

EMS Response Data

August 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	44	44	100%
Northampton F&R	16	37	37	100%
Cape Charles RS	19	51	50	98%
Out of County		1	1	
<i>Average Response Time:</i>		8.11	<i>Max:</i>	32

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	34	34	100%
Northampton F&R	16	32	32	100%
Cape Charles RS	19	50	48	96%
Out of County		3	3	
<i>Average Response Time:</i>		9.74	<i>Max:</i>	27

Table 2: **Mutual Aid Data**

Daytime 6 am to 6 pm, all days							
District: Receiving Aid	Station: Giving Aid					% Calls Answered	
	13	16	19	31	Acc		
Community FC	13	2	0	1	0	93%	
Northampton F&R	16	5	2	5		68%	
Cape Charles RS	19	0	6	2	0	84%	
				8	0		

Night-time 6 pm to 6 am, all days							
District: Receiving Aid	Station: Giving Aid					% Calls Answered	
	13	16	19	31	Acc		
Community FC	13	0	0	0	5	85%	
Northampton F&R	16	14	0	13	0	16%	
Cape Charles RS	19	2	0	7	0	82%	
				20	5		

Table 3: **NCEMS Calls**

Total Calls:	252	
Response Time < 21 mins:	249	99%
Maximum Response Time:	32	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	28	26	3
Northampton F&R	16	20	20	23	3
Cape Charles RS	19	28	34	36	2
Other	10	0	1	3	0
<i>TOTAL</i>		65	83	88	94%
					8