

EMS Response Data

July 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	25	24	96%
Northampton F&R	16	37	37	100%
Cape Charles RS	19	46	41	89%
Out of County		1	0	
<i>Average Response Time: 10.58 Max: 34</i>				
Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	30	26	87%
Northampton F&R	16	32	30	94%
Cape Charles RS	19	66	57	86%
Out of County	10	0	0	
<i>Average Response Time: 13.72 Max: 35</i>				

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	3	88%
Northampton F&R	16	27	4	3	8%
Cape Charles RS	19	3	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	3	0	4	77%
Northampton F&R	16	9	1	4	56%
Cape Charles RS	19	1	1	6	88%

Table 3: **NCEMS Calls**

Total Calls:	237
Response Time < 21 mins:	215 91%
Maximum Response Time:	35 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	15	16	10	9	
Northampton F&R	16	17	21	13	17	
Cape Charles RS	19	36	17	36	16	
Other	10	1	0	0	0	
<i>TOTAL</i>		<i>69</i>	<i>54</i>	<i>59</i>	<i>77%</i>	<i>42</i>