

EMS Response Data

July 2016 through June 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	% 98%
Community FC	13	499	492	99%
Northampton F&R	16	452	439	97%
Cape Charles RS	19	631	622	99%
Out of County	10/11	27	26	
Average Response Time:		8.53	Max:	38

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	% 96%
Community FC	13	306	296	97%
Northampton F&R	16	308	296	96%
Cape Charles RS	19	386	368	95%
Out of County	10	19	17	
Average Response Time:		10.41	Max:	36

Table 2: **Mutual Aid Data**

Daytime (Monday thru Friday, 6a-6p)							% Calls Answered
District: Receiving Aid	Station: Giving Aid						
	13	16	19	31	Other		
Community FC	13	10	1	11	11		93%
Northampton F&R	16	142	8	99	3		44%
Cape Charles RS	19	11	16	50	0		88%
				160	14		

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)							% Calls Answered
District: Receiving Aid	Station: Giving Aid						
	13	16	19	31	Other		
Community FC	13	11	0	7	13		90%
Northampton F&R	16	100	6	105	2		31%
Cape Charles RS	19	4	1	47	0		87%
				159	15		

Table 3: **NCEMS Calls**

Total Calls:	2628
Response Time < 21 mins:	2556 97%
	38 maximum

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

District: Receiving Aid	Call Type				Assists	
	ALS	BLS	Other			
Community FC	13	182	333	233	17	
Northampton F&R	16	151	310	173	62	
Cape Charles RS	19	254	315	419	14	
Other	10	7	8	31	0	
TOTAL		594	966	856	92%	93