

EMS Response Data

August 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	32	31	97%
Northampton F&R	16	29	28	97%
Cape Charles RS	19	35	32	91%
Out of County		1	1	
<i>Average Response Time:</i>		10.32	<i>Max:</i>	35

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	29	27	93%
Northampton F&R	16	41	34	83%
Cape Charles RS	19	68	62	91%
Out of County	10	0	0	
<i>Average Response Time:</i>		13.44	<i>Max:</i>	38

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	2	94%
Northampton F&R	16	25	3	1	0%
Cape Charles RS	19	0	0	0	100%

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	59%
Northampton F&R	16	9	4	6	54%
Cape Charles RS	19	2	3	3	88%

Table 3: **NCEMS Calls**

Total Calls:	235	
Response Time < 21 mins:	214	91%
Maximum Response Time:	38	

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	20	11
Northampton F&R	16	24	19	9
Cape Charles RS	19	37	21	17
Other	10	0	1	0
<i>TOTAL</i>	<i>78</i>	<i>61</i>	<i>37</i>	<i>75%</i>
				<i>52</i>