

# Fire and EMS Response Time Data

Jan-Dec 2006 [Compiled]

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the dispatch, 24hours a day\*.

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
New Church	48	4	92.25	25min
Greenbackville	131	19	83.91	41min
Chincoteague	657	62	75.46	50min
Atlantic	58	0	100	15min
Saxis	184	19	89.0	33min
Bloxom	643	74	88.41	51min
Parksley	1007	25	97.65	30min
Tasley	48	0	100	17min
Onancock	715	7	98.9	26min
Melfa	569	48	91.45	47min
Wachapreague	145	4	97.25	31min
Painter	44	2	95.75	25min
Onley	473	4	99.0	38min
Oak Hall	857	102	88.41	37min
Tangier	63	0	100	19min
<b>TOTAL</b>	5642	366		
<b>Total Calls:</b>			5642	
<b>Response time over 20mins.</b>			366	
<b>Max Response time</b>			51min	
<b>Call(s) omitted:</b>			2	
<b>Turn-out time greater than 6mins.</b>			1308	
<b>Turn-out time greater than drive time</b>			1948	

Data Source: Eastern Shore Regional 911 center / Chincoteague 911 center

Table 2: EMS Mutual Aid Data

Station: Giving aid	Station: receiving aid										
	2	3	5	6	7	9	10	11	18	20	Other
Greenbackville 2		5									21
Chincoteague 3											13
Saxis 5											8
Bloxom 6					20						23
Parksley 7		4	2	115		4				3	
Onancock 9					4		6			23	
Melfa 10		3				13		16	1		2
Wachapreague 11					1		6		1		
Onley 18				16	31	40	7	1			
Oak Hall 20	14	38	14	18							
Other 13 / 19 / 25		1			1		7				
<b>TOTAL: missed calls by 1<sup>st</sup> due ambulance</b>	14	51	16	140	57	57	26	17	28	65	2
<b>Reasons</b>											
1 <sup>st</sup> unit on a call	3	14	3	54	37	58	12	2	24	63	
Unknown reason	12	18	13	107	28	1	16	15	7	13	

Turn-out Time: Time from 911 dispatch to unit leaving station  
 Drive Time: Time from leaving station to arriving on scene  
 Response Time: Time from 911 dispatch to arriving on-scene

**Data represents those calls which originated within a particular district.**



## Fire and EMS Response Time Data

JANUARY 2006

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the initial dispatch, 24hours a day\*.

Station	Total Calls	Greater than 20mins	Percentile
1	2	0	100%
2	3	1	67%
3			
4	3	0	100%
5	14	0	100%
6	50	6	88%
7	80	3	96%
8	4	0	100%
9	50	0	100%
10	41	1	98%
11	7	0	100%
12	4	0	100%
18	33	1	97%
20	56	4	93%
<b>TOTAL</b>	347	17	95%

A total of 358 calls were recorded for the month of January 2005. The following incidents were omitted from calculation for insufficient or incorrect data: #228, 258, 266, 177, 118, 313, 37, 172, 452, 575, 351

Source: Eastern Shore Regional 911 center

**EMS ONLY calls in which the 1<sup>st</sup> due ambulance did not respond or did not transport the patient.**

Station	Calls ran for others	Total Calls	Reasons Why?	
			1st unit on a Call	Unknown
2		1	0	1
3				
5		1	0	1
6		10	6	4
7		8	6	2
9		1	1	0
10		0	0	0
11		0	0	0
18		2	1	1
20		6	3	3
<b>Total</b>		<b>29</b>	<b>17</b>	<b>12</b>

\*Accomack County Board of Supervisors adopted a county wide response benchmark on January 18, 2006.

# Fire and EMS Response Time Data

FEBRUARY 2006

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the dispatch, 24hours a day\*.

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%
1	3	0	100%
2	7	0	100%
3	No information given		
4	2	0	100%
5	15	0	100%
6	50	9	82%
7	80	2	98%
8	1	0	100%
9	60	1	98%
10	50	2	96%
11	10	1	90%
12	2	0	100%
18	30	0	100%
20	62	5	92%
21	1	0	100%
<b>TOTAL</b>			

**Total Calls:** 380  
**Response time over 20mins.** 23calls or 6%  
**Max Response time** 44 min.  
**Calls omitted:** #0809  
**Turn-out time greater than 6mins.** 90calls or 24%  
**Turn-out time greater than drive time** 130calls  
 34% of total

Table 2: EMS Mutual Aid: February 2006

Station: Giving aid	Station: receiving aid									
	2	3	5	6	7	9	18	10	11	20
2	-									1
3		-								2
5			-							
6				-	3					2
7				11	-	1				
9					1	-	1	1		
10							-			
11									-	
18					5					-
20		5	2	7						-
<b>TOTAL: missed calls by 1<sup>st</sup> due ambulance</b>	0	5	2	18	9	0	2	1	0	5
<b>Reasons</b>										
1 <sup>st</sup> unit on a call	-		1	6	2	-	2	1	-	5
Unknown reason	-		0	12	7	-	0	0	-	0

Receiving Aid



Giving Aid →

\*Accomack County Board of Supervisors adopted a county wide response benchmark on January 18, 2006.

Data Source: Eastern Shore Regional 911 center

Turn-out Time - Time from 911 dispatch to unit leaving station  
 Drive time - Time from leaving station to arriving on scene  
 Response time - Time from 911 dispatch to arriving on scene.

# Fire and EMS Response Time Data

MARCH 2006

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the dispatch, 24hours a day\*.

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
1	5	0	100%	12min
2	11	0	100%	17min
3	70	1	98.6%	24min
4	6	0	100%	11min
5	14	3	79%	27min
6	65	9	86%	41min
7	95	4	95.8%	29min
8	4	0	100%	12min
9	70	0	100%	16min
10	47	4	91.5%	32min
11	13	0	100%	15min
12	5	0	100%	16min
18	46	0	100%	16min
20	79	9	89%	31min
21	3	0	100%	7min
<b>TOTAL</b>	<b>533</b>	<b>32</b>		

**Total Calls:** 533  
**Response time over 20mins.** 32calls or 6%  
**Max Response time** 41 min.  
**Calls omitted:** #1209  
**Turn-out time greater than 6mins.** 110calls or 21%  
**Turn-out time greater than drive time** 293calls  
 45% of total

Table 2: EMS Mutual Aid: March 2006

Station: Giving aid	Station: receiving aid										
	2	3	5	6	7	9	10	11	18	20	13
2										1	
3										1	
5										1	
6					2					1	
7				13							
9						2		1			
10						1		1			1
11											
18				3	3	6					
20	1	3	2	1							
13							2				
<b>TOTAL: missed calls by 1<sup>st</sup> due ambulance</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>17</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>
<b>Reasons</b>											
1 <sup>st</sup> unit on a call	0	3	0	8	1	7	2	0	1	3	
Unknown reason	1	0	2	9	4	0	2	1	0	1	

Receiving Aid  
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Turn-out Time: Time from 911 dispatch to unit leaving station  
 Drive Time: Time from leaving station to arriving on scene  
 Response Time: Time from 911 dispatch to arriving on-scene

# Fire and EMS Response Time Data

APRIL 2006

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the dispatch, 24hours a day\*.

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
1	3	0	100%	16 min
2	15	0	100%	17 min
3	56	8	86%	29 min
4	4	0	100%	9 min
5	22	1	95%	24 min
6	50	5	90%	29 min
7	90	2	98%	21 min
8	4	0	100%	10 min
9	56	0	100%	17 min
10	47	2	94%	31 min
11	11	1	91%	22 min
12	2	0	100%	9 min
18	35	0	100%	15 min
20	66	6	91%	34 min
21	4	0	100%	13 min
<b>TOTAL</b>	<b>465</b>	<b>25</b>		

**Total Calls:** 465  
**Response time over 20mins.** 25calls or 5%  
**Max Response time** 34 min.  
**Call(s) omitted:** #2345  
**Turn-out time greater than 6mins.** 103calls or 22%  
**Turn-out time greater than drive time** 151calls  
 32% of total

Table 2: EMS Mutual Aid: April 2006

Station: Giving aid	Station: receiving aid											
	2	3	5	6	7	9	10	11	18	20	13	
2												
3												
5											1	
6											3	
7					13							
9									4			
10							2		3			
11								2				
18				1	3	3						
20	1	4		1								
13												
<b>TOTAL: missed calls by 1<sup>st</sup> due ambulance</b>	1	4	0	15	3	5	2	3	4	4	0	
<b>Reasons</b>												
1 <sup>st</sup> unit on a call	0	4	0	5	3	5	1	0	4	2		
Unknown reason	1	0	0	10	0	0	1	3	0	2		

Receiving Aid



### Giving Aid

Turn-out Time:	Time from 911 <u>dispatch</u> to unit <u>leaving station</u>
Drive Time:	Time from <u>leaving station</u> to arriving <u>on scene</u>
Response Time:	Time from 911 <u>dispatch</u> to arriving <u>on-scene</u>

# Fire and EMS Response Time Data

MAY 2006

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the dispatch, 24hours a day\*.

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
1	5	0	100	15
2	13	3	77	31
3	58	9	85	29
4	8	0	100	14
5	17	3	83	33
6	48	3	94	27
7	77	1	99	26
8	0	0	n/a	n/a
9	56	1	98	25
10	49	3	94	23
11	7	0	100	13
12	7	0	100	13
18	45	0	100	20
20	78	11	86	37
21	9	0	100	19
<b>TOTAL</b>	<b>477</b>	<b>34</b>		

Table 2: EMS Mutual Aid: MAY 2006

Station: Giving aid	Station: receiving aid										
	2	3	5	6	7	9	10	11	18	20	13
2										4	
3										1	
5											
6					2					5	
7				10	1						
9								3			
10						3					
11							1				
18					2	5	1				
20	3	5	3								
13											
<b>TOTAL: missed calls by 1<sup>st</sup> due ambulance</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>10</b>	<b>4</b>	<b>9</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>10</b>	<b>0</b>
<b>Reasons</b>											
1 <sup>st</sup> unit on a call	0	1	0	6	4	9	2	0	2	8	
Unknown reason	3	4	3	4	0	0	0	0	1	2	

**Total Calls:** 477  
**Response time over 20mins.** 34 calls or 7%  
**Max Response time** 37 min.  
**Call(s) omitted:**  
**Turn-out time greater than 6mins.** 129calls or 22%  
**Turn-out time greater than drive time** 159calls  
 33% of total

Data Source: Eastern Shore Regional 911 center / Chincoteague 911 center

### Giving Aid

Turn-out Time:	Time from 911 <u>dispatch</u> to unit <u>leaving station</u>
Drive Time:	Time from <u>leaving station</u> to arriving <u>on scene</u>
Response Time:	Time from 911 <u>dispatch</u> to arriving <u>on-scene</u>

**Data represents those calls which originated within a particular district.**

# Fire and EMS Response Time Data

JUNE 2006

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the dispatch, 24hours a day\*.

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
New Church	4	0	100	16
Greenbackville	8	2	75	27
Chincoteague	64	5	92	30
Atlantic	0	0	100	0
Saxis	15	1	93	32
Bloxom	54	6	89	36
Parksley	79	2	97	25
Tasley	4	0	100	8
Onancock	71	0	100	19
Melf	38	2	95	26
Wachapreague	13	1	92	28
Painter	4	0	100	16
Onley	33	1	97	24
Oak Hall	63	7	89	30
Tangier	7	0	100	11
<b>TOTAL</b>	<b>457</b>			

Table 2: EMS Mutual Aid: JUNE 2006

Station: Giving aid	Station: receiving aid										
	2	3	5	6	7	9	10	11	18	20	13
2											
3										1	
5											
6											
7				14		1					
9											
10						1		3			
11											
18				1		6		1			
20		1	3	1							
13											
<b>TOTAL: missed calls by 1<sup>st</sup> due ambulance</b>		1	3	16		8		4		1	
<b>Reasons</b>											
1 <sup>st</sup> unit on a call		1	0	6		8		0		1	
Unknown reason		0	3	11		0		4		0	

Receiving Aid



**Total Calls:** 457  
**Response time over 20mins.** 22calls or 5%  
**Max Response time** 36 min.  
**Call(s) omitted:** 0  
**Turn-out time greater than 6mins.** 120calls or 26%  
**Turn-out time greater than drive time** 191calls  
 41% of total

Data Source: Eastern Shore Regional 911 center / Chincoteague 911 center

### Giving Aid

Turn-out Time: Time from 911 dispatch to unit leaving station  
 Drive Time: Time from leaving station to arriving on scene  
 Response Time: Time from 911 dispatch to arriving on-scene

**Data represents those calls which originated within a particular district.**



# Fire and EMS Response Time Data

JULY 2006

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the dispatch, 24hours a day\*.

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
New Church	3	0	100%	19
Greenbackville	11	2	82%	28
Chincoteague	126	12	91%	50
Atlantic	7	0	100%	15
Saxis	13	3	77%	23
Bloxom	68	9	87%	51
Parksley	80	2	98%	23
Tasley	4	0	100%	17
Onancock	63	2	97%	26
Melfa	60	7	88%	34
Wachapreague	19	0	100%	18
Painter	6	1	83%	22
Onley	48	0	100%	19
Oak Hall	75	13	83%	36
Tangier	7	0	100%	10
<b>TOTAL</b>	<b>590</b>	<b>51</b>		

**Total Calls:** 590  
**Response time over 20mins.** 51 calls or 9%  
**Max Response time** 51 min.  
**Call(s) omitted:** na  
**Turn-out time greater than 6mins.** 184 calls or 31%  
**Turn-out time greater than drive time** 243 calls or 41% of total

Data Source: Eastern Shore Regional 911 center / Chincoteague 911 center

Table 2: EMS Mutual Aid

Station: Giving aid	Station: receiving aid										
	2	3	5	6	7	9	10	11	18	20	13
Greenbackville 2		4								1	
Chincoteague 3										1	
Saxis 5										3	
Bloxom 6					2					2	
Parksley 7		4		10							
Onancock 9					1		1		2		
Melfa 10		3				2		4			
Wachapreague 11					1						
Onley 18				5	3	1	3				
Oak Hall 20		5									
Northampton 13							1				
<b>TOTAL: missed calls by 1<sup>st</sup> due ambulance</b>		16		15	7	3	5	4	2	7	Na
<b>Reasons</b>											
1 <sup>st</sup> unit on a call		4		7	6	3	2	1	2	7	
Unknown reason		4		8	1	0	4	3	0	0	
Pony Pinning Stand bye		8									

Receiving Aid



Turn-out Time:	Time from 911 <u>dispatch</u> to unit <u>leaving station</u>
Drive Time:	Time from <u>leaving station</u> to arriving <u>on scene</u>
Response Time:	Time from 911 <u>dispatch</u> to arriving <u>on-scene</u>

**Data represents those calls which originated within a particular district.**

# Fire and EMS Response Time Data

AUGUST 2006

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the dispatch, 24hours a day\*.

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
New Church	2	1	50%	23
Greenbackville	15	3	80%	25
Chincoteague	83	12	85%	44
Atlantic	2	0	100%	7
Saxis	13	3	77%	28
Bloxom	55	7	87%	36
Parksley	77	1	98%	19
Tasley	5	0	100%	12
Onancock	64	0	100%	16
Melfa	42	6	85%	47
Wachapreague	17	0	100%	18
Painter	0	0	100%	0
Onley	59	0	100%	17
Oak Hall	84	7	92%	27
Tangier	13	0	100%	15
<b>TOTAL</b>	<b>531</b>			

Table 2: EMS Mutual Aid Data

Station: Giving aid	Station: receiving aid									
	2	3	5	6	7	9	10	11	18	20
Greenbackville	2	1								2
Chincoteague	3									2
Saxis	5									
Bloxom	6				1					1
Parksley	7		1	12					2	3
Onancock	9								3	
Melfa	10					1		1		
Wachapreague	11								1	
Onley	18			1	2	4	1			
Oak Hall	20	2	4		1					
Other	13 / 19 / 25									
<b>TOTAL: missed calls by 1<sup>st</sup> due ambulance</b>	2	6	1	14	4	5	1	1	6	8
<b>Reasons</b>										
1 <sup>st</sup> unit on a call		3		7	2	5	1		3	8
Unknown reason	2	3	1	7	2			1	3	

Receiving Aid



**Total Calls:** 531  
**Response time over 20mins.** 40calls or 7.5%  
**Max Response time** 47min.  
**Call(s) omitted:**  
**Turn-out time greater than 6mins.** 145calls or 27%  
**Turn-out time greater than drive time** 198 calls or 37% of total

Data Source: Eastern Shore Regional 911 center / Chincoteague 911 center

Turn-out Time: Time from 911 dispatch to unit leaving station  
 Drive Time: Time from leaving station to arriving on scene  
 Response Time: Time from 911 dispatch to arriving on-scene

**Data represents those calls which originated within a particular district.**

# Fire and EMS Response Time Data

SEPTEMBER 2006

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the dispatch, 24hours a day\*.

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
New Church	9	2	77%	24
Greenbackville	9	3	66%	32
Chincoteague	62	3	95	33
Atlantic	13	0	100%	16
Saxis	18	1	94%	25
Bloxom	58	9	84%	31
Parksley	106	5	95%	29
Tasley	7	0	100%	17
Onancock	65	1	98%	21
Melfa	50	4	92%	37
Wachapreague	17	1	94%	31
Painter	3	1	66%	25
Onley	32	0	100%	19
Oak Hall	81	12	85%	37
Tangier	6	0	100%	10
<b>TOTAL</b>	<b>536</b>	<b>42</b>		

**Total Calls:** 536  
**Response time over 20mins.** 42calls or 8%  
**Max Response time** 37min.  
**Call(s) omitted:**  
**Turn-out time greater than 6mins.** 133calls or 25%  
**Turn-out time greater than drive time** 198calls or 37%  
 Data Source: Eastern Shore Regional 911 center / Chincoteague 911 center

Table 2: EMS Mutual Aid Data

Station: Giving aid	Station: receiving aid									
	2	3	5	6	7	9	10	11	18	20
Greenbackville 2										8
Chincoteague 3										4
Saxis 5										1
Bloxom 6					5					5
Parksley 7				11						1
Onancock 9							1		4	
Melfa 10						1		2		
Wachapreague 11										
Onley 18				1	6	6				
Oak Hall 20	1	2		2						
Other 13 / 19 / 25							1			
<b>TOTAL: missed calls by 1<sup>st</sup> due ambulance</b>	1	2	0	14	11	7	2	2	4	19
<b>Reasons</b>										
1 <sup>st</sup> unit on a call	1				6	7			4	14
Unknown reason		2		14	5		2	2		5

Receiving Aid



Turn-out Time: Time from 911 dispatch to unit leaving station  
 Drive Time: Time from leaving station to arriving on scene  
 Response Time: Time from 911 dispatch to arriving on-scene

**Data represents those calls which originated within a particular district.**

# Fire and EMS Response Time Data

OCTOBER 2006

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the dispatch, 24hours a day\*.

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
New Church	3	0	100	12
Greenbackville	13	3	76	41
Chincoteague	53	5	90	42
Atlantic	5	0	100	12
Saxis	18	1	94	23
Bloxom	43	4	91	42
Parksley	90	2	98	30
Tasley	3	0	100	11
Onancock	54	0	100	17
Melfa	56	6	89	30
Wachapreague	11	0	100	11
Painter	4	0	100	16
Onley	35	0	100	19
Oak Hall	68	11	84	29
Tangier	0	0		0
<b>TOTAL</b>	456	32		

**Total Calls:** 456  
**Response time over 20mins.** 34calls or 7%  
**Max Response time** 42min.  
**Call(s) omitted:**  
**Turn-out time greater than 6mins.** 14calls or 31%  
**Turn-out time greater than drive time** 199calls or 44%  
 Data Source: Eastern Shore Regional 911 center / Chincoteague 911 center

Table 2: EMS Mutual Aid Data

Station: Giving aid	Station: receiving aid									
	2	3	5	6	7	9	10	11	18	20
Greenbackville 2										2
Chincoteague 3										
Saxis 5										1
Bloxom 6					1					1
Parksley 7				7						1
Onancock 9					2					
Melfa 10										
Wachapreague 11							2			
Onley 18					2	4	1			
Oak Hall 20	3	5	2	3						
Other 13 / 19 / 25							2			
<b>TOTAL: missed calls by 1<sup>st</sup> due ambulance</b>	3	5	2	10	5	4	5	0	0	5
<b>Reasons</b>										
1 <sup>st</sup> unit on a call	1		0	0	4	4	1	0	0	5
Unknown reason	2		2	10	1	0	4	0	0	0

Receiving Aid



Turn-out Time: Time from 911 <u>dispatch</u> to unit <u>leaving station</u>
Drive Time: Time from <u>leaving station</u> to arriving <u>on scene</u>
Response Time: Time from 911 <u>dispatch</u> to arriving <u>on-scene</u>

**Data represents those calls which originated within a particular district.**

# Fire and EMS Response Time Data

NOVEMBER 2006

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the dispatch, 24hours a day\*.

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
New Church	4	0	100	14
Greenbackville	10	1	90	29
Chincoteague	40	3	92	31
Atlantic	5	0	100	12
Saxis	15	2	86	22
Bloxom	41	7	83	36
Parksley	73	0	100	19
Tasley	1	0	100	4
Onancock	50	0	100	17
Melfa	45	8	82	42
Wachapreague	9	0	100	15
Painter	3	0	100	16
Onley	33	1	97	21
Oak Hall	68	9	87	30
Tangier	7	0	100	10
<b>TOTAL</b>	<b>404</b>	<b>31</b>		

**Total Calls:** 404calls  
**Response time over 20mins.** 31calls  
**Max Response time** 42min  
**Call(s) omitted:**  
**Turn-out time greater than 6mins.** 125calls 30%  
**Turn-out time greater than drive time** 157calls or 38%  
 Data Source: Eastern Shore Regional 911 center / Chincoteague 911 center

Table 2: EMS Mutual Aid Data

Station: Giving aid	Station: receiving aid										
	2	3	5	6	7	9	10	11	18	20	
Greenbackville 2											1
Chincoteague 3											
Saxis 5											
Bloxom 6					3						2
Parksley 7			1	8		1					
Onancock 9				1			1		1		
Melfa 10						1		1			
Wachapreague 11											
Onley 18				1	3	3					
Oak Hall 20		3	1	1							
Other 13 / 19 / 25							1				
<b>TOTAL: missed calls by 1<sup>st</sup> due ambulance</b>		3	2	11	6	5	2	1	1	3	
<b>Reasons</b>											
1 <sup>st</sup> unit on a call		2	1	2	3	5	1	0	0	3	
Unknown reason		1	1	9	3	0	1	1	1	0	

Receiving Aid



Turn-out Time: Time from 911 <u>dispatch</u> to unit <u>leaving station</u>
Drive Time: Time from <u>leaving station</u> to arriving <u>on scene</u>
Response Time: Time from 911 <u>dispatch</u> to arriving <u>on-scene</u>

**Data represents those calls which originated within a particular district.**

# Fire and EMS Response Time Data

DECEMBER 2006

**Performance Measure:** Fire and EMS agencies will 90% of the time have a unit on-scene within 20 minutes, from the dispatch, 24hours a day\*.

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
New Church	5	1	80%	25
Greenbackville	16	1	94%	23
Chincoteague	45	4	91%	36
Atlantic	3	0	100%	10
Saxis	10	1	90%	23
Bloxom	61	0	100%	45
Parksley	80	1	99%	23
Tasley	11	0	100%	15
Onancock	56	2	96%	24
Melfa	44	3	93%	25
Wachapreague	11	0	100%	16
Painter	4	0	100%	10
Onley	44	1	98%	38
Oak Hall	77	8	90%	31
Tangier	6	0	100%	8
<b>TOTAL</b>	<b>473</b>	<b>33</b>		

**Total Calls:** 473  
**Response time over 20mins.** 33calls  
**Max Response time** 45min  
**Call(s) omitted:** 0  
**Turn-out time greater than 6mins.** 118call or 25%  
**Turn-out time greater than drive time** 159calls or 34%  
 Data Source: Eastern Shore Regional 911 center / Chincoteague 911 center

Table 2: EMS Mutual Aid Data

Station: Giving aid	Station: receiving aid										
	2	3	5	6	7	9	10	11	18	20	Other
Greenbackville 2										1	
Chincoteague 3										1	
Saxis 5										1	
Bloxom 6					1					1	
Parksley 7				6		1			1		
Onancock 9							1		4		
Melfa 10						1		1	1		1
Wachapreague 11							1				
Onley 18				3	2	2	1				
Oak Hall 20	3	1	1	1							
Other 13 / 19 / 25											
<b>TOTAL: missed calls by 1<sup>st</sup> due ambulance</b>	3	1	1	10	3	4	3	1	6	4	1
<b>Reasons</b>											
1 <sup>st</sup> unit on a call	1	0	1	1	0	4	1	1	5	4	
Unknown reason	2	1	0	9	3	0	2	0	1	0	

Turn-out Time:	Time from 911 <u>dispatch</u> to unit <u>leaving station</u>
Drive Time:	Time from <u>leaving station</u> to arriving <u>on scene</u>
Response Time:	Time from 911 <u>dispatch</u> to arriving <u>on-scene</u>

**Data represents those calls which originated within a particular district.**