

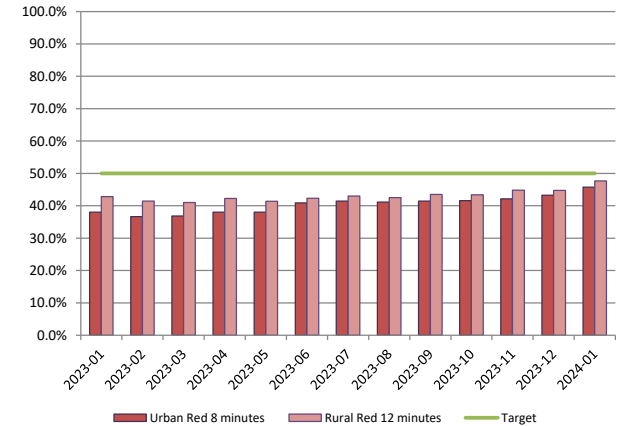
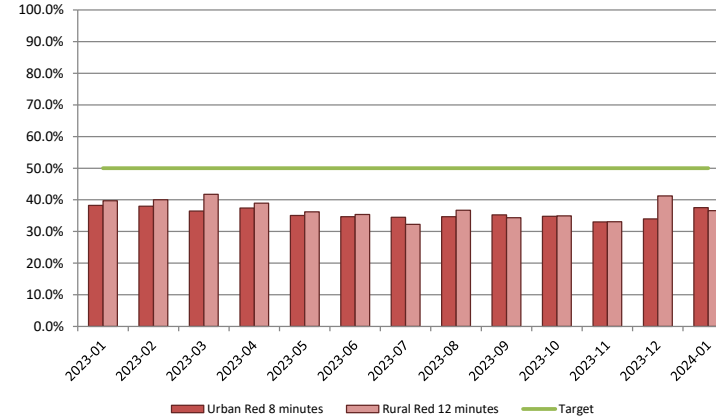
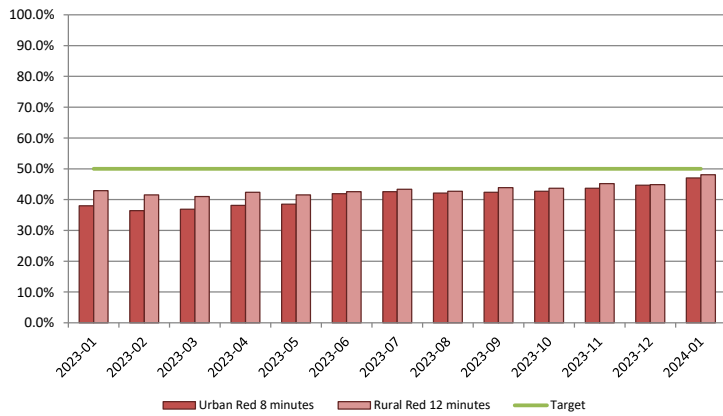
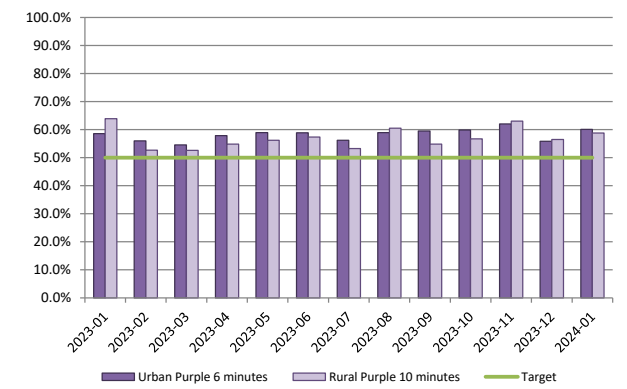
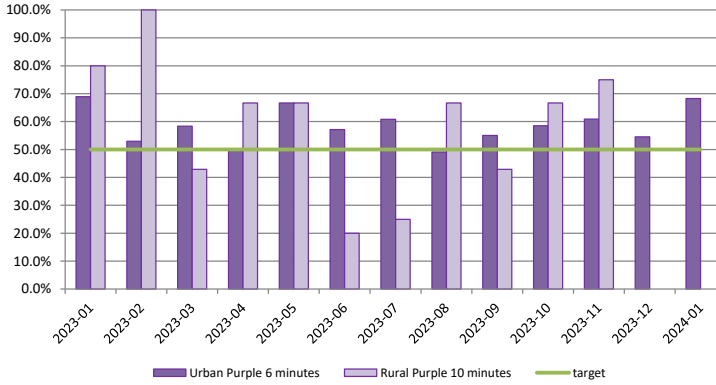
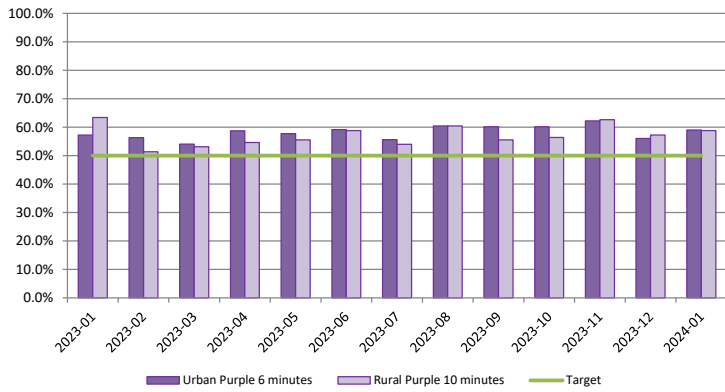


Emergency Ambulance Service National Performance Report  
January 2024



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% 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.
Jan-24	59%	97%	59%	98%	47%	94%	48%	91%	68%	93%			38%	85%	37%	90%	60%	96%	59%	98%	46%	93%	48%	91%
2023-24 YTD	59%	96%	58%	97%	44%	92%	45%	89%	58%	94%	50%	100%	35%	82%	36%	90%	59%	96%	57%	97%	42%	91%	44%	89%
12 Mths rolling (Feb23-Jan24)	58%	96%	57%	97%	42%	91%	43%	88%	58%	94%	53%	98%	35%	83%	37%	90%	58%	96%	56%	97%	41%	90%	43%	88%
12 Mths rolling (Feb22-Jan23)	52%	94%	54%	97%	37%	89%	43%	88%	58%	94%	73%	94%	37%	85%	43%	94%	53%	94%	55%	97%	37%	88%	43%	88%





Emergency Ambulance Service National Performance Report  
January 2024

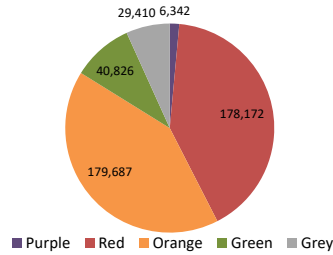


2. Total number of Incidents

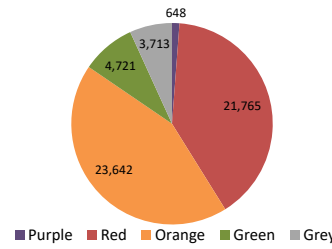
Hato Hone St John Amb		Wellington Free Ambulance		National Performance	
Jan-24	45,060	Jan-24	5,848	Jan-24	50,908
YTD:	320,085	YTD:	41,111	YTD:	361,196
12 Mths rolling (Feb23-Jan24)	536,015		69,261		605,276
12 Mths rolling (Feb22-Jan23)	525,113		68,844		593,957

\* 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): 2023-02 to 2024-01

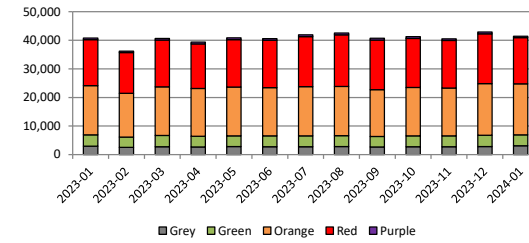


EAS Incidents Attended by Job type (WFA): 2023-02 to 2024-01



EAS Incidents Attended by job type (National)

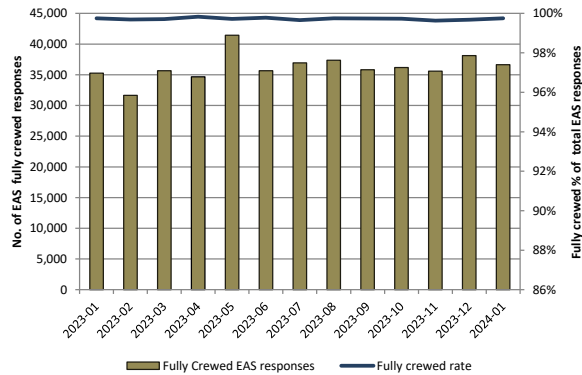
(note that the purple volumes are too small to show up below)



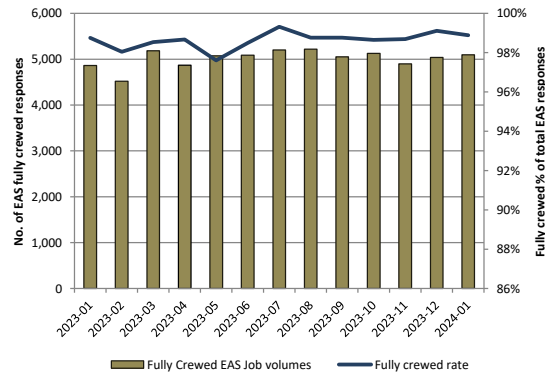
3. Incident responses fully crewed

Hato Hone St John Amb		Wellington Free Ambulance		National Performance	
Jan-24	100%	Jan-24	99%	Jan-24	100%
YTD:	100%	YTD:	99%	YTD:	100%
12 Mths rolling (Feb23-Jan24)	100%		99%		100%
12 Mths rolling (Feb22-Jan23)	100%		98%		99%

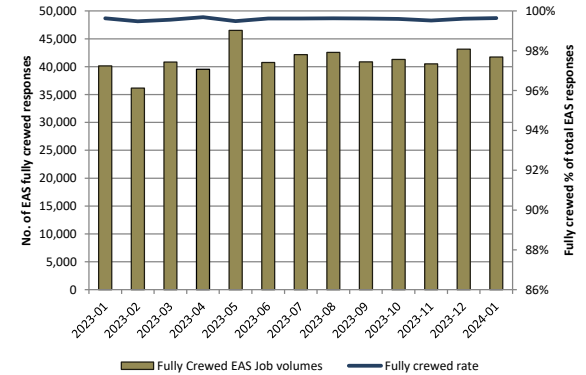
EAS Incident Responses Fully Crewed Hato Hone St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



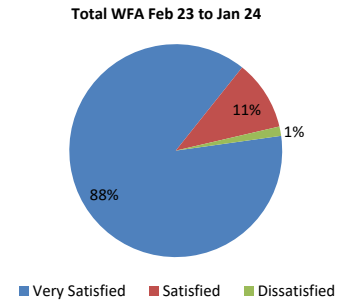
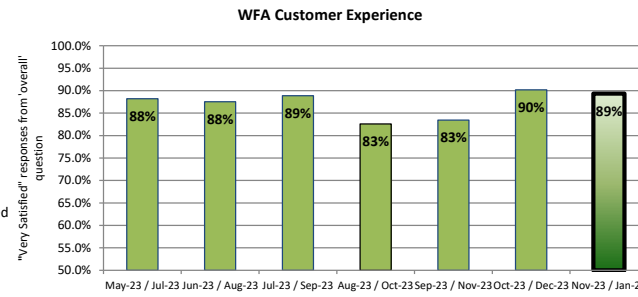
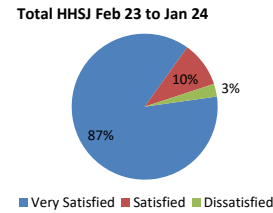
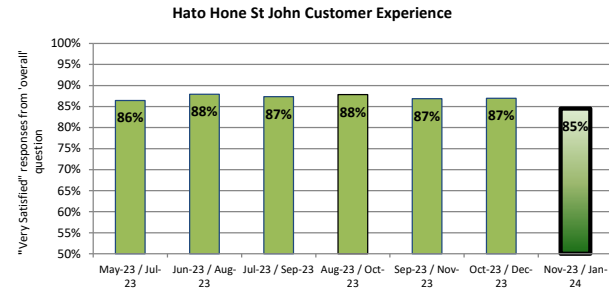


**4. Improving customer experience**

Surveyed patients reporting as very satisfied with service

Hato Hone St John Ambulance		Wellington Free Ambulance	
Nov-23 - Jan-24:	85%	Nov-23 - Jan-24:	89%
Last 12 months AVG:	87%	Last 12 months AVG:	88%

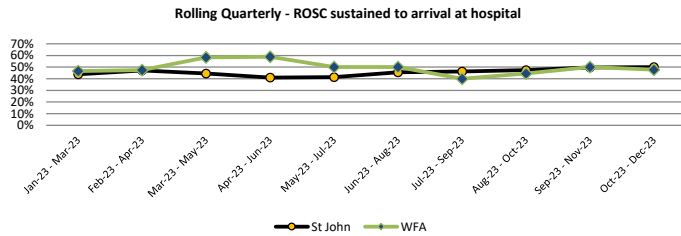
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



**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
Jan-23 - Mar-23	137	15	60	7	44%	47%
Feb-23 - Apr-23	138	19	65	9	47%	47%
Mar-23 - May-23	135	24	60	14	44%	58%
Apr-23 - Jun-23	122	17	50	10	41%	59%
May-23 - Jul-23	123	14	51	7	41%	50%
Jun-23 - Aug-23	134	10	61	5	46%	50%
Jul-23 - Sep-23	145	15	67	6	46%	40%
Aug-23 - Oct-23	152	18	72	8	47%	44%
Sep-23 - Nov-23	147	24	73	12	50%	50%
Oct-23 - Dec-23	134	23	67	11	50%	48%



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

