

**EMS Response Data**

September 2020

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	50	50	100%
Northampton F&R	16	44	43	98%
Cape Charles RS	19	63	62	98%
Out of County		1	1	
Average Response Time:		9.46	Max:	23.65

  

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 96%
Community FC	13	33	31	94%
Northampton F&R	16	28	26	93%
Cape Charles RS	19	44	44	100%
Out of County				
Average Response Time:		9.83	Max:	27.53

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	0	0	2	8	80%	
Northampton F&R	16	25	0	18	1	0%	
Cape Charles RS	19	0	0	10	0	84%	
					30	9	

  

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	8	73%	
Northampton F&R	16	12	3	12	1	0%	
Cape Charles RS	19	3	0	9	0	73%	
					22	9	

Table 3: **NCEMS Calls**

Total Calls:	263	
Response Time < 21 mins:	257	98%
Maximum Response Time:	27.53	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	21	32
Northampton F&R	16	18	31	21
Cape Charles RS	19	28	35	44
Other	10	0	0	1
TOTAL	60	87	98	93%
				18