

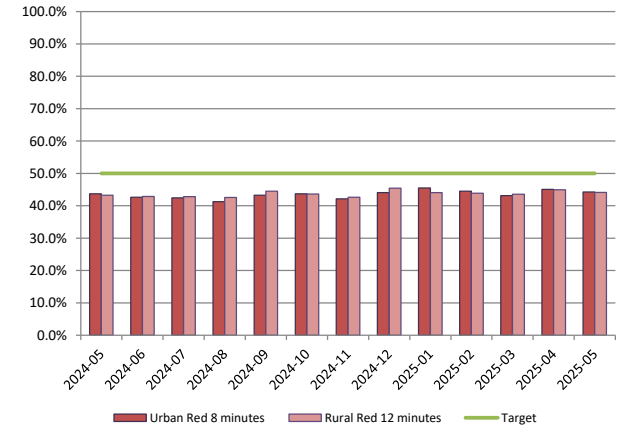
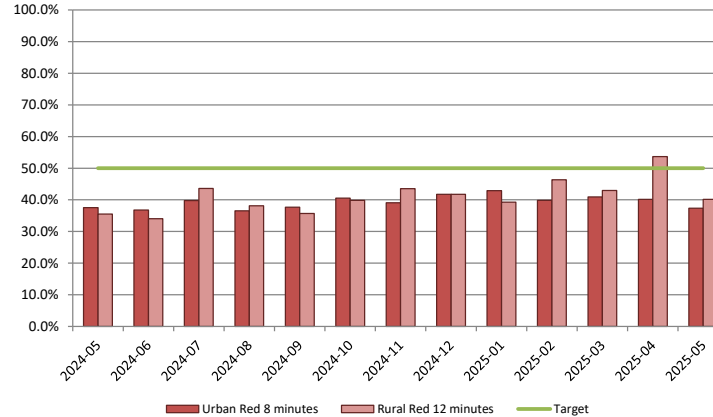
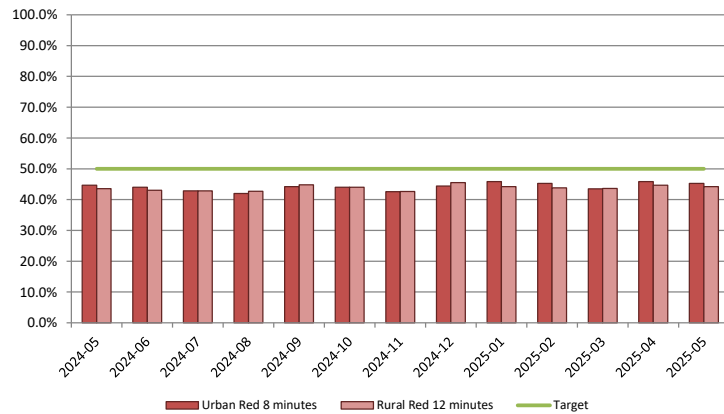
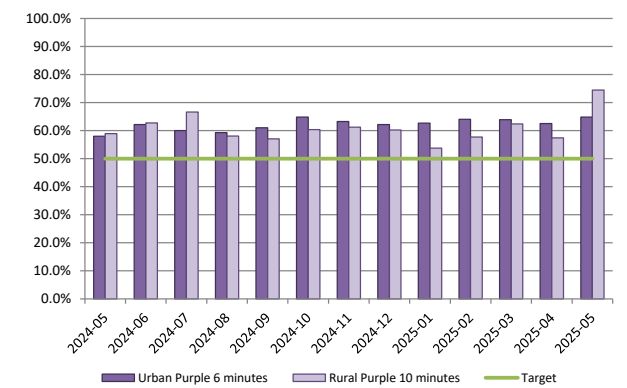
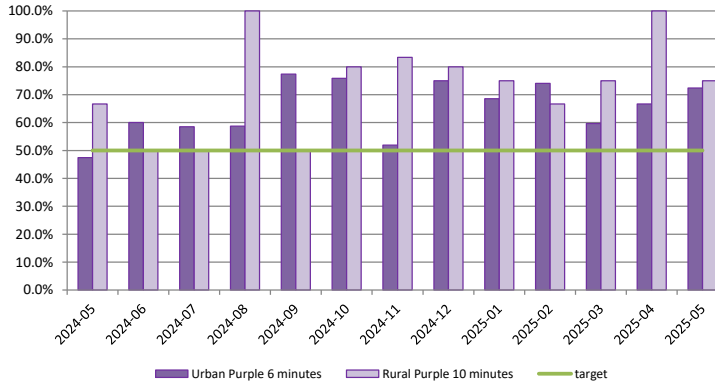
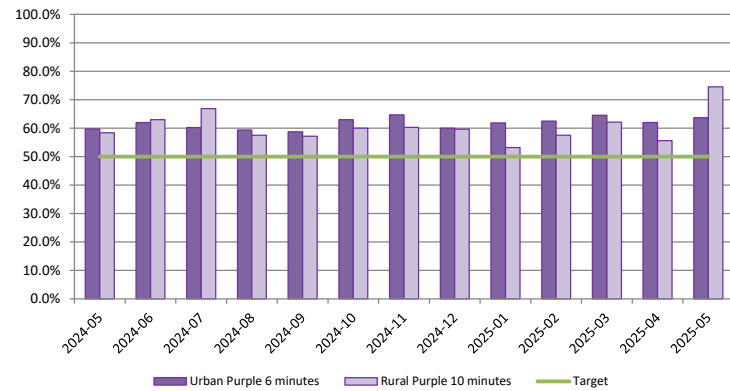


Emergency Ambulance Service National Performance Report
May 2025



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	
	50% 6 min.	95% 12 min.	50% 10 min.	95% 25 min.	50% 8 min.	95% 20 min.	50% 12 min.	95% 35 min.	50% 6 min.	95% 12 min.	50% 10 min.	95% 25 min.	50% 8 min.	95% 20 min.	50% 12 min.	95% 35 min.	50% 6 min.	95% 12 min.	50% 10 min.	95% 25 min.	50% 8 min.	95% 20 min.	50% 12 min.	95% 35 min.
Target																								
May-25	64%	97%	74%	99%	45%	94%	44%	93%	72%	97%	75%	100%	37%	82%	40%	98%	65%	97%	75%	99%	44%	92%	44%	93%
2024-25 YTD	62%	96%	61%	97%	44%	94%	44%	93%	67%	97%	79%	100%	40%	86%	42%	96%	63%	97%	61%	97%	44%	93%	44%	93%
12 Mths rolling (Jun24-May25)	62%	96%	61%	97%	44%	94%	44%	93%	67%	97%	77%	100%	39%	85%	41%	96%	63%	97%	61%	97%	43%	93%	44%	93%
12 Mths rolling (Jun23-May24)	60%	96%	59%	97%	44%	92%	45%	93%	58%	93%	51%	98%	36%	83%	37%	95%	59%	96%	58%	97%	43%	91%	44%	93%

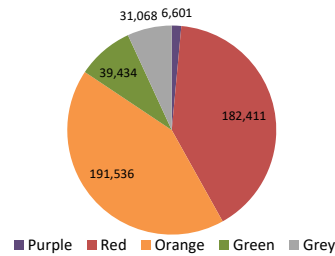


2. Total number of Incidents

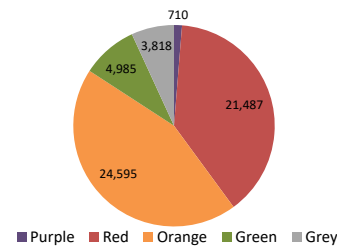
	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
May-25	46,503	5,994	52,497
YTD:	503,584	65,203	568,787
12 Mths rolling (Jun24-May25)	549,604	71,277	620,881
12 Mths rolling (Jun23-May24)	538,279	69,610	607,889

* 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): 2024-06 to 2025-05

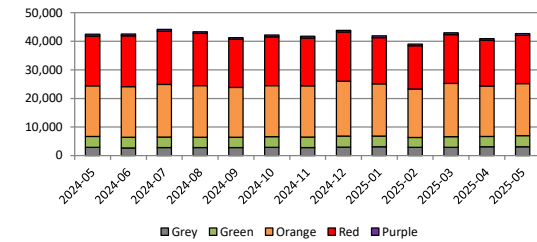


EAS Incidents Attended by Job type (WFA): 2024-06 to 2025-05



EAS Incidents Attended by job type (National)

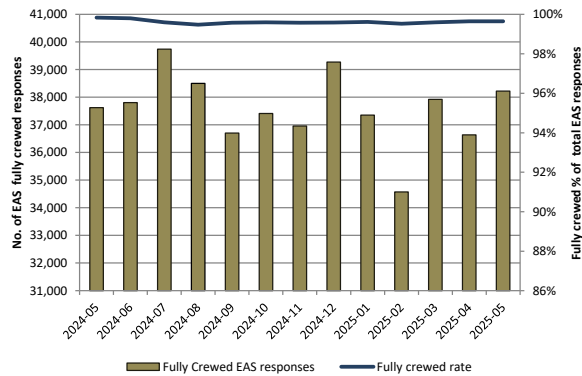
(note that the purple volumes are too small to show up below)



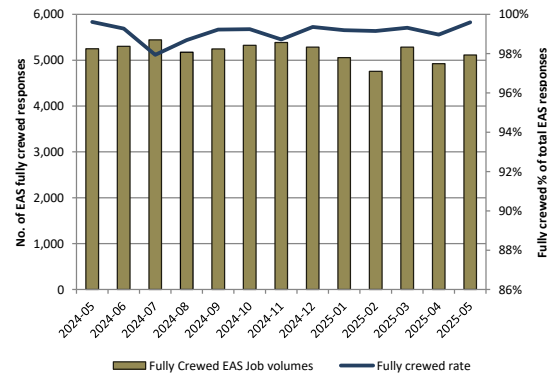
3. Incident responses fully crewed

	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
May-25	100%	100%	100%
YTD:	100%	99%	100%
12 Mths rolling (Jun24-May25)	100%	99%	100%
12 Mths rolling (Jun23-May24)	100%	98%	100%

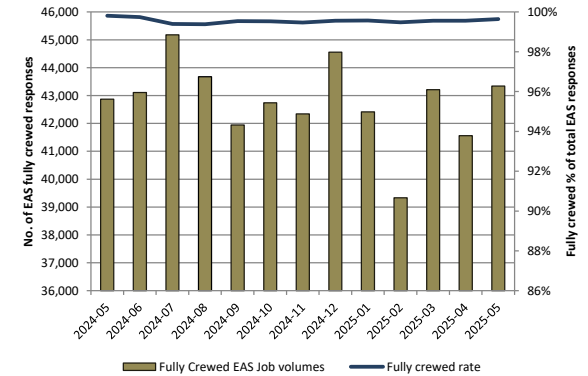
EAS Incident Responses Fully Crewed Hato Hone St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National

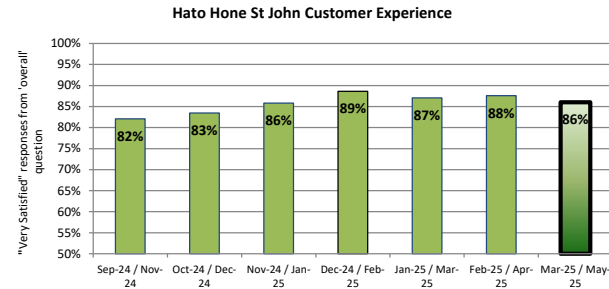


4. Improving customer experience

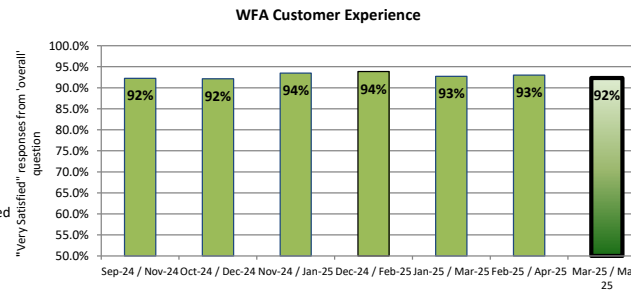
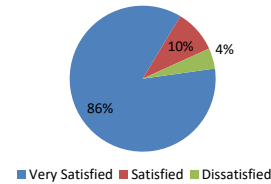
Surveyed patients reporting as very satisfied with service

Hato Hone St John Ambulance		Wellington Free Ambulance	
Mar-25 - May-25:	86%	Mar-25 - May-25:	92%
Last 12 months AVG:	86%	Last 12 months AVG:	92%

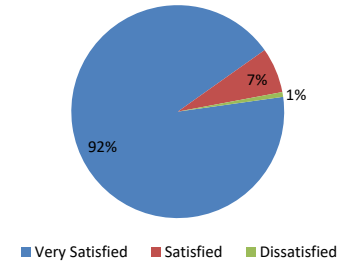
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



Total HHSJ Jun 24 to May 25



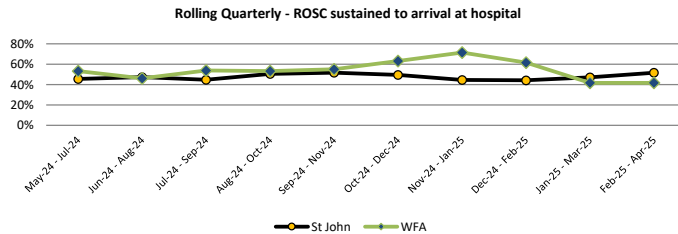
Total WFA Jun 24 to May 25



5. Improving clinical outcomes

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

Rolling Quarter Starting	Events		ROSC		% Sustained	
	OSJ	WFA	OSJ	WFA	OSJ	WFA
May-24 - Jul-24	136	15	62	8	46%	53%
Jun-24 - Aug-24	129	13	61	6	47%	46%
Jul-24 - Sep-24	123	13	55	7	45%	54%
Aug-24 - Oct-24	133	15	67	8	50%	53%
Sep-24 - Nov-24	157	20	81	11	52%	55%
Oct-24 - Dec-24	164	19	81	12	49%	63%
Nov-24 - Jan-25	166	14	74	10	45%	71%
Dec-24 - Feb-25	147	13	65	8	44%	62%
Jan-25 - Mar-25	136	12	64	5	47%	42%
Feb-25 - Apr-25	124	12	64	5	52%	42%



6. 111 Calls Answered within 15 seconds

