



Oifig anStiúrthóir
An tSeirbhís Náisiúnta,

Foirgneamh Aibhneacha, Crosbhóthar
Thamhlachta, Tamhlacht,
Baile Átha Cliath D24 XNP2

Office of the Director
National Ambulance Service

Rivers Building, Tallaght Cross
Tallaght, Dublin, D24 XNP2

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t 01 4631624/6

Ref: BMcK/PQ/21520-22

Deputy David Cullinane,
Dáil Éireann,
Leinster House,
Dublin 2

15th May 2025

PQ21520

To ask the Minister for Health the percentage of clinical status 1 ECHO and clinical status 1 DELTA incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less for each March for each year 2019-2024, inclusive, nationally and by ambulance region, in tabular form; the average length of such response times nationally and by region; and if she will make a statement on the matter. -David Cullinane

PQ21521

To ask the Minister for Health the percentage of clinical status 1 ECHO and clinical status 1 DELTA incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less for Quarter 1 for each year 2019-2024, inclusive, nationally and by ambulance region in a direct comparison, in tabular form; the average length of such response times nationally and by region; and if she will make a statement on the matter. -David Cullinane

PQ21522

To ask the Minister for Health the percentage of ambulance crews who are ready and mobile to receive another call within 20 minutes of patient handover for each emergency department and each hospital for each month in 2024 and in 2025 to date, in tabular form. -David Cullinane

Dear Deputy Cullinane,

The Health Service Executive (HSE) National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above Parliamentary Questions, which you submitted to the Minister for response.

Please note that Echo is now referred to as Purple, and Delta is now referred to as Red. Also, the Ambulance KPI (NAS76) is returned at a national level only.





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PQ21520/ PQ21521

2019	PURPLE			RED		
Region	Jan	Feb	Mar	Jan	Feb	Mar
National (NAS)	75%	83%	77%	58%	59%	58%
East (NAS)	91%	96%	92%	70%	69%	68%
North East	68%	76%	77%	58%	54%	57%
Midlands	70%	76%	89%	51%	51%	51%
South East	58%	82%	45%	51%	53%	50%
South West	72%	82%	82%	59%	63%	59%
Mid-West	82%	85%	90%	64%	66%	65%
West	75%	70%	63%	51%	54%	51%
North West	71%	74%	46%	53%	56%	60%

2020	PURPLE			RED		
Region	Jan	Feb	Mar	Jan	Feb	Mar
National (NAS)	80%	81%	79%	59%	59%	52%
East (NAS)	94%	95%	94%	71%	74%	54%
North East	97%	62%	81%	59%	57%	49%
Midlands	88%	70%	71%	55%	53%	48%
South East	64%	78%	65%	49%	49%	45%
South West	75%	85%	71%	58%	58%	47%
Mid-West	82%	92%	81%	66%	65%	62%
West	61%	74%	74%	53%	51%	51%
North West	65%	65%	78%	60%	65%	56%

2021	PURPLE			RED		
Region	Jan	Feb	Mar	Jan	Feb	Mar
National (NAS)	74%	76%	82%	51%	57%	57%
East (NAS)	85%	94%	91%	63%	65%	69%
North East	80%	81%	83%	52%	56%	54%
Midlands	65%	70%	81%	44%	49%	51%
South East	69%	56%	68%	41%	47%	47%
South West	70%	78%	82%	48%	60%	60%
Mid-West	75%	69%	97%	52%	63%	60%
West	57%	70%	67%	47%	50%	50%
North West	88%	71%	78%	55%	59%	56%





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2022	PURPLE			RED		
Region	Jan	Feb	Mar	Jan	Feb	Mar
National (NAS)	72%	70%	69%	48%	45%	40%
East (NAS)	83%	83%	89%	59%	55%	53%
North East	69%	65%	76%	50%	47%	40%
Midlands	65%	62%	61%	40%	37%	31%
South East	69%	60%	61%	39%	35%	34%
South West	65%	69%	67%	43%	41%	33%
Mid-West	76%	68%	61%	55%	51%	44%
West	77%	74%	59%	45%	44%	40%
North West	67%	68%	57%	49%	54%	48%

2023	PURPLE			RED		
Region	Jan	Feb	Mar	Jan	Feb	Mar
National (NAS)	77%	73%	73%	48%	49%	45%
East (NAS)	86%	87%	85%	57%	58%	52%
North East	65%	84%	77%	49%	50%	46%
Midlands	81%	53%	53%	39%	38%	37%
South East	76%	59%	59%	42%	38%	35%
South West	80%	72%	82%	46%	51%	46%
Mid-West	65%	77%	74%	51%	54%	49%
West	68%	74%	68%	45%	46%	43%
North West	77%	50%	67%	55%	55%	50%

2024	PURPLE			RED		
Region	Jan	Feb	Mar	Jan	Feb	Mar
National (NAS)	74%	77%	77%	48%	48%	48%
East (NAS)	89%	84%	84%	57%	55%	55%
North East	85%	74%	75%	48%	44%	48%
Midlands	68%	71%	76%	40%	39%	38%
South East	69%	69%	74%	41%	40%	40%
South West	75%	84%	71%	47%	49%	48%
Mid-West	62%	69%	82%	51%	51%	51%
West	60%	79%	70%	43%	48%	47%
North West	75%	83%	68%	50%	55%	53%





Category 1 Calls - Average Response Times (hh:mm)						
	2019	2020	2021	2022	2023	2024
National (NAS)	00:18	00:19	00:24	00:27	00:24	00:24
East (NAS)	00:15	00:16	00:19	00:22	00:21	00:21
North East	00:18	00:19	00:23	00:26	00:24	00:23
Midlands	00:19	00:20	00:25	00:29	00:28	00:26
South East	00:21	00:22	00:28	00:33	00:29	00:28
South West	00:18	00:20	00:26	00:31	00:25	00:25
Mid West	00:16	00:17	00:22	00:25	00:24	00:23
West	00:19	00:20	00:24	00:26	00:24	00:24
North West	00:18	00:17	00:21	00:22	00:21	00:21

In relation to 2024, please note that the HSE National Service Plan (NSP) for 2024 set out the Key Performance Indicators (KPI) for each HSE service. In relation to NAS, there are two national aggregate KPI targets for emergency calls which apply to the following call categories only:

- PURPLE (life-threatening cardiac or respiratory arrest) – Target: Respond to 75% of such calls within 18 minutes and 59 seconds
- RED (life-threatening illness or injury, other than cardiac or respiratory arrest) - Target: Respond to 45% of such calls within 18 minutes and 59 seconds

These targets are national aggregate targets only and are not measured or reported on a county or regional basis. 999 calls which are not categorised as PURPLE or RED are not deemed to be emergency calls and therefore, there are no response times targets for such calls.

PQ21522

For 2024 and 2025, the HSE National Service Plan sets out two Key Performance Indicators as follows:

Responsibility of the receiving acute hospital – Ambulance to ED Handover Times

% of patients arriving by ambulance at ED to physical and clinical handover within 20 minutes of arrival – Target is 80%

Responsibility of NAS - Patient Handover at ED to Clear

% of ambulance crews who are ready and mobile to receive another 999 / 112 call within 20 minutes of clinically and physically handing over their patient at an ED or hospital – Target is 75%

In relation to “of ambulance crews who are ready and mobile to receive another call within 20 minutes of patient handover”, the table below details the % of crews cleared within 20 minutes of arrival:





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	% of ambulance crews who are ready and mobile to receive another 999 / 112 call within 20 minutes of handover
Jan-24	41%
Feb-24	44%
Mar-24	48%
Apr-24	50%
May-24	52%
Jun-24	52%
Jul-24	50%
Aug-24	50%
Sep-24	51%
Oct-24	51%
Nov-24	50%
Dec-24	47%
Jan-25	48%
Feb-25	55%
Mar-25	56%

I trust that this information is of assistance.

Yours sincerely

Brian McKeon
National Ambulance Service

