



2010 ANNUAL REPORT

EASTERN SHORE OF VIRGINIA 9-1-1 COMMISSION

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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

Steven Miner
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Katie Nunez
Administrator, County of Northampton

The Honorable Larry Giddens
Sheriff, County of Accomack

The Honorable David Doughty
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 Surran, EMT-I

Full-Time 9-1-1 Communications Officers

Charlotte Gibbons

John Hudson

Krista Kilmon, EMT-E

Susan Linton, EMT-E

Ashley Mapp, EMT-B

Ronnie Marshall, EMT-B

Dean Reid, EMT-E

Part-Time 9-1-1 Communications Officers

Ryan Aydelotte, EMT-B

Coley Beasley, III, EMT-I

Amanda Bennett, EMT-B

Benjamin Bonniwell, EMT-B

Melissa Francis, EMT-B

Kevin Holloway, EMT-P

Kim Johnson

Anthony Montross

Carrie Kulick, EMT-E

Jason Taylor, EMT-E

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.

David Chew

Donald Davis

Matthew Pruitt

Tiffany Thornton

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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		
		2009	2010 – District	2010 – Assist
1	New Church Vol. Fire & Rescue	133/91	150	77
2	Greenbackville Vol. Fire Co.	28/44	24	45
3	Chincoteague Vol. Fire Co.*	-	-	-
4	Atlantic Vol. Fire & Rescue Co.**	170/94	140	106
5	Saxis Vol. Fire Co.	26/25	45	40
6	Bloxom Vol. Fire Co.	116/81	158	87
7	Parksley Vol. Fire Co.	182/76	217	117
8	Tasley Vol. Fire Co.**	89/73	123	97
9	Onancock Vol. Fire Dept.	70/71	111	93
10	Melfa Vol. Fire & Rescue Co.	115/77	149	105
11	Wachapreague Vol. Fire Co.	28/42	33	34
12	Painter Vol. Fire Co.	107/67	137	77
13	Community Vol. Fire Co. (Exmore)	120/119	139	125
14	Cheriton Vol. Fire Co.	46/153	56	126
15	Cape Charles Vol. Fire Co.	31/133	43	121
14/15	Cheriton/Cape Charles Joint	81	70	N/A
16	Northampton Vol. Fire & Rescue	112/120	147	118
17	Eastville Vol. Fire Co.	89/102	111	116
18	Onley Vol. Fire & Rescue Co.	52/83	83	103
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.	8	3	N/A
	TOTAL	1,603/1,451	1,939	1,587

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

- 2009 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		
		2009	2010 – District	2010 – Assist
1	New Church Vol. Fire & Rescue	N/A	N/A	N/A
2	Greenbackville Vol. Fire Co.	139/127	139	130
3	Chincoteague Vol. Fire Co.*	-	-	-
4	Atlantic Vol. Fire & Rescue Co.	-	-	-
5	Saxis Vol. Fire Co.	143/81	134	76
6	Bloxom Vol. Fire Co.	667/482	643	484
7	Parksley Vol. Fire Co.	1,190/405	1,213	430
8	Tasley Vol. Fire Co.	-	-	-
9	Onancock Vol. Fire Dept.	679/254	686	267
10	Melfa Vol. Fire & Rescue Co.	808/411	772	413
11	Wachapreague Vol. Fire Co.	161/122	204	98
12	Painter Vol. Fire Co.	N/A	N/A	N/A
13	Community Vol. Fire Co. (Exmore)	802/731	921	793
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	774/459	873	477
17	Eastville Vol. Fire Co.	N/A	N/A	N/A
18	Onley Vol. Fire & Rescue Co.	449/391	521	410
19	Cape Charles Rescue Service**	987/214	1,051	217
20	Oak Hall Rescue**	1,062/348	983	313
21	Tangier Vol. Fire Co.	80	68	N/A
	TOTAL	7,941/4,025	8,208	4,108

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

- 2009 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		
	2008	2009	2010
Accomack County Sheriff's Office	4,954	4,200	3,773
Northampton County Sheriff's Office	2,541	1,986	1,994
Chincoteague Police Department	799	272	246
Virginia State Police	2,123	2,009	2,145
Other Public Safety Agencies	1,432	1,816	1,241
TOTAL	11,849	10,283	9,399

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		
	2008	2009	2010
Accident With Injury (Entrapment Included)	565	576	620
Boat Fire	1	1	1
Brush Fires	106	48	88
Chimney Fires	2	6	8
CO Detector Activation	8	12	18
Dumpster Fires	0	0	0
Electrical Equipment Fires	19	17	28
Explosion – No Fire	0	0	1
Field Fires	16	8	20
Fire Service Standby	24	10	14
Fire Investigations	101	76	103
Fire Mutual Aid	-	26	33
Fire Recall	-	6	40
Hazardous Conditions	79	99	120
Haz-Mat Incidents	3	8	5
Marine Boat Salvage	0	1	1
Medical Assist by FD	116	137	190
Plane Crash	0	0	0
Property Damage Accident – FD	26	60	50
Public Service – FD	69	95	93
Smoke Report Outside of Structure	1	1	2
Spill or Leak	39	32	24
Structural Fire – Residential	145	153	174
Structural Fire – Institutional	3	5	2
Structural Fire – Commercial	37	33	22
System Fire Alarms	178	189	207
Trash Fires	12	6	12
Tree Fires	14	6	9
Vehicle Fires	60	55	57
Woods Fires	35	24	46
TOTAL	1,681*	1,690	1,988

*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>	NUMBER OF INCIDENTS		
	2008	2009	2010
Abdominal Pain	437	457	491
Allergies/Hives/Stings	53	73	65
Altered LOC (Level of Consciousness)	182	201	292
Animal Bites	16	17	12
Assault	91	117	91
Asthma	71	49	44
Auto Accident – Injuries (Includes Entrapment)	579	601	659
Back Pain	111	129	109
Blood Pressure Problems	32	45	52
Boating Accident	0	0	1
Breathing Difficulty	852	877	838
Burns	15	13	14
Can't Walk or Move	102	100	96
Carbon Monoxide Poisoning	1	2	1
Cardiac/Respiratory Arrest	66	51	46
Catheter Problem	17	15	7
Chest Pain	654	700	682
Choking	13	24	21
Cold Exposure	1	3	2
Convulsions/Seizures	291	298	270
Diabetic Problems	291	315	262
Dialysis Patient	33	27	26
Dizziness/Nausea	84	115	99
DOA/No Resuscitation	32	24	35
Drowning/Diving Accidents	1	0	3
Electrocution	4	1	1
EMS (Not Classified)	-	95	147

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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	6	16	10
EMS Standby	211	170	245
EMS Emergency Transport	1	1	1
EMS Public Service	167	154	152
Epistaxis (Nosebleed)	21	16	23
Eye Problems	13	8	1
Falls	593	627	640
Fire Incident	-	349	371
Fracture	43	42	32
General Illness	474	523	521
Headaches	52	55	44
Heart Problems	75	81	108
Heat Exposure	7	5	11
Hemorrhage	45	76	59
Industrial/Machinery Accident	1	0	2
Laceration/Abrasion	73	56	41
Medical Alarm	117	140	152
Multiple Complaints	65	64	68
Overdose/Poisoning	73	90	76
Pregnancy/Childbirth	115	88	103
Psychiatric/Behavioral Emergencies	110	81	90
Specific Diagnosis – Sick Person	429	414	463
Stabbing/Gunshot Wound	19	16	12
Stroke/CVA/TIA	181	167	173
Subject Down – Unknown Problem	109	98	77
Traumatic Injury – Specific	120	117	145
Unconscious/Fainting Episode	197	312	290
TOTAL	7,874*	8,100	8,276

*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		
	2008	2009	2010
Sunday	1,372	1,396	1,416
Monday	1,522	1,385	1,617
Tuesday	1,317	1,310	1,467
Wednesday	1,418	1,431	1,349
Thursday	1,449	1,327	1,525
Friday	1,440	1,467	1,505
Saturday	1,493	1,545	1,491
TOTAL	10,011	9,861	10,370

FIRE AND EMS INCIDENTS DISPATCHED BY MONTH – FIRE AND EMS

<u>MONTH</u>	NUMBER OF INCIDENTS		
	2008	2009	2010
January	797	753	747
February	787	732	810
March	850	834	766
April	721	819	830
May	842	774	863
June	898	884	933
July	948	930	1,017
August	883	909	924
September	885	812	841
October	812	871	817
November	784	762	805
December	804	781	1,017
TOTAL	10,011	9,861	10,370

** 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		
	2008	2009	2010
0000-0059	287	258	257
0100-0159	225	257	230
0200-0259	230	187	208
0300-0359	183	202	187
0400-0459	160	204	202
0500-0559	163	165	213
0600-0659	296	273	221
0700-0759	346	343	333
0800-0859	426	424	413
0900-0959	558	479	555
1000-1059	597	549	599
1100-1159	589	532	630
1200-1259	562	519	592
1300-1359	506	539	598
1400-1459	580	539	664
1500-1559	574	606	612
1600-1659	606	630	604
1700-1759	537	557	578
1800-1859	553	578	527
1900-1959	475	518	509
2000-2059	451	456	531
2100-2159	427	437	444
2200-2259	361	343	363
2300-2359	319	266	300
TOTAL	10,011	9,861	10,370

