

## The following statistics and facts give a snapshot of our work between 1 July 2016 and 30 June 2017.

	Total 2016/17	Total 2015/16	Increase/ decrease	Variance
111 emergency calls for an ambulance <sup>1</sup>	506,290	482,002	24,288	5%
Emergency incidents attended	389,350	382,325	7,025	1.8%
Non-emergency incidents attended	79,505	78,525	980	1.2%
Events serviced	5,712	6,133	-421	-6.9%
Patients treated or transported by ambulance officers	469,850	437,978	31,872	7.3%
Ambulances and operational vehicles	655	696	-41	-5.9%
People trained in first aid	82,143	76,844	5,299	6.9%
Medical alarm customers	41,691	40,797	894	2.2%
Children who participated in the ASB St John in Schools programme	132,092	110,560	21,532	19.4%
Caring Caller clients	1,259	1,306	-47	-3.6%
Health Shuttle client trips	74,824	71,780	3,044	4.2%
Youth Members	6,337	6,312	25	0.4%
Youth Leaders	1,119	1,169	-50	-4.3%
Order Members	1,675	1,710	-35	-2%
Area Committee volunteers	1,294	1,280	14	1.1%
Health Shuttle volunteers	612	615	-3	-4.9%
Caring Caller volunteers	865	976	-111	-11.4%
Community Care in Hospitals volunteers <sup>2</sup>	800	791	9	1.1%
Opportunity Shop volunteers	1,098	826	272	32%
Clinical volunteers (headcount) <sup>3</sup>	3,504	3,684	-180	-4.9%
Clinical paid personnel (FTE) <sup>3 4 5</sup>	1,163	1,161	2	0.2%
Total paid personnel (FTE) <sup>3 4 5</sup>	2,170	2,083	87	4.2%
Total paid personnel (headcount) <sup>3 5</sup>	3,033	3,139	-106	-3.4%
Total volunteers (headcount) <sup>3</sup>	9,232	9,288	-56	-0.6%
Total personnel (headcount) <sup>3 5</sup>	18,556	18,291	265	0.9%

<sup>1</sup> National total of 111 ambulance calls in the three Clinical Control Centres, excludes multiple calls

<sup>2</sup> Friends of the Emergency Department and Hospital Friends

<sup>3</sup> Includes national headquarters

<sup>4</sup> Full time equivalent

<sup>5</sup> Does not include vacant roles

Volunteer and paid personnel as at 30 June 2017. Some personnel have multiple roles but appear just once in total personnel (headcount).