

### EMS Response Data

January 2016

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	% 97%
Community FC	13	57	55	96%
Northampton F&R	16	40	38	95%
Cape Charles RS	19	46	45	98%
Out of County		4	4	
<i>Average Response Time:</i>		9.75	<i>Max:</i>	25

  

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 96%
Community FC	13	26	25	96%
Northampton F&R	16	19	18	95%
Cape Charles RS	19	24	23	96%
Out of County		1	1	
<i>Average Response Time:</i>		9.85	<i>Max:</i>	27

Table 2: *Mutual Aid Data*

Daytime 6 am to 6 pm, all days							% Calls Answered
District: Receiving Aid	Station: Giving Aid						
	13	16	19	31	ACC		
Community FC	13	0	0	4	0	93%	
Northampton F&R	16	21	10	3	2	10%	
Cape Charles RS	19	3	0	4	0	85%	
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Night-time 6 pm to 6 am, all days							% Calls Answered
District: Receiving Aid	Station: Giving Aid						
	13	16	19	31	ACC		
Community FC	13	2	0	1	0	88%	
Northampton F&R	16	6	0	5	0	42%	
Cape Charles RS	19	2	0	4	0	75%	
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Table 3: *NCEMS Calls*

Total Calls:	217	
Response Time < 21 mins:	209	96%
Maximum Response Time:	27	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	17	30	4
Northampton F&R	16	9	16	4
Cape Charles RS	19	17	31	6
Other	10	1	1	3
TOTAL	44	78	69	88%