

EMS Response Data

May 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	%
Community FC	13	33	33	100%
Northampton F&R	16	36	36	100%
Cape Charles RS	19	56	56	100%
Out of County		3	3	
<i>Average Response Time:</i>		8.18	<i>Max:</i>	22

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	36	36	100%
Northampton F&R	16	23	23	100%
Cape Charles RS	19	32	31	97%
Out of County		0	0	
<i>Average Response Time:</i>		9.26	<i>Max:</i>	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	1	1	94%	
Northampton F&R	16	14	1	3	0	50%	
Cape Charles RS	19	1	7	1	1	82%	
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Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)							% Calls Answered
District: Receiving Aid	13	16	19	31	ACC		
Community FC	13	0	0	0	6	83%	
Northampton F&R	16	17	0	4	1	4%	
Cape Charles RS	19	0	0	7	0	78%	
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Table 3: *NCEMS Calls*

Total Calls:	219	
Response Time < 21 mins:	218	100%
Maximum Response Time:	22	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	18	26	17
Northampton F&R	16	21	22	13
Cape Charles RS	19	32	23	32
Other		0	2	1
<i>TOTAL</i>		71	73	63
				95%
				5