

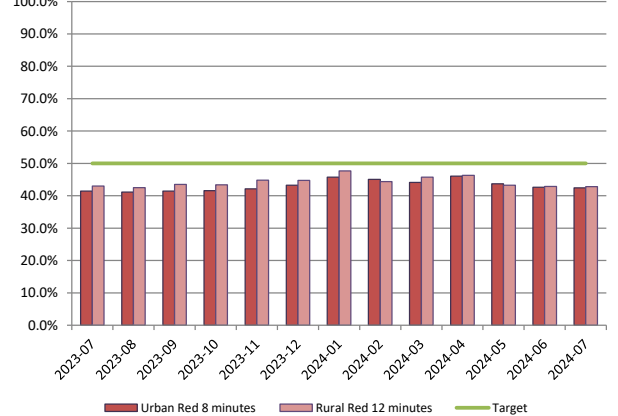
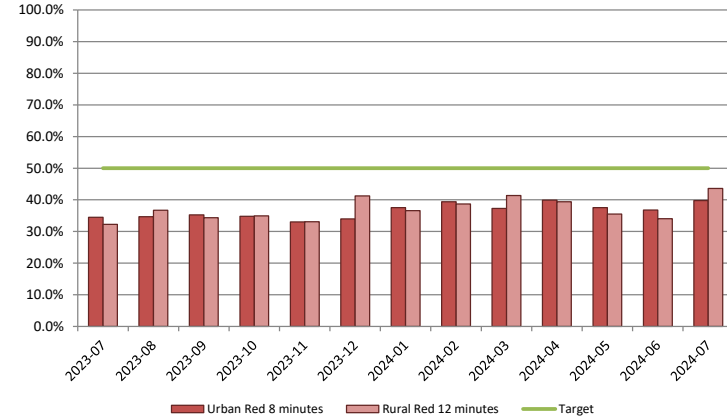
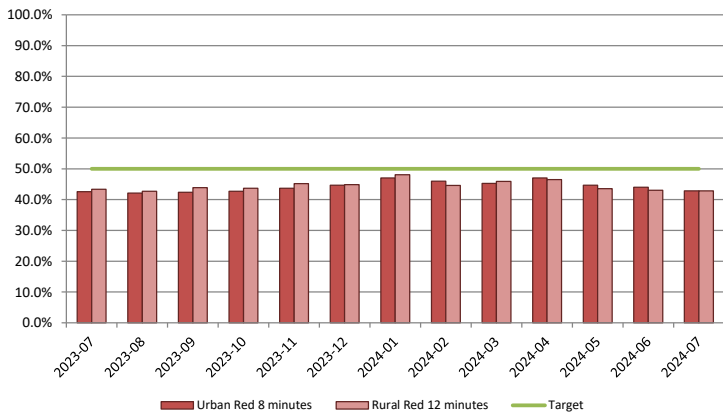
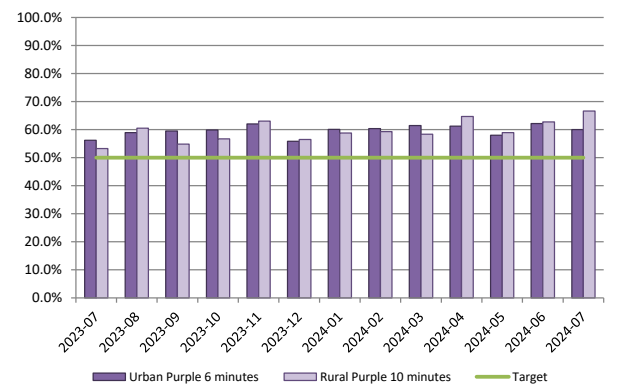
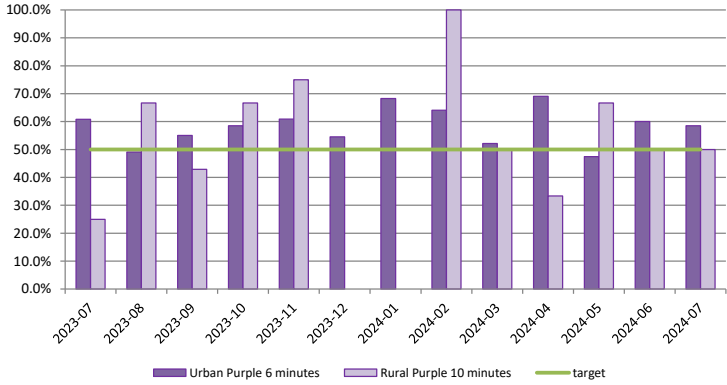
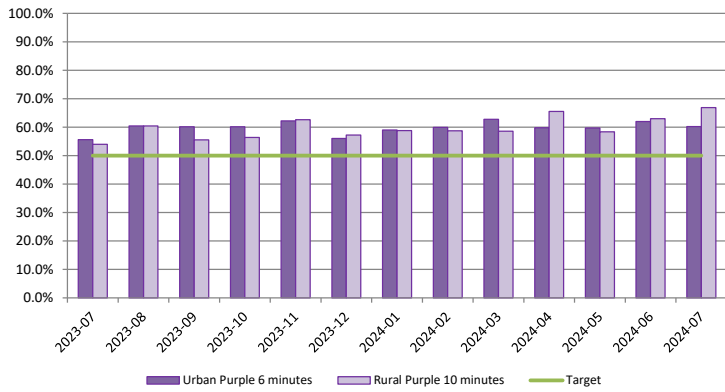


**Emergency Ambulance Service National Performance Report**  
July 2024



**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.
Jul-24	60%	96%	67%	98%	43%	93%	43%	88%	58%	94%	50%	100%	40%	85%	44%	95%	60%	96%	67%	98%	42%	92%	43%	88%
2024-25 YTD	60%	96%	67%	98%	43%	93%	43%	88%	58%	94%	50%	100%	40%	85%	44%	95%	60%	96%	67%	98%	42%	92%	43%	88%
12 Mths rolling (Aug23-Jul24)	60%	96%	60%	97%	44%	93%	45%	89%	58%	93%	57%	98%	37%	83%	37%	90%	60%	96%	60%	97%	43%	91%	44%	89%
12 Mths rolling (Aug22-Jul23)	57%	96%	56%	97%	38%	89%	42%	88%	58%	93%	58%	95%	36%	85%	38%	91%	57%	96%	56%	97%	38%	89%	42%	88%





Emergency Ambulance Service National Performance Report  
July 2024

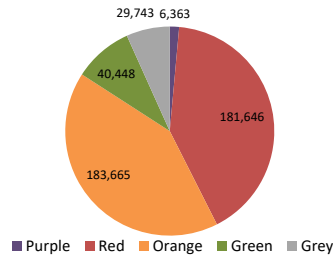


2. Total number of Incidents

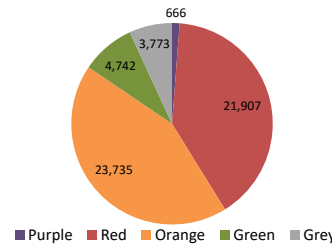
Hato Hone St John Amb		Wellington Free Ambulance		National Performance	
Jul-24	48,027	Jul-24	6,247	Jul-24	54,274
YTD:	540,140	YTD:	69,872	YTD:	610,012
12 Mths rolling (Aug23-Jul24)	542,142		70,169		612,311
12 Mths rolling (Aug22-Jul23)	527,246		68,428		595,674

\* 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): 2023-08 to 2024-07

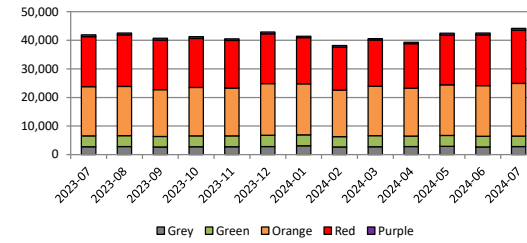


EAS Incidents Attended by Job type (WFA): 2023-08 to 2024-07



EAS Incidents Attended by job type (National)

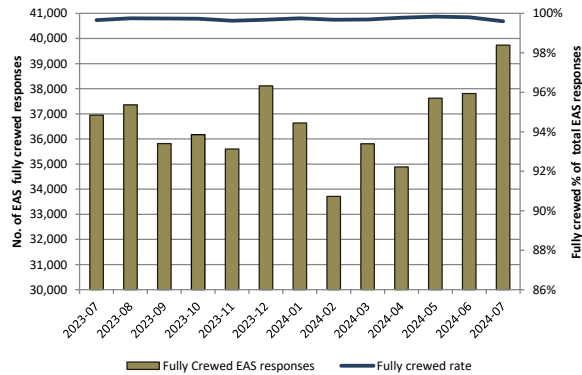
(note that the purple volumes are too small to show up below)



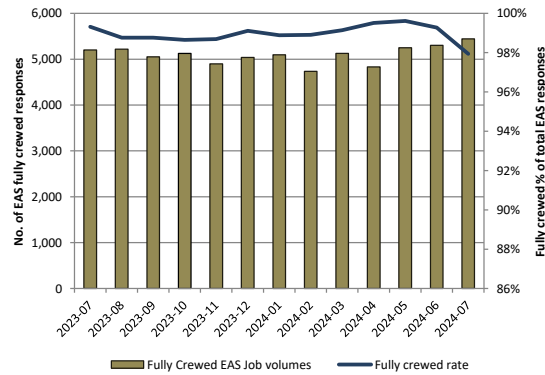
3. Incident responses fully crewed

Hato Hone St John Amb		Wellington Free Ambulance		National Performance	
Jul-24	100%	Jul-24	98%	Jul-24	99%
YTD:	100%	YTD:	99%	YTD:	100%
12 Mths rolling (Aug23-Jul24)	100%		99%		100%
12 Mths rolling (Aug22-Jul23)	100%		98%		100%

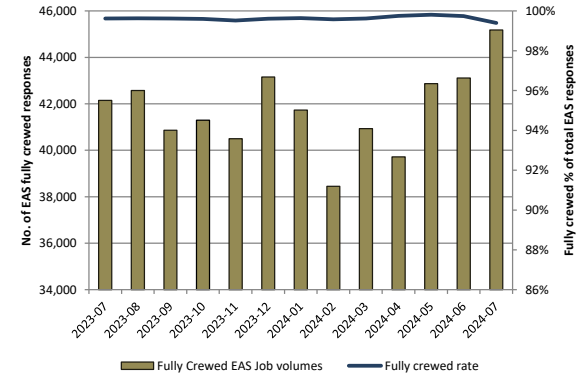
EAS Incident Responses Fully Crewed Hato Hone St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



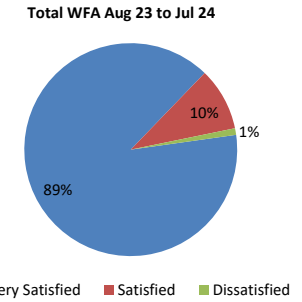
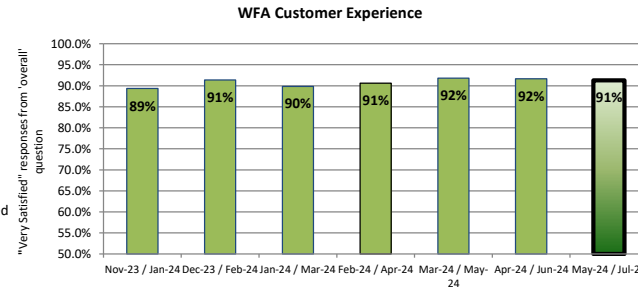
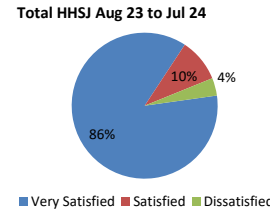
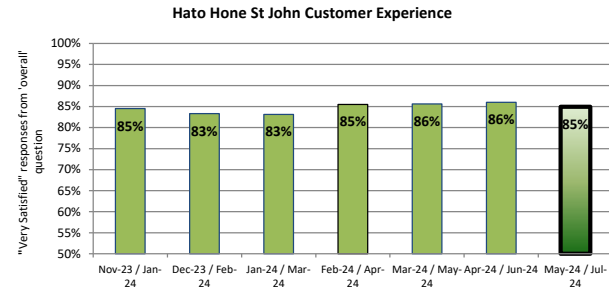


**4. Improving customer experience**

Surveyed patients reporting as very satisfied with service

Hato Hone St John Ambulance		Wellington Free Ambulance	
May-24 - Jul-24:	85%	May-24 - Jul-24:	91%
Last 12 months AVG:	86%	Last 12 months AVG:	89%

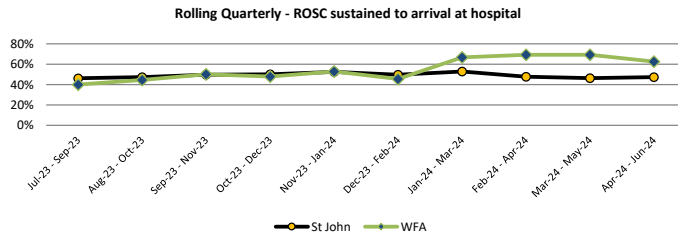
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



**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
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%
Nov-23 - Jan-24	126	17	66	9	52%	53%
Dec-23 - Feb-24	127	11	63	5	50%	45%
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%



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

