

Performance Statistics as of July 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 July-13 | 12 months ending July-14 | Improvement | 12 months ending July-13 | 12 months ending July-14 | Improvement |
| Auckland | 44.3% | 47.1% | 2.8% | 39.5% | 40.7% | 1.2% |
| Bay of Plenty | 51.9% | 53.1% | 1.2% | 53.4% | 53.2% | -0.2% |
| Canterbury | 46.6% | 51.9% | 5.3% | 28.3% | 34.0% | 5.7% |
| Hauraki / Coromandel | - | - | - | 60.4% | 61.9% | 1.5% |
| Hawkes Bay | 68.7% | 69.2% | 0.5% | 58.7% | 58.8% | 0.1% |
| Manawatu | 63.6% | 64.6% | 1.0% | 55.1% | 56.3% | 1.2% |
| Northland | 57.3% | 57.2% | -0.1% | 39.0% | 38.6% | -0.4% |
| Southland Lakes | 74.2% | 80.5% | 6.3% | 56.4% | 57.9% | 1.6% |
| Taranaki | 59.7% | 59.6% | -0.1% | 52.0% | 54.0% | 2.0% |
| Tasman | 57.2% | 65.1% | 7.9% | 57.5% | 59.1% | 1.6% |
| Waikato | 54.7% | 54.1% | -0.6% | 56.4% | 55.3% | -1.1% |
| Waitaki | 63.1% | 66.0% | 2.9% | 54.1% | 55.4% | 1.3% |
| National | 51.3% | 53.9% | 2.6% | 50.4% | 50.2% | -0.2% |

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 | 53.4% | 52.3% | 51.9% | 94.9% | 92.0% | 92.8% |
| Purple and red % of total volume | 43.0% | 42.6% | 32.5% | 43.0% | 42.6% | 32.5% |

| Orange performance targets | 80% Target | | |
|---------------------------------|-------------------|-------------------|-------------------|
| | Urban | Rural | Remote |
| Contractual target | 80% in 20 minutes | 80% in 30 minutes | 80% in 60 minutes |
| FYTD | 76.0% | 82.7% | 86.7% |
| Orange % of total volume | 26.6% | 26.2% | 19.8% |



St John
first to care