

Performance Statistics as of May 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 May-13	12 months ending May-14	Improvement	12 months ending May-13	12 months ending May-14	Improvement
Auckland	44.3%	46.6%	2.3%	49.9%	51.0%	1.1%
Bay of Plenty	52.0%	53.0%	1.0%	53.0%	53.2%	0.3%
Canterbury	44.5%	52.7%	8.2%	27.4%	33.4%	5.9%
Hauraki / Coromandel	-	-	-	59.0%	61.6%	2.6%
Hawkes Bay	69.5%	69.1%	-0.4%	58.4%	59.0%	0.6%
Manawatu	63.9%	63.8%	-0.1%	55.3%	55.1%	-0.2%
Northland	57.0%	57.8%	0.8%	38.2%	38.8%	0.7%
Southland Lakes	72.4%	80.8%	8.4%	56.4%	58.1%	1.8%
Taranaki	58.5%	60.1%	1.6%	51.5%	53.3%	1.8%
Tasman	55.2%	65.2%	10.0%	56.7%	58.5%	1.8%
Waikato	55.4%	53.8%	-1.6%	55.9%	55.6%	-0.3%
Waitaki	63.0%	65.2%	2.2%	53.8%	54.6%	0.8%
National	50.9%	53.5%	2.6%	49.9%	51.0%	1.1%

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
Financial year to date	53.8%	51.0%	55.0%	94.9%	92.7%	91.8%
Purple and red % of total volume	42.8%	43.0%	41.4%	42.8%	43.0%	41.4%

Orange performance targets	80% target		
	Urban	Rural	Remote
Contractual target	80% in 20 minutes	80% in 30 minutes	80% in 60 minutes
Financial year to date	76.0%	83.1%	90.0%
Orange % of total volume	26.0%	24.9%	23.0%



St John
first to care