

EMS Response Data

September 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	% 100%
Community FC	13	36	36	100%
Northampton F&R	16	34	34	100%
Cape Charles RS	19	58	58	100%
Out of County		6	6	

Average Response Time: 8.52 Max: 20

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 100%
Community FC	13	22	22	100%
Northampton F&R	16	24	24	100%
Cape Charles RS	19	20	20	100%
Out of County		5	5	

Average Response Time: 9.18 Max: 19

Table 2: **Mutual Aid Data**

Daytime 6 am to 6 pm, all days							% Calls Answered
District: Receiving Aid	Station: Giving Aid					Acc	
	13	16	19	31			
Community FC	13	0	0	0	0	0	100%
Northampton F&R	16	16	1	14	0	0	9%
Cape Charles RS	19	0	0	2	0	0	97%
				16	0		

Night-time 6 pm to 6 am, all days							% Calls Answered
District: Receiving Aid	Station: Giving Aid					Acc	
	13	16	19	31			
Community FC	13	2	0	1	0	0	86%
Northampton F&R	16	6	0	7	0	0	46%
Cape Charles RS	19	0	0	1	0	0	95%
				9	0		

Table 3: **NCEMS Calls**

Station: Receiving Aid	Call Type				Assists
	ALS	BLS	Other		
Community FC	13	19	22	12	0
Northampton F&R	16	10	24	11	0
Cape Charles RS	19	20	28	27	7
Other	10	2	1	7	0
TOTAL	51	75	57		89%

Total Calls:	205	
Response Time < 21 mins:	205	100%
Maximum Response Time:	20	minutes

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