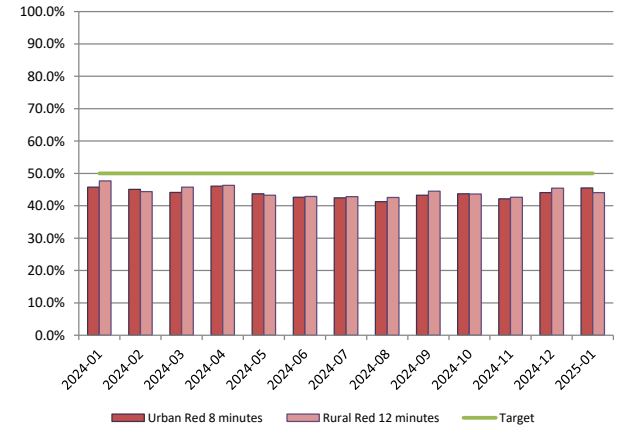
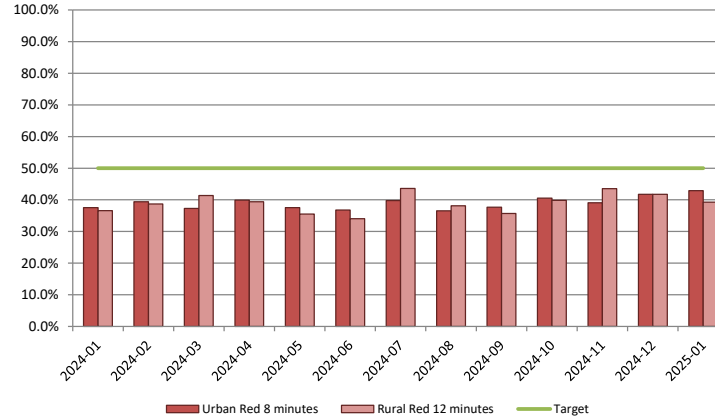
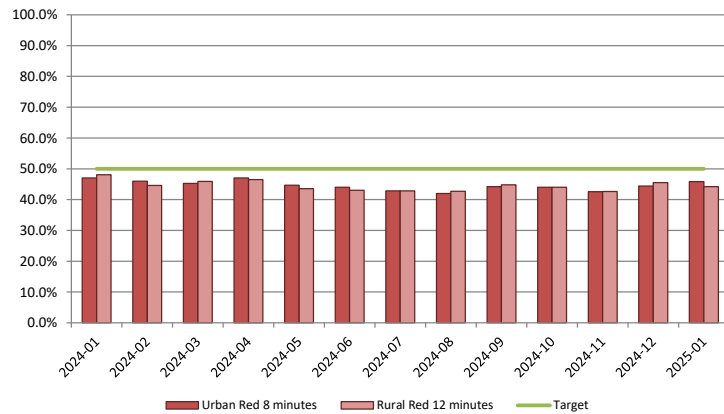
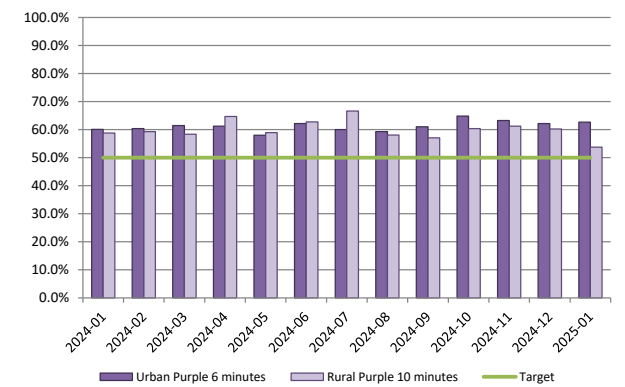
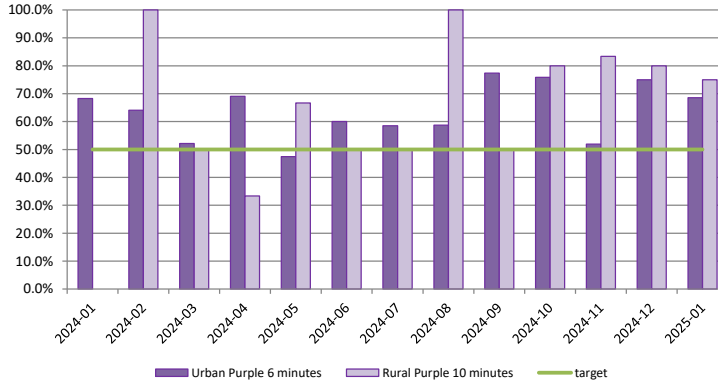
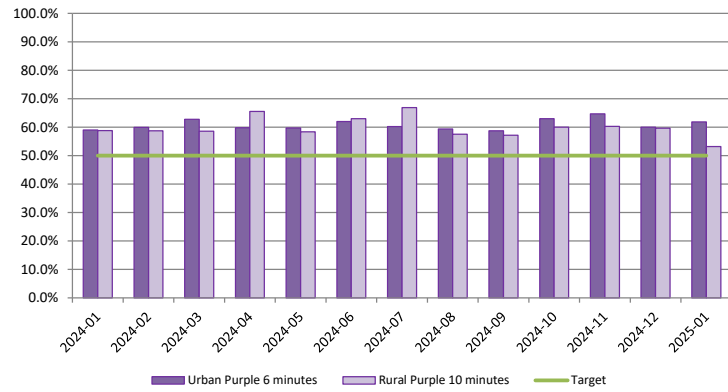


1. Response Times

	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%	95%	50%	95%		50%	95%	50%	95%	50%	95%	50%	95%	50%	95%	50%	95%	50%	95%	50%	95%	50%	95%	50%	95%		
	6 min.	12 min.	10 min.	25 min.		8 min.	20 min.	12 min.	35 min.	6 min.	12 min.	10 min.	25 min.	8 min.	20 min.	12 min.	35 min.	6 min.	12 min.	10 min.	25 min.	8 min.	20 min.	12 min.	35 min.		
Jan-25	62%	97%	53%	94%		46%	95%	44%	90%	69%	96%	75%	100%	43%	89%	39%	95%	63%	97%	54%	94%	45%	94%	44%	90%		
2024-25 YTD	61%	96%	59%	97%		44%	93%	44%	89%	67%	98%	77%	100%	40%	86%	40%	96%	62%	96%	60%	97%	43%	92%	44%	89%		
12 Mths rolling (Feb24-Jan25)	61%	96%	60%	96%		44%	93%	44%	89%	63%	95%	69%	98%	39%	86%	39%	95%	61%	96%	60%	97%	44%	92%	44%	89%		
12 Mths rolling (Feb23-Jan24)	58%	96%	57%	97%		42%	91%	43%	88%	58%	94%	53%	98%	35%	83%	37%	95%	58%	96%	56%	97%	41%	90%	43%	88%		

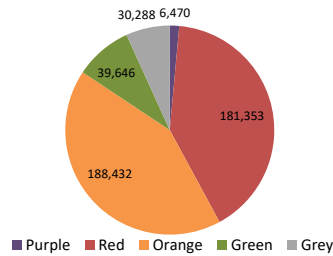


2. Total number of Incidents

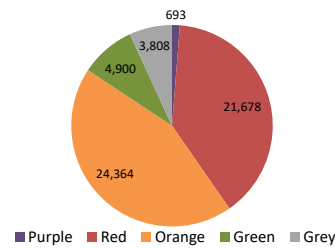
	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
Jan-25	45,302	5,670	50,972
YTD:	323,675	41,723	365,398
12 Mths rolling (Feb24-Jan25)	543,730	70,484	614,214
12 Mths rolling (Feb23-Jan24)	536,015	69,261	605,276

* 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): 2024-02 to 2025-01

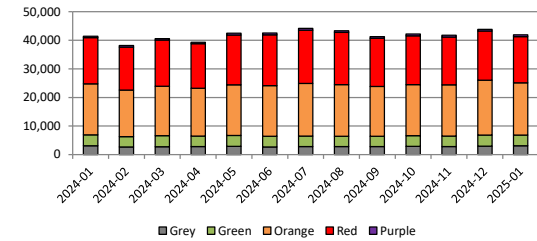


EAS Incidents Attended by Job type (WFA): 2024-02 to 2025-01



EAS Incidents Attended by job type (National)

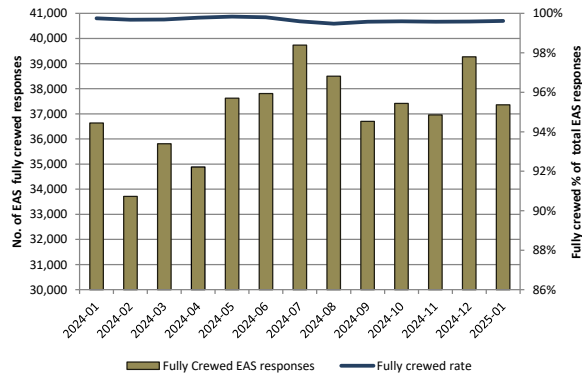
(note that the purple volumes are too small to show up below)



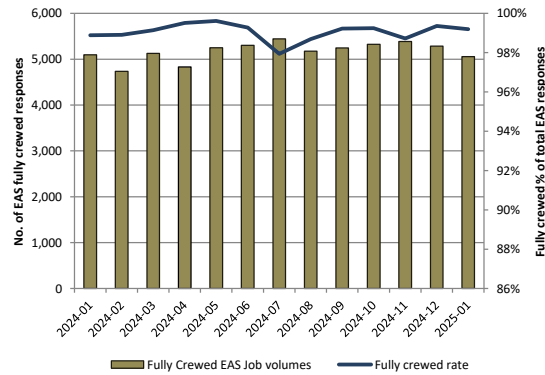
3. Incident responses fully crewed

	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
Jan-25	100%	99%	100%
YTD:	100%	99%	99%
12 Mths rolling (Feb24-Jan25)	100%	99%	100%
12 Mths rolling (Feb23-Jan24)	100%	98%	100%

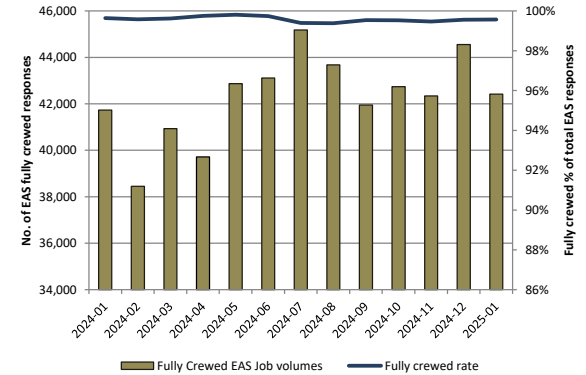
EAS Incident Responses Fully Crewed Hato Hone St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National

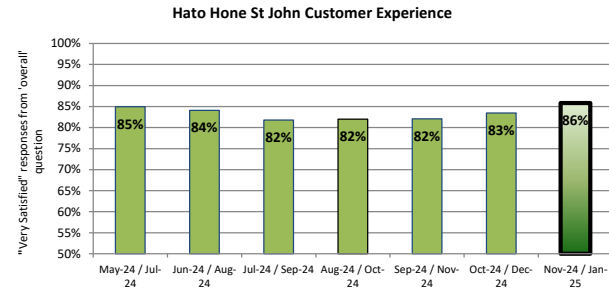


4. Improving customer experience

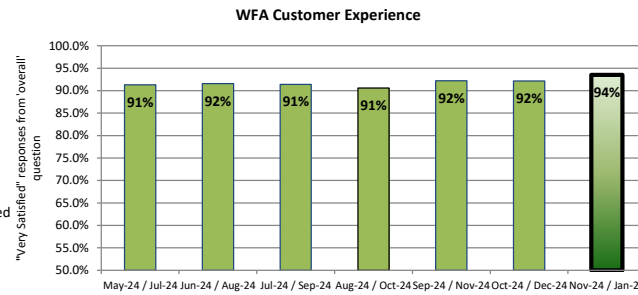
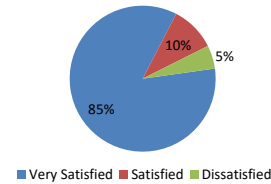
Surveyed patients reporting as very satisfied with service

Hato Hone St John Ambulance			Wellington Free Ambulance		
Nov-24 - Jan-25:	86%		Nov-24 - Jan-25:	94%	
Last 12 months AVG:	85%		Last 12 months AVG:	92%	

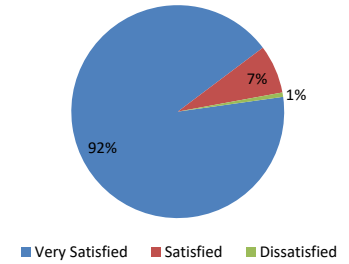
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



Total HHSJ Feb 24 to Jan 25



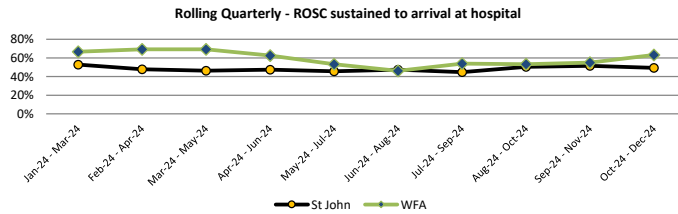
Total WFA Feb 24 to Jan 25



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
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%
Sep-24 - Nov-24	157	20	81	11	52%	55%
Oct-24 - Dec-24	164	19	81	12	49%	63%



6. 111 Calls Answered within 15 seconds

