

EMS Response Data

March 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	33	25	76%
Northampton F&R	16	27	24	89%
Cape Charles RS	19	40	36	90%
Out of County	10/11	2	0	
Average Response Time:		9.78	Max:	31

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	46	46	100%
Northampton F&R	16	31	30	97%
Cape Charles RS	19	45	41	91%
Out of County	10	1	0	
Average Response Time:		13	Max:	32

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	4	88%	
Northampton F&R	16	24	1	0	7%	
Cape Charles RS	19	4	0	0	90%	

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	1	0	2	93%	
Northampton F&R	16	6	4	4	55%	
Cape Charles RS	19	2	0	4	87%	

Table 3: **NCEMS Calls**

Total Calls:	225
Response Time < 21 mins:	202 90%
Maximum Response Time:	32 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	23	16	12	14
Northampton F&R	16	11	22	4	17
Cape Charles RS	19	28	19	24	8
Other	10	1	0	2	1
TOTAL	63	57	42	72%	40