

EMS Response Data

March 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 (Monday thru Friday, 6a-6p)				
District	#	Total Calls	Less than 21 min response time	% 99%
Community FC	13	37	37	100%
Northampton F&R	16	37	37	100%
Cape Charles RS	19	42	42	100%
Out of County	12	2	1	
<i>Average Response Time:</i>		8.36	<i>Max:</i>	38

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	% 97%
Community FC	13	32	31	97%
Northampton F&R	16	22	22	100%
Cape Charles RS	19	36	34	94%
Out of County	10	0	0	
<i>Average Response Time:</i>		10.69	<i>Max:</i>	24

Table 2: **Mutual Aid Data**

Daytime (Monday thru Friday, 6a-6p)							% Calls Answered
District: Receiving Aid	Station: Giving Aid						
	13	16	19	31	ACC		
Community FC	13	1	0	1	0	95%	
Northampton F&R	16	7	0	6	0	65%	
Cape Charles RS	19	0	0	3	0	93%	
				10			

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)							% Calls Answered
District: Receiving Aid	Station: Giving Aid						
	13	16	19	31	ACC		
Community FC	13	1	0	0	1	94%	
Northampton F&R	16	6	1	10	0	23%	
Cape Charles RS	19	0	0	6	0	83%	
				16			

Table 3: **NCEMS Calls**

Total Calls:	208
Response Time < 21 mins:	204 98%
Maximum Response Time:	38 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	30	14	2
Northampton F&R	16	16	22	11	8
Cape Charles RS	19	24	19	30	2
Other	12	0	2	1	0
<i>TOTAL</i>		60	73	56	91% 12