

EMS Response Data

January 2009

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	%
Community FC	13	27	25	93%
Northampton F&R	16	16	15	94%
Cape Charles RS	19	28	28	100%
Out of County		1	0	
<i>Average Response Time:</i>		9.84	<i>Max:</i>	26

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	39	33	85%
Northampton F&R	16	35	35	100%
Cape Charles RS	19	35	30	86%
Out of County		1	0	
<i>Average Response Time:</i>		13.39	<i>Max:</i>	58

Table 2: **Mutual Aid Data**

Daytime (Monday thru Friday, 6a-6p)					
District: Receiving Aid	Station: Giving Aid				% Calls Answered
	13	16	19	Other	
Community FC	13	1	0	3	85%
Northampton F&R	16	10	5	0	6%
Cape Charles RS	19	2	0	0	93%

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)					
District: Receiving Aid	Station: Giving Aid				% Calls Answered
	13	16	19	Other	
Community FC	13	0	0	2	95%
Northampton F&R	16	5	1	4	71%
Cape Charles RS	19	0	1	1	94%

Table 3: **NCEMS Calls**

Total Calls:	182	
Response Time < 21 mins:	166	91%
Maximum Response Time:	58 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	20	14	5	17	
Northampton F&R	16	9	10	10	18	
Cape Charles RS	19	20	12	14	17	
Other	10	0	0	2	0	
<i>TOTAL</i>		49	36	31	64%	52