



# 2016 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

Secretary-Treasurer

Hollye B. Carpenter  
Northampton County Emergency Medical Services

Mike Mason

Administrator, County of Accomack

John Andrzejewski

Acting Administrator, County of Northampton

The Honorable Todd Godwin  
Sheriff, County of Accomack

The Honorable David Doughty  
Sheriff, County of Northampton

First Sergeant B. E. Jeff Jones  
Virginia State Police

The Honorable Robert Duer  
Northampton County Board of Supervisors

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

Ben D. Byrd, Jr.  
Accomack County Fire 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, 9-1-1 Consultant  
Crystal Simpson, 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

9-1-1 Senior Communications Officers

Charlotte Gibbons

Krista Kilmon, EMT-A

Full-Time 9-1-1 Communications Officers

Susan Jones, EMT-A

Caroline Marshall, EMT-B

Casey Decker

Stacy Carpenter

Carlee Parker, EMT-B

Randy Green

Nichollette Steffes – EMT-P

Part-Time 9-1-1 Communications Officers

Jim Evans, EMT-B

Christopher Fenton, EMT-B

John Hudson

James Mason, EMT-A

Anthony Montross

Dean Orsino, EMT-A

Jason Taylor, EMT-A

Michael Wessells, EMT-I

Robert Wessells

Tonya Blake, EMT-A

John Thornton

Susan Kellam

Jared Sipe

***IN APPRECIATION***

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

Ronnie Wayne Marshall, Larry Shane Parker, Joshua Medina

*Copyright April 2017*

**Eastern Shore of Virginia 9-1-1 Commission**

23201 Front Street / PO Box 337, Accomac, Virginia 23301-0337

(757) 787-0911 / 824-0911 / 442-0911

Website: <http://www.esva911.org>

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

FIRE/EMS DISTRICT	FIRE/EMS AGENCY	NUMBER OF FIRE INCIDENTS		
		2015	2016 – District	2016 – Assist
1	New Church Vol. Fire & Rescue	91/112	128	103
2	Greenbackville Vol. Fire Co.	29/48	32	31
3	Chincoteague Vol. Fire Co.	118/16	136	12
4	Atlantic Vol. Fire & Rescue Co.	142/165	171	128
5	Saxis Vol. Fire Co.	32/23	19	15
6	Bloxom Vol. Fire Co.	158/110	119	59
7	Parksley Vol. Fire Co.	158/83	151	70
8	Tasley Vol. Fire Co.	87/127	71	128
9	Onancock Vol. Fire Dept.	108/87	79	87
10	Melfa Vol. Fire & Rescue Co.	140/120	153	102
11	Wachapreague Vol. Fire Co.	29/43	15	58
12	Painter Vol. Fire Co.	93/90	114	97
13	Community Fire Co. (Exmore)	132/112	118	145
14	Cheriton Vol. Fire Co.	40/151	61	176
15	Cape Charles Vol. Fire Co.	65/111	85	126
14/15	Cheriton/Cape Charles Joint	82	82	N/A
16	Northampton Vol. Fire & Rescue	103/143	137	151
17	Eastville Vol. Fire Co.	97/57	109	73
18	Onley Vol. Fire & Rescue Co.	147/187	124	147
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.	26	23	N/A
	<b>TOTAL</b>	<b>1,877/1,785</b>	<b>1,927</b>	<b>1,708</b>

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

- 2015 Data Represents All Incidents - First Number in District and Second Number Assist

\* Dispatch on EMS Incidents Included – Station 4 (and other fire stations)

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

FIRE/EMS DISTRICT	FIRE/EMS AGENCY	NUMBER OF EMS INCIDENTS		
		2015	2016 – District	2016 – Assist
1	New Church Vol. Fire & Rescue	N/A	N/A	N/A
2	Greenbackville Vol. Fire Co.	146/129	157	133
3	Chincoteague Vol. Fire Co.	817/99	897	144
4	Atlantic Vol. Fire & Rescue Co.	N/A	N/A	N/A
5	Saxis Vol. Fire Co.	109/20	121	30
6	Bloxom Vol. Fire Co.	666/394	666	Data Not Available
7	Parksley Vol. Fire Co.	1,098/203	1,072	208
8	Tasley Vol. Fire Co.	N/A	N/A	N/A
9	Onancock Vol. Fire Dept.	554/308	597	490
10	Melfa Vol. Fire & Rescue Co.	869/536	784	490
11	Wachapreague Vol. Fire Co.	149/96	222	120
12	Painter Vol. Fire Co.	N/A	N/A	N/A
13	Community Fire Co. (Exmore)	951/838	812	722
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	815/443	790	360
17	Eastville Vol. Fire Co.	N/A	N/A	N/A
18	Onley Vol. Fire & Rescue Co.	579/375	477	319
19	Cape Charles Rescue Service*	970/82	982	103
20	Oak Hall Rescue*	981/1,156	1,034	1,070
21	Tangier Vol. Fire Co.	103	108	N/A
	<b>TOTAL</b>	<b>8,807/4,679</b>	<b>8,719</b>	<b>4,189</b>

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

- 2015 Data Represents All Incidents-First Number in District and Second Number Assist

- EMS Response Data for Station 4 (and other fire stations) Included in Fire Incident Data

\* All Automatic Dispatch on Fire Incidents Included in EMS Response Data

\*\* Move of Ambulance 11-1 to Station 12 occurred on 11/5/16 – Station 11 EMS data still listed with Station 11 (not Station 12) for 2016

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

\*\* Nature Code Added 2015 --- \* Nature Code Added 2016 --- \*\*\* Included with Residential Structure

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2014	2015	2016
Accident With Injury (Entrapment Included)	514	569	596
Boat Fire	0	2	0
Bomb Threat	0	1	4
Brush Fires	82	79	66
Chimney Fires	4	2	***
CO Detector Activation	21	28	19
Electrical Equipment Fires	25	34	32
Elevator Emergency	12	16	13
Field Fires	14	11	10
Fire Service Standby	4	4	1
Fire Investigations	81	56	48
Fire Mutual Aid	11	37	37
Fire Recall	8	38	6
Hazardous Conditions	61	83	172
Haz-Mat Incidents	5	1	1
Landing Zone **	-	5	12
Marine Boat Salvage	2	0	0
Medical Assist by FD	228	274	224
Non-Traditional Incident – Fire	26	27	14
Plane Crash	0	0	3
Property Damage Accident – FD	16	71	107
Public Service – FD	49	57	33
Smoke Report – Outside	0	1	0
Spill or Leak	29	39	41
Structural Fire – Residential (all)	149	151	139
Structural Fire – Commercial (all)	19	30	34
System Fire Alarms	257	316	287
Trash Fires	4	3	8
Tree Fires	5	6	10
Vehicle Fires	70	56	63
Water Injury/Boat Incident/Drowning *	-	-	16
Woods Fires	10	11	10
<b>TOTAL</b>	<b>1,706</b>	<b>2,008</b>	<b>2,006</b>

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

\*\* Nature Code Added – 2013/Nature Codes with Zero Not Listed

<u>TYPE OF CALL/NATURE</u>	<u>NUMBER OF INCIDENTS</u>		
	<b>2014</b>	<b>2015</b>	<b>2016</b>
Abdominal/Back Pain	667	617	595
Allergies/Hives/Stings	96	91	82
Altered LOC/Unconscious/Unresponsive	758	606	649
Animal Bites	22	12	9
Auto Accident – Injuries (Includes Entrapment)	539	569	620
Breathing Difficulty/Asthma	1,045	1,038	1,091
Burns	10	13	17
Carbon Monoxide	19	25	18
Cardiac/Respiratory Arrest	79	86	103
Chest Pain/Heart Problems/Blood Pressure	800	907	794
Choking	26	21	18
Environmental Emergencies	5	12	25
Convulsions/Seizures	296	298	233
Diabetic Problems	203	198	173
DOA/No Resuscitation	32	45	41
Drowning/Diving Accidents/Boat	8	9	20
EMS (Not Classified)	112	106	69
EMS Transport	14	15	19
EMS Standby	49	42	53
EMS Emergency Transport	14	1	0
EMS Public Service	162	99	189
Bleeding – Non-Traumatic, Including Epistaxis	195	166	164
Eye Problems	8	14	17

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

Falls	769	839	838
Fire Incident	470	438	359
General Illness/Sickness/Unable to Walk/Other	1,386	1,362	1,439
Headaches	73	102	87
Medical Alarm	125	181	200
Non-Traditional Incident – EMS **	22	32	12
Overdose/Poisoning	69	69	65
Pregnancy/Childbirth	122	120	86
Psychiatric/Behavioral Emergencies	122	194	145
Stabbing/Gunshot Wound	14	19	25
Stroke/CVA/TIA	209	213	183
Traumatic Injury/Assault	401	364	321
<b>TOTAL</b>	<b>8,941</b>	<b>8,923</b>	<b>8,759</b>

***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 salutes 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 AND EMS INCIDENTS DISPATCHED BY DAY OF WEEK – FIRE/EMS/OTHER**

<u>DAY</u>	<b>NUMBER OF INCIDENTS</b>		
	<b>2014</b>	<b>2015</b>	<b>2016</b>
Sunday	1,467	1,540	1,584
Monday	1,615	1,611	1,505
Tuesday	1,526	1,531	1,443
Wednesday	1,533	1,444	1,553
Thursday	1,496	1,544	1,481
Friday	1,474	1,644	1,577
Saturday	1,536	1,591	1,665
<b>TOTAL</b>	<b>10,647</b>	<b>10,905</b>	<b>10,808</b>

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

**FIRE AND EMS INCIDENTS DISPATCHED BY MONTH – FIRE/EMS/OTHER**

<u>MONTH</u>	<b>NUMBER OF INCIDENTS</b>		
	<b>2014</b>	<b>2015</b>	<b>2016</b>
January	927	883	953
February	798	928	744
March	808	866	789
April	815	805	819
May	936	999	973
June	970	976	964
July	1,043	938	1,147
August	909	959	955
September	875	942	887
October	871	908	966
November	847	828	791
December	848	873	820
<b>TOTAL</b>	<b>10,647</b>	<b>10,905</b>	<b>10,808</b>

*\* 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/EMS/OTHER**

<u>HOUR</u>	NUMBER OF INCIDENTS		
	2014	2015	2016
0000-0059	274	281	254
0100-0159	256	241	271
0200-0259	203	209	221
0300-0359	185	196	211
0400-0459	165	199	193
0500-0559	217	200	191
0600-0659	273	301	304
0700-0759	351	398	385
0800-0859	517	469	496
0900-0959	487	558	568
1000-1059	635	607	595
1100-1159	643	630	590
1200-1259	643	606	668
1300-1359	569	579	625
1400-1459	641	609	594
1500-1559	614	591	623
1600-1659	602	597	601
1700-1759	627	658	618
1800-1859	590	617	567
1900-1959	555	589	560
2000-2059	504	522	499
2100-2159	480	500	464
2200-2259	342	437	367
2300-2359	274	311	343
<b>TOTAL</b>	<b>10,647</b>	<b>10,905</b>	<b>10,808</b>

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