

**EMS Response Data**

January 2015

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	% 96%
Community FC	13	41	40	98%
Northampton F&R	16	45	43	96%
Cape Charles RS	19	54	52	96%
Out of County		2	1	
<i>Average Response Time:</i>		9.48	<i>Max:</i>	43

  

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 95%
Community FC	13	27	25	93%
Northampton F&R	16	20	19	95%
Cape Charles RS	19	31	30	97%
Out of County		3	3	
<i>Average Response Time:</i>		10.13	<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	1	0	0	5	85%	
Northampton F&R	16	34	2	1	1	16%	
Cape Charles RS	19	0	0	6	0	89%	
7							

  

Night-time 6 pm to 6 am, all days							% Calls Answered
District: Receiving Aid	13	16	19	31	ACC		
Community FC	13	2	0	2	0	85%	
Northampton F&R	16	5	0	5	0	50%	
Cape Charles RS	19	1	0	12	0	58%	
19							

Table 3: **NCEMS Calls**

Total Calls:	223	
Response Time < 21 mins:	209	94%
Maximum Response Time:	28	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	7	24	23
Northampton F&R	16	13	26	7
Cape Charles RS	19	25	26	20
Other	10	0	2	3
<i>TOTAL</i>	45	78	53	79%
				38