

EMS Response Data

February 2018

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	39	39	100%
Northampton F&R	16	36	35	97%
Cape Charles RS	19	35	34	97%
Out of County		2	2	
Average Response Time:		8.10	Max:	31

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	% 99%
Community FC	13	24	24	100%
Northampton F&R	16	24	23	96%
Cape Charles RS	19	35	35	100%
Out of County		1	1	
Average Response Time:		9.97	Max:	22

Table 2: **Mutual Aid Data**

Daytime (Monday thru Friday, 6a-6p)							% Calls Answered
District: Receiving Aid	13	16	19	31	ACC		
Community FC	13	0	0	3	2	87%	
Northampton F&R	16	7	1	9	0	53%	
Cape Charles RS	19	0	4	1	0	86%	
13							

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)							% Calls Answered
District: Receiving Aid	13	16	19	31	ACC		
Community FC	13	0	0	0	2	92%	
Northampton F&R	16	9	1	14	0	0%	
Cape Charles RS	19	0	0	4	0	89%	
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Table 3: **NCEMS Calls**

Total Calls:	196	
Response Time < 21 mins:	193	98%
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	ALS	BLS	Other	Assists
Community FC	13	12	24	3
Northampton F&R	16	18	26	0
Cape Charles RS	19	15	32	0
Other		0	1	2
TOTAL	45	83	62	5

97%