

EMS Response Data

January 1 - December 31, 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	387	377	97%
Northampton F&R	16	334	322	96%
Cape Charles RS	19	429	400	93%
Out of County	Acc	19	18	
Average Response Time:		9.06	Max:	32

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	% 93%
Community FC	13	475	443	93%
Northampton F&R	16	417	405	97%
Cape Charles RS	19	558	511	92%
Out of County	Acc	35	27	
Average Response Time:		11.42	Max:	41

Total Calls:	2654
Response Time < 21 mins:	2458 93%
Maximum Response Time:	41 minutes

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

Table 2: *Mutual Aid Data*

Daytime (Monday thru Friday, 6a-6p)							% Calls Answered
District: Receiving Aid	Station: Giving Aid	13	16	19	31	Acc	
Community FC	13		3	1	4	32	90%
Northampton F&R	16	262		26	17	10	6%
Cape Charles RS	19	18	3		12	1	92%
		280	6	27	33	43	

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)							% Calls Answered
District: Receiving Aid	Station: Giving Aid	13	16	19	31	Acc	
Community FC	13		12	0	134	24	64%
Northampton F&R	16	23		3	264	4	29%
Cape Charles RS	19	5	8		260	1	51%
		28	20	3	658	29	

Table 3: *NCEMS Calls*

Station: Receiving Aid					Call Type			
Community FC	Northampton F&R	Cape Charles RS	Other	Acc	ALS	BLS	Other	Assists
13	16	19	Acc	7	201	240	196	177
					160	274	167	97
					272	298	345	61
					7	5	36	2
TOTAL					640	817	744	83% 337