

EMS Response Data

September 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	% 99%
Community FC	13	47	47	100%
Northampton F&R	16	35	35	100%
Cape Charles RS	19	50	49	98%
Out of County		2	1	
<i>Average Response Time: 8.21 Max: 22</i>				
Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 92%
Community FC	13	29	26	90%
Northampton F&R	16	27	24	89%
Cape Charles RS	19	39	38	97%
Out of County		1		
<i>Average Response Time: 11.22 Max: 32</i>				

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		4	0	2	4	79%
Northampton F&R	16	12		0	5	0	51%
Cape Charles RS	19	1	4		5	0	80%
					12	4	
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		0	0	0	3	90%
Northampton F&R	16	15		1	10		4%
Cape Charles RS	19	2	0		4	0	85%
					14	3	

Table 3: **NCEMS Calls**

Total Calls:	230	
Response Time < 21 mins:	220	96%
Maximum Response Time:	31	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	13	26	27	1
Northampton F&R	16	22	20	19	1
Cape Charles RS	19	22	28	39	0
Other	10	1	2	0	0
<i>TOTAL</i>		58	76	85	95%
					2