

EMS Response Data

May 2014

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	%
Community FC	13	35	35	100%
Northampton F&R	16	33	33	100%
Cape Charles RS	19	33	32	97%
Out of County		3	2	
<i>Average Response Time:</i>		8.5	<i>Max:</i>	27

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	36	34	94%
Northampton F&R	16	51	47	92%
Cape Charles RS	19	61	58	95%
Out of County	10	8	7	
<i>Average Response Time:</i>		10.72	<i>Max:</i>	29

Table 2: *Mutual Aid Data*

Daytime (Monday thru Friday, 6a-6p)							% Calls Answered
District: Receiving Aid	13	16	19	31	ACC		
Community FC	13	0	0	0	2	94%	
Northampton F&R	16	17	2	0	0	42%	
Cape Charles RS	19	0	1	0	0	97%	
0							

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)							% Calls Answered
District: Receiving Aid	13	16	19	31	ACC		
Community FC	13	3	0	2	1	83%	
Northampton F&R	16	21	2	6	4	35%	
Cape Charles RS	19	1	0	18	0	69%	
26							

Table 3: *NCEMS Calls*

Total Calls:	260	
Response Time < 21 mins:	239	92%
Maximum Response Time:	29	minutes

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

Station: Receiving Aid	ALS	BLS	Other	Assists
Community FC	13	13	21	7
Northampton F&R	16	15	32	17
Cape Charles RS	19	22	24	1
Other		3	2	0
<i>TOTAL</i>	53	79	88	25

85%