

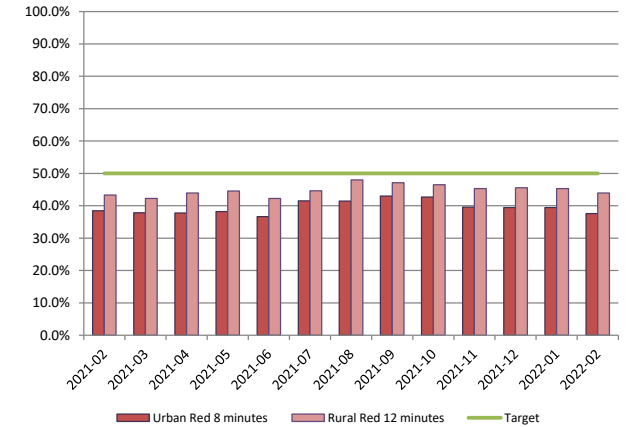
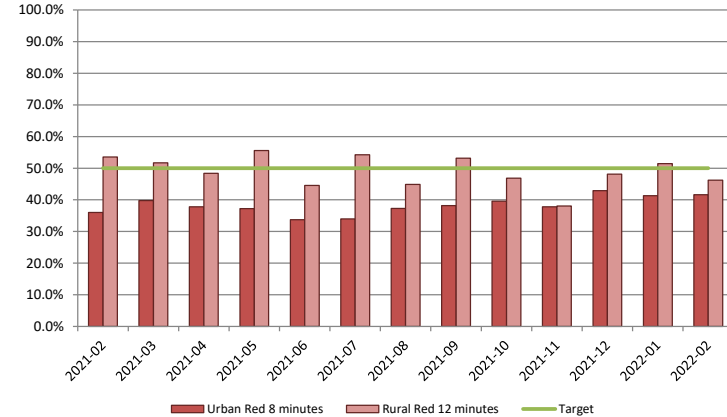
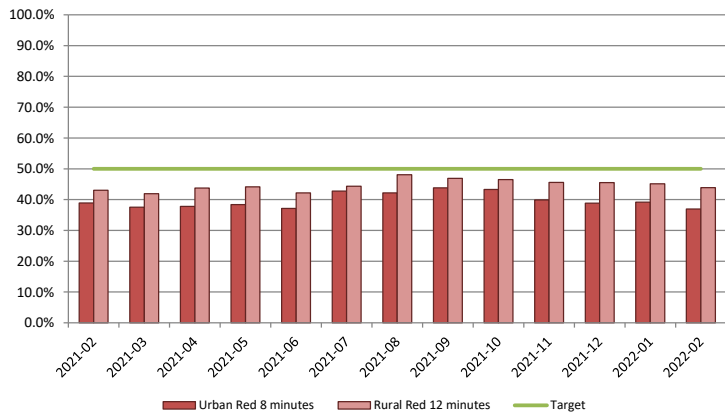
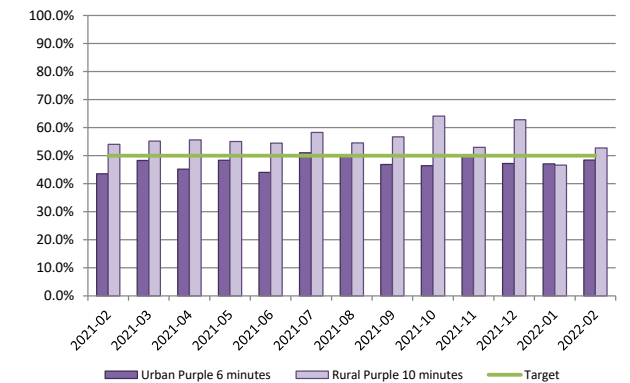
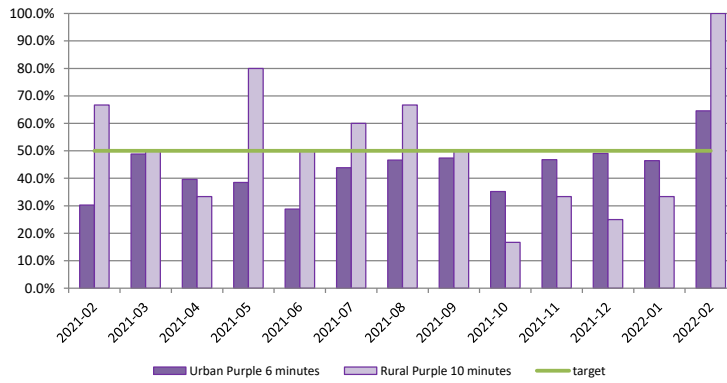
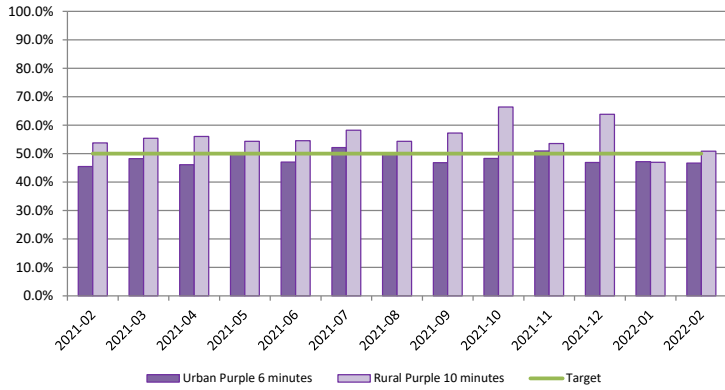


Emergency Ambulance Service National Performance Report  
February 2022



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.
Feb-22	47%	93%	51%	98%	37%	88%	44%	89%	65%	97%	100%	100%	42%	90%	46%	95%	48%	93%	53%	98%	38%	88%	44%	89%
2021-22 YTD	49%	94%	57%	97%	41%	91%	46%	90%	47%	91%	49%	98%	39%	85%	48%	93%	48%	93%	56%	97%	41%	90%	46%	90%
12 Mths rolling (Mar21-Feb22)	48%	93%	56%	97%	40%	91%	45%	90%	44%	89%	51%	96%	38%	86%	49%	93%	48%	92%	56%	97%	40%	90%	45%	90%
12 Mths rolling (Mar20-Feb21)	46%	92%	53%	95%	41%	92%	45%	89%	43%	88%	61%	96%	37%	86%	52%	93%	46%	91%	54%	95%	41%	91%	45%	90%





Emergency Ambulance Service National Performance Report  
February 2022

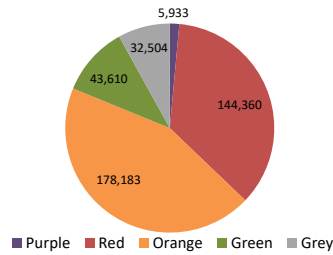


2. Total number of Incidents

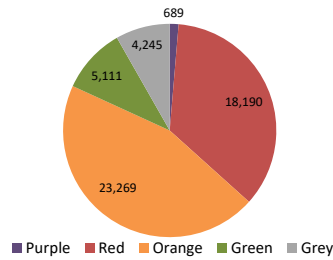
St John Ambulance		Wellington Free Ambulance		National Performance	
Feb-22	39,308	Feb-22	4,928	Feb-22	44,236
YTD:	329,363	YTD:	43,831	YTD:	373,194
12 Mths rolling (Mar21-Feb22)	489,358		64,983		554,341
12 Mths rolling (Mar20-Feb21)	455,876		60,289		516,165

\* 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): 2021-03 to 2022-02

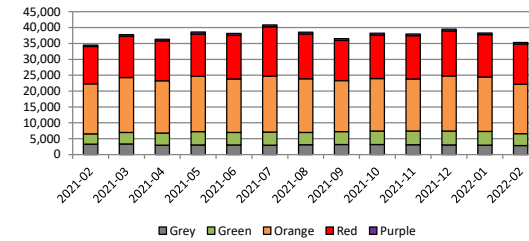


EAS Incidents Attended by Job type (WFA): 2021-03 to 2022-02



EAS Incidents Attended by job type (National)

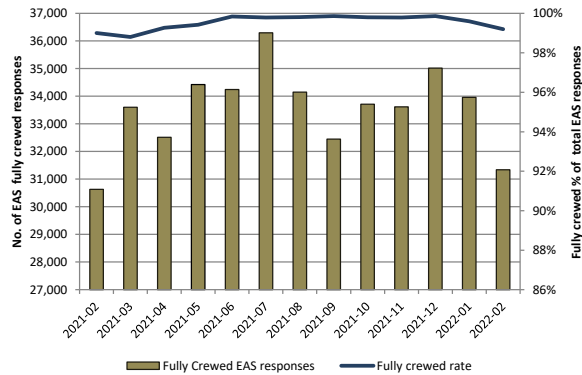
(note that the purple volumes are too small to show up below)



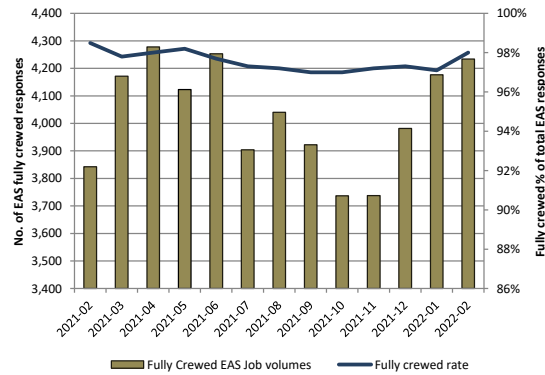
3. Incident responses fully crewed

St John Ambulance		Wellington Free Ambulance		National Performance	
Feb-22	99%	Feb-22	98%	Feb-22	99%
YTD:	100%	YTD:	98%	YTD:	100%
12 Mths rolling (Mar21-Feb22)	100%		97%		99%
12 Mths rolling (Mar20-Feb21)	99%		98%		98%

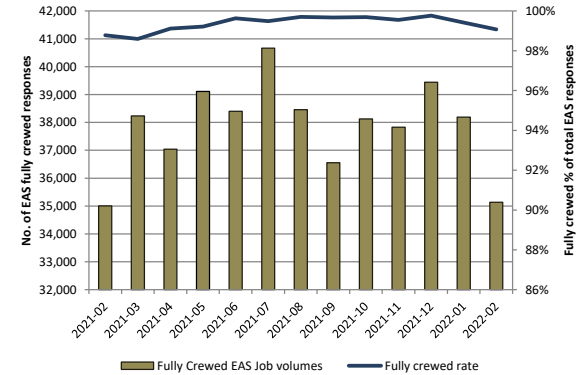
EAS Incident Responses Fully Crewed St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



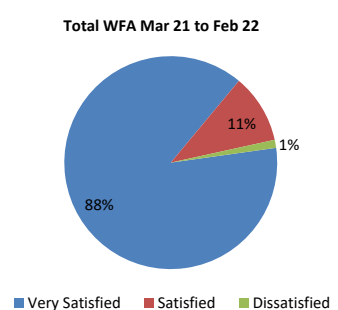
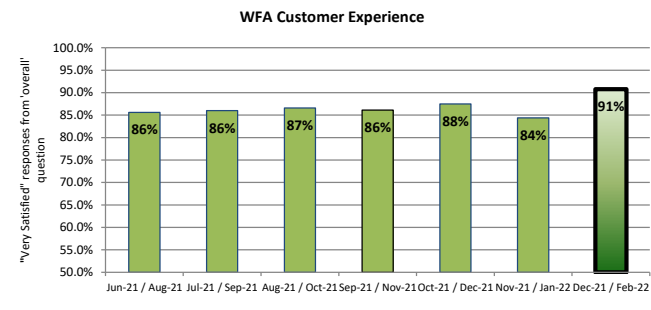
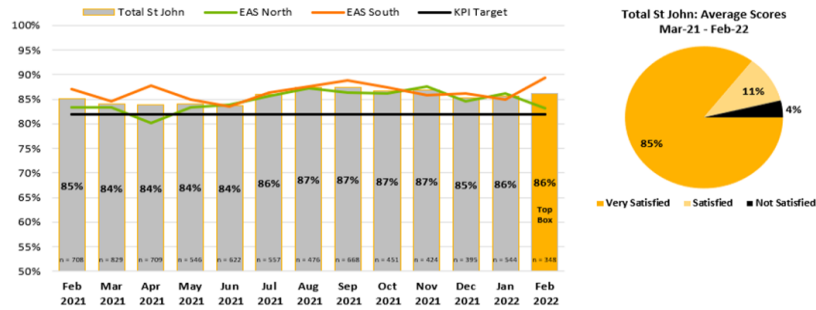


#### 4. Improving customer experience

Surveyed patients reporting as very satisfied with service

St John Ambulance		Wellington Free Ambulance	
Feb-22:	86%	Dec-21 - Feb-22:	91%
Last 12 months AVG:	85%	Last 12 months AVG:	88%

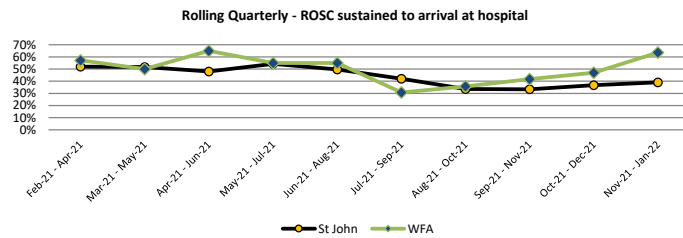
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



#### 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
Feb-21 - Apr-21	104	14	54	8	52%	57%
Mar-21 - May-21	120	16	62	8	52%	50%
Apr-21 - Jun-21	123	20	59	13	48%	65%
May-21 - Jul-21	140	20	76	11	54%	55%
Jun-21 - Aug-21	129	20	64	11	50%	55%
Jul-21 - Sep-21	145	13	61	4	42%	31%
Aug-21 - Oct-21	137	14	46	5	34%	36%
Sep-21 - Nov-21	129	12	43	5	33%	42%
Oct-21 - Dec-21	109	17	40	8	37%	47%
Nov-21 - Jan-22	110	22	43	14	39%	64%



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

