

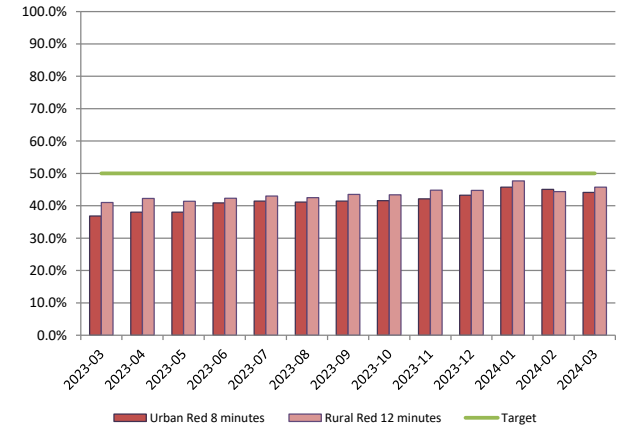
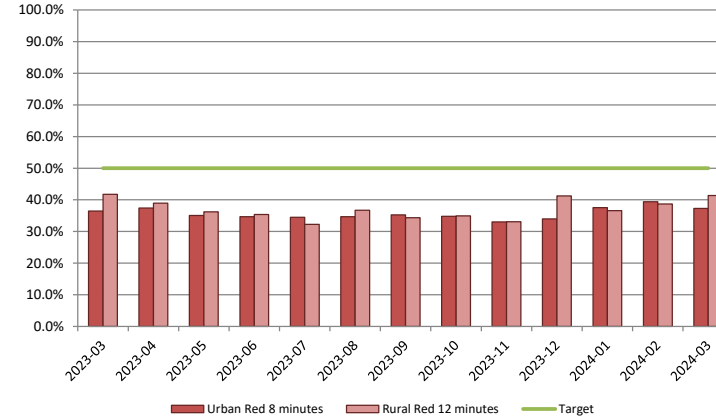
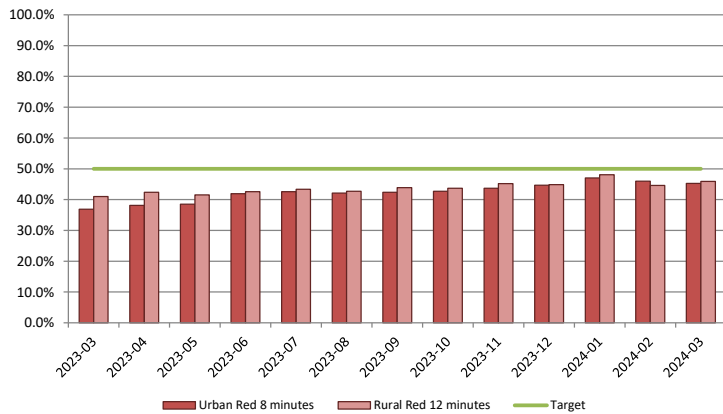
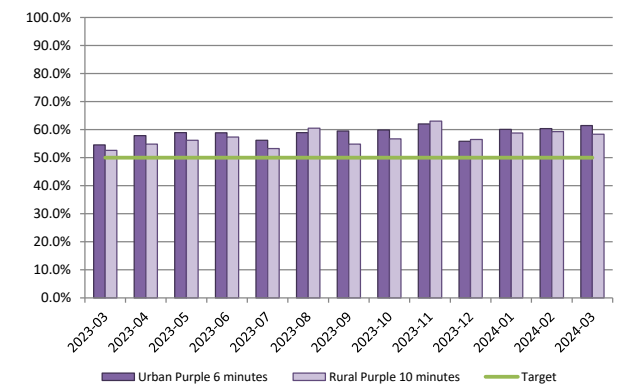
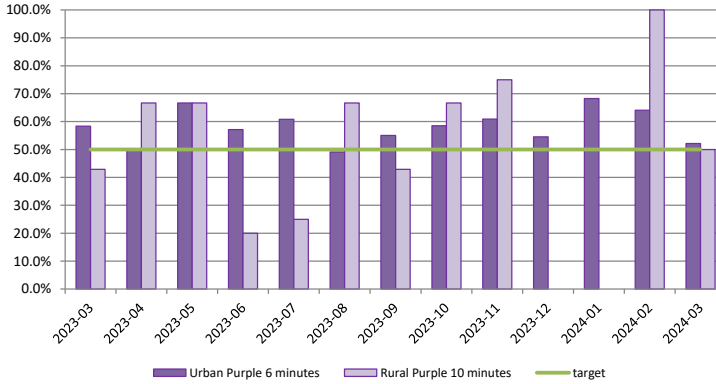
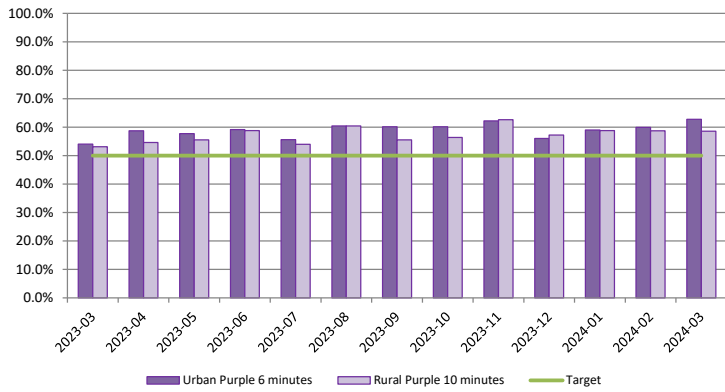


Emergency Ambulance Service National Performance Report
March 2024



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. |
| Mar-24 | 63% | 97% | 59% | 95% | 45% | 93% | 46% | 90% | 52% | 85% | 50% | 75% | 37% | 85% | 41% | 88% | 61% | 95% | 58% | 95% | 44% | 92% | 46% | 90% |
| 2023-24 YTD | 60% | 96% | 58% | 97% | 44% | 92% | 45% | 89% | 58% | 93% | 53% | 97% | 36% | 83% | 37% | 90% | 59% | 96% | 58% | 97% | 43% | 91% | 44% | 89% |
| 12 Mths rolling (Apr23-Mar24) | 59% | 96% | 57% | 97% | 43% | 92% | 44% | 89% | 58% | 93% | 53% | 96% | 36% | 83% | 37% | 90% | 59% | 96% | 57% | 97% | 42% | 90% | 44% | 89% |
| 12 Mths rolling (Apr22-Mar23) | 54% | 95% | 54% | 97% | 37% | 88% | 42% | 88% | 56% | 93% | 67% | 95% | 37% | 85% | 42% | 93% | 54% | 95% | 55% | 97% | 37% | 88% | 42% | 88% |





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March 2024

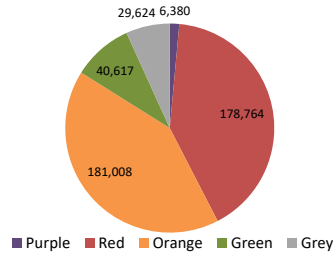


2. Total number of Incidents

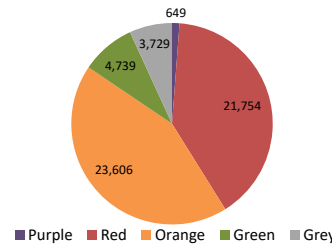
| | Hato Hone St John Amb | Wellington Free Ambulance | National Performance |
|-------------------------------|-----------------------|---------------------------|----------------------|
| Mar-24 | 44,107 | 5,817 | 49,924 |
| YTD: | 405,964 | 52,273 | 458,237 |
| 12 Mths rolling (Apr23-Mar24) | 537,433 | 69,277 | 606,710 |
| 12 Mths rolling (Apr22-Mar23) | 525,029 | 68,903 | 593,932 |

* 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): 2023-04 to 2024-03

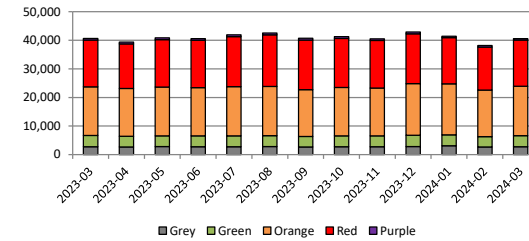


EAS Incidents Attended by Job type (WFA): 2023-04 to 2024-03



EAS Incidents Attended by job type (National)

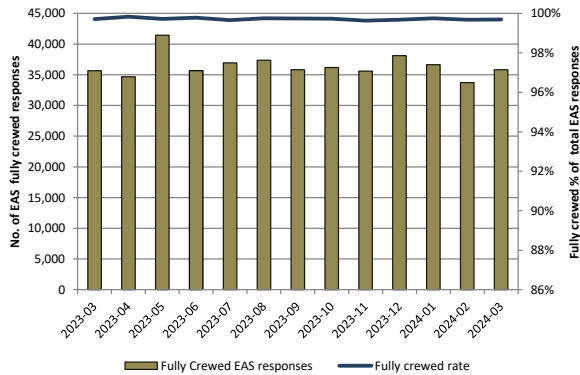
(note that the purple volumes are too small to show up below)



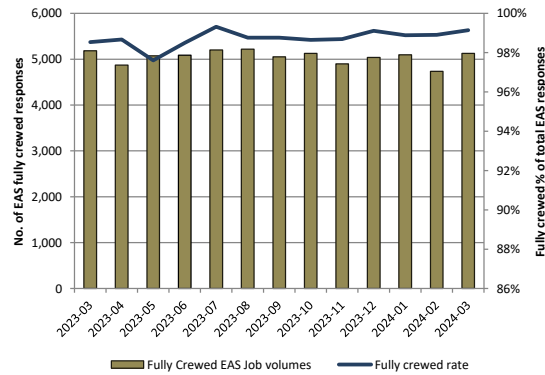
3. Incident responses fully crewed

| | Hato Hone St John Amb | Wellington Free Ambulance | National Performance |
|-------------------------------|-----------------------|---------------------------|----------------------|
| Mar-24 | 100% | 99% | 100% |
| YTD: | 100% | 99% | 100% |
| 12 Mths rolling (Apr23-Mar24) | 100% | 99% | 100% |
| 12 Mths rolling (Apr22-Mar23) | 100% | 98% | 100% |

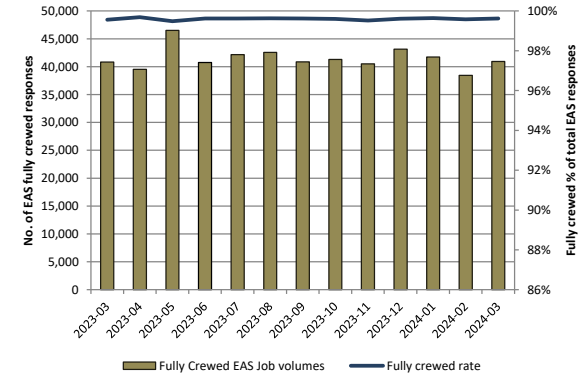
EAS Incident Responses Fully Crewed Hato Hone St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



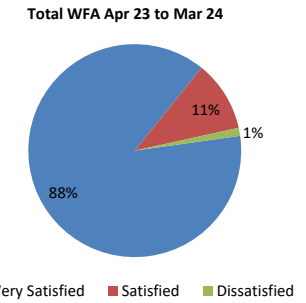
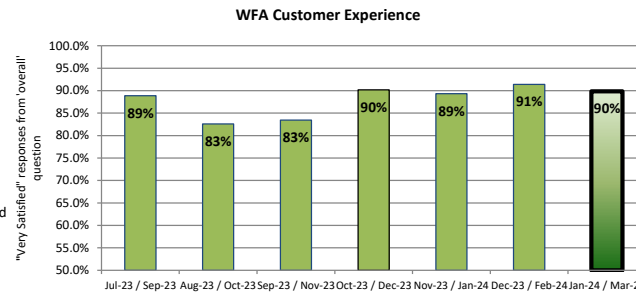
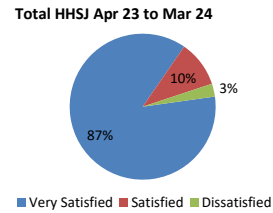
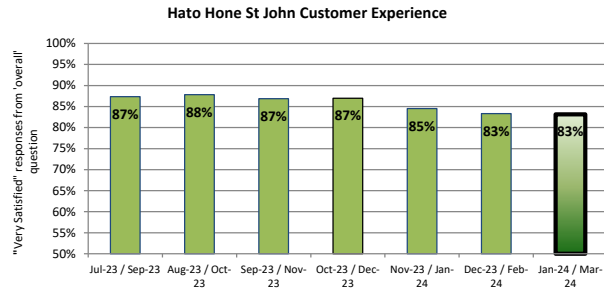


4. Improving customer experience

Surveyed patients reporting as very satisfied with service

| Hato Hone St John Ambulance | | Wellington Free Ambulance | |
|-----------------------------|-----|---------------------------|-----|
| Jan-24 - Mar-24: | 83% | Jan-24 - Mar-24: | 90% |
| Last 12 months AVG: | 87% | Last 12 months AVG: | 88% |

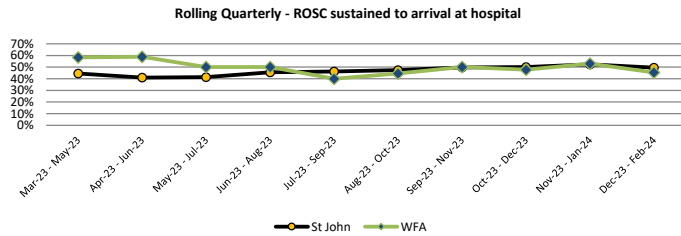
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



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-23 - May-23 | 135 | 24 | 60 | 14 | 44% | 58% |
| 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% |



6. 111 Calls Answered within 15 seconds

