



2019 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

Charles Kolakowski

Administrator, County of Northampton

The Honorable Todd Wessells
Sheriff, County of Accomack

The Honorable David Doughty
Sheriff, County of Northampton

First Sergeant Kevin Myers
Virginia State Police

The Honorable David Fauber
Northampton County Board of Supervisors

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

Ben D. Byrd, Jr.
Accomack County Fire Services

William McCready
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
Caroline Hodgson, Recording Secretary

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

9-1-1 Director

Jeffrey Flourney, EMT-B, ENP

9-1-1 Senior Communications Officers

Charlotte Gibbons

Caroline Hodgson, EMT-B

Krista Kilmon, EMT-A, RPL

Full-Time 9-1-1 Communications Officers

Crystal Simpson, EMT-B

Susan Jones, EMT-A

Casey Decker

Carlee Parker, EMT-B

John Thornton

Katie Brewster

Niasia Scarborough

Christine Phillips

Ashley Justice

Part-Time 9-1-1 Communications Officers

Anthony Montross

John Hudson

Kirstin Estelle EMT-B

Jared Sipe, EMT-B

Jordan Sharpley

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:

Robert Wessells, Tonya Blake, Hayley Drummond, Michele Guest and Kari Stout.

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Eastern Shore of Virginia 9-1-1 Commission

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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		
		2018 District/Assist	2019 District	2019 Assist
1	New Church Vol. Fire & Rescue Co.	133/75	105	95
2	Greenbackville Vol. Fire Co.	22/15	37	42
3	Chincoteague Vol. Fire Co.	133/7	99	19
4	Atlantic Vol. Fire & Rescue Co.	177/128	133	124
5	Saxis Vol. Fire Co.	30/8	27	11
6	Bloxom Vol. Fire Co.	134/69	105	80
7	Parksley Vol. Fire Co.	247/72	183	97
8	Tasley Vol. Fire Co.	147/152	120	111
9	Onancock Vol. Fire Dept.	162/130	102	118
10	Melfa Vol. Fire & Rescue Co.	161/113	161	102
11	Wachapreague Vol. Fire Co.	33/52	27	65
12	Painter Vol. Fire Co.	146/131	116	128
13	Community Fire Co. (Exmore)	170/114	119	96
14	Cheriton Vol. Fire Co.	63/147	58	155
15	Cape Charles Vol. Fire Co.	66/126	71	113
14/15	Cheriton/Cape Charles Joint District	90/--	171	--
16	Northampton Vol. Fire & Rescue Co.	138/153	100	116
17	Eastville Vol. Fire Co.	108/78	75	78
19	Cape Charles Rescue Service	--	--	--
20	Oak Hall Rescue	--	--	--
21	Tangier Vol. Fire Co.	7	13	--
	TOTAL	2,167/1,570	1,822	1,550

- District Column Statistics Represent Incidents Dispatched To In Stated District. Mutual Aid Incidents Outside Their Respective District Are Listed in the Assist Column Statistics
- 2018 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		
		2018 District/Assist	2019 District	2019 Assist
1	New Church Vol. Fire & Rescue	--/--	--	--
2	Greenbackville Vol. Fire Co.	151/118	244	156
3	Chincoteague Vol. Fire Co.	1,000/124	830	101
4	Atlantic Vol. Fire & Rescue Co.	--/--	--	
5	Saxis Vol. Fire Co.	96/14	111	9
6	Bloxom Vol. Fire Co.	555/466	545	334
7	Parksley Vol. Fire Co.	1,121/139	1,004	124
8	Tasley Vol. Fire Co.	--/--	--	--
9	Onancock Vol. Fire Dept.	1,099/171	996	135
10	Melfa Vol. Fire & Rescue Co.	536/221	589	233
11	Wachapreague Vol. Fire Co.	--/--	--	--
12	Painter Vol. Fire Co. *	448/467	483	401
13	Community Fire Co. (Exmore)	930/704	862	783
14	Cheriton Vol. Fire Co.	--/--	--	--
15	Cape Charles Vol. Fire Co.	--/--	--	--
14/15	Cheriton/Cape Charles Joint	--/--	--	--
16	Northampton Vol. Fire & Rescue	921/530	828	487
17	Eastville Vol. Fire Co.	--/--	--	--
19	Cape Charles Rescue Service	1,134/225	1,252	243
20	Oak Hall Rescue	1,088/493	1,009	465
21	Tangier Vol. Fire Co.	185/--	178	--
	TOTAL	9,264/3,672	8,931	3,471

- District Column Statistics Represent Incidents Dispatched In Stated District. Mutual Aid Incidents Outside Their Respective District Are Listed in the Assist Column Statistics.
 - 2018 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
 - EMS Dispatch on Fire Incidents Included in EMS Response Data
 - Data Includes Ambulance Posting Assignments Tracked in CAD
- *Station 12 EMS covers Station 11 EMS Data

FIRE INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2017	2018	2019
Accident with Injury/ Entrapment /Unknown	526	529	430
Boat Fire	3	1	1
Brush Fires	48	48	78
Submerged Vehicle **	-	4	1
CO Detector Activation	20	21	17
Electrical Equipment Fires	19	57	28
Elevator Emergency	16	10	1
Field Fires	14	10	9
Fire Service Standby	2	6	6
Fire Investigations	59	45	32
Fire Mutual Aid	24	30	18
Fire Recall	8	8	13
Hazardous Conditions	181	274	179
Haz-Mat Incidents	2	1	2
Landing Zone	22	20	14
Industrial Machinery Accident	1	2	2
Farm Equipment Fire *	8	8	10
Medical Assist by FD	177	192	133
Non-Traditional Incident – Fire	22	29	29
Plane Crash	0	1	1
Property Damage Accident – FD	128	186	119
Public Service – FD	40	143	55
Smoke Report – Outside	4	1	6
Spill or Leak	44	45	49
Structural Fire – Residential (all)	150	122	78
Structural Fire – Commercial (all)	36	32	49
System Fire Alarms	287	308	298
Trash Fires	4	2	8
Tree Fires	7	9	7
Vehicle Fires	44	61	51
Water Injury/Boat Incident/Drowning	17	16	7
Woods Fires	22	13	13
TOTAL	1,935	2,234	1,744

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

<u>TYPE OF CALL/NATURE</u>	NUMBER OF INCIDENTS		
	2017	2018	2019
Abdominal/Back Pain	565	577	572
Allergies/Hives/Stings	94	81	81
Altered LOC	200	396	293
Animal Bites	10	20	14
Auto Accident with Injury/ Entrapment/ Unknown	554	555	814
Breathing Difficulty	1,037	1,053	942
Burns/Electrocution	13	12	8
Carbon Monoxide	20	16	33
Cardiac/Respiratory Arrest	75	100	75
Chest Pain/Heart Problems/Blood Pressure	840	872	854
Choking	35	26	27
Environmental Emergencies	16	30	22
Convulsions/Seizures	264	239	227
Diabetic Problems	163	163	154
DOA/No Resuscitation	46	58	30
Drowning/Diving Accidents/Boat	5	18	18
EMS (Not Classified)	61	5	--
EMS Transport	36	81	41
EMS Standby	62	100	88
EMS Emergency Transfer	1	1	1
EMS Public Service	259	408	429
Bleeding – Non-Traumatic, Including Epistaxis	189	196	183
Eye Problems	7	10	13
Assault/Sexual Assault	77	79	97

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

Falls	771	867	700
Fire Incident Stand-by/ Medical Assist.	334	334	311
General Illness/Sickness/Unable to Walk/Other	1,392	1,489	1,276
Headaches	90	65	50
Medical Alarm	254	303	262
Non-Traditional Incident – EMS	19	12	23
Overdose/Poisoning	85	87	69
Gynecology/Childbirth	83	75	76
Mental/Emotional/Psychiatric	181	93	82
Stabbing/Gunshot Wound	12	14	17
Submerged Vehicle	-	4	2
Stroke/CVA	195	183	166
Traumatic Injury	261	265	233
Unconscious/Unresponsive	494	372	425
Ambulance Posting	--	912	958
TOTAL	8,800	9,259	9,666

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 HOUR OF DAY – FIRE/EMS**

<u>HOUR</u>	NUMBER OF INCIDENTS		
	2017	2018	2019
0000-0059	285	58/212	33/250
0100-0159	240	45/229	44/216
0200-0259	211	39/206	30/201
0300-0359	217	39/185	22/179
0400-0459	186	28/164	21/178
0500-0559	216	43/186	41/193
0600-0659	305	56/258	50/219
0700-0759	380	77/420	63/350
0800-0859	580	105/521	115/456
0900-0959	588	99/584	119/524
1000-1059	725	122/635	104/523
1100-1159	641	114/613	98/518
1200-1259	712	120/620	105/537
1300-1359	654	124/597	121/517
1400-1459	694	133/571	158/508
1500-1559	656	116/599	122/501
1600-1659	644	149/541	114/500
1700-1759	663	155/592	118/484
1800-1859	670	150/494	120/437
1900-1959	554	120/518	91/438
2000-2059	532	96/425	93/445
2100-2159	460	102/379	89/402
2200-2259	383	86/341	81/339
2300-2359	336	63/282	53/263
TOTAL	11,532	2,239/10,172	2,005/9,178

** First Data is Fire Related Incidents and Second Data is EMS Incidents*

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

<u>DAY</u>	NUMBER OF INCIDENTS		
	2017	2018	2019
Sunday	1,652	294/1,355	236/1,194
Monday	1,663	264/1,461	319/1,382
Tuesday	1,623	264/1,466	263/1,290
Wednesday	1,586	286/1,458	257/1,359
Thursday	1,540	398/1,456	286/1,314
Friday	1,687	432/1,493	357/1,353
Saturday	1,781	301/1,483	318/1,286
TOTAL	11,532	2,239/10,172	2,036/9,178

** Represents all calls entered into the CAD System regardless of incident disposition
First Data is Fire Related Incidents and Second Data is EMS Incidents*