

### EMS Response Data

August 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	% 96%
Community FC	13	48	47	98%
Northampton F&R	16	40	38	95%
Cape Charles RS	19	63	60	95%
Out of County		5	5	
<i>Average Response Time:</i>		9.07	<i>Max:</i>	26

  

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 92%
Community FC	13	20	19	95%
Northampton F&R	16	34	31	91%
Cape Charles RS	19	49	45	92%
Out of County		2	2	
<i>Average Response Time:</i>		11.85	<i>Max:</i>	36

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	1	1	96%	
Northampton F&R	16	23	2	13	0	5%	
Cape Charles RS	19	0	0	7	0	89%	
				21	1		

  

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	0	0	1	0	95%	
Northampton F&R	16	12	2	13	0	21%	
Cape Charles RS	19	2	0	10	0	76%	
				24	0		

Table 3: *NCEMS Calls*

Total Calls:	261	
Response Time < 21 mins:	247	95%
Maximum Response Time:	36	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	20	20	27	0
Northampton F&R	16	14	32	19	4
Cape Charles RS	19	28	38	38	1
Other	10	2	0	5	0
TOTAL		64	90	89	93%
					5