

EMS Response Data

January 2017

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 | % |
| Community FC | 13 | 43 | 42 | 98% |
| Northampton F&R | 16 | 47 | 45 | 96% |
| Cape Charles RS | 19 | 49 | 49 | 100% |
| Out of County | | 0 | 0 | |
| <i>Average Response Time:</i> | | 8.21 | <i>Max:</i> | 37 |

| Night-time 6 pm to 6 am, all days | | | | |
|--------------------------------------|----|-------------|--------------------------------|------|
| District | # | Total Calls | Less than 21 min response time | % |
| Community FC | 13 | 23 | 23 | 100% |
| Northampton F&R | 16 | 28 | 28 | 100% |
| Cape Charles RS | 19 | 32 | 31 | 97% |
| Out of County | | 0 | 0 | |
| <i>Average Response Time:</i> | | 9.86 | <i>Max:</i> | 22 |

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 | 0 | 0 | 98% |
| Northampton F&R | 16 | 9 | 1 | 6 | 0 | 0 | 66% |
| Cape Charles RS | 19 | 0 | 2 | 3 | 0 | 0 | 90% |
| 9 | | | | | | | |

| Night-time 6 pm to 6 am, all days | | | | | | | % Calls Answered |
|--------------------------------------|----|----|----|----|-----|---|------------------|
| District: Receiving Aid | 13 | 16 | 19 | 31 | ACC | | |
| Community FC | 13 | 3 | 0 | 0 | 0 | 0 | 87% |
| Northampton F&R | 16 | 12 | 0 | 8 | 0 | 0 | 29% |
| Cape Charles RS | 19 | 0 | 0 | 4 | 0 | 0 | 88% |
| 12 | | | | | | | |

Table 3: **NCEMS Calls**

| | | |
|--------------------------|-----|---------|
| Total Calls: | 222 | |
| Response Time < 21 mins: | 218 | 98% |
| Maximum Response Time: | 37 | 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 | 16 | 33 | 14 |
| Northampton F&R | 16 | 10 | 32 | 16 |
| Cape Charles RS | 19 | 22 | 23 | 36 |
| Other | 10 | 0 | 0 | 0 |
| <i>TOTAL</i> | <i>48</i> | <i>88</i> | <i>66</i> | <i>91%</i> |
| | | | | <i>14</i> |