

### EMS Response Data

September 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	% 97%
Community FC	13	39	38	97%
Northampton F&R	16	38	38	100%
Cape Charles RS	19	60	57	95%
Out of County		1	1	
<i>Average Response Time: 9.51      Max: 27.55</i>				
Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 95%
Community FC	13	33	32	97%
Northampton F&R	16	12	11	92%
Cape Charles RS	19	37	35	95%
Out of County		0	0	
<i>Average Response Time: 9.4      Max: 36.45</i>				

Table 2: *Mutual Aid Data*

Daytime 6 am to 6 pm, all days							% Calls Answered
District: Receiving Aid	Station: Giving Aid					Acc	
	13	16	19	31			
Community FC	13	0	0	2		3	87%
Northampton F&R	16	18	0	7		0	34%
Cape Charles RS	19	2	4	10		0	73%
				19		3	
Night-time 6 pm to 6 am, all days							% Calls Answered
District: Receiving Aid	Station: Giving Aid					Acc	
	13	16	19	31			
Community FC	13	0	0	3		2	85%
Northampton F&R	16	6	2	4		0	0%
Cape Charles RS	19	1	0	8		0	76%
				15		2	

Table 3: *NCEMS Calls*

Total Calls:	220
Response Time < 21 mins:	212 <b>96%</b>
Maximum Response Time:	36.45      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	25	18	23	4
Northampton F&R	16	23	21	6	0
Cape Charles RS	19	33	30	34	0
Other	10	1	0	0	0
<i>TOTAL</i>		82	69	63	97%      4