

### EMS Response Data

November 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	% 98%
Community FC	13	45	44	98%
Northampton F&R	16	41	40	98%
Cape Charles RS	19	39	38	97%
Out of County		0	0	
<i>Average Response Time:</i>		8.62	<i>Max:</i>	27

  

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 96%
Community FC	13	23	23	100%
Northampton F&R	16	26	26	100%
Cape Charles RS	19	32	30	94%
Out of County		1		
<i>Average Response Time:</i>		10.11	<i>Max:</i>	21

Table 2: *Mutual Aid Data*

Daytime 6 am to 6 pm, all days							
District: Receiving Aid	#	13	16	19	31	Acc	% Calls Answered
Community FC	13		4	0	2	7	71%
Northampton F&R	16	14		2	3	0	54%
Cape Charles RS	19	3	1		2	0	85%
						7	7

  

Night-time 6 pm to 6 am, all days							
District: Receiving Aid	#	13	16	19	31	Acc	% Calls Answered
Community FC	13		0	0	1	1	91%
Northampton F&R	16	11		0	6	1	31%
Cape Charles RS	19	0	0		5	0	84%
						12	2

Table 3: *NCEMS Calls*

Total Calls:	207	
Response Time < 21 mins:	201	97%
Maximum Response Time:	27	minutes

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

Station: Receiving Aid	#	ALS	BLS	Other		Assists
Community FC	13	19	23	18		3
Northampton F&R	16	17	29	12		2
Cape Charles RS	19	17	28	26		0
Out of County		0	3	1		0
<i>TOTAL</i>		53	83	57	93%	5