

**EMS Response Data**

September 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	33	32	97%
Cape Charles RS	19	41	34	83%
Out of County		1	1	
Average Response Time: 11.36 Max: 37				
Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	31	28	90%
Northampton F&R	16	46	44	96%
Cape Charles RS	19	32	29	91%
Out of County	10	2	2	
Average Response Time: 12.89 Max: 30				

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	1	0	5	81%
Northampton F&R	16	26	5	1	3%
Cape Charles RS	19	3	0	2	88%
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	2	84%
Northampton F&R	16	7	1	5	72%
Cape Charles RS	19	0	2	1	91%

Table 3: **NCEMS Calls**

Total Calls:	218	
Response Time < 21 mins:	198	91%
Maximum Response Time:	37	
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	22	14	8	10
Northampton F&R	16	19	26	17	15
Cape Charles RS	19	18	19	15	12
Other	10	0	0	3	1
TOTAL	59	59	43	74%	38