

## EMS Response Data

September 2013

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	46	46	100%
Northampton F&R	16	25	22	88%
Cape Charles RS	19	34	33	97%
Out of County	Acc	4	4	
<i>Average Response Time:</i>		8.85	<i>Max:</i>	24
Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	% 92%
Community FC	13	57	54	95%
Northampton F&R	16	27	25	93%
Cape Charles RS	19	48	43	90%
Out of County	Acc	8	7	
<i>Average Response Time:</i>		11.62	<i>Max:</i>	32

Table 2: *Mutual Aid Data*

Daytime (Monday thru Friday, 6a-6p)							
District: Receiving Aid	Station: Giving Aid					% Calls Answered	
	13	16	19	31	Acc		
Community FC	13	2	0	0	4	87%	
Northampton F&R	16	22	2	0	1	0%	
Cape Charles RS	19	0	1	1	0	94%	
Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)							
District: Receiving Aid	Station: Giving Aid					% Calls Answered	
	13	16	19	31	Acc		
Community FC	13	1	0	9	2	79%	
Northampton F&R	16	3	0	11	0	48%	
Cape Charles RS	19	3	1	21	0	48%	

Table 3: *NCEMS Calls*

Total Calls:	249
Response Time < 21 mins:	223 <span style="float: right;">90%</span>
Maximum Response Time:	32 <span style="float: right;">minutes</span>

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	31	20	30	14
Northampton F&R	16	13	15	12	7
Cape Charles RS	19	17	28	34	1
Out of County		3	2	8	0
<i>TOTAL</i>		64	65	84	86% 22