

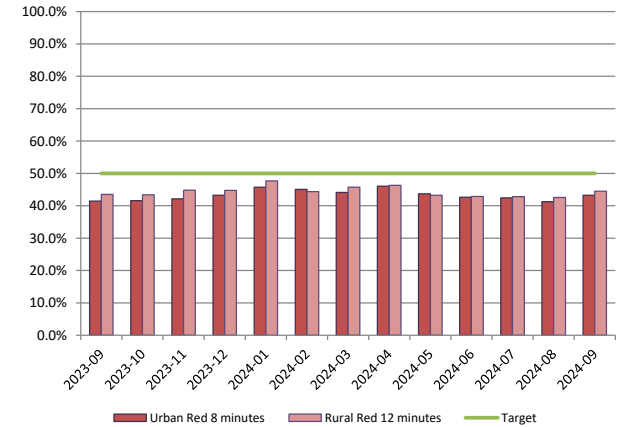
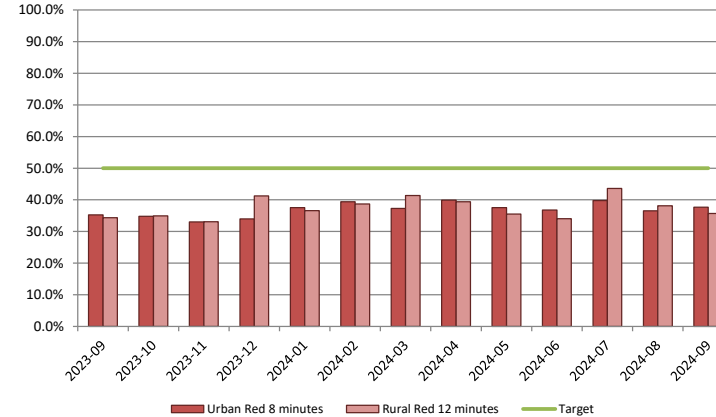
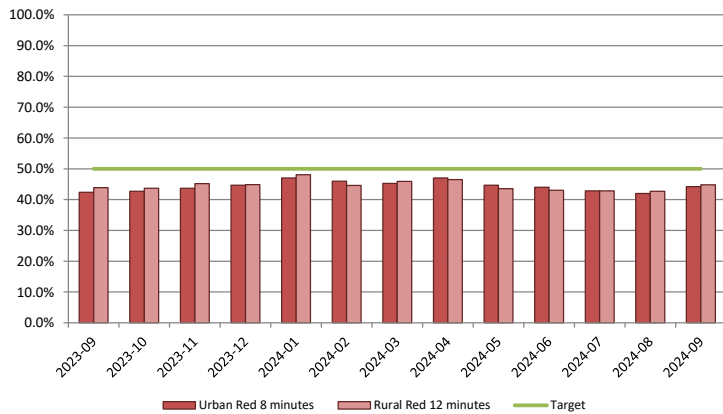
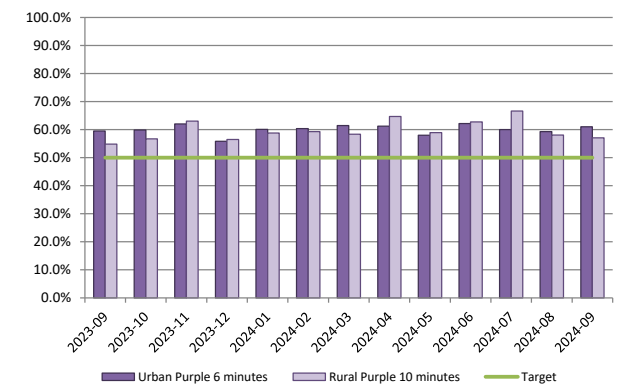
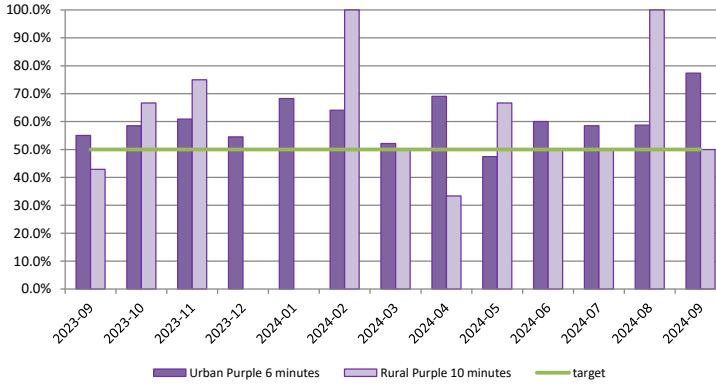
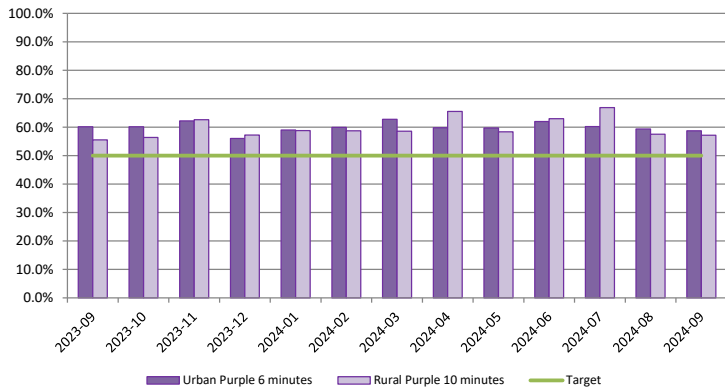


Emergency Ambulance Service National Performance Report
September 2024



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.
Sep-24	59%	97%	57%	100%	44%	94%	45%	89%	77%	100%	50%	100%	38%	85%	36%	94%	61%	97%	57%	100%	43%	92%	45%	89%
2024-25 YTD	59%	96%	61%	98%	43%	93%	43%	88%	65%	97%	67%	100%	38%	85%	39%	92%	60%	96%	61%	98%	42%	92%	43%	88%
12 Mths rolling (Oct23-Sep24)	60%	96%	60%	97%	44%	93%	45%	89%	61%	94%	60%	98%	37%	84%	38%	91%	60%	96%	60%	97%	43%	92%	44%	89%
12 Mths rolling (Oct22-Sep23)	57%	96%	56%	97%	39%	90%	42%	88%	57%	93%	55%	97%	35%	84%	38%	91%	57%	96%	56%	97%	39%	89%	42%	88%





Emergency Ambulance Service National Performance Report
September 2024

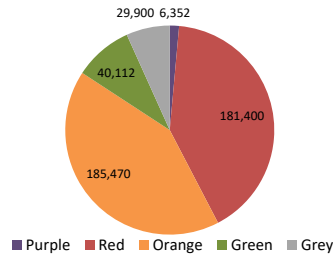


2. Total number of Incidents

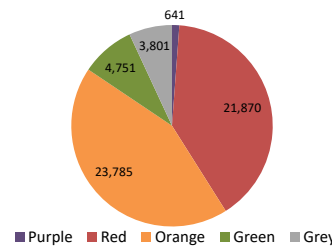
Hato Hone St John Amb		Wellington Free Ambulance		National Performance	
Sep-24	44,366	Sep-24	5,878	Sep-24	50,244
YTD:	540,140	YTD:	69,872	YTD:	610,012
12 Mths rolling (Oct23-Sep24)	541,922		70,219		612,141
12 Mths rolling (Oct22-Sep23)	533,398		69,077		602,475

* 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): 2023-10 to 2024-09

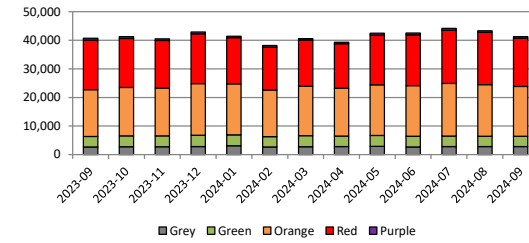


EAS Incidents Attended by Job type (WFA): 2023-10 to 2024-09



EAS Incidents Attended by job type (National)

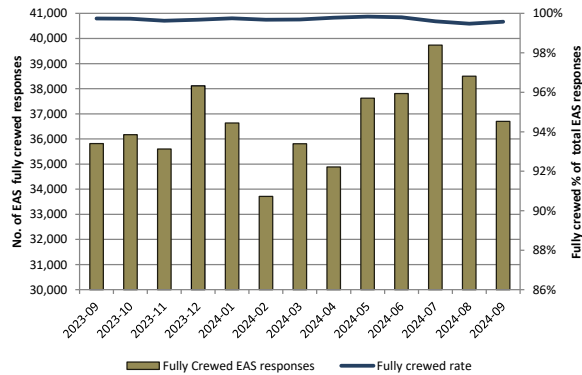
(note that the purple volumes are too small to show up below)



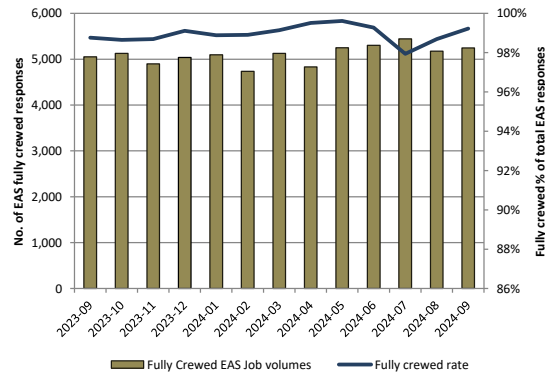
3. Incident responses fully crewed

Hato Hone St John Amb		Wellington Free Ambulance		National Performance	
Sep-24	100%	Sep-24	99%	Sep-24	100%
YTD:	100%	YTD:	99%	YTD:	100%
12 Mths rolling (Oct23-Sep24)	100%		99%		100%
12 Mths rolling (Oct22-Sep23)	100%		98%		100%

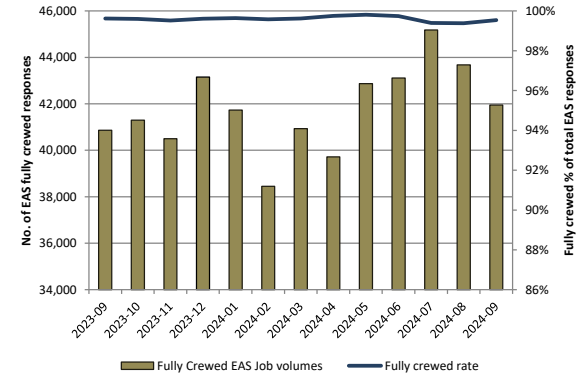
EAS Incident Responses Fully Crewed Hato Hone St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



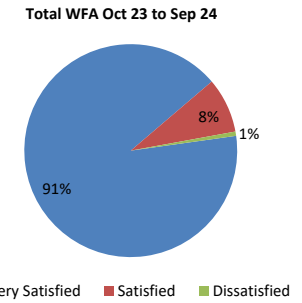
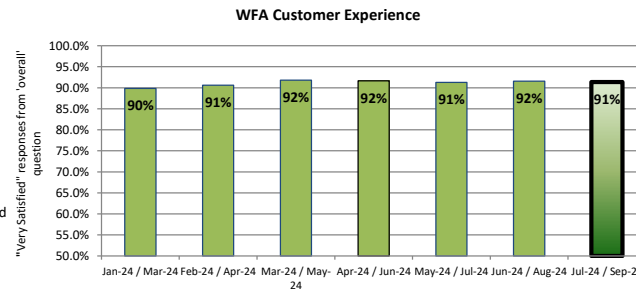
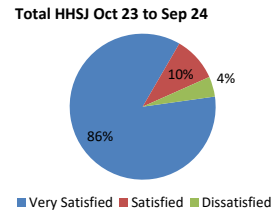
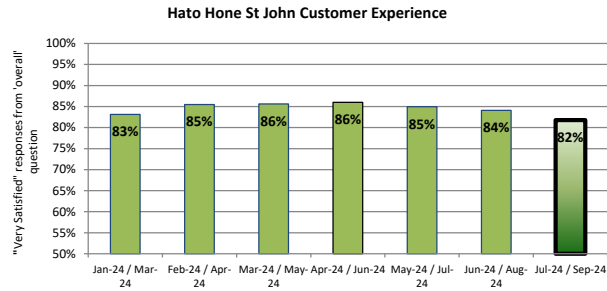


4. Improving customer experience

Surveyed patients reporting as very satisfied with service

Hato Hone St John Ambulance		Wellington Free Ambulance	
Jul-24 - Sep-24:	82%	Jul-24 - Sep-24:	91%
Last 12 months AVG:	86%	Last 12 months AVG:	91%

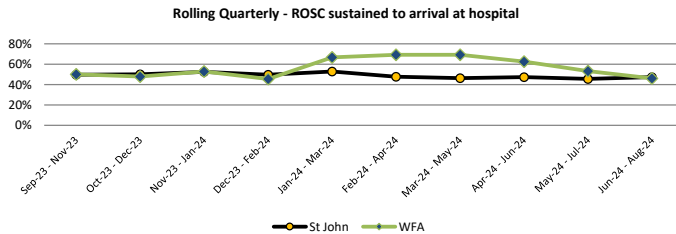
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



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
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%
Feb-24 - Apr-24	136	13	65	9	48%	69%
Mar-24 - May-24	138	13	64	9	46%	69%
Apr-24 - Jun-24	133	16	63	10	47%	63%
May-24 - Jul-24	136	15	62	8	46%	53%
Jun-24 - Aug-24	129	13	61	6	47%	46%



6. 111 Calls Answered within 15 seconds

