

Fire and EMS Response Time Data

JANAURY 2007

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

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
New Church	11	0	100	17
Greenbackville	9	3	77	36
Chincoteague	61	5	92	90
Atlantic	4	0	100	10
Saxis	16	3	81	27
Bloxom	47	7	85	35
Parksley	91	4	96	31
Tasley	5	0	100	9
Onancock	59	0	100	17
Melfa	42	3	93	28
Wachapreague	7	0	100	16
Painter	8	0	100	15
Onley	43	2	95	24
Oak Hall	77	12	84	57
Tangier	7	0	100	12
TOTAL	487	39		

Total Calls: 487 calls
Response time over 20 mins. 39 calls
Max Response time 90 mins.
Call(s) omitted: 0
Turn-out time greater than 6 mins. 170 calls or 35%
Turn-out time greater than drive time 208 calls or 43%
 Data Source: Eastern Shore Regional 911 Center / Chincoteague 911Center

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											2
Saxis 5		1									2
Bloxom 6					2						2
Parksley 7				10		1	1				
Onancock 9					1				2		
Melfa 10						4		1	1		
Wachapreague 11											
Onley 18				2	2	1					
Oak Hall 20		1	2								
Other 13 / 19 / 25											
TOTAL: missed calls by 1st due ambulance	0	2	2	12	5	6	1	1	3	7	
Reasons											
1 st unit on a call	0	0	0	2	5	6	0	0	2	5	
Unknown reason	0	2	2	10	0	0	1	1	1	2	

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

February 2007

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

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
New Church	7	0	100	18
Greenbackville	14	4	71	27
Chincoteague	42	3	93	30
Atlantic	4	0	100	17
Saxis	19	1	95	22
Bloxom	44	10	77	38
Parksley	74	4	95	27
Tasley	5	0	100	10
Onancock	38	0	100	19
Melfa	46	2	96	34
Wachapreague	7	0	100	17
Painter	3	0	100	18
Onley	30	0	100	17
Oak Hall	47	4	91	26
Tangier	8	0	100	9
TOTAL	388	28		

Total Calls: 388
Response time over 20 mins. 28
Max Response time 38
Call(s) omitted:
Turn-out time greater than 6 mins. 148 calls or 38%
Turn-out time greater than drive time 150 calls or 39%
 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											
Chincoteague 3										1	
Saxis 5											
Bloxom 6											
Parksley 7				8					2		
Onancock 9									1		
Melfa 10						2		1	3		
Wachapreague 11											
Onley 18				1	2	2	2				
Oak Hall 20	2	3	1	1							
Other 13 / 19 / 25							1				
TOTAL: missed calls by 1st due ambulance	2	3	1	10	2	4	3	1	6	1	1
Reasons											
1 st unit on a call	0	2	1	1	0	3	1	0	5	2	1
Unknown reason	2	1	0	9	2	1	2	1	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.

Fire and EMS Response Time Data

MARCH 2007

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	8	1	88%	20
Greenbackville	17	6	65%	27
Chincoteague	45	5	89%	41
Atlantic	8	0	100%	14
Saxis	20	3	85%	23
Bloxom	75	8	89%	64
Parksley	90	3	97%	30
Tasley	5	0	100%	10
Onancock	61	0	100%	20
Melfa	51	3	94%	24
Wachapreague	14	1	93%	22
Painter	11	0	100%	19
Onley	35	0	100%	14
Oak Hall	74	9	88%	47
Tangier	3	0	100%	15
TOTAL	517	39		

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	
Chincoteague 3										1	
Saxis 5										2	
Bloxom 6			1							7	
Parksley 7				12							
Onancock 9							2		1		
Melfa 10								1			
Wachapreague 11											
Onley 18						3					
Oakhall 20	6	2	2	1							
Other 13 / 19 / 25										1	
TOTAL: missed calls by 1st due ambulance	6	2	3	13	0	3	2	1	1	16	
Reasons											
1 st unit on a call	0	1	0	6		3	1	0	1	11	
Unknown reason	6	1	3	7		0	1	1	0	5	

Total Calls: 517calls
Response time over 20mins. 39calls
Max Response time 64mins.
Call(s) omitted: 0
Turn-out time greater than 6mins. 155calls or 30%
Turn-out time greater than drive time 199calls or 38%

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

APRIL 2007

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 mins.
New Church	22	0	100	14
Greenbackville	10	0	100	13
Chincoteague	49	6	88	39
Atlantic	10	0	100	13
Saxis	22	2	91	24
Bloxom	62	11	82	65
Parksley	88	3	96	36
Tasley	8	0	100	16
Onancock	45	0	100	18
Melfa	59	7	88	32
Wachapreague	11	1	91	23
Painter	9	0	100	12
Onley	30	0	100	17
Oak Hall	83	10	88	52
Tangier	3	0	100	06
TOTAL	511			

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											
Chincoteague 3											
Saxis 5										2	
Bloxom 6					2					4	
Parksley 7				10						1	
Onancock 9							1		2		
Melfa 10						1					
Wachapreague 11											
Onley 18				1	4	1	1				
Oakhall 20	1	2		1							
Other 13 / 19 / 25							2				
TOTAL: missed calls by 1st due ambulance	1	2		12	6	2	4		2	7	
Reasons											
1 st unit on a call	0	2	0	2	4	2	2	0	2	7	
Unknown reason	1	0	0	10	2	0	3	0	0	0	

Total Calls: 511
Response time over 20mins. 40 or 7.8%
Max Response time 65mins
Call(s) omitted:
Turn-out time greater than 6mins. 172 or 34%
Turn-out time greater than drive time 206 or 40%

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

May 2007

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	7	1	86	25
Greenbackville	12	2	83	27
Chincoteague	41	3	93	33
Atlantic	4	0	100	15
Saxis	28	6	79	36
Bloxom	67	4	94	35
Parksley	81	3	96	33
Tasley	5	0	100	9
Onancock	54	0	100	20
Melfa	47	3	94	26
Wachapreague	16	2	88	24
Painter	5	0	100	18
Onley	34	1	97	25
Oak Hall	76	14	82	36
Tangier	4	0	100	8
TOTAL	481	39		

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										3	
Chincoteague 3											
Saxis 5											
Bloxom 6					2					2	
Parksley 7				8		1					
Onancock 9									1		
Melfa 10								3			
Wachapreague 11							2				
Onley 18				1	2	4					
Oakhall 20	3		7	2							
Other 13 / 19 / 25							1				
TOTAL: missed calls by 1st due ambulance	3	0	7	11	4	5	3	3	1	5	
Reasons											
1 st unit on a call	0	0	1	3	2	4	1	0	1	5	
Unknown reason	3	0	6	8	2	1	2	3	0	0	

Total Calls: 481
Response time over 20mins. 39calls or 8%
Max Response time 39mins
Call(s) omitted: n/a
Turn-out time greater than 6mins. 163calls or 34%
Turn-out time greater than drive time 209calls or 43%

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

June 2007

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	14	0	100	13
Greenbackville	20	4	80	37
Chincoteague	62	4	94	21
Atlantic	4	0	100	12
Saxis	26	3	88	37
Bloxom	67	9	86	67
Parksley	83	1	98	24
Tasley	9	0	100	15
Onancock	46	1	97	21
Melfa	58	9	84	37
Wachapreague	10	0	100	20
Painter	10	1	90	23
Onley	31	0	100	15
Oak Hall	67	7	90	37
Tangier	1	0	100	7
TOTAL	508	39		

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											
Saxis 5										3	
Bloxom 6										4	
Parksley 7				11		1					
Onancock 9							1		1		
Melfa 10						1		1			
Wachapreague 11											
Onley 18				1	2	2	2				
Oakhall 20	3	2	6	1							
Other 13 / 19 / 25							2				
TOTAL: missed calls by 1st due ambulance	3	2	6	13	2	4	5	1	1	8	
Reasons											
1 st unit on a call	0	1	2	4	0	4	0	0	16	6	
Unknown reason	3	1	4	9	2	0	5	1	0	2	

Total Calls: 508
Response time over 20mins. 39
Max Response time 67minutes
Call(s) omitted:
Turn-out time greater than 6mins. 155calls or 30%
Turn-out time greater than drive time 219calls or 44%

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

July 2007

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	15	0	100	13
Greenbackville	10	0	100	18
Chincoteague	122	4	97	33
Atlantic	16	0	100	11
Saxis	17	1	94	22
Bloxom	81	12	85	34
Parksley	124	10	92	29
Tasley	11	0	100	15
Onancock	62	2	97	25
Melfa	77	9	88	37
Wachapreague	16	1	94	22
Painter	7	1	86	21
Onley	37	1	97	22
Oak Hall	89	10	89	50
Tangier	10	0	100	12
TOTAL	694	51		

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								2	
Chincoteague 3										2	
Saxis 5					1					2	
Bloxom 6		2			2					2	
Parksley 7		3		12		2		1	1	1	
Onancock 9							1				
Melfa 10		1			2	4					
Wachapreague 11							1				
Onley 18				2	1	3	2				
Oakhall 20		8	1	1			1				
Other 13 / 19 / 25							1			1	
TOTAL: missed calls by 1st due ambulance		15	1	15	5	9	6	1	1	10	
Reasons											
1 st unit on a call		14	0	4	4	9	3	0	0	9	
Unknown reason		1	1	11	1	0	3	1	1	1	

Total Calls: 694
Response time over 20mins. 186
Max Response time 50
Call(s) omitted:
Turn-out time greater than 6mins. 186calls/ 27%
Turn-out time greater than drive time 290calls / 42%

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

August 2007

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	8	1	88	53
Greenbackville	17	5	71	31
Chincoteague	98	7	93	38
Atlantic	6	0	100	13
Saxis	18	2	89	36
Bloxom	76	11	86	73
Parksley	97	7	93	31
Tasley	6	0	100	9
Onancock	56	1	98	29
Melfa	62	9	86	32
Wachapreague	9	0	100	15
Painter	5	0	100	20
Onley	51	1	98	22
Oak Hall	68	7	90	34
Tangier	6	0	100	17
TOTAL	583	51		

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											
Chincoteague 3											
Saxis 5				1	2					1	
Bloxom 6					1						
Parksley 7			1	13		1			2		
Onancock 9									2		
Melfa 10						3		4			
Wachapreague 11							1				
Onley 18						3	2				
Oakhall 20	3		2								
Other 13 / 19 / 25								1			
TOTAL: missed calls by 1st due ambulance	3		3	14	3	7	3	5	4	1	
Reasons											
1 st unit on a call	1	6	0	3	1	5	1	0	3	1	
Unknown reason	2	1	3	11	2	2	2	5	1	0	

Total Calls: 583calls
Response time over 20mins. 51calls/9%
Max Response time 73mins
Call(s) omitted:
Turn-out time greater than 6mins. 182calls or 31%
Turn-out time greater than drive time 259calls or 44%

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 2007

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

Table 1: Performance Measure Data

Station	Total Calls	Greater than 20min Response time	%	Max Response time
New Church	19	1	95	27
Greenbackville	11	2	98	32
Chincoteague	54	2	96	26
Atlantic	9	0	100	15
Saxis	24	2	92	36
Bloxom	68	5	93	46
Parksley	99	4	96	38
Tasley	10	1	90	25
Onancock	82	2	98	31
Melfa	59	6	90	27
Wachapreague	10	1	90	22
Painter	7	1	86	22
Onley	51	0	100	17
Oak Hall	74	13	82	49
Tangier	3	0	100	9
TOTAL	580	40		

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										3	
Saxis 5											
Bloxom 6			1		3					2	
Parksley 7				13					1		
Onancock 9					2		1		3		
Melfa 10						1		3	1		
Wachapreague 11							1				
Onley 18				1	1	3	1				
Oak Hall 20	2	1	2								
Other 13 / 19 / 25											
TOTAL: missed calls by 1st due ambulance	2	1	3	14	6	4	3	3	5	6	
Reasons											
1 st unit on a call	1	1	2	7	4	4	1	0	1	6	
Unknown reason	1	0	1	7	2	0	2	3	4	0	

Total Calls: 580 calls
Response time over 20mins. 40 calls
Max Response time 49 mins.
Call(s) omitted:
Turn-out time greater than 6mins. 152 calls
Turn-out time greater than drive time 227 calls
 Data Source: Eastern Shore Regional 911 Center / Chincoteague 911 Center

Fire and EMS Response Time Data

October 2007

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	12	0	100	13
Greenbackville	19	4	79	34
Chincoteague	67	1	98.5	26
Atlantic	11	0	100	17
Saxis	20	1	95	25
Bloxom	58	10	83	41
Parksley	91	8	91	35
Tasley	6	0	100	11
Onancock	63	1	98	21
Melfa	80	4	95	41
Wachapreague	10	0	100	15
Painter	9	0	100	20
Onley	46	0	100	14
Oak Hall	93	10	89	37
Tangier	2	0	100	13
TOTAL	520	38		

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									5	
Saxis 5										2	
Bloxom 6										14	
Parksley 7				10							
Onancock 9					1				3		
Melfa 10								3			
Wachapreague 11											
Onley 18				2	2	2					
Oakhall 20	2	1	1	1							
Other 13 / 19 / 25							1				
TOTAL: missed calls by 1st due ambulance	3	1	1	13	3	2	1	3	3	22	
Reasons											
1 st unit on a call	2	1	0	1	1	2	0	0	3	21	
Unknown reason	1	0	1	12	2	0	1	3	0	1	

Total Calls: 520calls
Response time over 20mins. 38calls
Max Response time 41mins
Call(s) omitted:
Turn-out time greater than 6mins. 187 calls
Turn-out time greater than drive time 229 calls

Data Source: Eastern Shore Regional 911 center / Chincoteague 3911 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

November 2007

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	1	0	100	20
Greenbackville	10	1	90	45
Chincoteague	53	1	98	23
Atlantic	13	0	100	16
Saxis	13	1	92	32
Bloxom	70	1	99	30
Parksley	118	5	96	27
Tasley	7	0	100	17
Onancock	59	3	95	38
Melfa	62	0	100	20
Wachapreague	11	0	100	18
Painter	4	0	100	9
Onley	41	0	100	18
Oak Hall	91	11	88	38
Tangier	7	0	100	9
TOTAL	507	22		

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											
Chincoteague 3	1									6	
Saxis 5										1	
Bloxom 6					3					3	
Parksley 7				7							
Onancock 9									3		
Melfa 10						5		3			
Wachapreague 11											
Onley 18					2	1					
Oakhall 20	1	1	3								
Other 13 / 19 / 25											
TOTAL: missed calls by 1st due ambulance	2	1	3	7	5	6	0	3	3	10	
Reasons											
1 st unit on a call		1	1	4	3	6	0	0	3	7	
Unknown reason	2		2	3	2	0	0	3	0	3	

Total Calls: 507 calls
Response time over 20mins. 22 calls
Max Response time 45 mins
Call(s) omitted:
Turn-out time greater than 6mins. 144 calls
Turn-out time greater than drive time 230 calls

Data Source: Eastern Shore Regional 911 center / Chincoteague 3911 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.

December 2007:

CAD System Changes – No data available