

**EMS Response Data**

November 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	% 93%
Community FC	13	39	36	92%
Northampton F&R	16	38	38	100%
Cape Charles RS	19	60	54	90%
Out of County		1	1	
<i>Average Response Time:</i>		9.28	<i>Max:</i>	28

  

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 91%
Community FC	13	31	28	90%
Northampton F&R	16	25	24	96%
Cape Charles RS	19	31	28	90%
Out of County		4	3	
<i>Average Response Time:</i>		10.36	<i>Max:</i>	24

Table 2: *Mutual Aid Data*

Daytime 6 am to 6 pm, all days							% Calls Answered
District: Receiving Aid	13	16	19	31	Acc		
Community FC	13	0	0	1	2	92%	
Northampton F&R	16	21	2	2	1	32%	
Cape Charles RS	19	3	2	1	0	90%	

  

Night-time 6 pm to 6 am, all days							% Calls Answered
District: Receiving Aid	13	16	19	31	Acc		
Community FC	13	3	0	5	3	65%	
Northampton F&R	16	6	0	10	1	32%	
Cape Charles RS	19	1	1	15	0	45%	

Table 3: *NCEMS Calls*

Total Calls:	229	
Response Time < 21 mins:	208	91%
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	16	20	7
Northampton F&R	16	10	25	12
Cape Charles RS	19	26	28	2
Out of County		1	1	0
<i>TOTAL</i>	53	74	68	85%