

Performance Statistics as of August 2014

This document shows St John's responses to 3 types of incidents: immediately life threatening ("purple"), immediately life threatening or time critical ("red"), and to urgent / potentially serious but not immediately life threatening incidents ("orange")

District	Percentage of urban purple and red incidents responded to within 8 minutes			Percentage of rural purple and red incidents responded to within 12 minutes		
	12 months ending Aug-13	12 months ending Aug-14	Improvement	12 months ending Aug-13	12 months ending Aug-14	Improvement
Auckland	44.1%	47.6%	3.5%	39.2%	41.4%	2.2%
Bay of Plenty	51.9%	53.3%	1.4%	53.3%	53.3%	0.0%
Canterbury	47.8%	51.8%	4.0%	28.9%	34.4%	5.5%
Hauraki / Coromandel	-	-	-	60.8%	62.6%	1.8%
Hawkes Bay	68.8%	68.8%	0.0%	58.4%	59.5%	1.1%
Manawatu	63.3%	64.7%	1.4%	54.5%	57.2%	2.7%
Northland	56.7%	57.2%	0.5%	39.2%	38.2%	-1.0%
Southland Lakes	75.0%	80.2%	5.2%	56.0%	58.6%	2.6%
Taranaki	59.8%	59.4%	-0.4%	52.2%	54.9%	2.7%
Tasman	57.7%	65.7%	8.0%	57.5%	59.3%	1.8%
Waikato	54.8%	54.2%	-0.6%	56.0%	55.3%	-0.7%
Waitaki	63.6%	65.9%	2.3%	54.2%	55.2%	1.0%
National	51.4%	54.1%	2.7%	50.3%	51.6%	1.3%

Performance Targets

Purple and red performance targets	50% Target			95% Target		
	Urban	Rural	Remote	Urban	Rural	Remote
Contractual target	50% in 8 minutes	50% in 12 minutes	50% in 25 minutes	95% in 20 minutes	95% in 30 minutes	95% in 60 minutes
FYTD	53.3%	52.2%	55.3%	94.8%	92.3%	94.6%
Purple and red % of total volume	43.8%	43.2%	42.4%	43.8%	43.2%	42.4%

Orange performance targets	80% Target		
	Urban	Rural	Remote
Contractual target	80% in 20 minutes	80% in 30 minutes	80% in 60 minutes
FYTD	75.3%	82.7%	85.2%
Orange % of total volume	26.3%	25.9%	30.6%



St John
first to care