2021 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 Supervisors

Charlotte Gibbons

Krista Kilmon, EMT-A, RPL

Caroline Hodgson

Full-Time 9-1-1 Communications Officers

Casey Decker

John Thornton

Katie Brewster

Niasia Scarborough

Christine Phillips

Brandie Kuntz

Mary Katherine Holmes

Sarah Wenzel

Part-Time 9-1-1 Communications Officers

Anthony Montross

John Hudson

Michaela Bochman

Anneka Clark

Kirstin Estelle, EMT-B

Ashley Justice

IN APPRECIATION

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

Eastern Shore of Virginia 9-1-1 Commission

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Website: http://www.esva911.org

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EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER

FIRE INCIDENTS

		NUMBER OF FIRE INCIDENTS		
DISTRICT	**AGENCY**	**2020 DISTRICT/ASSIST**	**2021 DISTRICT**	**2021 ASSIST**
1	New Church Vol. Fire & Rescue	**139/121**	**130**	**115**
2	Greenbackville Vol. Fire Co.	**34/30**	**27**	**29**
3	Chincoteague Vol. Fire Co.	**135/13**	**122**	**13**
4	Atlantic Vol. Fire & Rescue Co.	**146/184**	**156**	**172**
5	Saxis Vol. Fire Co.	**24/12**	**18**	**14**
6	Bloxom Vol. Fire Co.	**137/106**	**112**	**102**
7	Parksley Vol. Fire Co.	**278/102**	**207**	**84**
8	Tasley Vol. Fire Co.	**107/175**	**153**	**180**
9	Onancock Vol. Fire Dept.	**115/141**	**136**	**146**
10	Melfa Vol. Fire & Rescue Co.	**125/106**	**128**	**117**
11	Wachapreague Vol. Fire Co.	**23/66**	**43**	**48**
12	Painter Vol. Fire Co.	**94/155**	**113**	**126**
13	Community Fire Co.	**124/140**	**115**	**141**
14	Cheriton Vol. Fire Co.	**73/177**	**71**	**168**
15	Cape Charles Vol. Fire Co.	**60/149**	**86**	**137**
14/15	Cheriton/Cape Charles Joint	**102/-**	**87**	**-**
16	Northampton Vol. Fire & Rescue	**105/133**	**101**	**170**
17	Eastville Vol. Fire Co.	**69/79**	**75**	**84**
19	Cape Charles Rescue Service	**-**	**-**	**-**
20	Oak Hall Rescue	**-**	**-**	**-**
21	Tangier Vol. Fire Co.	**11/-**	**14**	**-**
	TOTAL	**1,901/1,889**	**1,894**	**1,846**

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

-2020 Data Represents All Incidents- First Number in District and Second Number Assist

- Dispatch on EMS Incidents Included – Station 4 (and other fire stations).

ESTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER

EMS INCIDENTS

		NUMBER OF EMS INCIDENTS		
DISTRICT	**AGENCY**	**2020 DISTRICT/ASSIST**	**2021 DISTRICT**	**2021 ASSIST**
1	New Church Vol. Fire & Rescue	**-**	**-**	**-**
2	Greenbackville Vol. Fire Co.	**192/109**	**203**	**146**
3	Chincoteague Vol. Fire Co.	**825/95**	**951**	**145**
4	Atlantic Vol. Fire & Rescue Co.	-	-	-
5	Saxis Vol. Fire Co.	**114/22**	**128**	**26**
6	Bloxom Vol. Fire Co.	**474/347**	**514**	**400**
7	Parksley Vol. Fire Co.	**1,066/132**	**1,167**	**167**
8	Tasley Vol. Fire Co.	-	-	-
9	Onancock Vol. Fire Dept.	**987/143**	**1,017**	**187**
10	Melfa Vol. Fire & Rescue Co.	**579/207**	**589**	**212**
11	Wachapreague Vol. Fire Co.	-	-	-
12	Painter Vol. Fire Co.	**496/345**	**503**	**462**
13	Community Fire Co.	**877/872**	**1,305**	**426**
14	Cheriton Vol. Fire Co.	-	-	-
15	Cape Charles Vol. Fire Co.	-	-	-
16	Northampton Vol. Fire & Rescue	**346/101**	-	-
17	Eastville Vol. Fire Co.	-	-	-
19	Cape Charles Rescue Service	**1,193/154**	**1,104**	**211**
20	Oak Hall Rescue	**997/423**	**1,064**	**539**
21	Tangier Vol. Fire Co.	**131/-**	**167**	-
31	Northampton County EMS	**-/2,552**	**411**	**1919**
	TOTAL	**8,277/5,502**	**9,123**	**4,840**

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

-2020 Data Represents All Incidents-First Number in District and Second Number Assist.

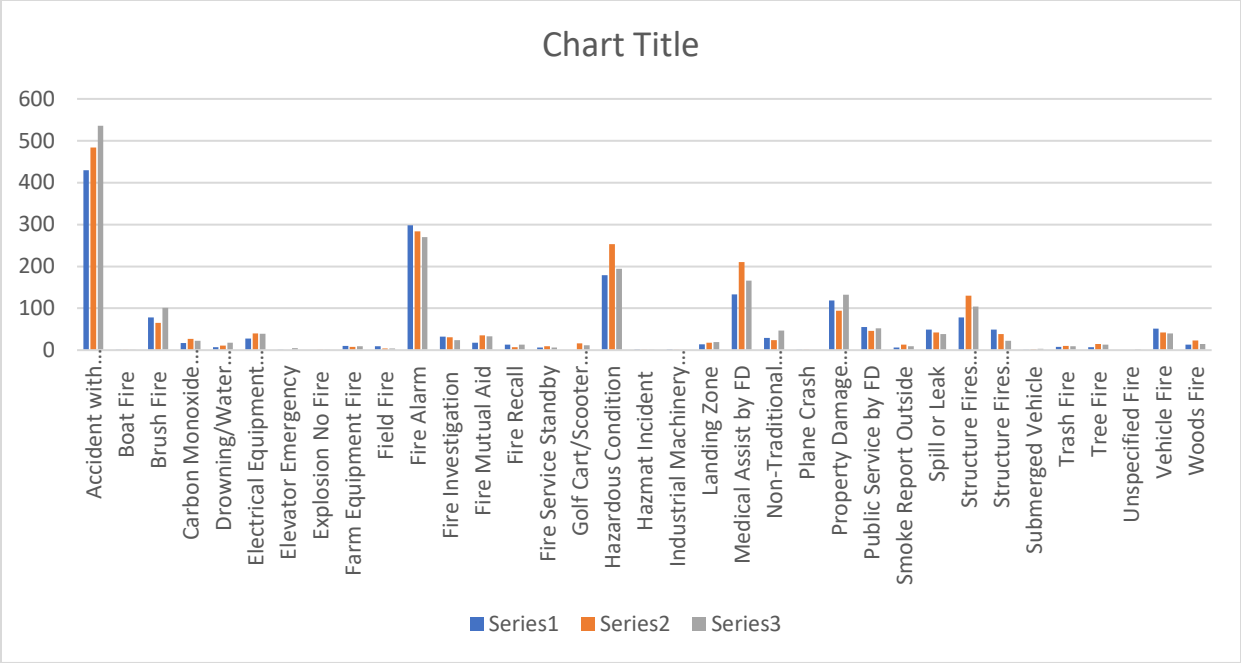
-EMS Response Data for Station 4 (and other fire stations) included in Fire Incident Data

-EMS Dispatch on Fire Incidents Included in EMS Response Data

-Data Includes Ambulance Posting Assignments Tracked in CAD

FIRE INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2019	2020	2021
Accident with Injury/Entrapment/Unknown	430	484	536
Boat Fire	1	1	1
Brush Fire	78	65	101
Carbon Monoxide Detector	17	27	22
Drowning/Water Incident	7	11	18
Electrical Equipment Fire	28	40	39
Elevator Emergency	1	0	5
Explosion No Fire	0	1	1
Farm Equipment Fire	10	8	9
Field Fire	9	4	4
Fire Alarm	298	284	270
Fire Investigation	32	31	24
Fire Mutual Aid	18	35	33
Fire Recall	13	7	13
Fire Service Standby	6	9	6
Golf Cart/Scooter Accident	-	16	12
Hazardous Condition	179	253	194
Hazmat Incident	2	1	1
Industrial Machinery Accident	2	1	0
Landing Zone	14	18	19
Medical Assist by FD	133	210	166
Non-Traditional Incident	29	24	47
Plane Crash	1	1	0
Property Damage Accident	119	94	132
Public Service by FD	55	46	52
Smoke Report Outside	6	13	9
Spill or Leak	49	42	38
Structure Fires Residential (all)	78	130	104
Structure Fires Commercial (all)	49	38	22
Submerged Vehicle	1	2	3
Trash Fire	8	10	9
Tree Fire	7	15	13
Unspecified Fire	-	-	2
Vehicle Fire	51	42	40
Woods Fire	13	23	15



EMS INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2019	2020	2021
Abdominal/Back Pain	572	514	597
Accident with Injury/Entrapment/Unknown	814	506	561
Allergies/Hives/Stings	81	67	96
Altered LOC	293	260	243
Animal Bites	14	28	17
Assault/Sexual Assault	97	107	93
Bleeding/Non-Traumatic	183	173	188
Breathing Difficulty	942	1,062	960

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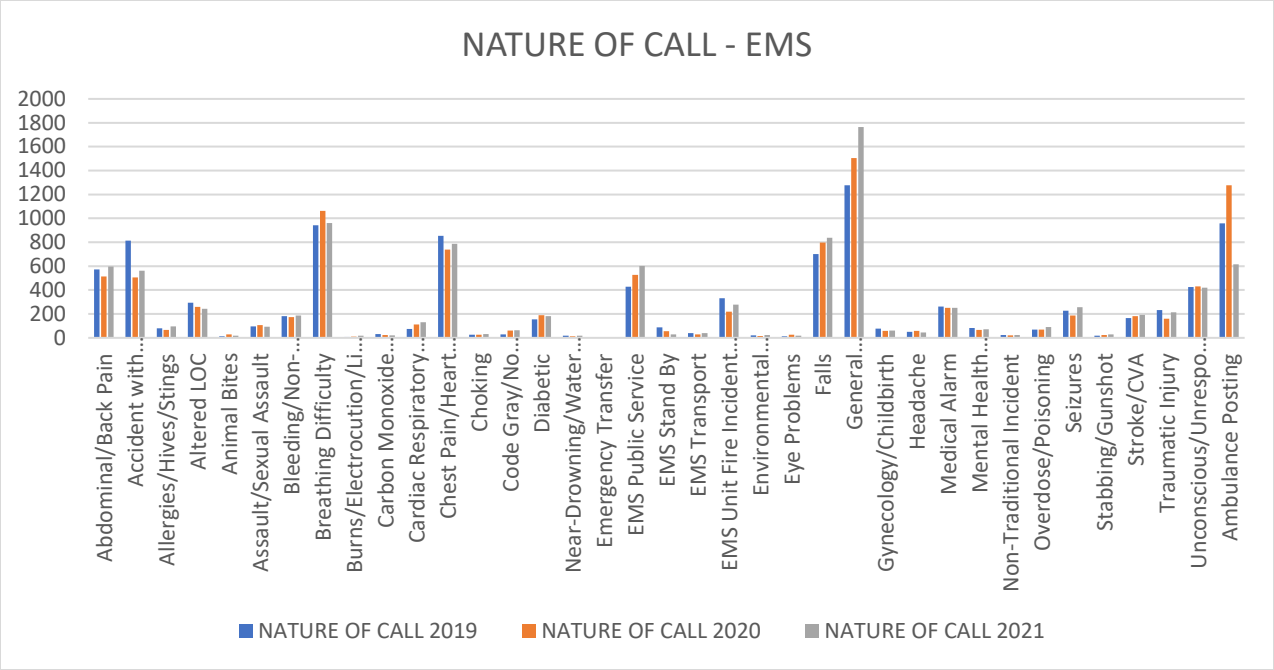
EMS INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

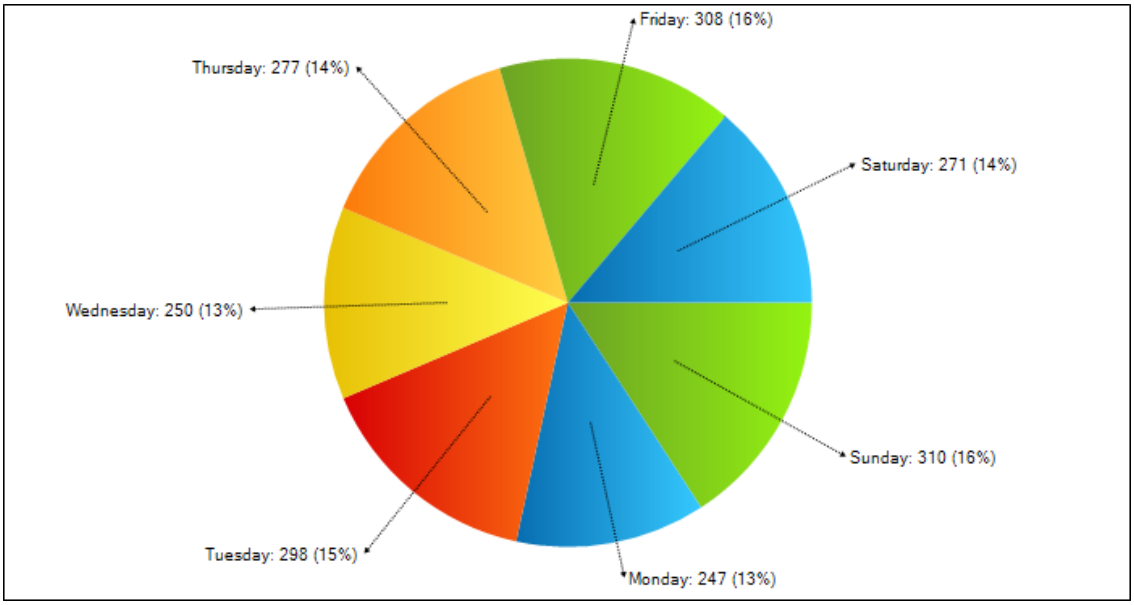
Burns/Electrocution/Lighting	8	9	19
Carbon Monoxide Detector	33	25	21
Cardiac Respiratory Arrest	75	112	131
Chest Pain/Heart Problems	854	739	788
Choking	27	26	31
Code Gray/No Resuscitation	30	62	64
Diabetic	154	190	182
Near-Drowning/Water Incident	18	13	19
Emergency Transfer	1	1	1
EMS Public Service	429	528	603
EMS Stand By	88	55	30
EMS Transport	41	28	41
EMS Unit Fire Incident Standby	331	220	278
Environmental Emergencies	22	15	24
Eye Problems	13	27	18
Falls	700	798	839
General Illness/Sickness/Unable to Walk/Other	1,276	1,505	1,765
Gynecology/Childbirth	76	58	62
Headache	50	58	45
Medical Alarm	262	250	250
Mental Health Emergency	82	67	72
Non-Traditional Incident	23	21	24
Overdose/Poisoning	69	68	90
Seizures	227	188	256
Stabbing/Gunshot	17	23	30
Stroke/CVA	166	182	193
Traumatic Injury	233	160	215
Unconscious/Unresponsive	425	432	420
Ambulance Posting	958	1,277	616



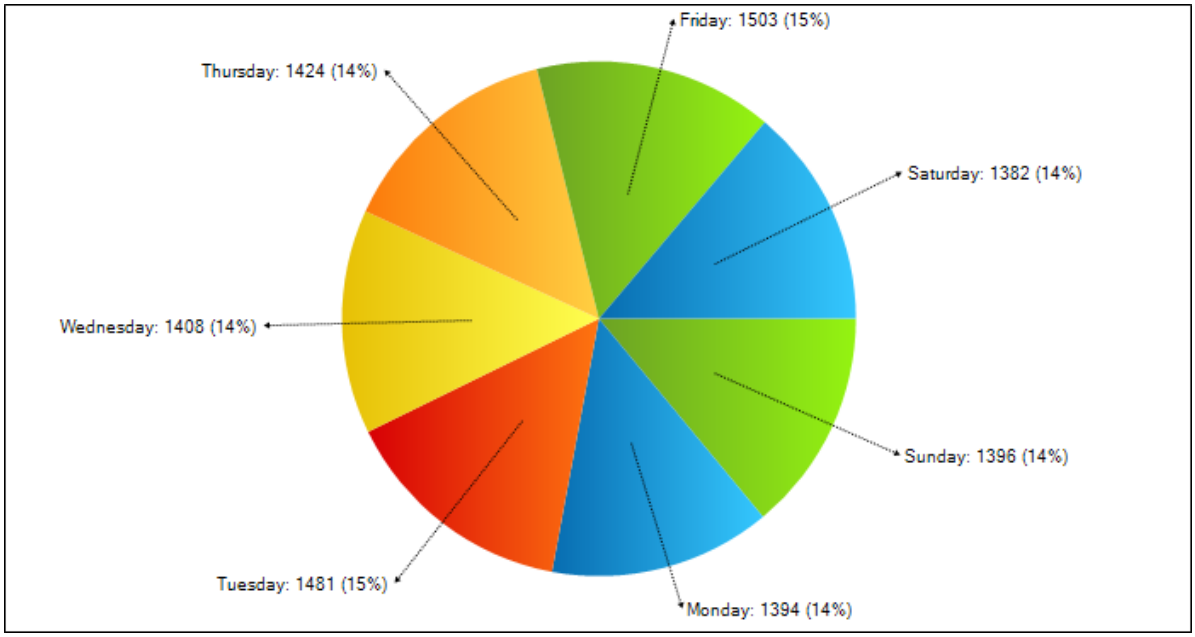
FIRE AND EMS INCIDENTS DISPATCHED BY DAY OF WEEK – FIRE/EMS

DAY OF WEEK	NUMBER OF INCIDENTS		
	2019	2020	2021
Sunday	236/1,194	271/1,642	310/1,396
Monday	319/1,382	265/1,701	247/1,394
Tuesday	263/1,290	388/1,859	298/1,481
Wednesday	257/1,359	275/1,612	250/1,408
Thursday	286/1,314	318/1,824	277/1,424
Friday	357/1,353	334/1,752	308/1,503
Saturday	318/1,286	308/1,733	271/1,382
Total	2,036/9,178	2,159/12,123	1,961/9,988

DAY OF THE WEEK- FIRE



DAY OF THE WEEK- EMS



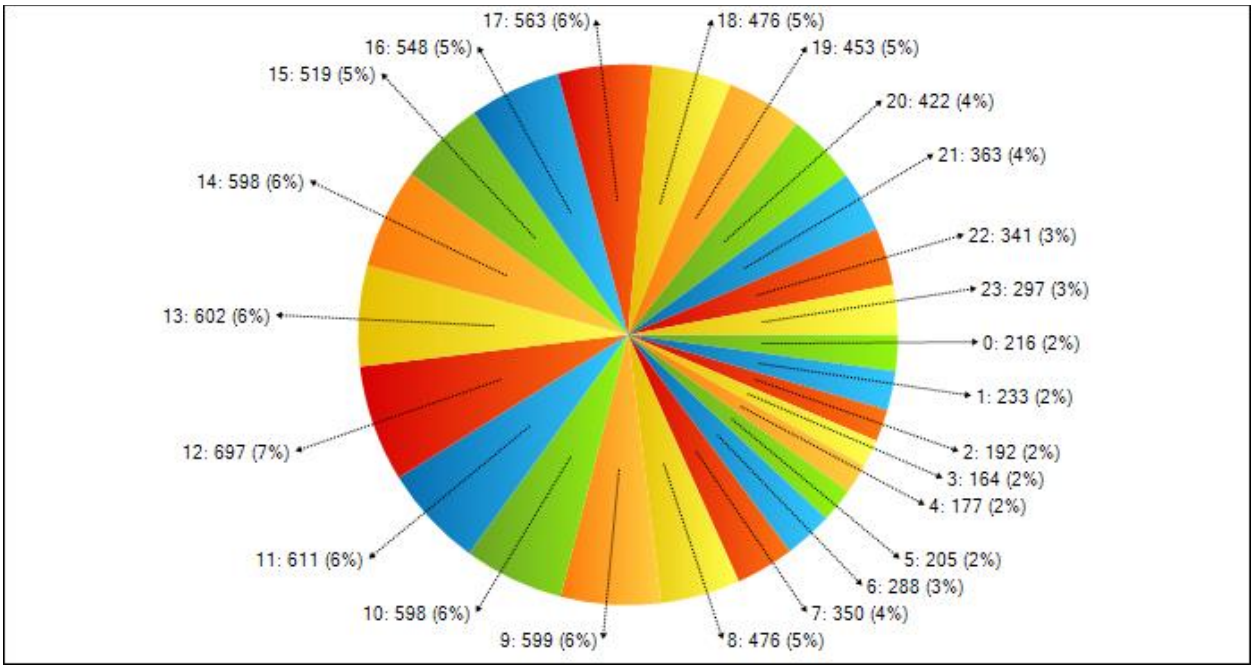
FIRE AND EMS INCIDENTS DISPATCHED BY HOUR OF DAY – FIRE/EMS

HOUR OF DAY	NUMBER OF INCIDENTS		
	2019	2020	2021
0000-0059	33/250	41/310	30/216
0100-0159	44/216	30/238	36/233
0200-0259	30/201	38/229	24/192
0300-0359	22/179	28/225	24/164
0400-0459	21/178	22/187	32/177
0500-0559	41/193	37/208	34/205
0600-0659	50/219	60/316	39/288
0700-0759	63/350	69/403	52/350
0800-0859	115/456	105/551	90/476
0900-0959	119/524	117/638	110/599
1000-1059	104/523	138/704	104/598
1100-1159	98/518	113/703	110/611
1200-1259	105/537	114/684	119/697
1300-1359	121/517	115/689	134/602
1400-1459	158/508	153/709	140/598
1500-1559	122/501	140/710	100/519
1600-1659	144/500	137/694	118/548
1700-1759	118/484	138/688	132/563
1800-1859	120/437	128/676	124/476
1900-1959	91/438	106/622	114/453
2000-2059	93/442	122/695	87/422
2100-2159	89/402	82/518	92/363
2200-2259	81/339	64/429	59/341
2300-2359	53/263	72/397	57/297
TOTAL	2,035/9,178	2,159/12,123	1,961/9,988

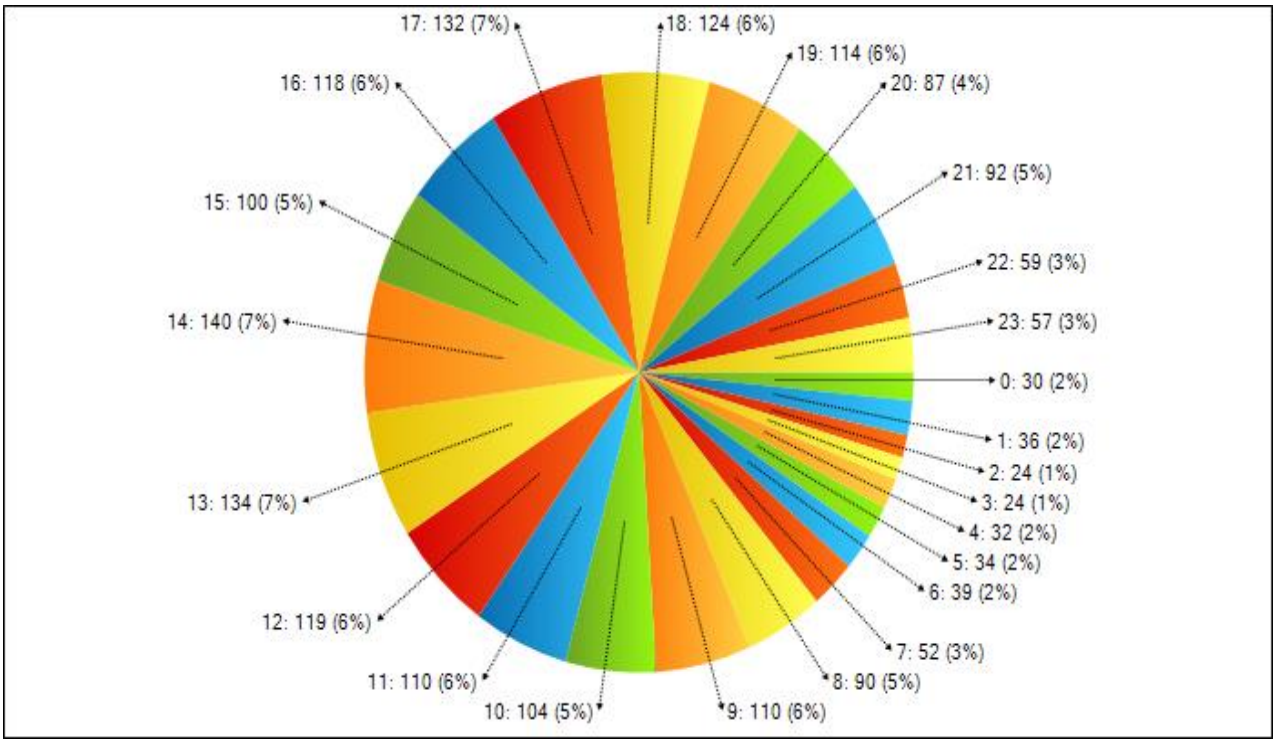
Represents All Calls Entered into the CAD System Regardless of Incident Disposition

First Data Fire Related Incidents/Second Data EMS Incidents

EMS INCIDENTS DISPATCHED BY HOUR OF DAY

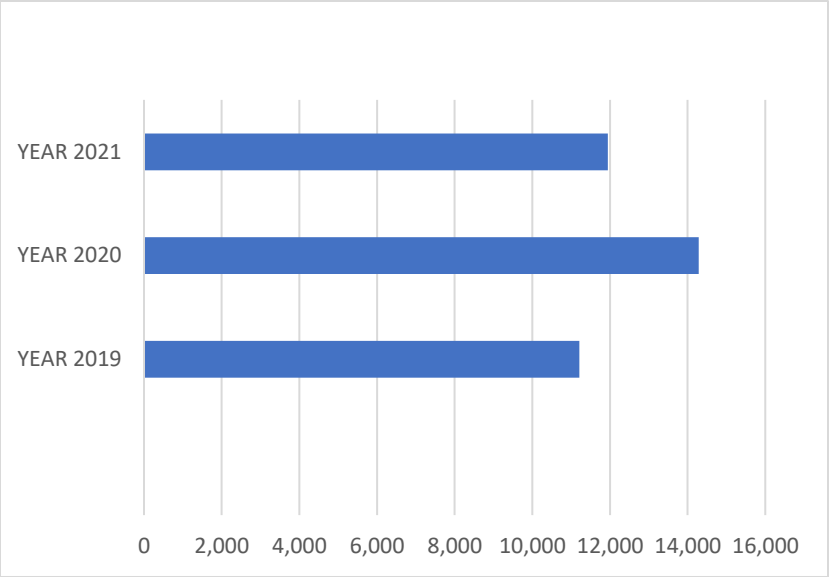


FIRE INCIDENTS DISPATCHED BY HOUR OF DAY



END OF YEAR CALLS – FIRE & EMS

END OF YEAR	
Year 2021	11,949
Year 2020	14,282
Year 2019	11,213



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.