

EMS Response Data

July 2019

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 | % |
| Community FC | 13 | 61 | 61 | 100% |
| Northampton F&R | 16 | 36 | 36 | 100% |
| Cape Charles RS | 19 | 86 | 86 | 100% |
| Out of County | | 2 | | |
| <i>Average Response Time:</i> | | 8.92 | <i>Max:</i> | 25 |

| Night-time 6 pm to 6 am, all days | | | | |
|--------------------------------------|----|-------------|--------------------------------|------|
| District | # | Total Calls | Less than 21 min response time | % |
| Community FC | 13 | 25 | 25 | 100% |
| Northampton F&R | 16 | 25 | 22 | 88% |
| Cape Charles RS | 19 | 66 | 63 | 95% |
| Out of County | | 1 | | |
| <i>Average Response Time:</i> | | 10.76 | <i>Max:</i> | 26 |

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 | 6 | | 2 | 7 | 75% | |
| Northampton F&R | 16 | 13 | 3 | 8 | 0 | 33% | |
| Cape Charles RS | 19 | 2 | 9 | 9 | 0 | 77% | |
| | | | | 9 | 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 | 0 | 1 | 96% | |
| Northampton F&R | 16 | 9 | 0 | 16 | 0 | 0% | |
| Cape Charles RS | 19 | 0 | 0 | 6 | 0 | 91% | |
| | | | | 22 | 1 | | |

Table 3: *NCEMS Calls*

| | | |
|--------------------------|-----|---------|
| Total Calls: | 302 | |
| Response Time < 21 mins: | 293 | 97% |
| 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 | ALS | BLS | Other | Assists |
|------------------------|-----|-----|-------|---------|
| Community FC | 13 | 23 | 30 | 26 |
| Northampton F&R | 16 | 17 | 30 | 13 |
| Cape Charles RS | 19 | 43 | 41 | 65 |
| Other | | 0 | 2 | 1 |
| <i>TOTAL</i> | | 83 | 103 | 105 |
| | | | | 96% |
| | | | | 3 |