

### EMS Response Data

March 2010

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	34	32	94%
Northampton F&R	16	32	28	88%
Cape Charles RS	19	45	41	91%
Out of County	10/11	0	0	
<i>Average Response Time:</i>		9.71	<i>Max:</i>	40
Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	30	27	90%
Northampton F&R	16	37	31	84%
Cape Charles RS	19	44	40	91%
Out of County	10	1	0	
<i>Average Response Time:</i>		14.41	<i>Max:</i>	45

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	91%	
Northampton F&R	16	25	2	2	9%	
Cape Charles RS	19	5	0	0	89%	
Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)						
District: Receiving Aid	Station: Giving Aid				% Calls Answered	
	13	16	19	Other		
Community FC	13	0	0	2	93%	
Northampton F&R	16	3	2	7	68%	
Cape Charles RS	19	0	0	2	95%	

Table 3: **NCEMS Calls**

Total Calls:	223
Response Time < 21 mins:	199 <span style="color: red;">89%</span>
Maximum Response Time:	45 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	16	16	9	17
Northampton F&R	16	14	26	16	7
Cape Charles RS	19	24	21	21	23
Other	10	1	0	0	0
TOTAL	55	63	46	74%	47