

**EMS Response Data**

May 2021

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	66	66	100%
Northampton EMS	31	30	30	100%
Cape Charles RS	19	59	59	100%
Out of County		0	0	
<i>Average Response Time:</i>		8.62	<i>Max:</i>	21.98

  

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	45	45	100%
Northampton EMS	31	22	20	91%
Cape Charles RS	19	34	32	94%
Out of County		1	1	
<i>Average Response Time:</i>		9.68	<i>Max:</i>	32.2

Table 2: *Mutual Aid Data*

Daytime 6 am to 6 pm, all days							% Calls Answered
District: Receiving Aid	Station: Giving Aid						
	13		19	31	ACC		
Community FC	13		0	5	3	88%	
Northampton EMS	31	2		5	0	77%	
Cape Charles RS	19	0			11	0	81%
				16	3		

  

Night-time 6 pm to 6 am, all days							% Calls Answered
District: Receiving Aid	Station: Giving Aid						
	13	31	19	31	ACC		
Community FC	13		0	3	2	89%	
Northampton EMS	31	1		1	0	91%	
Cape Charles RS	19	2			2	0	88%
				5	2		

Table 3: *NCEMS Calls*

Total Calls:	257	
Response Time < 21 mins:	253	98%
Maximum Response Time:	32.2	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	33	40	33	5	
Northampton EMS	31	17	17	18	0	
Cape Charles RS	19	28	25	40	0	
Other		0	1	0	0	
<i>TOTAL</i>		78	83	91	98%	5