

EMS Response Data

July 2020 through June 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	% 99%
Community FC	13	641	636	99%
Northampton F&R	16	359	356	99%
Northampton EMS	31	78	78	100%
Cape Charles RS	19	741	728	98%
Out of County	10/11	10	9	

Average Response Time: Max:

Night-time 6 pm to 6 am, all days				
District	#	Total Calls	Less than 21 min response time	% 95%
Community FC	13	386	380	98%
Northampton F&R	16	216	211	98%
Northampton EMS	31	58	56	97%
Cape Charles RS	19	420	384	91%
Out of County	10	4	4	

Average Response Time: Max:

Table 2: *Mutual Aid Data*

Daytime 6 am to 6 pm, all days							% Calls Answered
District: Receiving Aid	13	16	19	31	Other		
Community FC	13	0	0	35	79	82%	
Northampton F&R	16	190	31	131	7	0%	
Northampton EMS	31	3	0	10	1	82%	
Cape Charles RS	19	19	0	136	5	78%	
				302	92		

Night-time 6 pm to 6 am, all days							% Calls Answered
District: Receiving Aid	13	16	19	31	Other		
Community FC	13	0	0	9	41	87%	
Northampton F&R	16	96	9	108	2	0%	
Northampton EMS	31	1	0	2	0	95%	
Cape Charles RS	19	10	0	56	0	84%	
				173	43		

Table 3: *NCEMS Calls*

Total Calls:	2913	
Response Time < 21 mins:	2842	98%
		maximum

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

District: Receiving Aid	ALS	BLS	Other	Assists		
Community FC	13	244	328	333	121	
Northampton F&R	16	145	254	166	10	
		45	34	56	1	
Cape Charles RS	19	343	362	452	3	
Other	10	6	3	6	0	
TOTAL		783	981	1013	95%	135