

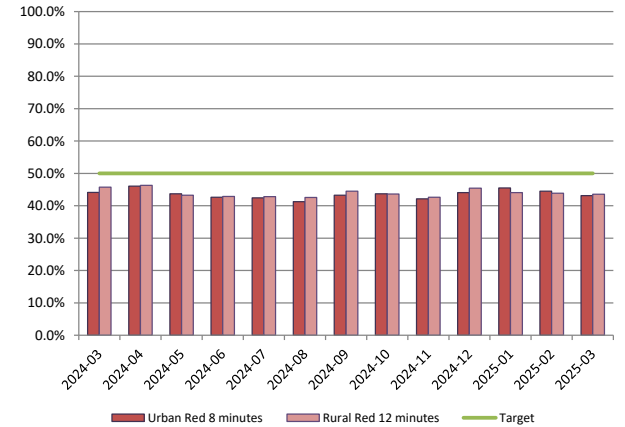
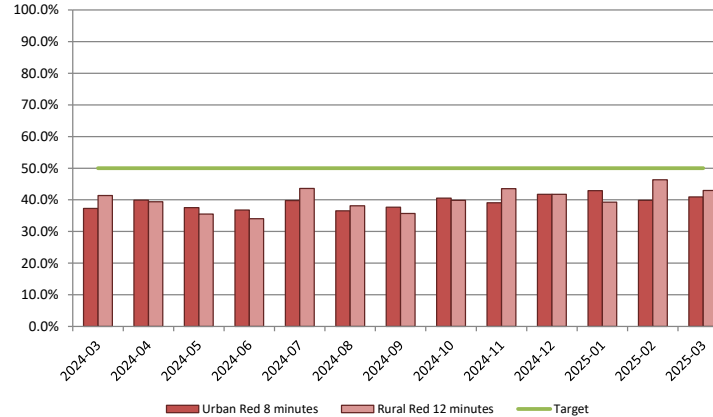
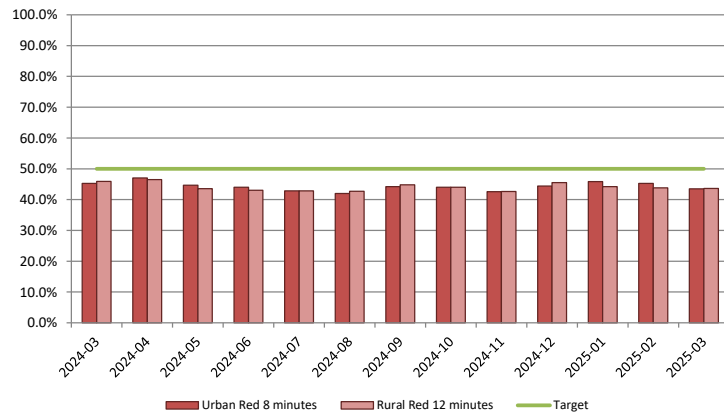
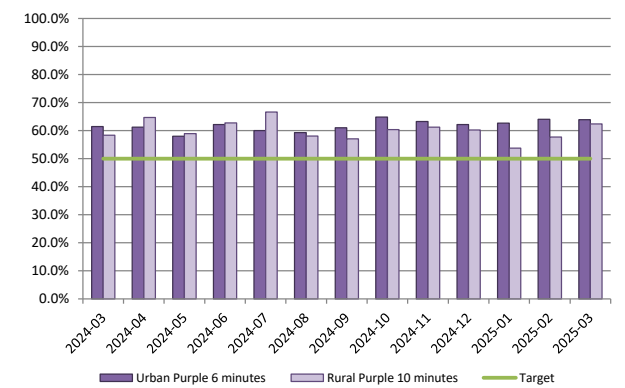
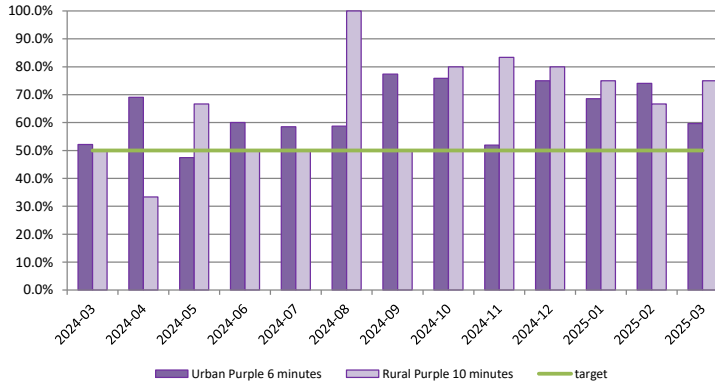
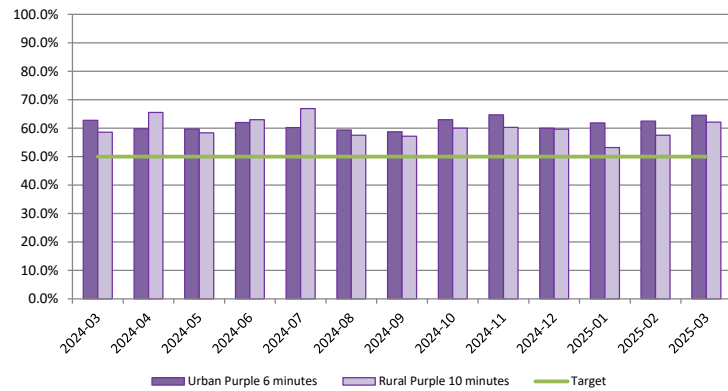


# Emergency Ambulance Service National Performance Report March 2025



## 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																								
Mar-25	65%	98%	62%	99%	43%	94%	44%	93%	60%	96%	75%	100%	41%	86%	43%	96%	64%	97%	62%	99%	43%	93%	44%	93%
2024-25 YTD	62%	96%	60%	97%	44%	94%	44%	93%	67%	97%	76%	100%	40%	86%	41%	96%	62%	97%	60%	97%	43%	93%	44%	93%
12 Mths rolling (Apr24-Mar25)	61%	96%	60%	97%	44%	94%	44%	93%	65%	97%	69%	100%	39%	86%	40%	95%	62%	96%	60%	97%	43%	93%	44%	93%
12 Mths rolling (Apr23-Mar24)	59%	96%	57%	97%	43%	92%	44%	93%	58%	93%	53%	96%	36%	83%	37%	95%	59%	96%	57%	97%	42%	90%	44%	93%

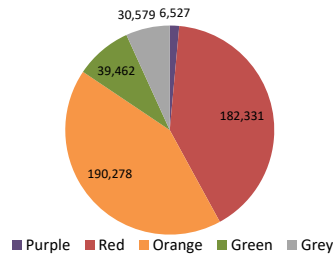


## 2. Total number of Incidents

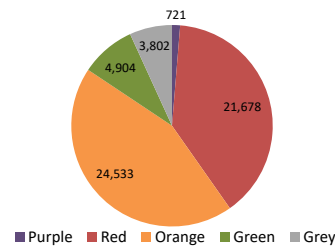
	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
Mar-25	46,919	6,237	53,156
YTD:	412,842	53,513	466,355
12 Mths rolling (Apr24-Mar25)	547,018	71,112	618,130
12 Mths rolling (Apr23-Mar24)	537,433	69,277	606,710

\* 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): 2024-04 to 2025-03

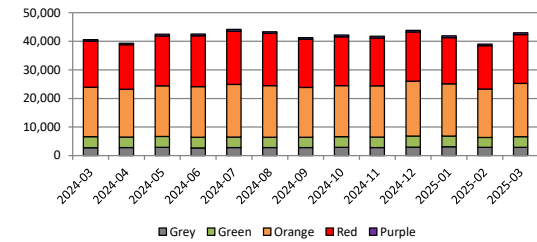


EAS Incidents Attended by Job type (WFA): 2024-04 to 2025-03



EAS Incidents Attended by job type (National)

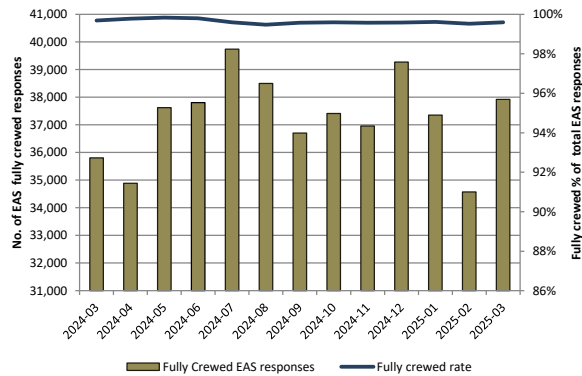
(note that the purple volumes are too small to show up below)



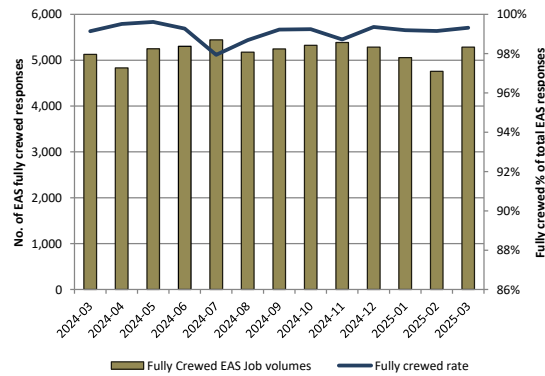
## 3. Incident responses fully crewed

	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
Mar-25	100%	99%	100%
YTD:	100%	99%	99%
12 Mths rolling (Apr24-Mar25)	100%	99%	100%
12 Mths rolling (Apr23-Mar24)	100%	98%	100%

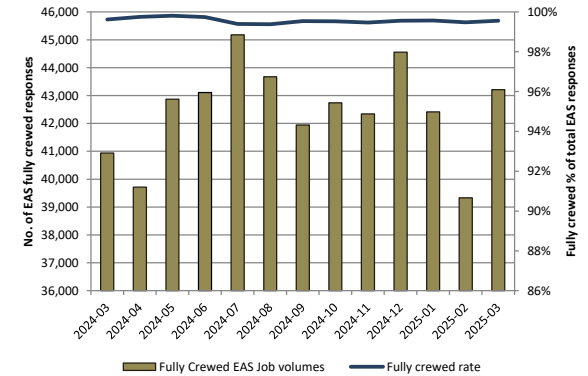
EAS Incident Responses Fully Crewed Hato Hone St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



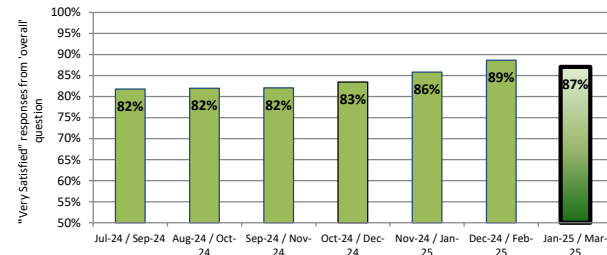
#### 4. Improving customer experience

Surveyed patients reporting as very satisfied with service

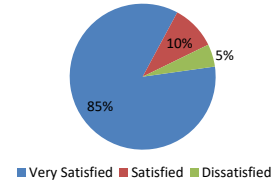
Hato Hone St John Ambulance			Wellington Free Ambulance		
Jan-25 - Mar-25:	87%		Jan-25 - Mar-25:	93%	
Last 12 months AVG:	85%		Last 12 months AVG:	92%	

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)?

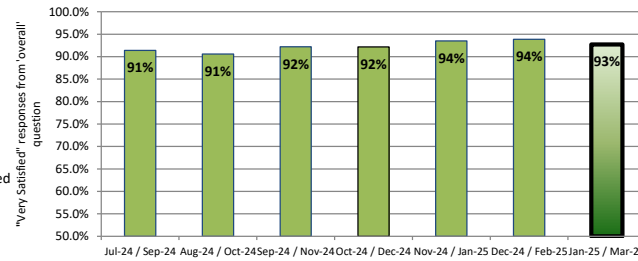
Hato Hone St John Customer Experience



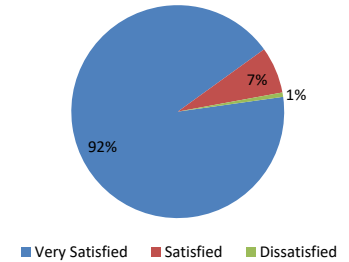
Total HHSJ Apr 24 to Mar 25



WFA Customer Experience



Total WFA Apr 24 to Mar 25

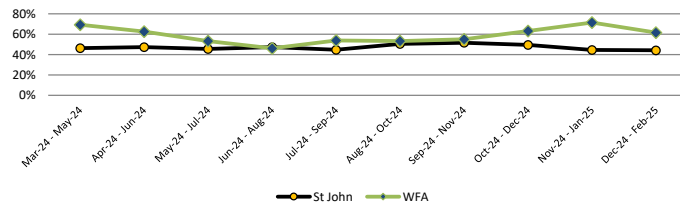


#### 5. Improving clinical outcomes

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

Rolling Quarter Starting	Events		ROSC		% Sustained	
	OSJ	WFA	OSJ	WFA	OSJ	WFA
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%
Nov-24 - Jan-25	166	14	74	10	45%	71%
Dec-24 - Feb-25	147	13	65	8	44%	62%

Rolling Quarterly - ROSC sustained to arrival at hospital



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

