



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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Ref: RM/PQ24-44361/24/11/21

21 November 2024

Deputy Robert Troy TD  
Dáil Éireann  
Leinster House  
Dublin 2

**PQ24/44361**

***To ask the Minister for Health the average ambulance waiting times across each of the CHO regions***

Dear Deputy Troy,

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

Demand via the 999 service has increased by 25% since 2019, with growth in 2024 up by 9% on 2023. The need for additional capacity is a matter of public record [https://www.oireachtas.ie/en/debates/debate/committee\\_of\\_public\\_accounts/2021-09-23/3/](https://www.oireachtas.ie/en/debates/debate/committee_of_public_accounts/2021-09-23/3/), whereby it was confirmed by the HSE (CEO and COO) in September 2021, that NAS had a then capacity deficit of 90 emergency ambulance crews daily (1,080 WTE).

The matter was the subject of further public record in February 2023 [https://data.oireachtas.ie/ie/oireachtas/committee/dail/33/joint\\_committee\\_on\\_health/submissions/2023/2023-02-22\\_opening-statement-robert-morton-director-national-ambulance-service-nas\\_en.pdf](https://data.oireachtas.ie/ie/oireachtas/committee/dail/33/joint_committee_on_health/submissions/2023/2023-02-22_opening-statement-robert-morton-director-national-ambulance-service-nas_en.pdf) following the finalisation of a NAS Workforce Plan 2022-2028 in June 2022, underpinned by an independent demand and capacity analysis, which identified the need for considerable growth in the workforce across the country, both now and into the future (2,579 additional WTE by 2028).

In 2024, the HSE National Service Plan set national aggregate Key Performance Indicator (KPI) targets for emergency calls as follows:

- PURPLE (Echo, life-threatening cardiac or respiratory arrest) (75% in 18 minutes, 59 seconds)
- RED (Delta, life-threatening illness or injury, other than cardiac or respiratory arrest) (45% in 18 minutes, 59 seconds)

As NAS response targets are national aggregate targets rather than locally based, reporting records on response performance are national level only. Performance against these targets for 2024 at the end of September was:

- 74% of PURPLE calls responded to in 18 minutes, 59 seconds
- 47% of RED calls responded to in 18 minutes, 59 seconds





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There are no response times targets for low acuity calls originating through 999

I hope you find this information helpful

Yours sincerely

A handwritten signature in black ink, appearing to read 'Robert Morton'.

Robert Morton  
Director  
National Ambulance Service

