St John
Here for Life

Emergency Ambulance Service National Performance Report
September 2025

WELLINGTON FREE AMBULANCE
kia ora te tangata

1. Response Times

Hato Hone St John Ambulance

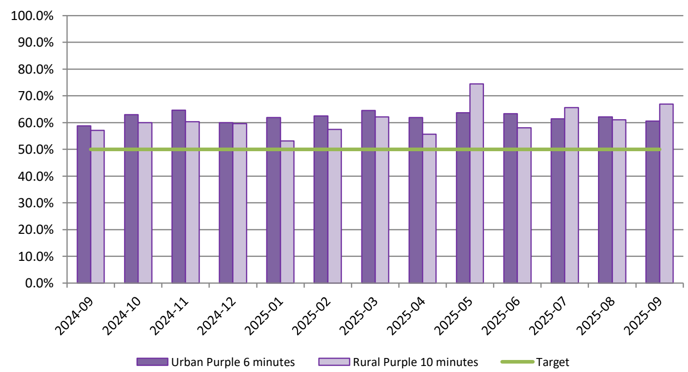
	Purple Calls				Red Calls			
	Urban		Rural		Urban		Rural	
Target	50% 6 min.	95% 12 min.	50% 10 min.	95% 25 min.	50% 8 min.	95% 20 min.	50% 12 min.	95% 35 min.
Sep-25	61%	97%	67%	97%	42%	92%	43%	93%
2025-26 YTD	61%	96%	64%	96%	43%	92%	43%	93%
12 Mths rolling (Oct24-Sep25)	62%	96%	61%	97%	44%	93%	44%	93%
12 Mths rolling (Oct23-Sep24)	60%	96%	60%	97%	44%	93%	45%	93%

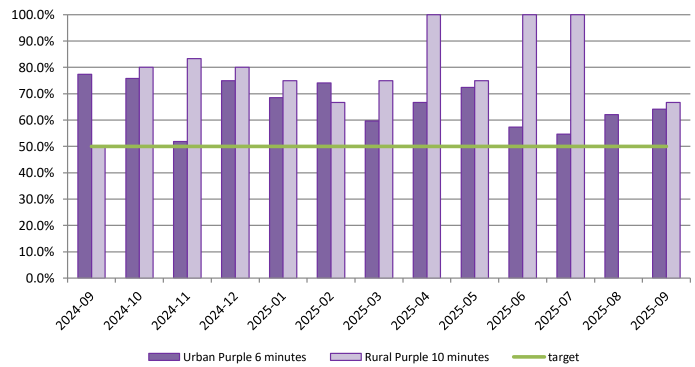
Wellington Free Ambulance

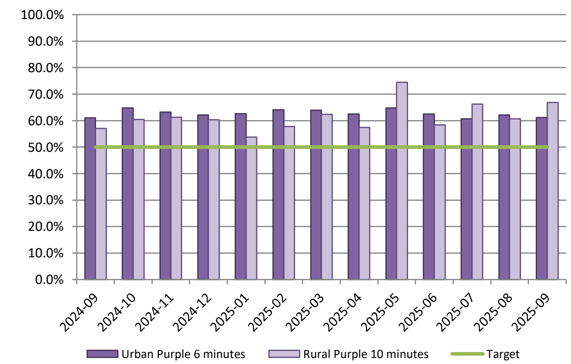
	Purple Calls				Red Calls			
	Urban		Rural		Urban		Rural	
Target	50% 6 min.	95% 12 min.	50% 10 min.	95% 25 min.	50% 8 min.	95% 20 min.	50% 12 min.	95% 35 min.
Sep-25	64%	97%	67%	100%	35%	79%	29%	88%
2025-26 YTD	60%	97%	71%	100%	36%	80%	35%	92%
12 Mths rolling (Oct24-Sep25)	65%	97%	80%	100%	39%	84%	41%	95%
12 Mths rolling (Oct23-Sep24)	61%	94%	60%	98%	37%	84%	38%	95%

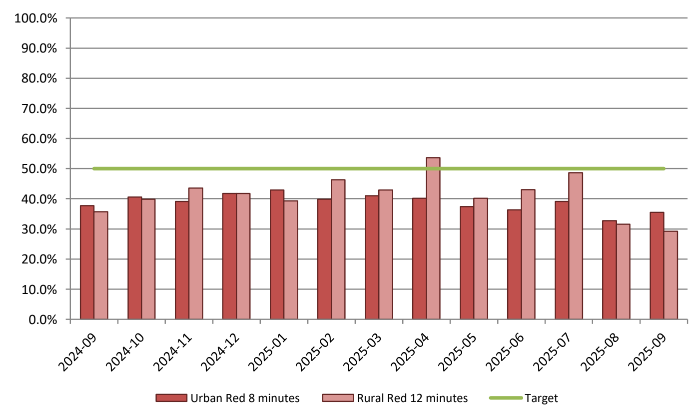
National Performance

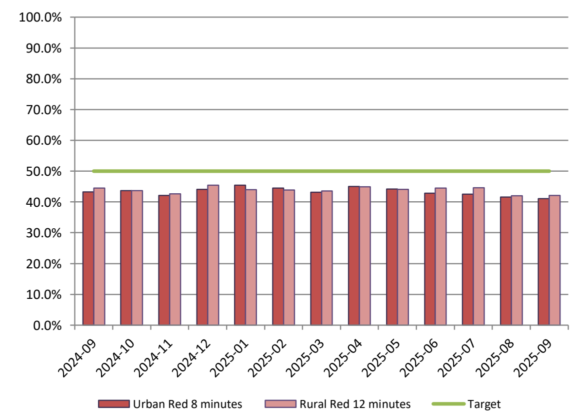
	Purple Calls				Red Calls			
	Urban		Rural		Urban		Rural	
Target	50% 6 min.	95% 12 min.	50% 10 min.	95% 25 min.	50% 8 min.	95% 20 min.	50% 12 min.	95% 35 min.
Sep-25	61%	97%	67%	97%	41%	90%	42%	93%
2025-26 YTD	61%	96%	65%	96%	42%	90%	43%	93%
12 Mths rolling (Oct24-Sep25)	63%	96%	62%	97%	43%	92%	44%	93%
12 Mths rolling (Oct23-Sep24)	60%	96%	60%	97%	43%	92%	44%	93%











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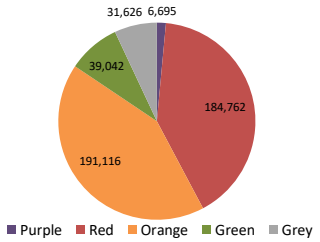
2. Total number of Incidents

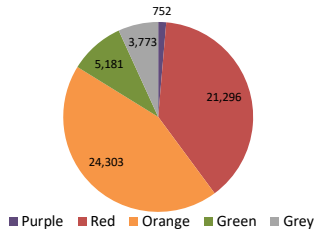
Hato Hone St John Amb		Wellington Free Ambulance		National Performance	
Sep-25	47,239	Sep-25	6,352	Sep-25	53,591
YTD:	550,522	YTD:	71,301	YTD:	621,823
12 Mths rolling (Oct24-Sep25)	557,188		72,571		629,759
12 Mths rolling (Oct23-Sep24)	541,922		70,219		612,141

** 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): 2024-10 to 2025-09

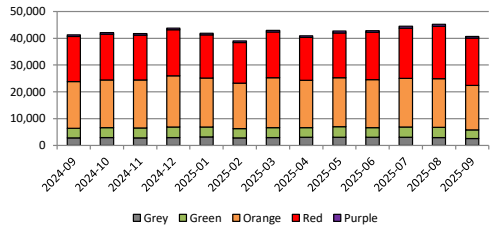


EAS Incidents Attended by Job type (WFA): 2024-10 to 2025-09



EAS Incidents Attended by job type (National)

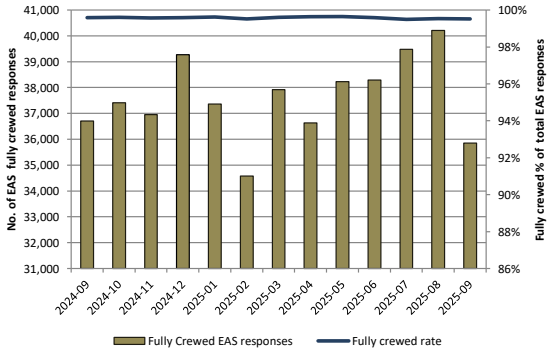
(note that the purple volumes are too small to show up below)



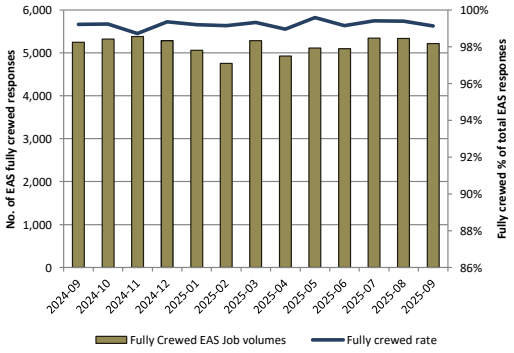
3. Incident responses fully crewed

Hato Hone St John Amb		Wellington Free Ambulance		National Performance	
Sep-25	100%	Sep-25	99%	Sep-25	99%
YTD:	100%	YTD:	99%	YTD:	100%
12 Mths rolling (Oct24-Sep25)	100%		99%		100%
12 Mths rolling (Oct23-Sep24)	100%		98%		100%

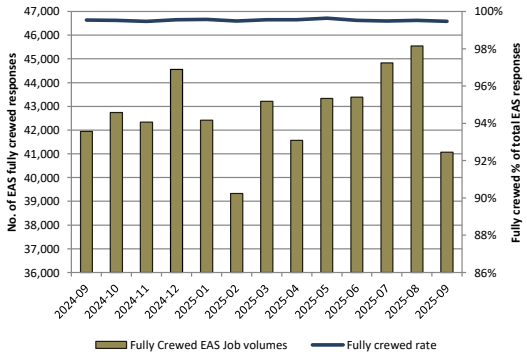
EAS Incident Responses Fully Crewed Hato Hone St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



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WELLINGTON FREE AMBULANCE

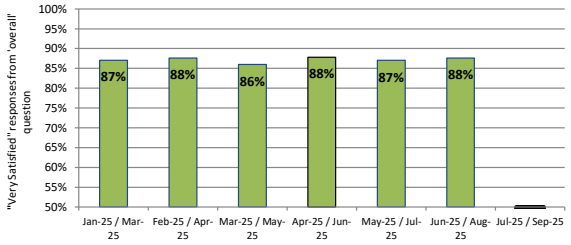
4. Improving customer experience

Surveyed patients reporting as very satisfied with service

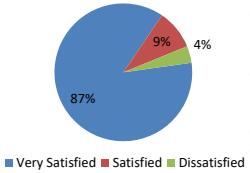
Hato Hone St John Ambulance		Wellington Free Ambulance	
Jul-25 - Sep-25:		Jul-25 - Sep-25:	92%
Last 12 months AVG:		Last 12 months AVG:	93%

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)?

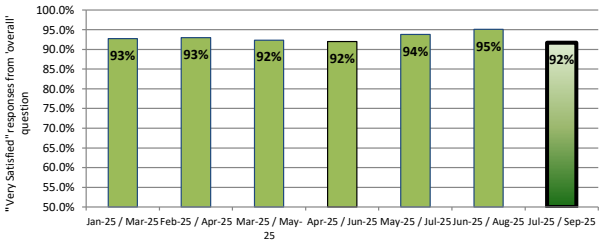
Hato Hone St John Customer Experience



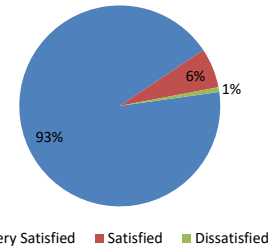
Total HHSJ Oct 24 to Sep 25



WFA Customer Experience



Total WFA Oct 24 to Sep 25



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
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%
Jan-25 - Mar-25	136	12	64	5	47%	42%
Feb-25 - Apr-25	124	12	64	5	52%	42%
Mar-25 - May-25	125	11	59	5	47%	45%
Apr-25 - Jun-25	130	11	61	4	47%	36%
May-25 - Jul-25	134	13	63	5	47%	38%
Jun-25 - Aug-25	148	14	67	8	45%	57%

Rolling Quarterly - ROSC sustained to arrival at hospital

6. 111 Calls Answered within 15 seconds