

EMS Response Data

July 2018 through June 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 (Monday thru Friday, 6a-6p)				
District	#	Total Calls	Less than 21 min response time	% 98%
Community FC	13	566	560	99%
Northampton F&R	16	528	521	99%
Cape Charles RS	19	695	677	97%
Out of County	10/11	8	8	
Average Response Time:		8.57	Max:	43

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	% 97%
Community FC	13	317	311	98%
Northampton F&R	16	308	293	95%
Cape Charles RS	19	466	452	97%
Out of County	10	7	5	
Average Response Time:		10.29	Max:	44

Table 2: *Mutual Aid Data*

Daytime (Monday thru Friday, 6a-6p)						
District: Receiving Aid	Station: Giving Aid					% Calls Answered
	13	16	19	31	Other	
Community FC	13	27	7	26	30	84%
Northampton F&R	16	133	18	89	2	54%
Cape Charles RS	19	25	59	67	1	78%
				182	33	

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)						
District: Receiving Aid	Station: Giving Aid					% Calls Answered
	13	16	19	31	Other	
Community FC	13	2	0	13	22	88%
Northampton F&R	16	148	6	147	2	2%
Cape Charles RS	19	5	1	75	1	82%
				235	25	

Table 3: *NCEMS Calls*

Total Calls:	2895
Response Time < 21 mins:	2827 98%
	52 maximum

Data represents calls which originated within a particular district.
Data Source: Eastern Shore of VA 911 Center

District: Receiving Aid	Call Type			Assists	
	ALS	BLS	Other		
Community FC	13	222	326	274	30
Northampton F&R	16	293	328	204	10
Cape Charles RS	19	370	324	447	22
Other	10	4	9	7	0
TOTAL		889	987	932	97% 62