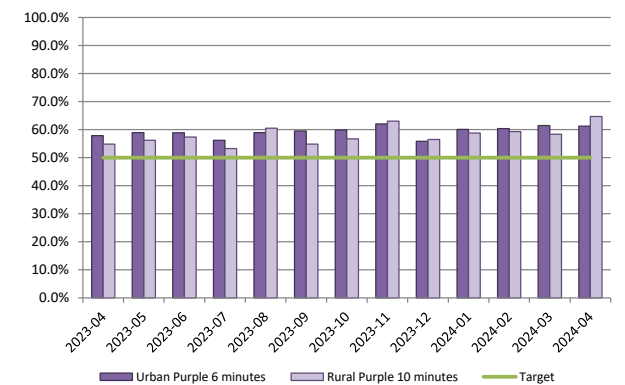
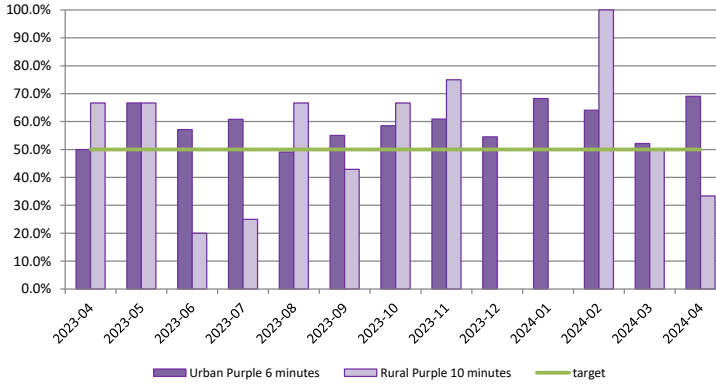
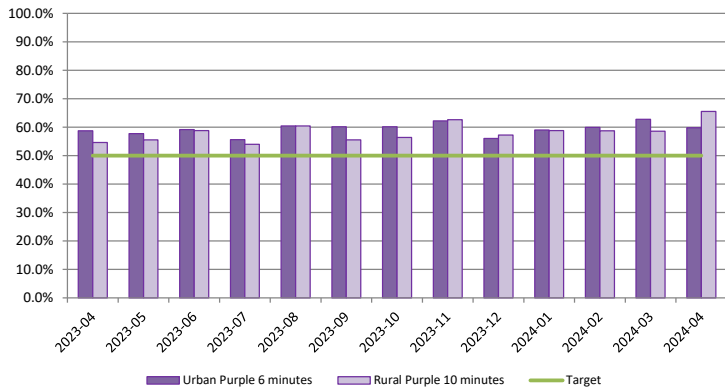


Emergency Ambulance Service National Performance Report
April 2024



1. Response Times

	Hato Hone 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.
Apr-24	60%	96%	66%	97%	47%	95%	47%	90%	69%	91%	33%	100%	40%	87%	38%	91%	61%	96%	65%	97%	46%	94%	46%	90%
2023-24 YTD	60%	96%	59%	97%	44%	92%	45%	89%	59%	93%	51%	97%	36%	83%	37%	90%	60%	96%	58%	97%	43%	91%	45%	89%
12 Mths rolling (May23-Apr24)	59%	96%	58%	97%	44%	92%	44%	89%	60%	93%	51%	96%	36%	83%	37%	90%	59%	96%	58%	97%	42%	91%	44%	89%
12 Mths rolling (May22-Apr23)	54%	95%	54%	97%	37%	88%	42%	88%	56%	93%	66%	94%	36%	85%	41%	93%	55%	95%	55%	97%	37%	88%	42%	88%





Emergency Ambulance Service National Performance Report
April 2024

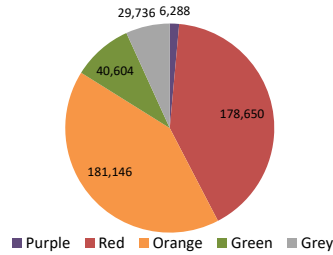


2. Total number of Incidents

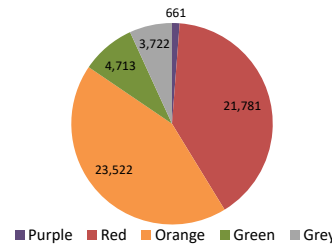
	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
Apr-24	42,138	Apr-24 5,525	Apr-24 47,663
YTD:	448,102	YTD: 57,798	YTD: 505,900
12 Mths rolling (May23-Apr24)	536,761	69,469	606,230
12 Mths rolling (May22-Apr23)	527,774	68,811	596,585

* 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): 2023-05 to 2024-04



EAS Incidents Attended by Job type (WFA): 2023-05 to 2024-04



EAS Incidents Attended by job type (National)

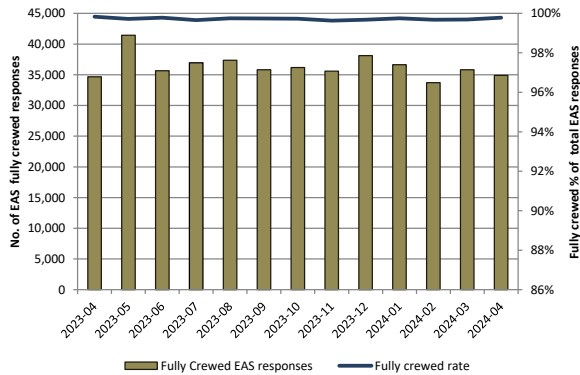
(note that the purple volumes are too small to show up below)



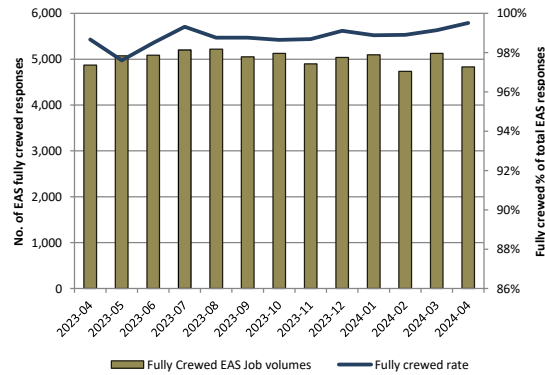
3. Incident responses fully crewed

	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
Apr-24	100%	Apr-24 100%	Apr-24 100%
YTD:	100%	YTD: 99%	YTD: 100%
12 Mths rolling (May23-Apr24)	100%	99%	100%
12 Mths rolling (May22-Apr23)	100%	98%	100%

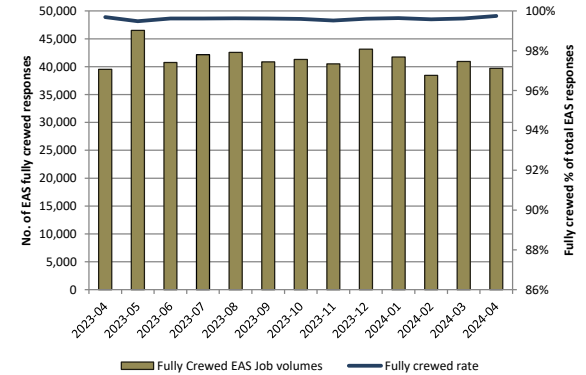
EAS Incident Responses Fully Crewed Hato Hone St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



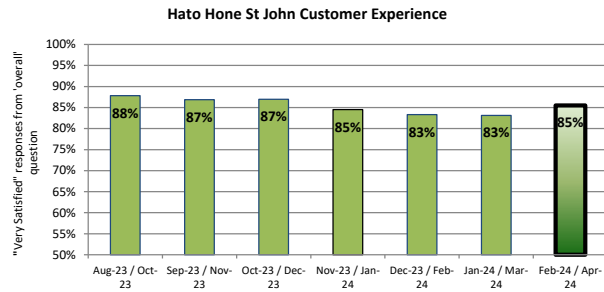


4. Improving customer experience

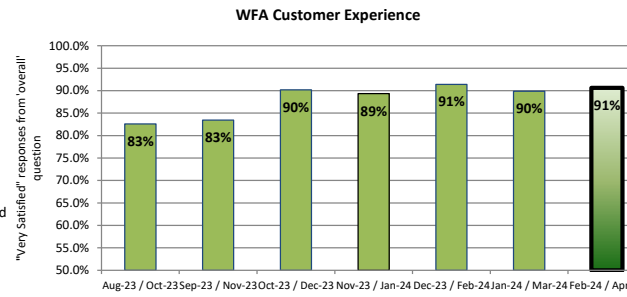
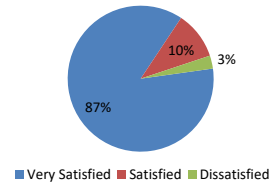
Surveyed patients reporting as very satisfied with service

Hato Hone St John Ambulance		Wellington Free Ambulance	
Feb-24 - Apr-24:	85%	Feb-24 - Apr-24:	91%
Last 12 months AVG:	87%	Last 12 months AVG:	88%

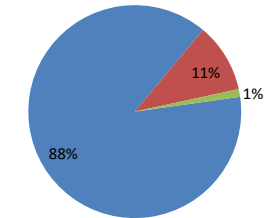
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



Total HHSJ May 23 to Apr 24



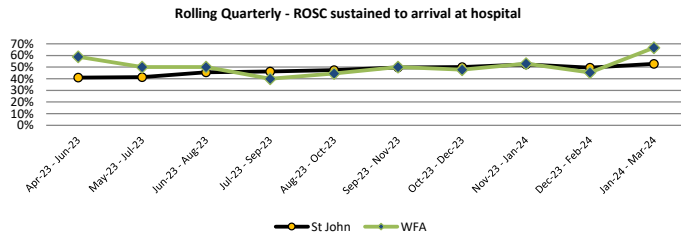
Total WFA May 23 to Apr 24



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
Apr-23 - Jun-23	122	17	50	10	41%	59%
May-23 - Jul-23	123	14	51	7	41%	50%
Jun-23 - Aug-23	134	10	61	5	46%	50%
Jul-23 - Sep-23	145	15	67	6	46%	40%
Aug-23 - Oct-23	152	18	72	8	47%	44%
Sep-23 - Nov-23	147	24	73	12	50%	50%
Oct-23 - Dec-23	134	23	67	11	50%	48%
Nov-23 - Jan-24	126	17	66	9	52%	53%
Dec-23 - Feb-24	127	11	63	5	50%	45%
Jan-24 - Mar-24	142	9	75	6	53%	67%



6. 111 Calls Answered within 15 seconds

