

EMS Response Data

July 2015 through June 2016

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	% 96%
Community FC	13	554	537	97%
Northampton F&R	16	466	450	97%
Cape Charles RS	19	573	547	95%
Out of County	10/11	35	34	
Average Response Time:		9.34	Max:	51

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	% 96%
Community FC	13	343	334	97%
Northampton F&R	16	327	316	97%
Cape Charles RS	19	379	358	94%
Out of County	10	22	19	
Average Response Time:		10.29	Max:	42

Table 2: **Mutual Aid Data**

Daytime (Monday thru Friday, 6a-6p)							% Calls Answered
District: Receiving Aid	Station: Giving Aid						
	13	16	19	31	Other		
Community FC	13	5	1	23	28		90%
Northampton F&R	16	327	25	56	15		9%
Cape Charles RS	19	17	2	37	3		90%
				116	46		

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)							% Calls Answered
District: Receiving Aid	Station: Giving Aid						
	13	16	19	31	Other		
Community FC	13	16	1	20	16		85%
Northampton F&R	16	119	6	94	3		32%
Cape Charles RS	19	4	2	56	0		84%
				170	19		

Table 3: **NCEMS Calls**

District: Receiving Aid	Call Type				Assists
	ALS	BLS	Other		
Community FC	13	170	313	278	67
Northampton F&R	16	142	308	160	86
Cape Charles RS	19	216	280	299	75
Other	10	3	8	40	4
TOTAL		531	909	777	82%
					232

Total Calls:	2699	
Response Time < 21 mins:	2595	96%
	51	maximum

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