

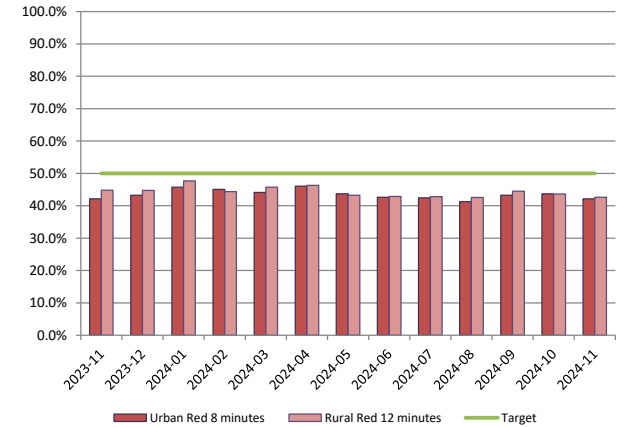
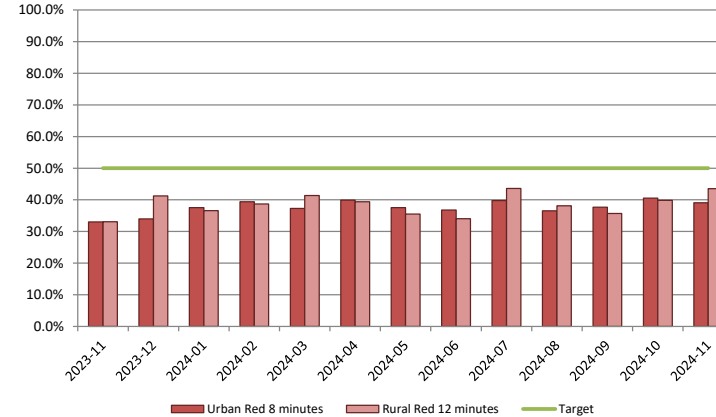
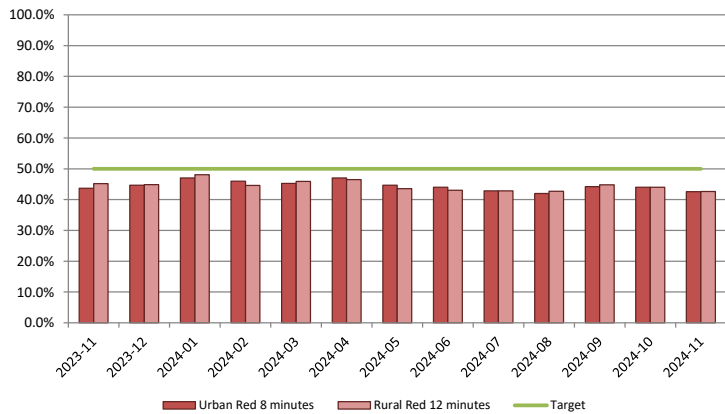
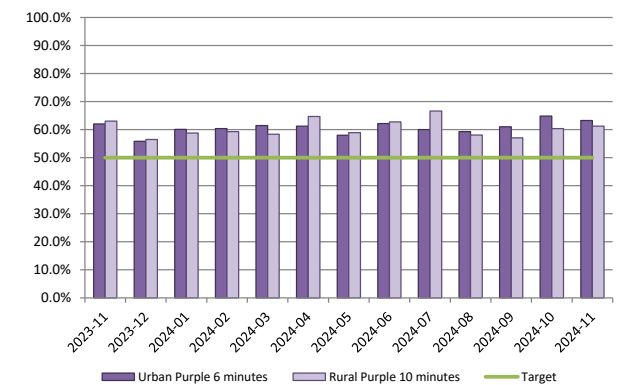
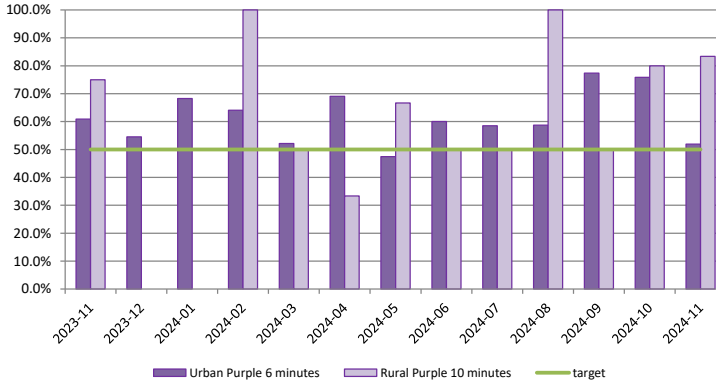
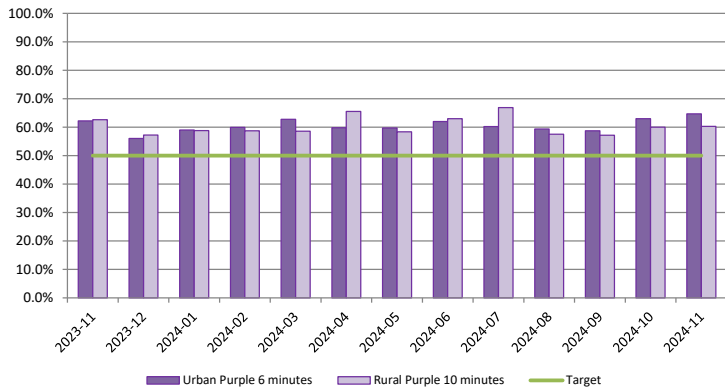


Emergency Ambulance Service National Performance Report
November 2024



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.
Nov-24	65%	96%	60%	96%	43%	93%	43%	88%	52%	96%	83%	100%	39%	87%	44%	95%	63%	96%	61%	97%	42%	92%	43%	88%
2024-25 YTD	61%	96%	60%	97%	43%	93%	43%	88%	65%	97%	76%	100%	39%	85%	40%	93%	62%	96%	60%	97%	43%	92%	43%	89%
12 Mths rolling (Dec23-Nov24)	61%	96%	60%	97%	44%	93%	44%	89%	62%	95%	63%	98%	38%	85%	39%	91%	61%	96%	60%	97%	44%	92%	44%	89%
12 Mths rolling (Dec22-Nov23)	58%	96%	57%	97%	40%	90%	43%	88%	57%	93%	57%	98%	35%	84%	37%	90%	58%	96%	57%	97%	39%	89%	42%	88%





Emergency Ambulance Service National Performance Report
November 2024

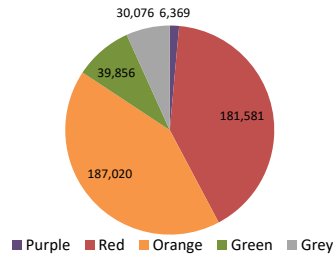


2. Total number of Incidents

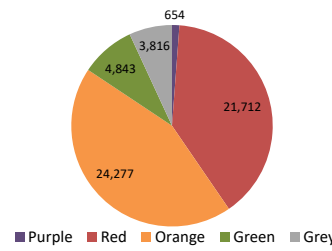
	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
Nov-24	45,147	6,077	51,224
YTD:	230,083	30,095	260,178
12 Mths rolling (Dec23-Nov24)	542,371	70,576	612,947
12 Mths rolling (Dec22-Nov23)	535,935	69,048	604,983

* 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): 2023-12 to 2024-11

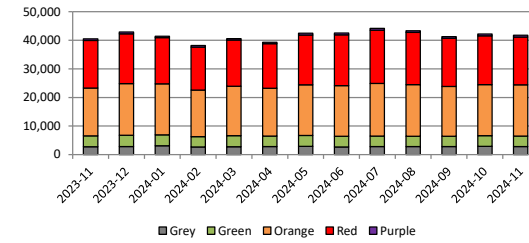


EAS Incidents Attended by Job type (WFA): 2023-12 to 2024-11



EAS Incidents Attended by job type (National)

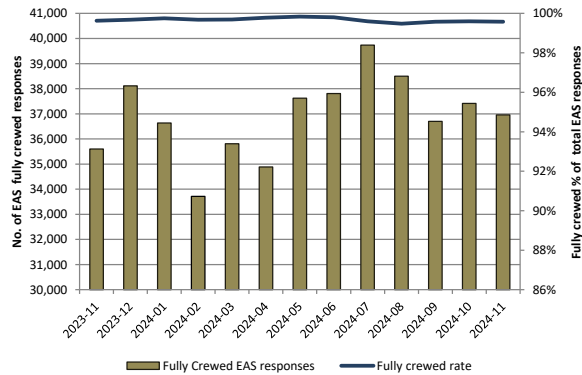
(note that the purple volumes are too small to show up below)



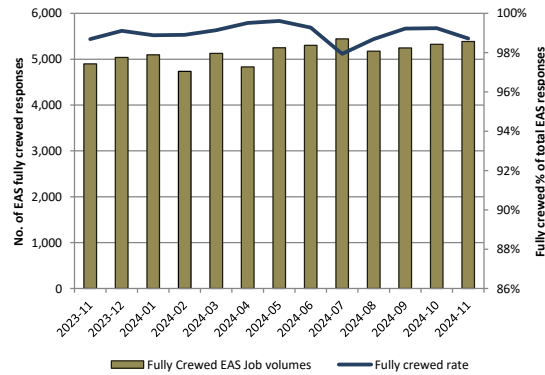
3. Incident responses fully crewed

	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
Nov-24	100%	99%	99%
YTD:	100%	99%	99%
12 Mths rolling (Dec23-Nov24)	100%	99%	100%
12 Mths rolling (Dec22-Nov23)	100%	98%	100%

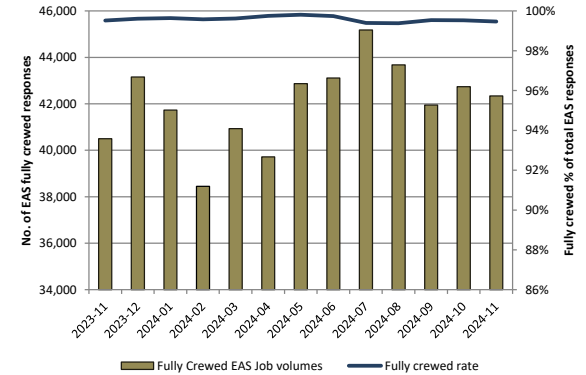
EAS Incident Responses Fully Crewed Hato Hone St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



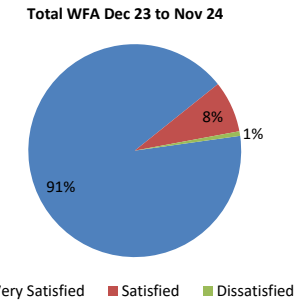
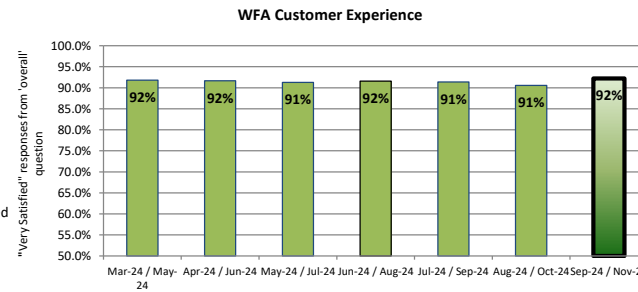
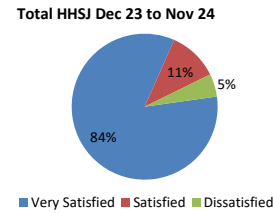
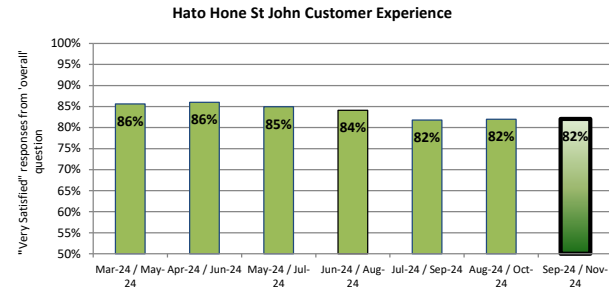


4. Improving customer experience

Surveyed patients reporting as very satisfied with service

Hato Hone St John Ambulance		Wellington Free Ambulance	
Sep-24 - Nov-24:	82%	Sep-24 - Nov-24:	92%
Last 12 months AVG:	84%	Last 12 months AVG:	91%

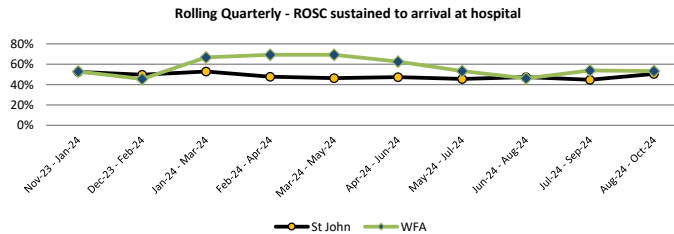
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



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
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%
Jul-24 - Sep-24	123	13	55	7	45%	54%
Aug-24 - Oct-24	133	15	67	8	50%	53%



6. 111 Calls Answered within 15 seconds

