

**EMS Response Data**

March 2011

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	45	44	98%
Northampton F&R	16	34	32	94%
Cape Charles RS	19	41	41	100%
Out of County	10/11	1	1	
<i>Average Response Time:</i>		8.34	<i>Max:</i>	26

  

Night-time/Weekend (Monday thru Friday, 6p-6a & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	36	32	89%
Northampton F&R	16	30	28	93%
Cape Charles RS	19	35	33	94%
Out of County	10	1	1	
<i>Average Response Time:</i>		12.6	<i>Max:</i>	27

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	5	89%
Northampton F&R	16	27	2	0	15%
Cape Charles RS	19	1	0	1	95%

  

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	94%
Northampton F&R	16	7	0	5	60%
Cape Charles RS	19	0	3	1	89%

Table 3: **NCEMS Calls**

Total Calls:	223
Response Time < 21 mins:	210    94%
Maximum Response Time:	27 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	24	11	21
Northampton F&R	16	14	20	17
Cape Charles RS	19	25	18	19
Other	10	1	0	0
<i>TOTAL</i>	<i>64</i>	<i>49</i>	<i>57</i>	<i>76%</i> <i>44</i>