

EMS Response Data
January 1 - December 31, 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	355	336	95%
Northampton F&R	16	358	344	96%
Cape Charles RS	19	400	362	91%
Out of County		11	7	
<i>Average Response Time:</i>		9.37	<i>Max:</i>	52

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	441	383	87%
Northampton F&R	16	405	373	92%
Cape Charles RS	19	576	515	89%
Out of County	10	26	19	
<i>Average Response Time:</i>		12.39	<i>Max:</i>	58

Total Calls:	2572
Response Time < 21 mins:	2313 90%
Maximum Response Time:	58 minutes

Data represents calls which originated within a particular district.
Data Source: Eastern Shore of VA 911 Center

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	2	1	38	88%	
Northampton F&R	16	280	43	13	6%	
Cape Charles RS	19	26	2	5	92%	

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	26	1	66	79%	
Northampton F&R	16	94	28	45	59%	
Cape Charles RS	19	5	22	32	90%	

Table 3: **NCEMS Calls**

Station: Receiving Aid	Call Type				Assists
	ALS	BLS	Other		
Community FC	13	235	179	137	150
Northampton F&R	16	184	250	117	170
Cape Charles RS	19	300	179	251	215
Other	10	8	2	23	9
<i>TOTAL</i>		727	610	528	73% 544