

EMS Response Data

July 2017 through June 2018

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	538	529	98%
Northampton F&R	16	467	464	99%
Cape Charles RS	19	655	643	98%
Out of County	10/11	14	12	
<i>Average Response Time:</i>		8.52	<i>Max:</i>	52
Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	% 97%
Community FC	13	350	341	97%
Northampton F&R	16	301	293	97%
Cape Charles RS	19	456	442	97%
Out of County	10	9	6	
<i>Average Response Time:</i>		10.24	<i>Max:</i>	34

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		31	2	14	28	86%
Northampton F&R	16	124		10	61	4	57%
Cape Charles RS	19	16	53		37	1	84%
					112	33	
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		0	0	8	27	90%
Northampton F&R	16	134		3	130	4	10%
Cape Charles RS	19	9	0		53	4	86%
					191	35	

Table 3: *NCEMS Calls*

Total Calls:	2790
Response Time < 21 mins:	2730 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	209	327	281	24
Northampton F&R	16	212	318	203	15
Cape Charles RS	19	307	343	443	10
Other	10	1	11	15	3
<i>TOTAL</i>		729	999	942	96% 52