

EMS Response Data

February 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	28	28	100%
Northampton F&R	16	21	21	100%
Cape Charles RS	19	22	21	95%
Out of County		0	0	
<i>Average Response Time:</i>		8.88	<i>Max:</i>	22

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	31	28	90%
Northampton F&R	16	29	26	90%
Cape Charles RS	19	37	36	97%
Out of County	10	1	0	
<i>Average Response Time:</i>		12.48	<i>Max:</i>	34

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	0	0	0	100%
Northampton F&R	16	17	1	0	14%
Cape Charles RS	19	3	0	0	86%

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	3	0	3	81%
Northampton F&R	16	6	6	2	52%
Cape Charles RS	19	0	0	1	97%

Table 3: **NCEMS Calls**

Total Calls:	169
Response Time < 21 mins:	160 95%
Maximum Response Time:	34 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	13	19	11
Northampton F&R	16	14	15	6
Cape Charles RS	19	11	14	21
Other	10	1	0	0
<i>TOTAL</i>		39	48	38

74% 36