

EMS Response Data

May 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	26	26	100%
Northampton F&R	16	23	22	96%
Cape Charles RS	19	29	27	93%
Out of County		2	2	
<i>Average Response Time:</i>		9.65	<i>Max:</i>	24

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	41	35	85%
Northampton F&R	16	33	32	97%
Cape Charles RS	19	61	55	90%
Out of County	10	3	3	
<i>Average Response Time:</i>		13.14	<i>Max:</i>	29

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		3	1	9%
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		4	0	6	76%
Northampton F&R	16	9		2	4	55%
Cape Charles RS	19	0	4		4	87%

Table 3: **NCEMS Calls**

Total Calls:	218	
Response Time < 21 mins:	197	90%
Maximum Response Time:	29	

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	17	15	19	12
Northampton F&R	16	15	19	6	16
Cape Charles RS	19	30	12	21	27
Other		1	0	3	1
<i>TOTAL</i>		63	46	49	72% 56