

EMS Response Data

April 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	44	43	98%
Northampton F&R	16	33	33	100%
Cape Charles RS	19	25	24	96%
Out of County		1	1	
<i>Average Response Time:</i>		9.06	<i>Max:</i>	27

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	49	39	80%
Northampton F&R	16	38	33	87%
Cape Charles RS	19	35	29	83%
Out of County	10	4	3	
<i>Average Response Time:</i>		14	<i>Max:</i>	42%

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	1	6	84%
Northampton F&R	16	26	5	1	3%
Cape Charles RS	19	0	0	1	96%

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	2	0	10	76%
Northampton F&R	16	11	2	4	55%
Cape Charles RS	19	0	1	0	97%

Table 3: **NCEMS Calls**

Total Calls:	229
Response Time < 21 mins:	201 88%
Maximum Response Time:	42 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	35	16	14	13
Northampton F&R	16	18	17	12	21
Cape Charles RS	19	21	9	17	13
Other	10	0	0	4	0
<i>TOTAL</i>		74	42	47	71% 47