

**EMS Response Data**

July 2011 through June 2012

Performance Measure: EMS agencies will 90% of the time have a unit on-scene within 20 minutes from the time of dispatch, 24 hours a day.  
 Response Time = time from 911 dispatch to arriving on-scene.

Table 1: *Performance Measure Data*

Daytime (Monday thru Friday, 6a-6p)				
District	#	Total Calls	Less than 21 min response time	% 96%
Community FC	13	398	389	98%
Northampton F&R	16	385	373	97%
Cape Charles RS	19	466	442	95%
Out of County	10/11	43	35	
Average Response Time:		9.17	Max:	44

  

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	% 94%
Community FC	13	424	393	93%
Northampton F&R	16	476	463	97%
Cape Charles RS	19	551	513	93%
Out of County	10	17	10	
Average Response Time:		11.72	Max:	41

Table 2: *Mutual Aid Data*

Daytime (Monday thru Friday, 6a-6p)							% Calls Answered
District: Receiving Aid	Station: Giving Aid	13	16	19	31	Other	
Community FC	13		12	2	13	18	89%
Northampton F&R	16	250		21	36	7	18%
Cape Charles RS	19	20	3		26	1	89%

  

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)							% Calls Answered
District: Receiving Aid	Station: Giving Aid	13	16	19	31	Other	
Community FC	13		10	2	98	6	73%
Northampton F&R	16	38		3	241	2	40%
Cape Charles RS	19	4	5		119	0	77%

Table 3: *NCEMS Calls*

Total Calls:	2760	
Response Time < 21 mins:	2573	93%
Maximum Response Time:	44	minutes

Data represents calls which originated within a particular district.  
 Data Source: Eastern Shore of VA 911 Center

District: Receiving Aid	Call Type				Assists
	ALS	BLS	Other		
Community FC	13	239	154	156	205
Northampton F&R	16	182	268	155	165
Cape Charles RS	19	282	237	266	186
Other	10	13	3	37	9
<b>TOTAL</b>		<b>716</b>	<b>662</b>	<b>614</b>	<b>72%</b> <b>565</b>