

EMS Response Data

October 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 6 am to 6 pm, all days				
District	#	Total Calls	Less than 21 min response time	% 98%
Community FC	13	49	49	100%
Northampton F&R	16	41	40	98%
Cape Charles RS	19	60	60	100%
Out of County	ACC	4	2	
<i>Average Response Time:</i>		9.09	<i>Max:</i>	27

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 94%
Community FC	13	38	36	95%
Northampton F&R	16	18	17	94%
Cape Charles RS	19	51	48	94%
Out of County	ACC	1	1	
<i>Average Response Time:</i>		10.56	<i>Max:</i>	34

Table 2: *Mutual Aid Data*

Daytime 6 am to 6 pm, all days							
District: Receiving Aid	Station: Giving Aid					Acc	% Calls Answered
	13	16	19	31			
Community FC	13	3	0	0	1		92%
Northampton F&R	16	9	2	1	0		71%
Cape Charles RS	19	0	2	7	0		85%

Night-time 6 pm to 6 am, all days							
District: Receiving Aid	Station: Giving Aid					Acc	% Calls Answered
	13	16	19	31			
Community FC	13	5	0	9	1		61%
Northampton F&R	16	6	0	8	0		22%
Cape Charles RS	19	0	0	24	0		53%

Table 3: *NCEMS Calls*

Total Calls:	262
Response Time < 21 mins:	250 95%
Maximum Response Time:	34 minutes

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

Station: Receiving Aid	Call Type				Assists
	ALS	BLS	Other		
Community FC	13	23	35	19	8
Northampton F&R	16	11	24	12	9
Cape Charles RS	19	36	37	35	2
Out of County	ACC	3	0	2	0
<i>TOTAL</i>		73	96	68	19

90%