

EMS Response Data
January 1 - December 31, 2008

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	320	314	98%
Northampton F&R	16	310	295	95%
Cape Charles RS	19	489	459	94%
Out of County		14	5	

Average Response Time: 9.6 mins Max: 39 mins

Night-time/Weekend (Monday thru Friday, 6a-6p & all Saturday & Sunday)				
District	#	Total Calls	Less than 21 min response time	%
Community FC	13	380	317	83%
Northampton F&R	16	343	306	89%
Cape Charles RS	19	569	500	88%
Out of County	10	21	10	

Average Response Time: 13.72 Max: 56 mins

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	14	95%	
Northampton F&R	16	255	39	1	5%	
Cape Charles RS	19	30	4	2	93%	

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	25	2	39	83%	
Northampton F&R	16	43	21	31	72%	
Cape Charles RS	19	3	17	26	92%	

Table 3: **NCEMS Calls**

Total Calls:	2446
Response Time < 21 mins:	2191 90%
Maximum Response Time:	56 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	241	120	130
Northampton F&R	16	170	203	120
Cape Charles RS	19	316	196	290
Other	10	7	24	30
TOTAL		734	543	570

76% **548**