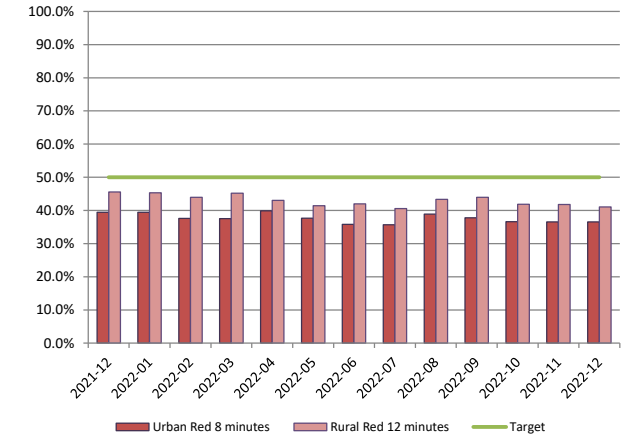
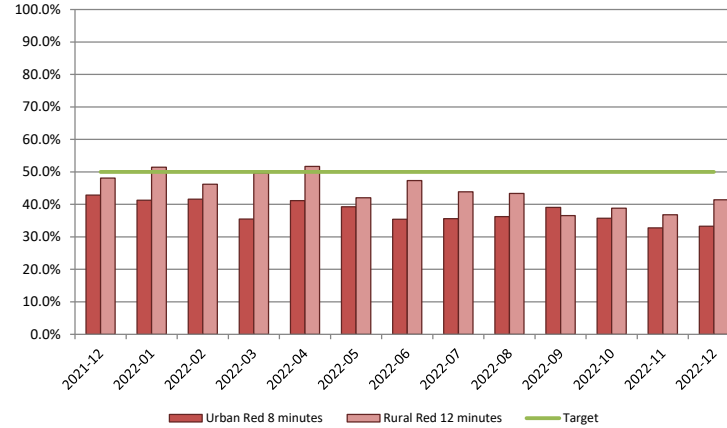
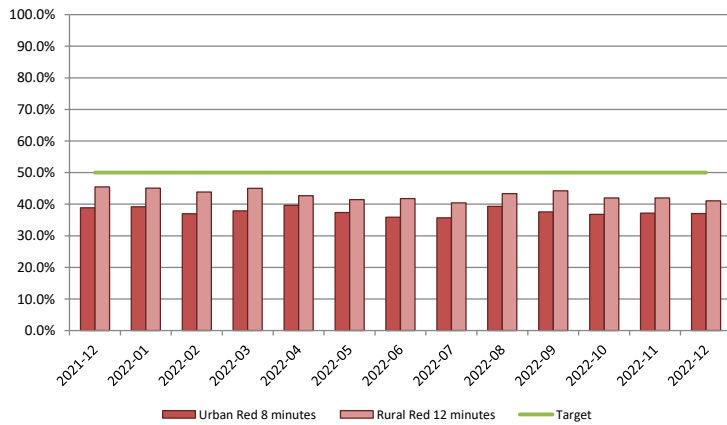
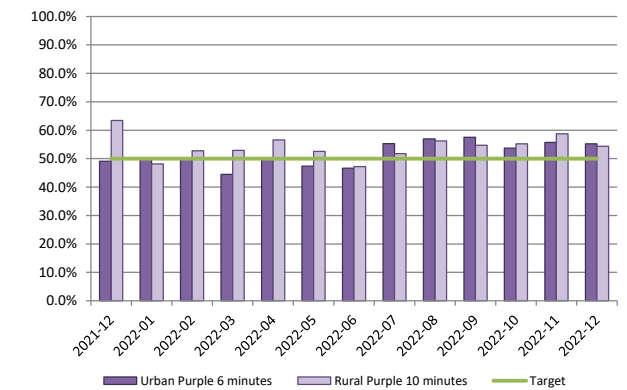
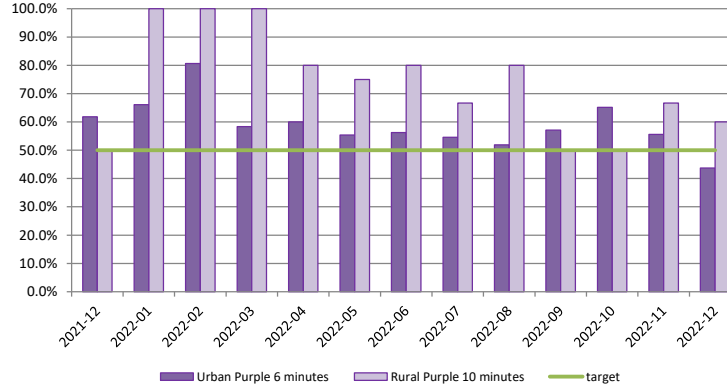
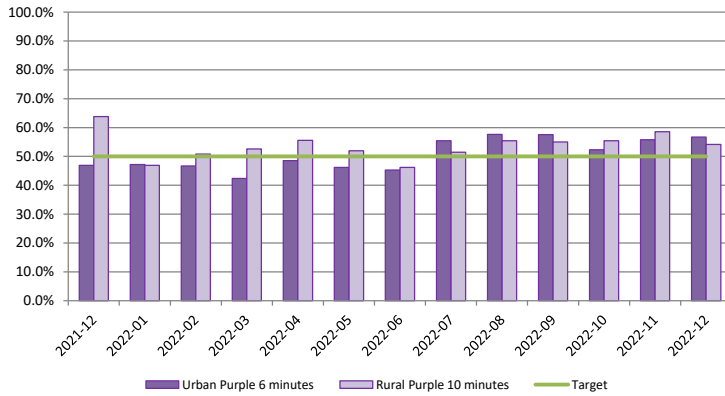


**1. Response Times**

	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.
Dec-22	57%	97%	54%	97%	37%	89%	41%	87%	44%	92%	60%	100%	33%	82%	41%	93%	55%	97%	54%	97%	37%	88%	41%	87%
2022-23 YTD	56%	96%	55%	97%	37%	89%	42%	88%	54%	93%	62%	92%	35%	84%	40%	93%	56%	95%	55%	97%	37%	88%	42%	88%
12 Mths rolling (Jan22-Dec22)	51%	94%	53%	97%	37%	89%	43%	88%	58%	94%	73%	94%	37%	85%	44%	94%	52%	94%	53%	97%	37%	88%	43%	88%
12 Mths rolling (Jan21-Dec21)	48%	93%	57%	96%	40%	92%	45%	90%	48%	91%	65%	98%	38%	86%	49%	92%	48%	93%	57%	96%	40%	91%	45%	90%

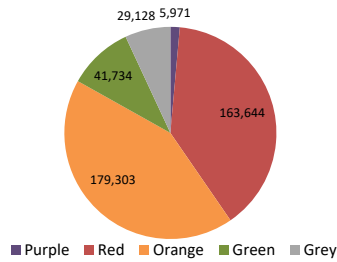


**2. Total number of Incidents**

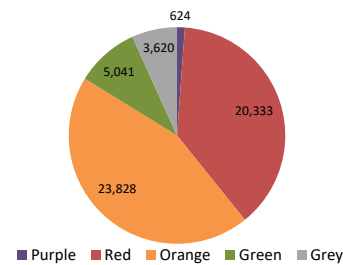
	St John Ambulance	Wellington Free Ambulance	National Performance
Dec-22	47,455	6,093	53,548
YTD:	265,947	34,857	300,804
12 Mths rolling (Jan22-Dec22)	522,313	68,934	591,247
12 Mths rolling (Jan21-Dec21)	484,596	64,594	549,190

\* 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.

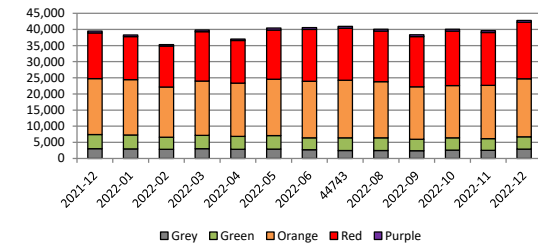
**EAS Incidents Attended by Job type (St John): 2022-01 to 2022-12**



**EAS Incidents Attended by Job type (WFA): 2022-01 to 2022-12**



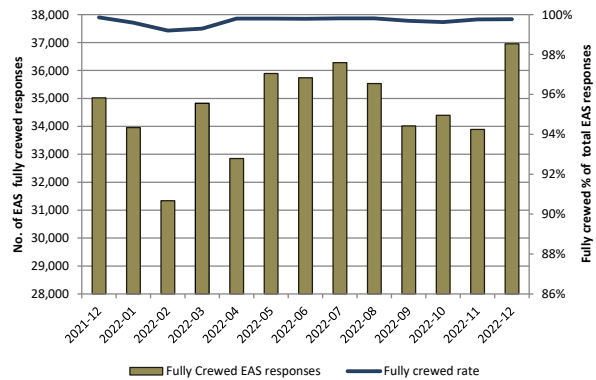
**EAS Incidents Attended by job type (National)**  
(note that the purple volumes are too small to show up below)



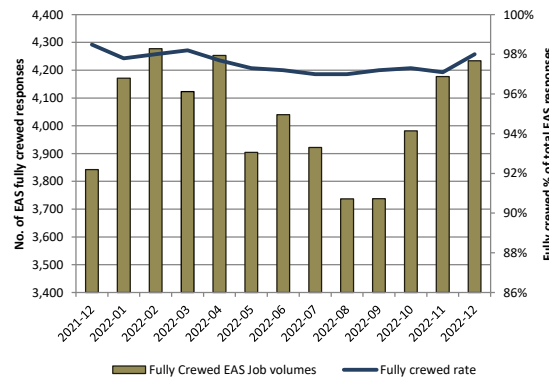
**3. Incident responses fully crewed**

	St John Ambulance	Wellington Free Ambulance	National Performance
Dec-22	100%	98%	100%
YTD:	100%	98%	100%
12 Mths rolling (Jan22-Dec22)	100%	97%	99%
12 Mths rolling (Jan21-Dec21)	100%	98%	99%

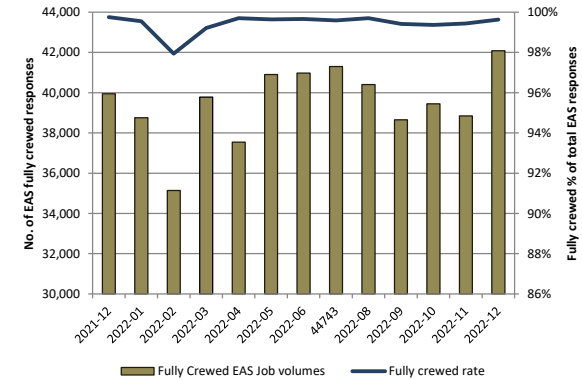
**EAS Incident Responses Fully Crewed St John Ambulance**



**EAS Incident Responses Fully Crewed WFA**



**EAS Incident Responses Fully Crewed National**



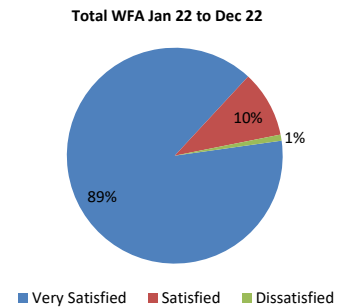
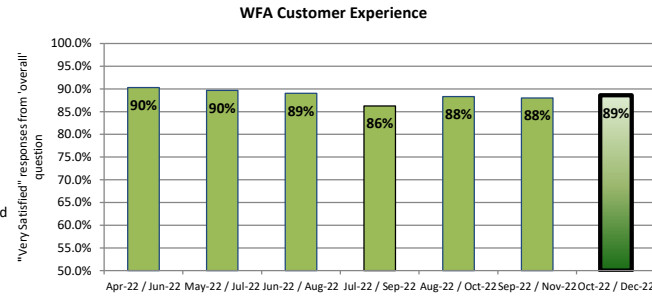
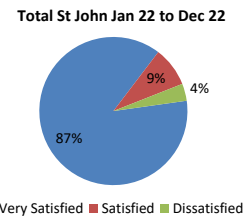
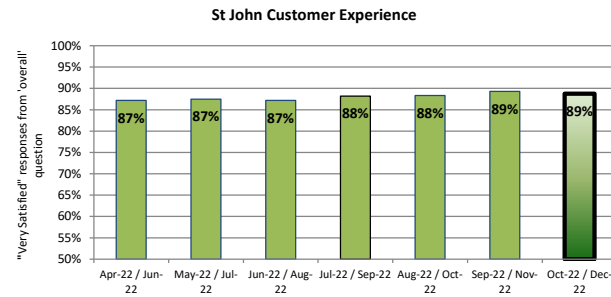


**4. Improving customer experience**

Surveyed patients reporting as very satisfied with service

St John Ambulance		Wellington Free Ambulance	
Oct-22 - Dec-22:	89%	Oct-22 - Dec-22:	89%
Last 12 months AVG:	88%	Last 12 months AVG:	89%

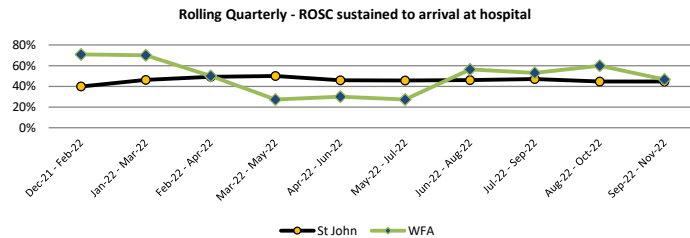
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



**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
Dec-21 - Feb-22	118	24	47	17	40%	71%
Jan-22 - Mar-22	132	20	61	14	46%	70%
Feb-22 - Apr-22	138	14	68	7	49%	50%
Mar-22 - May-22	146	11	73	3	50%	27%
Apr-22 - Jun-22	146	10	67	3	46%	30%
May-22 - Jul-22	140	11	64	3	46%	27%
Jun-22 - Aug-22	141	16	65	9	46%	56%
Jul-22 - Sep-22	138	17	65	9	47%	53%
Aug-22 - Oct-22	132	20	59	12	45%	60%
Sep-22 - Nov-22	121	15	54	7	45%	47%



**6. 111 Calls Answered within 15 seconds**

