

**EMS Response Data**  
July 2010 through June 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	355	344	97%
Northampton F&R	16	377	356	94%
Cape Charles RS	19	474	432	91%
Out of County	10/11	12	9	
Average Response Time:		9.17	Max:	36

  

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	446	396	89%
Northampton F&R	16	430	376	87%
Cape Charles RS	19	583	516	89%
Out of County	10	25	17	
Average Response Time:		12.37	Max:	45

Table 2: **Mutual Aid Data**

Daytime (Monday thru Friday, 6a-6p)						
District: Receiving Aid	Station: Giving Aid	13	16	19	Other	% Calls Answered
Community FC	13		1	1	35	90%
Northampton F&R	16	302		41	13	6%
Cape Charles RS	19	27	2		9	92%

  

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)						
District: Receiving Aid	Station: Giving Aid	13	16	19	Other	% Calls Answered
Community FC	13		21	1	55	83%
Northampton F&R	16	100		12	41	64%
Cape Charles RS	19	11	25		29	89%

Table 3: **NCEMS Calls**

Total Calls:	2702	
Response Time < 21 mins:	2420	90%
Maximum Response Time:	45	minutes

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

District: Receiving Aid	ALS	BLS	Other	Assists		
Community FC	13	229	164	137	186	
Northampton F&R	16	167	282	142	166	
Cape Charles RS	19	336	206	251	223	
Other	10	9	3	20	9	
<b>TOTAL</b>		741	655	550	72%	584