



2020 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 Flournoy, EMT-B, ENP

9-1-1 Senior Communications Officers

Charlotte Gibbons

Caroline Hodgson

Krista Kilmon, EMT-A, RPL

Full-Time 9-1-1 Communications Officers

Crystal Simpson, EMT-B

Casey Decker

John Thornton

Katie Brewster

Niasia Scarborough

Christine Phillips

Ashley Justice

Kirstin Estelle, EMT-B

Brandie Kuntz

Mary Katherine Holmes

Part-Time 9-1-1 Communications Officers

Anthony Montross

John Hudson

Michaela Bochman

Anneka Clark

Brittney Galloway

Sarah Wenzel

IN APPRECIATION

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

Susan Jones, Carlee Parker, Jared Sipe, Aaleah Midgett and Robert Toth

Eastern Shore of Virginia 9-1-1 Commission

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

DISTRICT	AGENCY	NUMBER OF FIRE INCIDENTS		
		2019 DISTRICT/ASSIST	2020 DISTRICT	2020 ASSIST
1	New Church Vol. Fire & Rescue	105/95	139	121
2	Greenbackville Vol. Fire Co.	37/42	34	30
3	Chincoteague Vol. Fire Co.	99/19	135	13
4	Atlantic Vol. Fire & Rescue Co.	133/124	146	184
5	Saxis Vol. Fire Co.	27/11	24	12
6	Bloxom Vol. Fire Co.	105/80	137	106
7	Parksley Vol. Fire Co.	183/97	278	102
8	Tasley Vol. Fire Co.	120/111	107	175
9	Onancock Vol. Fire Dept.	102/118	115	141
10	Melfa Vol. Fire & Rescue Co.	161/102	125	106
11	Wachapreague Vol. Fire Co.	27/65	23	66
12	Painter Vol. Fire Co.	116/128	94	155
13	Community Fire Co. (Exmore)	119/96	124	140
14	Cheriton Vol. Fire Co.	58/155	73	177
15	Chape Charles Vol. Fire Co.	71/113	60	149
14/15	Cheriton/Cape Charles Joint	171/	102	--
16	Northampton Vol. Fire & Rescue	100/116	105	133
17	Eastville Vol. Fire Co.	75/78	69	79
19	Cape Charles Rescue Service	--	--	--
20	Oak Hall Rescue	--	--	--
21	Tangier Vol. Fire Co.	13	11	
	TOTAL	1,809/1,550	1,901	1,889

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

-2019 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

DISTRICT	AGENCY	NUMBER OF EMS INCIDENTS		
		2019 DISTRICT/ASSIST	2020 DISTRICT	2020 ASSIST
1	New Church Vol. Fire & Rescue	--	--	--
2	Greenbackville Vol. Fire Co.	244/156	192	109
3	Chincoteague Vol. Fire Co.	830/101	825	95
4	Atlantic Vol. Fire & Rescue Co.	--	--	--
5	Saxis Vol. Fire Co.	111/9	114	22
6	Bloxom Vol. Fire Co.	545/334	474	347
7	Parksley Vol. Fire Co.	1,004/124	1,066	132
8	Tasley Vol. Fire Co.	--	--	--
9	Onancock Vol. Fire Dept.	996/135	987	143
10	Melfa Vol. Fire & Rescue Co.	589/233	579	207
11	Wachapreague Vol. Fire Co.	--	--	--
12	Painter Vol. Fire Co.	483/401	496	345
13	Community Fire Co. (Exmore)	862/783	877	872
14	Cheriton Vol. Fire Co.	--	--	--
15	Chape Charles Vol. Fire Co.	--	--	--
14/15	Cheriton/Cape Charles Joint	--	--	--
16	Northampton Vol. Fire & Rescue	828/487	346	101
17	Eastville Vol. Fire Co.	--	--	--
19	Cape Charles Rescue Service	1,252/243	1,193	154
20	Oak Hall Rescue	1,009/465	997	423
21	Tangier Vol. Fire Co.	178/--	131	--
31	Northampton County EMS	--/2,705	--	2,552
TOTAL		11,636/3,471	8,277	5,502

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

-2019 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 16 Relinquished EMS Duties in June 2020

FIRE INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2018	2019	2020
Accident with Injury/Entrapment/Unknown	529	430	484
Boat/Marina Fire	1	1	1
Brush Fire	48	78	65
Submerged Vehicle	4	1	2
CO Detector Activation	21	17	27
Electrical Equipment Fire	57	28	40
Elevator Emergency	10	1	0
Field Fire	10	9	4
Fire Service Standby	6	6	9
Fire Investigations	45	32	31
Fire Mutual Aid	30	18	35
Fire Recall	8	13	7
Hazardous Condition	274	179	253
Haz-Mat Incident	1	2	1
Landing Zone	20	14	18
Industrial Machinery Accident	2	2	1
Farm Equipment Fire	8	10	8
Medical Assist by FD	192	133	210
Non-Traditional Incident	29	29	24
Plane Crash	1	1	1
Property Damage Accident	186	119	94
Public Service	143	55	46
Smoke Report- Outside	1	6	13
Spill or Leak	45	49	42
Structural Fire - Residential (all)	122	78	130
Structural Fire - Commercial (all)	32	49	38
System Fire Alarm	308	298	284
Trash Fire	2	8	10
Tree Fire	9	7	15
Vehicle Fire	61	51	42
Water Injury/Boat Incident/Drowning	16	7	11
Woods Fire	13	13	23
Explosion No Fire	--	--	1
Golf Cart/Scooter Accident	--	--	16
Total	2,234	1,744	1,986

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

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2018	2019	2020
Abdominal/Back Pain	577	572	514
Allergies/Hives/Stings	81	81	67
Altered LOC	396	293	260
Animal Bites	20	14	28
Auto Accident with Injury/Entrapment/Unknown	555	814	506
Golf Cart/Scooter Accident	--	--	16
Breathing Difficulty	1,053	942	1,062
Burns/Electrocution	12	8	9
Carbon Monoxide	16	33	25
Cardiac/Respiratory Arrest	100	75	112
Chest Pain/Heart Problems/Blood Pressure	872	854	739
Choking	26	27	26
Environmental Emergencies	30	22	15
Convulsions/Seizures	239	227	188
Diabetic Problems	163	154	190
DOA/No Resuscitation/Code Gray	58	30	62
Drowning/Diving Accidents/Boat	18	18	13
EMS (Not Classified)	5	--	--
EMS Transport	81	41	28
EMS Standby	100	88	55
EMS Emergency Transfer	1	1	1
EMS Public Service	408	429	528
Bleeding Non-Traumatic, Including Epistaxis	196	183	173
Eye Problems	10	13	27
Assault/Sexual Assault	79	97	107
Falls	867	700	798
Fire Incident Stand-by/Medical Assist.	334	311	220
General Illness/Sickness/Unable to Walk/Other	1,489	1,276	1,505
Headaches	65	50	58
Medical Alarm	303	262	250
Non-Traditional Incident - EMS	12	23	21
Overdose/Poisoning	87	69	68
Gynecology/Childbirth	75	76	58

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

Mental Health Emergency	93	82	67
Stabbing/Gunshot Wound	14	17	23
Submerged Vehicle	4	2	2
Stroke/CVA	183	166	182
Traumatic Injury	265	233	160
Unconscious/Unresponsive	372	425	432
Ambulance Posting	912	958	1,277
Total	10,171	9,666	9,872

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

DAY OF WEEK	NUMBER OF INCIDENTS		
	2018	2019	2020
Sunday	294/1,355	236/1,194	271/1,642
Monday	264/1,461	319/1,382	265/1,701
Tuesday	264/1,466	263/1,290	388/1,859
Wednesday	286/1,458	257/1,359	275/1,612
Thursday	398/1,456	286/1,314	318/1,824
Friday	432/1,493	357/1,353	334/1,752
Saturday	301/1,483	318/1,286	308/1,733
Total	2,239/10,172	2,036/9,178	2,159/12,123

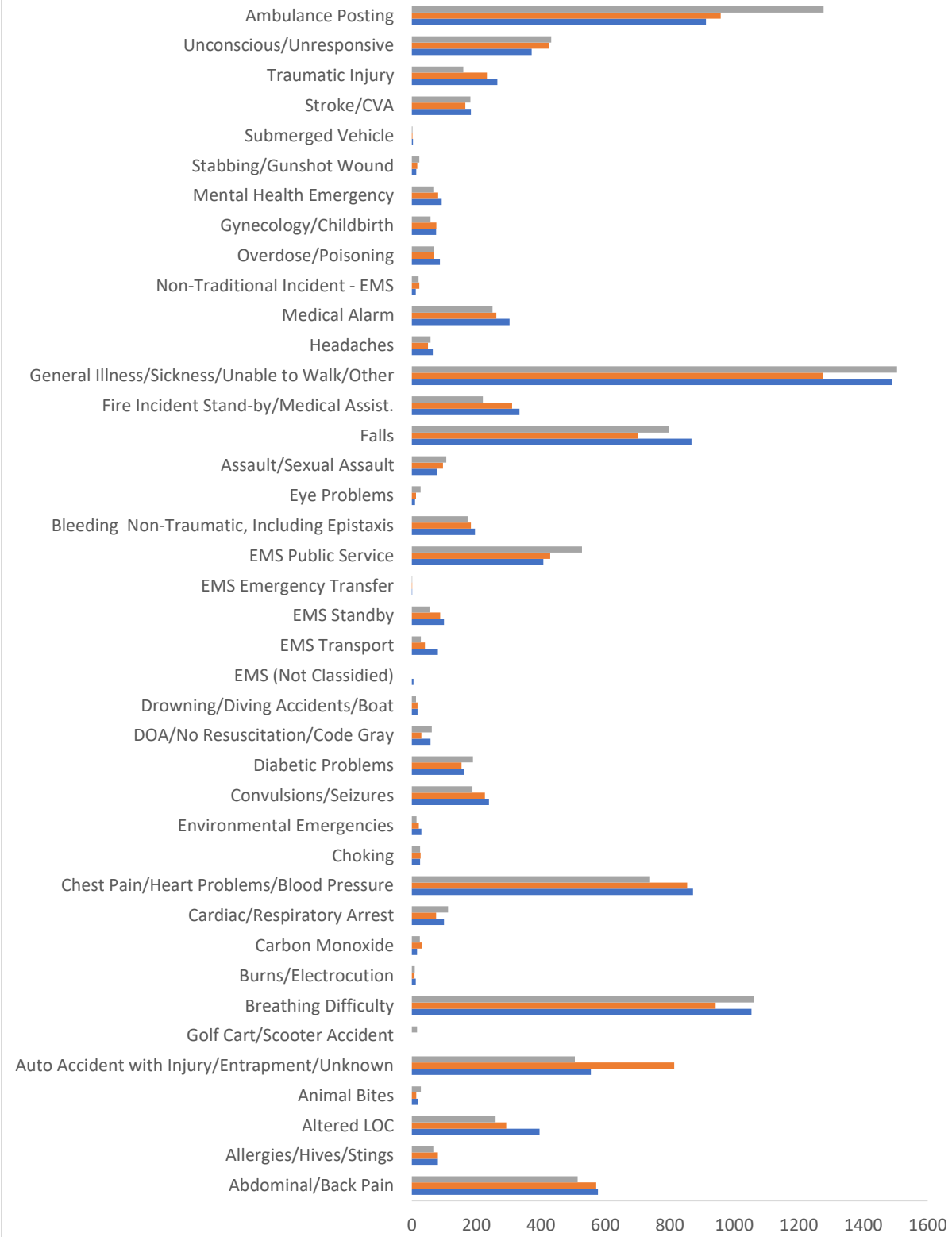
EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
FIRE AND EMS INCIDENTS DISPATCHED BY HOUR OF DAY – FIRE/EMS

HOUR OF DAY	NUMBER OF INCIDENTS		
	2018	2019	2020
0000-0059	58/212	33/250	41/310
0100-0159	45/229	44/216	30/238
0200-0259	39/206	30/201	38/229
0300-0359	39/185	22/179	28/225
0400-0459	28/164	21/178	22/187
0500-0559	43/186	41/193	37/208
0600-0659	56/258	50/219	60/316
0700-0759	77/420	63/350	69/403
0800-0859	105/521	115/456	105/551
0900-0959	99/584	119/524	117/638
1000-1059	122/635	104/523	138/704
1100-1159	114/613	98/518	113/703
1200-1259	120/620	105/537	114/684
1300-1359	124/597	121/517	115/689
1400-1459	133/571	158/508	153/709
1500-1559	116/599	122/501	140/710
1600-1659	149/541	144/500	137/694
1700-1759	155/592	118/484	138/688
1800-1859	150/494	120/437	128/676
1900-1959	120/518	91/438	106/622
2000-2059	96/425	93/445	122/695
2100-2159	102/379	89/402	82/518
2200-2259	86/341	81/339	64/429
2300-2359	63/282	53/263	72/397
Total	2,239/10,172	2,035/9,178	2,159/12,123

Represents All Calls Entered into the CAD System Regardless of Incident Disposition

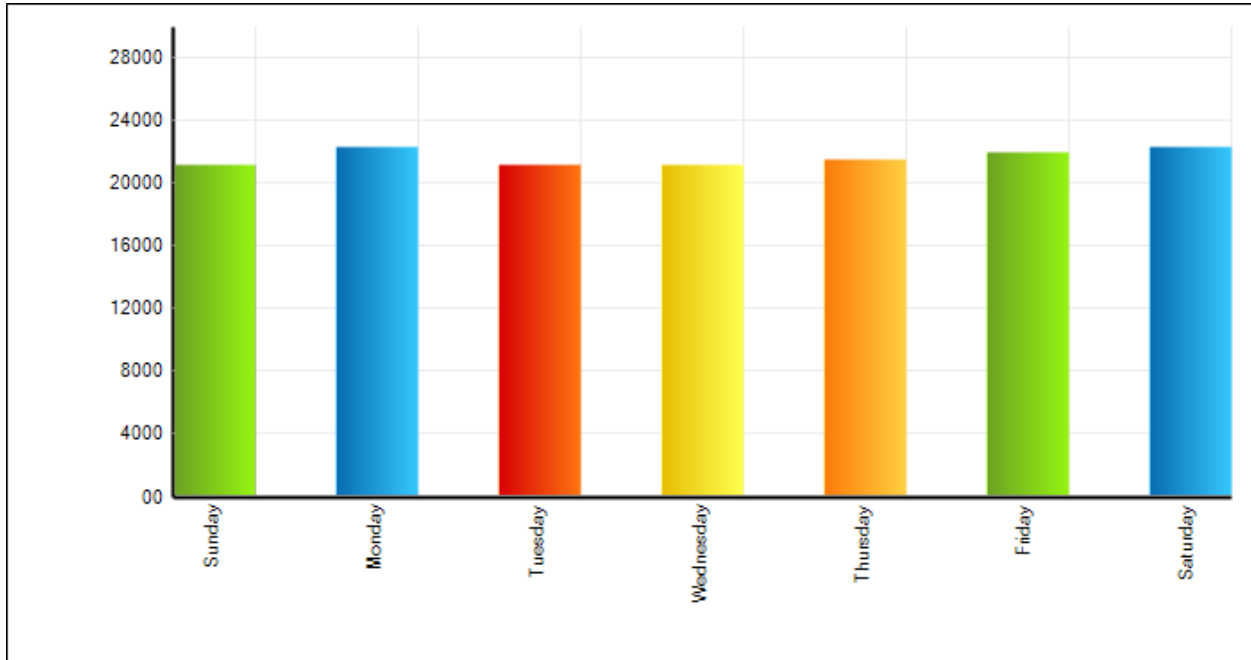
First Data Fire Related Incidents / Second Data EMS incidents

TYPE OF CALL/NATURE

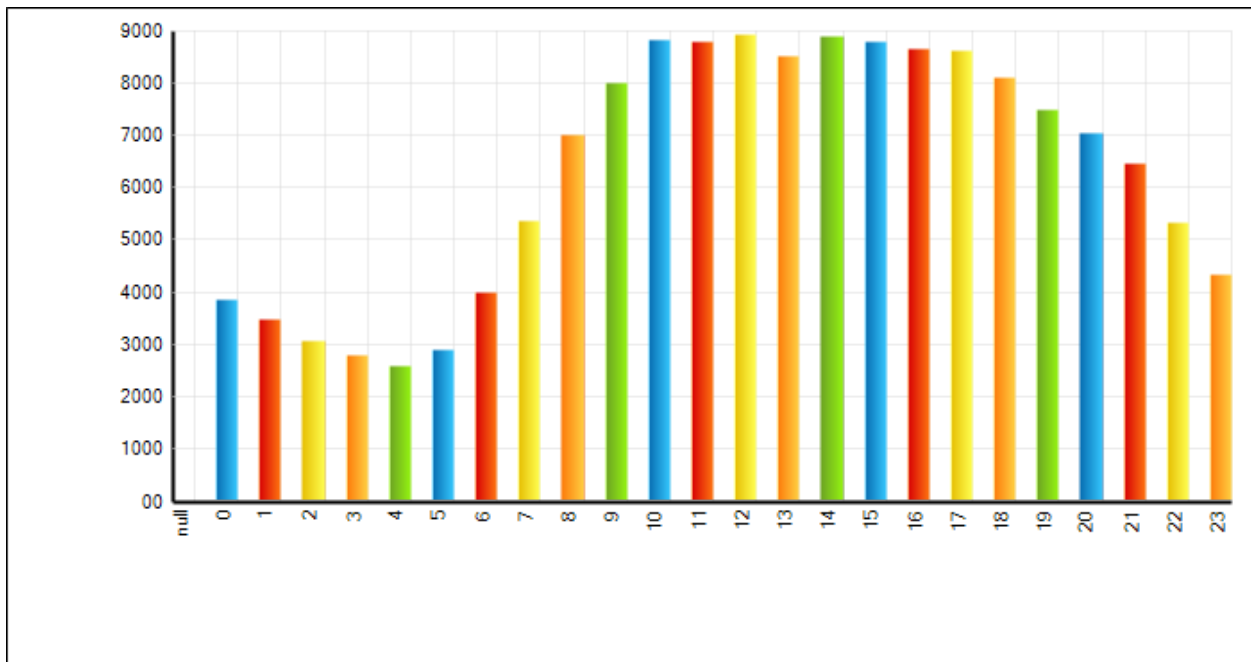


BLUE 2018 – ORANGE 2019 – GRAY 2020

DAY OF WEEK



HOUR OF DAY



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.