

**EMS Response Data**

September 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	% 98%
Community FC	13	54	53	98%
Northampton F&R	16	40	40	100%
Cape Charles RS	19	61	59	97%
Out of County		0	0	
<i>Average Response Time:</i>		8.93	<i>Max:</i> 26	

  

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 98%
Community FC	13	28	27	96%
Northampton F&R	16	28	28	100%
Cape Charles RS	19	44	43	98%
Out of County		1	1	
<i>Average Response Time:</i>		10.21	<i>Max:</i> 23	

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	0	3	5	81%	
Northampton F&R	16	11	1	7	1	50%	
Cape Charles RS	19	3	5	4	1	79%	
				14	7		

  

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	3	86%	
Northampton F&R	16	14	0	12	0	7%	
Cape Charles RS	19	0	0	6	0	86%	
				19	3		

Table 3: **NCEMS Calls**

Total Calls:	256	
Response Time < 21 mins:	251	98%
Maximum Response Time:	26	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	18	30	26	
Northampton F&R	16	19	26	21	
Cape Charles RS	19	46	24	31	
Other	10	0	1	1	
<i>TOTAL</i>		83	81	79	95%
				9	