

EMS Response Data

July 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 6 am to 6 pm, all days				
District	#	Total Calls	Less than 21 min response time	% 99%
Community FC	13	40	39	98%
Northampton F&R	16	46	46	100%
Cape Charles RS	19	81	80	99%
Out of County		1	1	
<i>Average Response Time:</i>		8.83	<i>Max:</i>	38

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 97%
Community FC	13	29	29	100%
Northampton F&R	16	22	20	91%
Cape Charles RS	19	51	50	98%
Out of County	10	1	1	
<i>Average Response Time:</i>		11.23	<i>Max:</i>	36

Table 2: *Mutual Aid Data*

Daytime 6 am to 6 pm, all days							% Calls Answered
District: Receiving Aid	13	16	19	31	Acc		
Community FC	13	2	1	3	5	73%	
Northampton F&R	16	16	1	8	0	46%	
Cape Charles RS	19	4	8	12	0	70%	
				12	5		

Night-time 6 pm to 6 am, all days							% Calls Answered
District: Receiving Aid	13	16	19	31	Acc		
Community FC	13	0	0	1	2	90%	
Northampton F&R	16	10	2	10	0	0%	
Cape Charles RS	19	1	0	13	0	73%	
				24	2		

Table 3: *NCEMS Calls*

Total Calls:	271	
Response Time < 21 mins:	266	98%
Maximum Response Time:	38	minutes

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

Station: Receiving Aid	Call Type			Assists
	ALS	BLS	Other	
Community FC	13	14	25	6
Northampton F&R	16	22	31	1
Cape Charles RS	19	43	36	3
Other		0	0	0
<i>TOTAL</i>	<i>79</i>	<i>92</i>	<i>85</i>	<i>10</i>

94%