EMS Response Data

January 1 - December 31, 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
(Sunday through Saturday, 6a-6p)

District	#	Total Calls	Less than 21 min response time	98%
Community FC	13	539	528	98%
Northampton F&R	16	454	445	98%
Cape Charles RS	19	631	622	99%
Out of County	Acc	7	5	

Average Response Time: *8.38* *Max:* *38*

Nighttimes
(Sunday through Saturday, 6p-6a)

District		Total Calls	Less than 21 min response time	96%
Community FC	13	346	334	97%
Northampton F&R	16	327	319	98%
Cape Charles RS	19	438	419	96%
Out of County	Acc	8	4	

Average Response Time: *10.16* *Max:* *34*

Total Calls:	2750	
Response Time < 21 mins:	2676	97%
Maximum Response Time:	*38*	minutes

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

Table 2: ***Mutual Aid Data***

Daytime
(Sunday thru Saturday, 6a-6p)

District: Receiving Aid		Station: Giving Aid 13	16	19	31	Acc	% Calls Answered
Community FC	13	0	28	1	12	26	88%
Northampton F&R	16	104	0	9	62	1	61%
Cape Charles RS	19	20	34	0	50	0	84%
						27	

Nighttime
(Sunday through Saturday, 6p-6a)

District: Receiving Aid		Station: Giving Aid 13	16	19	31	Acc	% Calls Answered
Community FC	13	0	6	0	4	26	90%
Northampton F&R	16	127	0	4	127	2	20%
Cape Charles RS	19	9	0	0	55	2	85%
						30	
						57	

Table 3: **NCEMS Calls**

Station: Receiving Aid		Call Type ALS	BLS	Other			Assists
Community FC	13	202	358	248	0	0	21
Northampton F&R	16	197	303	196	0	0	48
Cape Charles RS	19	271	338	437	0	0	10
Other	Acc	1	8	10	0	0	1
TOTAL		*671*	*1007*	*891*		93%	*80*