

**EMS Response Data**

November 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	17	17	100%
Northampton F&R	16	29	28	97%
Cape Charles RS	19	19	18	95%
Out of County		0	0	
<i>Average Response Time:</i>		9.32	<i>Max:</i>	21

  

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	33	27	82%
Northampton F&R	16	36	33	92%
Cape Charles RS	19	49	46	94%
Out of County	10	6	5	
<i>Average Response Time:</i>		14.26	<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	3	82%
Northampton F&R	16	23	4	1	3%
Cape Charles RS	19	1	0	1	89%

  

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	1	0	10	67%
Northampton F&R	16	15	1	6	39%
Cape Charles RS	19	0	2	4	88%

Table 3: **NCEMS Calls**

Total Calls:	189
Response Time < 21 mins:	169 <b>89%</b>
Maximum Response Time:	38 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	19	8	8	10	
Northampton F&R	16	14	25	10	12	
Cape Charles RS	19	19	7	19	20	
Other	10	1	1	3	1	
<i>TOTAL</i>		53	41	40	<b>71%</b>	43