



2009 ANNUAL REPORT

EASTERN SHORE OF VIRGINIA 9-1-1 COMMISSION

Chairman

Donald E. Kellam, Jr.
Northampton County Fire Services

Vice Chairman

The Honorable Ron Wolff
Accomack County Board of Supervisors

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Virginia State Police

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Katie Nunez

Administrator, County of Northampton

The Honorable Larry Giddens
Sheriff, County of Accomack

The Honorable Jack Robbins
Sheriff, County of Northampton

The Honorable Laurence J. Trala
Northampton County Board of Supervisors

The Honorable Donald Hart, Jr.
Accomack County Board of Supervisors

Ben D. Byrd, Jr.

Accomack County Fire Services

Hollye B. Carpenter

Northampton County Emergency Medical Services

William L. Mariner

Accomack County Emergency Medical Services

EASTERN SHORE OF VIRGINIA 9-1-1 COMMISSION STAFF

Jeffrey Flournoy, 9-1-1 Director
Scott R. Chandler, ENP, 9-1-1 Consultant
Margaret M. Surran, Recording Secretary

**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
TELECOMMUNICATIONS STAFF**

9-1-1 Director

Jeffrey Flournoy, EMT-B

9-1-1 Supervisors

Crystal Simpson, EMT-B

Margaret M. Surran, EMT-I

Full-Time 9-1-1 Communications Officers

Charlotte L. Gibbons

John R. Hudson

Krista Kilmon, EMT-B

Hope Linton, EMT-E

Wayne Marshall, EMT-B

Dean Reid, EMT-E

Tiffany Thornton, EMT-E

Part-Time 9-1-1 Communications Officers

Coley R. Beasley, III, EMT-I

Donald Davis

Kevin T. Holloway, EMT-P

Ashley Mapp, EMT-B

Anthony Montross

Matthew Pruitt

Carrie L. Kulick, EMT-E

Jason Taylor, EMT-B

Tonya Taylor, EMT-B

Michael Wessells, EMT-I

IN APPRECIATION

The ESVA 9-1-1 Commission extends a thank you to the following individuals. Each individual made a valuable contribution to the ongoing operation of the Eastern Shore's 9-1-1 system.

Rhonda Burford

Nasrean Muslimani

Jennifer Grow

James Evans

Everett Lewis

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Eastern Shore of Virginia 9-1-1 Commission

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**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
FIRE INCIDENTS**

FIRE/EMS DISTRICT	FIRE/EMS AGENCY	NUMBER OF FIRE INCIDENTS		
		2008	2009 – District	2009 – Assist
1	New Church Vol. Fire & Rescue	138/80	133	91
2	Greenbackville Vol. Fire Co.	41/54	28	44
3	Chincoteague Vol. Fire Co.*	-	-	-
4	Atlantic Vol. Fire & Rescue Co.**	150/89	170	94
5	Saxis Vol. Fire Co.	42/29	26	25
6	Bloxom Vol. Fire Co.	140/83	116	81
7	Parksley Vol. Fire Co.	214/75	182	76
8	Tasley Vol. Fire Co.**	80/81	89	73
9	Onancock Vol. Fire Dept.	82/66	70	71
10	Melfa Vol. Fire & Rescue Co.	99/66	115	77
11	Wachapreague Vol. Fire Co.	14/42	28	42
12	Painter Vol. Fire Co.	94/55	107	67
13	Community Vol. Fire Co. (Exmore)	129/96	120	119
14	Cheriton Vol. Fire Co.	38/144	46	153
15	Cape Charles Vol. Fire Co.	37/115	31	133
14/15	Cheriton/Cape Charles Joint	75	81	N/A
16	Northampton Vol. Fire & Rescue	99/112	112	120
17	Eastville Vol. Fire Co.	101/84	89	102
18	Onley Vol. Fire & Rescue Co.	72/75	52	83
19	Cape Charles Rescue Service	N/A	N/A	N/A
20	Oak Hall Rescue	N/A	N/A	N/A
21	Tangier Vol. Fire Co.	7	8	N/A
	TOTAL	1,652/1,346	1,603	1,451

- District Column Statistics Represent Incidents Dispatched To In Stated District. Mutual Aid Incidents Outside Their Respective District and Are Listed in the Assist Column Statistics.

- 2008 Data Represents All Incidents - First Number in District and Second Number Assist

* Station 3 (Chincoteague Volunteer Fire Company) dispatched by the Chincoteague 9-1-1 Communications Center.

** Automatic Dispatch on EMS Incidents Not Included- St. 4 and 8

**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
EMS INCIDENTS**

FIRE/EMS DISTRICT	FIRE/EMS AGENCY	NUMBER OF EMS INCIDENTS		
		2008*	2009 – District	2009 – Assist
1	New Church Vol. Fire & Rescue	N/A	N/A	N/A
2	Greenbackville Vol. Fire Co.	155/140	139	127
3	Chincoteague Vol. Fire Co.	-	-	-
4	Atlantic Vol. Fire & Rescue Co.	-	-	-
5	Saxis Vol. Fire Co.	124/70	143	81
6	Bloxom Vol. Fire Co.	632/436	667	482
7	Parksley Vol. Fire Co.	1,119/372	1,190	405
8	Tasley Vol. Fire Co.	-	-	-
9	Onancock Vol. Fire Dept.	680/221	679	254
10	Melfa Vol. Fire & Rescue Co.	734/328	808	411
11	Wachapreague Vol. Fire Co.	153/85	161	122
12	Painter Vol. Fire Co.	N/A	N/A	N/A
13	Community Vol. Fire Co. (Exmore)	731/584	802	731
14	Cheriton Vol. Fire Co.	N/A	N/A	N/A
15	Cape Charles Vol. Fire Co.	N/A	N/A	N/A
14/15	Cheriton/Cape Charles Joint	N/A	N/A	N/A
16	Northampton Vol. Fire & Rescue	657/432	774	459
17	Eastville Vol. Fire Co.	N/A	N/A	N/A
18	Onley Vol. Fire & Rescue Co.	416/319	449	391
19	Cape Charles Rescue Service*	1,073/177	987	214
20	Oak Hall Rescue*	1,036/298	1,062	348
21	Tangier Vol. Fire Co.	59	80	N/A
	TOTAL	7,569/3,462	7,941	4,025

- District Column Statistics Represent Incidents Dispatched To In Stated District. Mutual Aid Incidents Outside Their Respective District and Are Listed in the Assist Column Statistics.

- 2008 Data Represents All Incidents-First Number in District and Second Number Assist

- EMS Responses Data for Station 4 and 8 Not Available for Report

* Station 3 (Chincoteague Volunteer Fire Company) dispatched by the Chincoteague 9-1-1 Communications Center.

* Automatic Dispatch on Fire Incidents Not Included- St.19 and 20

**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
9-1-1 CALLS RECEIVED AND TRANSFERRED TO POLICE AND OTHER AGENCIES**

AGENCY RECEIVING TRANSFER	CALLS TRANSFERRED		
	2007	2008	2009
Accomack County Sheriff's Office	4,153	4,954	4,200
Northampton County Sheriff's Office	2,073	2,541	1,986
Chincoteague Police Department	574	799	272
Virginia State Police	2,026	2,123	2,009
Other Public Safety Agencies	1,043	1,432	1,816
TOTAL	9,869	11,849	10,283

In addition to these direct 9-1-1 transfers, reports of personal injury accidents and other incidents in which fire or rescue agencies were the primary or initial responders were relayed by the 9-1-1 Communications Officer to police and other agencies by standard telephone service.

The above transfer calls include multiple calls and callbacks from the reporting party for a single incident. These calls represent telephone traffic only, not the number of incidents handled by a given agency.

IN APPRECIATION

The Eastern Shore of Virginia 9-1-1 Commission and the telecommunications staff of the Eastern Shore 9-1-1 Communications Center express their appreciation for the cooperation and support of the dedicated Communications Officers and law enforcement officers serving Accomack and Northampton Counties and the political subdivisions located therein.

The 9-1-1 Commission and telecommunications staff also salute the firefighters, emergency medical technicians, and support members of the volunteer fire companies and rescue squads who provide invaluable emergency fire and emergency medical services to the Eastern Shore community. We proudly cherish your dedication and service.

**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
FIRE INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE**

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2007	2008	2009
Accident With Injury (Entrapment Included)	-	565	576
Boat Fire	1	1	1
Brush Fires	132	106	48
Chimney Fires	13	2	6
CO Detector Activation	7	8	12
Dumpster Fires	0	0	0
Electrical Equipment Fires	10	19	17
Explosion – No Fire	5	0	0
Field Fires	26	16	8
Fire Service Standby	13	24	10
Fire Investigations	88	101	76
Fire Mutual Aid	-	-	26
Fire Recall	-	-	6
Hazardous Conditions	103	79	99
Haz-Mat Incidents	3	3	8
Marine Boat Salvage	1	0	1
Medical Assist by FD	40	116	137
Plane Crash	4	0	0
Property Damage Accident – FD	28	26	60
Public Service – FD	86	69	95
Smoke Report Outside of Structure	3	1	1
Spill or Leak	32	39	32
Structural Fire – Residential	262	145	153
Structural Fire – Institutional	6	3	5
Structural Fire – Commercial	44	37	33
System Fire Alarms	283	178	189
Trash Fires	18	12	6
Tree Fires	6	14	6
Vehicle Fires	66	60	55
Woods Fires	48	35	24
TOTAL	1,386*	1,681*	1,690

*Some Fire Incident Classifications Removed from Report

**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
EMS INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE**

<u>TYPE OF CALL/NATURE</u>	<u>NUMBER OF INCIDENTS</u>		
	2007	2008	2009
Abdominal Pain	394	437	457
Allergies/Hives/Stings	62	53	73
Altered LOC (Level of Consciousness)	133	182	201
Animal Bites	10	16	17
Assault	104	91	117
Asthma	40	71	49
Auto Accident – Injuries (Includes Entrapment)	1,210	579	601
Back Pain	97	111	129
Blood Pressure Problems	20	32	45
Boating Accident	1	0	0
Breathing Difficulty	786	852	877
Burns	14	15	13
Can't Walk or Move	75	102	100
Carbon Monoxide Poisoning	3	1	2
Cardiac/Respiratory Arrest	38	66	51
Catheter Problem	20	17	15
Chest Pain	660	654	700
Choking	22	13	24
Cold Exposure	4	1	3
Convulsions/Seizures	238	291	298
Diabetic Problems	271	291	315
Dialysis Patient	26	33	27
Dizziness/Nausea	61	84	115
DOA/No Resuscitation	28	32	24
Drowning/Diving Accidents	1	1	0
Electrocution	2	4	1
EMS (Not Classified)	-	-	95

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**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
EMS INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE
(Continued)**

EMS Transport	5	6	16
EMS Standby	182	211	170
EMS Emergency Transport	4	1	1
EMS Public Service	205	167	154
Epistaxis (Nosebleed)	34	21	16
Eye Problems	3	13	8
Falls	543	593	627
Fire Incident	-	-	349
Fracture	64	43	42
General Illness	465	474	523
Headaches	51	52	55
Heart Problems	100	75	81
Heat Exposure	10	7	5
Hemorrhage	99	45	76
Industrial/Machinery Accident	1	1	0
Laceration/Abrasion	78	73	56
Medical Alarm	29	117	140
Multiple Complaints	68	65	64
Overdose/Poisoning	67	73	90
Pregnancy/Childbirth	135	115	88
Psychiatric/Behavioral Emergencies	79	110	81
Specific Diagnosis – Sick Person	471	429	414
Stabbing/Gunshot Wound	26	19	16
Stroke/CVA/TIA	177	181	167
Subject Down – Unknown Problem	111	109	98
Traumatic Injury – Specific	91	120	117
Unconscious/Fainting Episode	298	197	312
TOTAL	7,751*	7,874*	8,100

*Some EMS Incident Classifications Removed from Report

**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
FIRE AND EMS INCIDENTS DISPATCHED BY DAY OF WEEK – FIRE AND EMS**

<u>DAY</u>	NUMBER OF INCIDENTS		
	2007	2008	2009
Sunday	1,334	1,372	1,396
Monday	1,402	1,522	1,385
Tuesday	1,139	1,317	1,310
Wednesday	1,256	1,418	1,431
Thursday	1,323	1,449	1,327
Friday	1,263	1,440	1,467
Saturday	1,420	1,493	1,545
TOTAL	9,137	10,011	9,861

FIRE AND EMS INCIDENTS DISPATCHED BY MONTH – FIRE AND EMS

<u>MONTH</u>	NUMBER OF INCIDENTS		
	2007	2008	2009
January	828	797	753
February	677	787	732
March	869	850	834
April	895	721	819
May	808	842	774
June	858	898	884
July	988	948	930
August	867	883	909
September	937	885	812
October	887	812	871
November	850	784	762
December	822	804	781
TOTAL	10,286*	10,011	9,861

** Represents all calls entered into the CAD System regardless of incident disposition.*

**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
FIRE AND EMS INCIDENTS DISPATCHED BY HOUR OF DAY – FIRE AND EMS**

<u>HOUR</u>	NUMBER OF INCIDENTS		
	2007	2008	2009
0000-0059	224	287	258
0100-0159	210	225	257
0200-0259	202	230	187
0300-0359	167	183	202
0400-0459	140	160	204
0500-0559	186	163	165
0600-0659	258	296	273
0700-0759	306	346	343
0800-0859	427	426	424
0900-0959	515	558	479
1000-1059	521	597	549
1100-1159	521	589	532
1200-1259	564	562	519
1300-1359	501	506	539
1400-1459	576	580	539
1500-1559	538	574	606
1600-1659	480	606	630
1700-1759	494	537	557
1800-1859	472	553	578
1900-1959	437	475	518
2000-2059	395	451	456
2100-2159	419	427	437
2200-2259	307	361	343
2300-2359	277	319	266
TOTAL	9,137	10,011	9,861

