

EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER

ANNUAL REPORT 2025



EASTERN SHORE VIRGINIA 9-1-1 COMMISSION



Chairman
William McCready
Accomack County Emergency
Medical Services



Charlie Kolakowski,
Administrator,
County of Northampton



Vice Chairman
The Honorable David Doughty,
Sheriff, Northampton County
*Represented by
Captain A.J. Ferbee*



The Honorable Todd Wessells,
Sheriff, Accomack County
*Represented by
Lieutenant Robert B. Taylor*



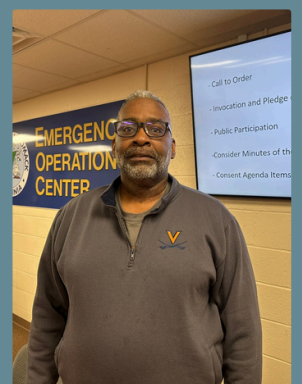
Secretary-Treasurer
First Sergeant Jeff Renas
Virginia State Police



The Honorable Jeff Parks,
Accomack County
Board of Supervisors



Mike Mason, Administrator,
County of Accomack



The Honorable Ernest Smith,
Northampton County
Board of Supervisors

EASTERN SHORE VIRGINIA

9-1-1 COMMISSION



The Honorable Donald Hart Jr.
Accomack County
Board of Supervisors



Ben D Byrd, Jr
Accomack County Fire Services



Greg DeYoung
Northampton County
Department of EMS



Adam Zieger
Northampton County Fire Services



EASTERN SHORE OF VIRGINIA 9-1-1 COMMISSION STAFF



ESVA 9-1-1 Director
Jeffrey Flournoy



ESVA 9-1-1
Deputy Director
Krista Kilmon

ESVA 9-1-1
Recording Secretary
Katie Brewster

ESVA 9-1-1
Consultant
Scott Chandler

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

9-1-1 Director

Jeffrey Flournoy, ENP, EMT-B

9-1-1 Deputy Director

Krista Kilmon, EMT-A, RPL

9-1-1 Supervisors

Lisa Gibbons, RPL

Caroline Hodgson, RPL

Katie Brewster, RPL

9-1-1 Regional Radio System

Manager

Gregory Lewis, NREMT-P

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

FULL-TIME



Christine Phillips

Mary K. Holmes

Crystal Simpson

Leah Hall

John Thornton

Haleigh Feldhausen

Alexis Press

Amanti Boggs

Tonya Blake

Victoria Conlin

Tina Parks

Maegan Smith



PART-TIME



John Hudson

Brandie Hawk

Niasia Dickerson

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The Mission of the Eastern Shore of Virginia 9-1-1 Center

To provide professional processing of emergency and non-emergency calls, without delay, and to dispatch fire and emergency medical services in a prompt and proficient manner for the Eastern Shore of Virginia residents and visitors.

FIRE INCIDENTS BY STATION



NUMBER OF FIRE INCIDENTS

| DISTRICT | AGENCY | 2024 | 2025 | 2025 |
|----------|---------------------------------|--------------------|--------------|--------------|
| | | DISTRICT/ASSIST | DISTRICT | ASSIST |
| 1 | New Church Vol. Fire & Rescue | 139/145 | 158 | 102 |
| 2 | Greenbackville Vol. Fire Co. | 16/18 | 39 | 22 |
| 3 | Chincoteague Vol. Fire Co. | 124/16 | 130 | 20 |
| 4 | Atlantic Vol. Fire & Rescue Co. | 122/230 | 122 | 226 |
| 5 | Saxis Vol. Fire Co. | 22/14 | 25 | 13 |
| 6 | Bloxom Vol. Fire Co. | 121/127 | 144 | 121 |
| 7 | Parksley Vol. Fire Co. | 224/141 | 225 | 141 |
| 8 | Talsey Vol. Fire Co. | 133/220 | 149 | 227 |
| 9 | Onancock Vol. Fire Dept. | 108/237 | 148 | 235 |
| 10 | Melfa Vol. Fire & Rescue Co. | 150/121 | 141 | 133 |
| 11 | Wachapreague Vol. Fire Co. | 38/84 | 44 | 75 |
| 12 | Painter Vol. Fire Co. | 115/156 | 106 | 169 |
| 13 | Community Fire Co. | 102/131 | 121 | 123 |
| 14 | Cheriton Vol. Fire Co. | 89/162 | 62 | 115 |
| 15 | Cape Charles Vol. Fire Co. | 94/176 | 126 | 162 |
| 14/15 | Cheriton /Cape Charles Joint | 105/- | 106 | |
| 16 | Northampton Vol. Fire & Rescue | 91/185 | 86 | 171 |
| 17 | Eastville Vol. Fire Co. | 90/121 | 78 | 94 |
| 19 | Cape Charles Rescue Service | | | |
| 20 | Oak Hall Rescue | | | |
| 21 | Tangier Vol. Fire Co. | 9/- | 9 | |
| | TOTALS | 1,892/2,284 | 2,019 | 2,149 |

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

-2024 Data Represents All Incidents-First Number in District and Second Number Assist.

-EMS Dispatch on Fire Incidents Included in EMS Response Data

EMS INCIDENTS BY STATION



NUMBER OF EMS INCIDENTS

| DISTRICT | AGENCY | 2024 DISTRICT/ASSIST | 2025 DISTRICT | 2025 ASSIST |
|----------|---------------------------------|-------------------------|------------------|----------------|
| 1 | New Church Vol. Fire & Rescue | 0 | 0 | 0 |
| 2 | Greenbackville Vol. Fire Co. | 505/45 | 538 | 91 |
| 3 | Chincoteague Vol. Fire Co. | 972/94 | 958 | 124 |
| 4 | Atlantic Vol. Fire & Rescue Co. | 0 | 0 | 0 |
| 5 | Saxis Vol. Fire Co. | 132/44 | 135 | 49 |
| 6 | Bloxom Vol. Fire Co. | 520/139 | 493 | 94 |
| 7 | Parksley Vol. Fire Co. | 1,124/652 | 1,175 | 672 |
| 8 | Tasley Vol. Fire Co. | 0 | 0 | 0 |
| 9 | Onancock Vol. Fire Dept. | 1,239/350 | 1,467 | 325 |
| 10 | Melfa Vol. Fire & Rescue Co. | 626/251 | 585 | 309 |
| 11 | Wachapreague Vol. Fire Co. | 0 | 0 | 0 |
| 12 | Painter Vol. Fire Co. | 521/702 | 487 | 636 |
| 13 | Community Fire Co. | 1,456/335 | 1,528 | 305 |
| 14 | Cheriton Vol. Fire Co. | 0 | 0 | 0 |
| 15 | Cape Charles Vol. Fire Co. | 0 | 0 | 0 |
| 16 | Northampton Vol. Fire & Rescue | 0 | 0 | 0 |
| 17 | Eastville Vol. Fire Co. | 0 | 0 | 0 |
| 19 | Cape Charles Rescue Service | 965/162 | 1205 | 125 |
| 20 | Oak Hall Rescue | 991/742 | 1,047 | 593 |
| 21 | Tangier Vol. Fire Co. | 150/0 | 112 | 0 |
| 31 | Northampton County EMS | 627/1,801 | 606 | 1,933 |
| | TOTALS | 9,828/5,317 | 10,336 | 5,256 |

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

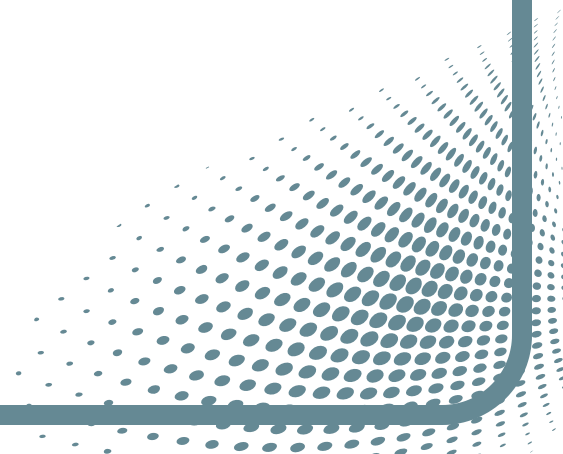
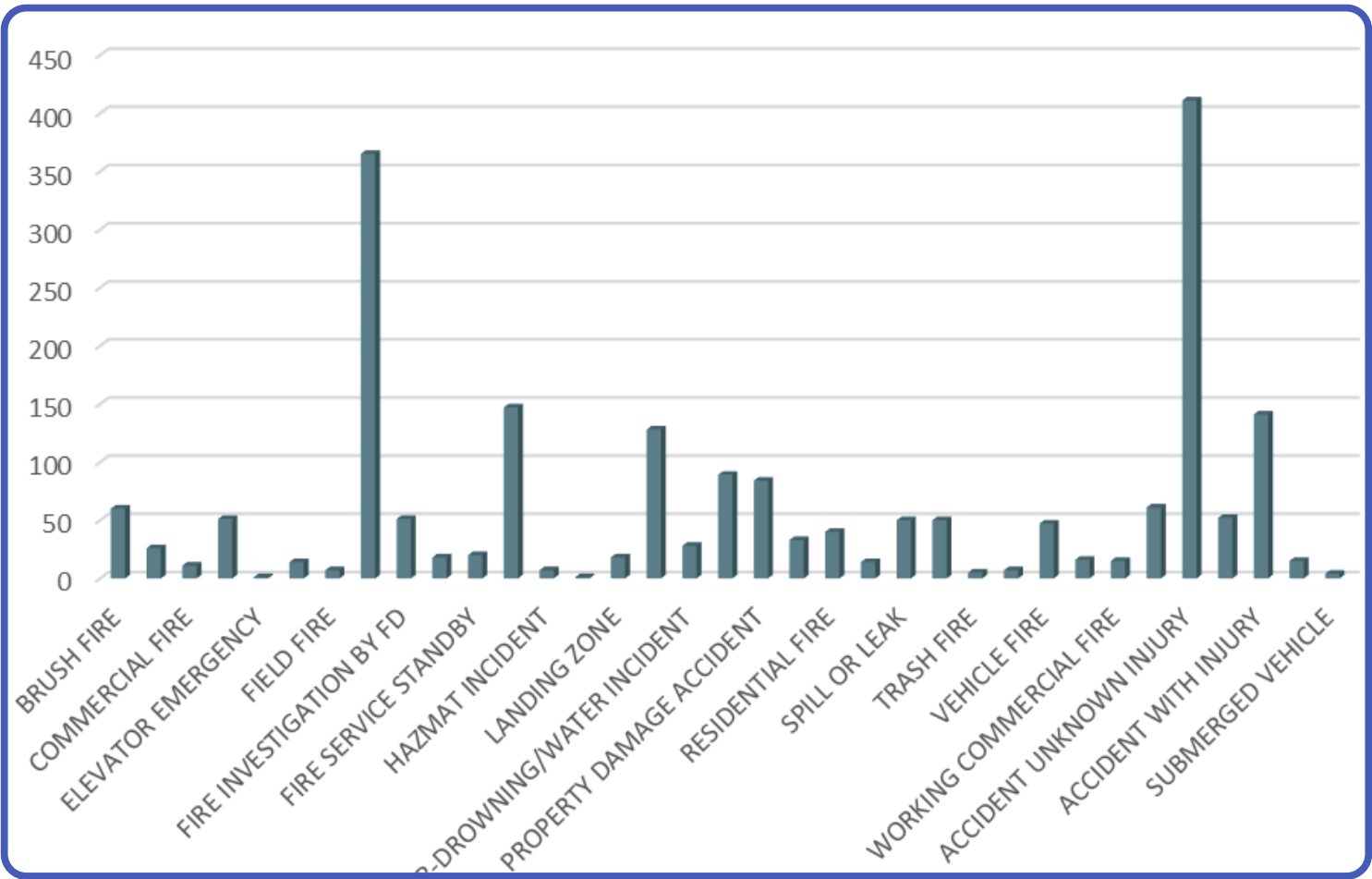
-2024 Data Represents All Incidents-First Number in District and Second Number Assist.

-EMS Dispatch on Fire Incidents Included in EMS Response Data

FIRE INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

| TYPE OF CALL/NATURE | NUMBER OF INCIDENTS | | |
|---|---------------------|------|------|
| | 2023 | 2024 | 2025 |
| Accident with Injury/Entrapment/Unknown | 565 | 594 | 604 |
| Boat Fire | 1 | 2 | 0 |
| Brush Fire | 52 | 66 | 60 |
| Carbon Monoxide Detector | 24 | 23 | 26 |
| Electrical Equipment Fire | 20 | 33 | 51 |
| Elevator Emergency | 2 | 4 | 1 |
| Farm Equipment Fire | 6 | 12 | 14 |
| Field Fire | 11 | 8 | 7 |
| Fire Alarm Activation | 376 | 365 | 365 |
| Fire Investigation | 31 | 65 | 51 |
| Fire Mutual Aid | 19 | 33 | 18 |
| Fire Service Standby | 14 | 25 | 20 |
| Golf Cart/Scooter Accident | 5 | 15 | 15 |
| Hazardous Condition | 137 | 112 | 147 |
| Hazmat Incident | 2 | 0 | 7 |
| Industrial Machinery Accident | 1 | 0 | 1 |
| Landing Zone | 21 | 14 | 18 |
| Medical Assistance By FD | 91 | 116 | 128 |
| Near-Drowning/Water Incident | 18 | 21 | 28 |
| Non-Traditional Incident - Fire | 93 | 98 | 89 |
| Property Damage Accident | 95 | 68 | 84 |
| Plane Crash | 1 | 0 | 0 |
| Public Service By FD | 46 | 22 | 33 |
| Structure Fires Residential (all) | 102 | 125 | 101 |
| Structure Fires Commercial (all) | 35 | 31 | 26 |
| Smoke Report Outside | 27 | 19 | 14 |
| Spill Or Leak | 35 | 56 | 50 |
| Submerged Vehicle | 5 | 2 | 4 |
| Traffic Control Roadway Call | 35 | 36 | 50 |
| Trash Fire | 6 | 6 | 5 |
| Vehicle Fire | 59 | 59 | 47 |
| Woods Fire | 25 | 19 | 16 |

FIRE PER NATURE CODE



EMS INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

| TYPE OF CALL/NATURE | NUMBER OF INCIDENTS | | |
|---|---------------------|-------|-------|
| | 2023 | 2024 | 2024 |
| Abdominal/Back Pain | 714 | 631 | 624 |
| Accident with Injury/Entrapment/Unknown | 609 | 625 | 630 |
| Airplane Crash | 1 | 0 | 0 |
| Allergies/Hives/Stings | 86 | 96 | 83 |
| Altered LOC | 280 | 302 | 309 |
| Animal Bite | 21 | 26 | 24 |
| Assault | 106 | 92 | 82 |
| Bleeding/Non-Traumatic | 205 | 217 | 194 |
| Breathing Difficulty | 1,102 | 1,015 | 998 |
| Burns/Electrocution/Lightning | 13 | 10 | 14 |
| Carbon Monoxide Detector | 22 | 23 | 28 |
| Cardiac Respiratory Arrest - Medical | 103 | 76 | 110 |
| Cardiac Respiratory Arrest – Trauma | 2 | 2 | 4 |
| Chest Pain/Heart Problems | 974 | 924 | 1052 |
| Choking | 27 | 25 | 23 |
| Code Gray/No Resuscitation | 74 | 122 | 75 |
| Diabetic | 139 | 146 | 131 |
| Near-Drowning/Water Incident | 18 | 23 | 33 |
| Elevator Emergency | 2 | 4 | 1 |
| EMS Public Service | 628 | 672 | 752 |
| EMS Stand By | 42 | 102 | 96 |
| EMS Transport | 43 | 59 | 39 |
| EMS Unit Fire Incident Standby | 354 | 354 | 359 |
| Environmental Emergencies | 30 | 18 | 39 |
| Eye Problems | 26 | 17 | 21 |
| Falls | 910 | 966 | 1,097 |
| General Illness/Sickness/Unable to Walk/Other | 1,675 | 1,795 | 1,882 |
| Maternity/Gynecology/Childbirth | 69 | 95 | 70 |
| Hazmat | 1 | 0 | 2 |
| Headache | 72 | 85 | 98 |
| Industrial Machinery Accident | 1 | 0 | 1 |
| Medical Alarm | 160 | 191 | 199 |
| Mental Health Emergency | 77 | 99 | 92 |

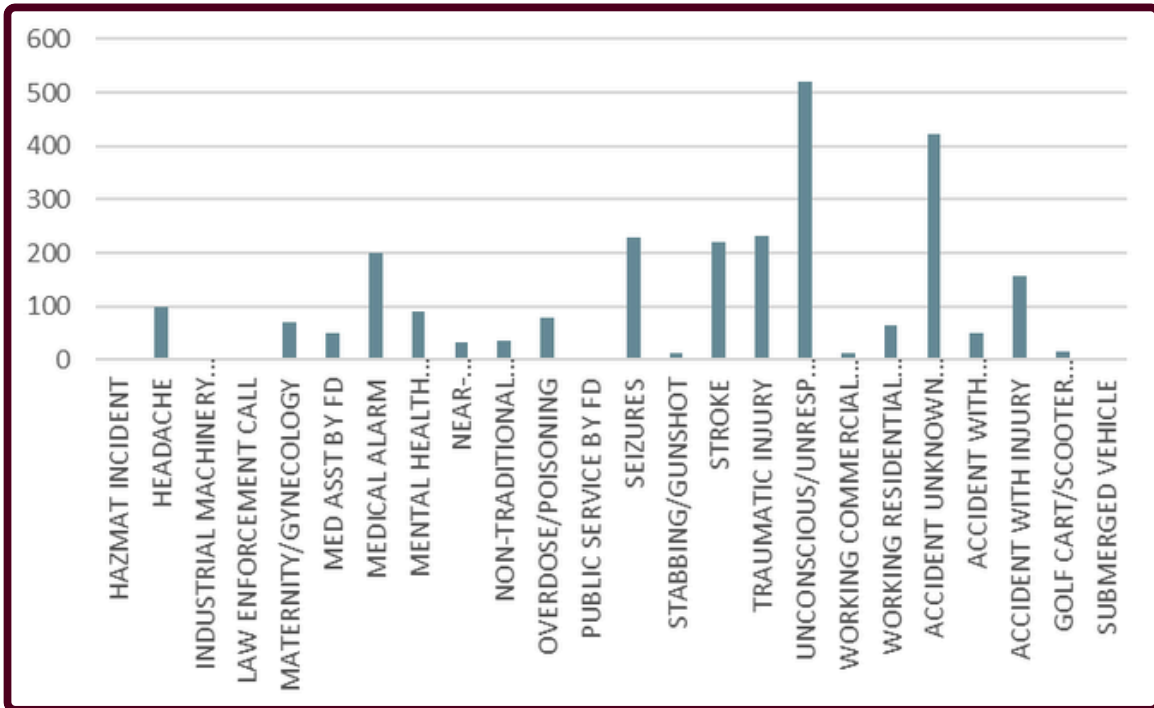
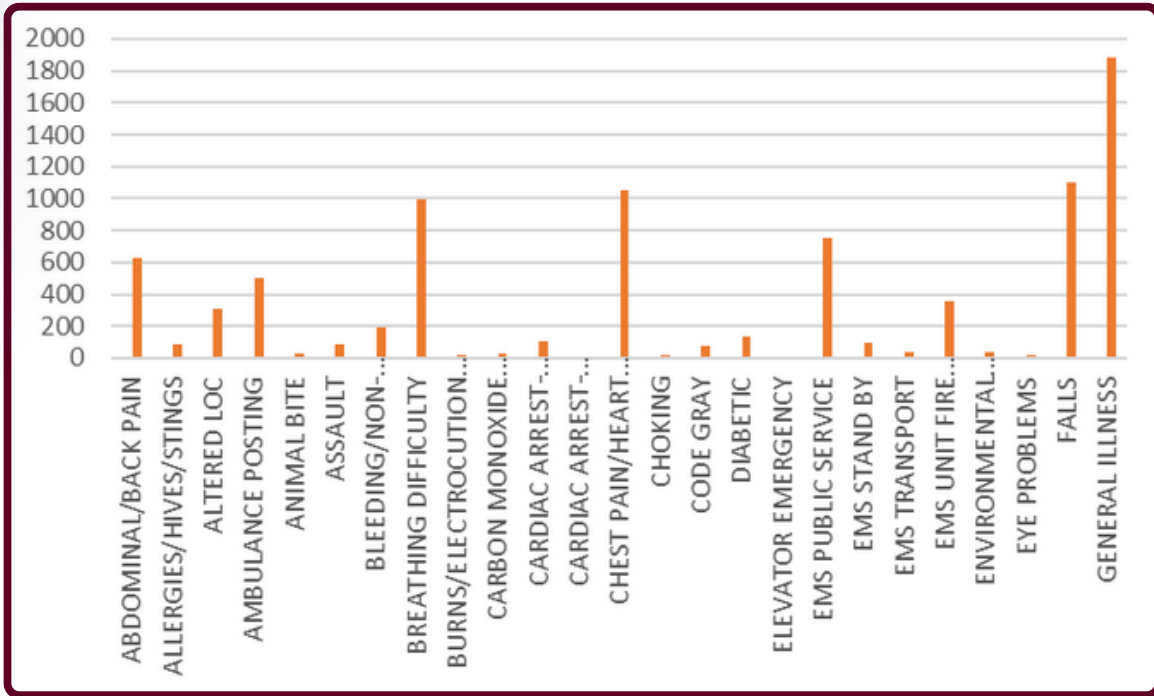
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EMS INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

| TYPE OF CALL/NATURE | NUMBER OF INCIDENTS | | |
|--------------------------------|---------------------|------|------|
| | 2023 | 2024 | 2024 |
| Non-Traditional Incident - EMS | 48 | 22 | 36 |
| Overdose/Poisoning | 87 | 79 | 78 |
| Seizures | 262 | 245 | 230 |
| Stabbing/Gunshot | 21 | 11 | 14 |
| Stroke/CVA | 201 | 200 | 220 |
| Submerged Vehicle | 5 | 2 | 4 |
| Traumatic Injury | 222 | 196 | 233 |
| Unconscious/Unresponsive | 497 | 517 | 520 |
| Ambulance Posting | 527 | 527 | 501 |
| Working Commercial Fire | 14 | 11 | 12 |
| Working Residential Fire | 66 | 75 | 64 |



EMS PER NATURE CODE

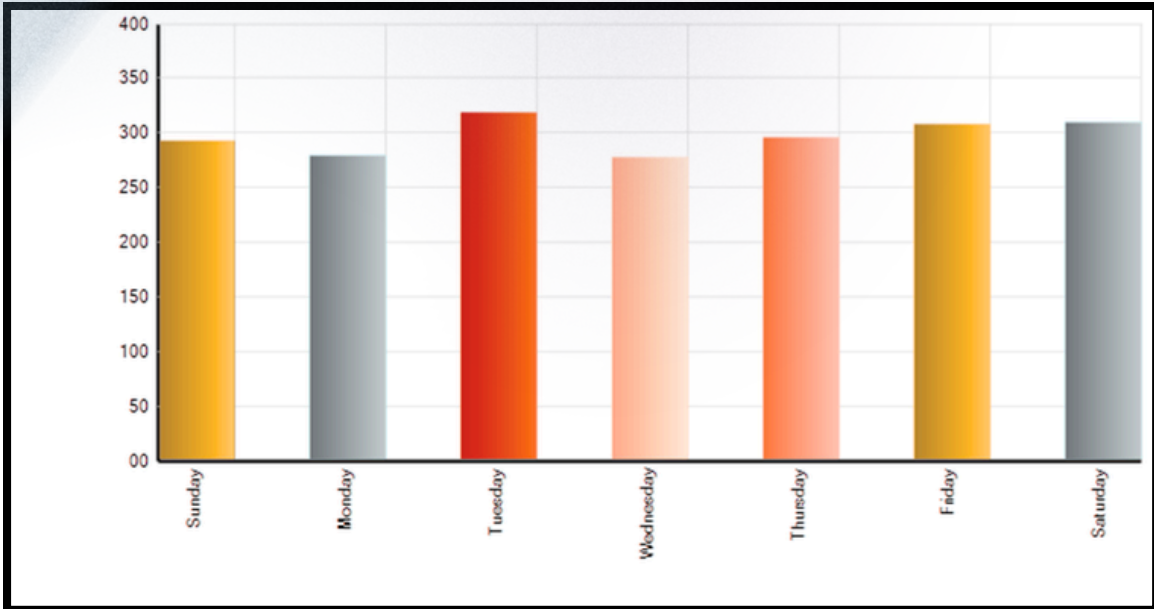


**FIRE & EMS INCIDENTS DISPATCHED BY DAY OF THE
WEEK- FIRE/EMS**

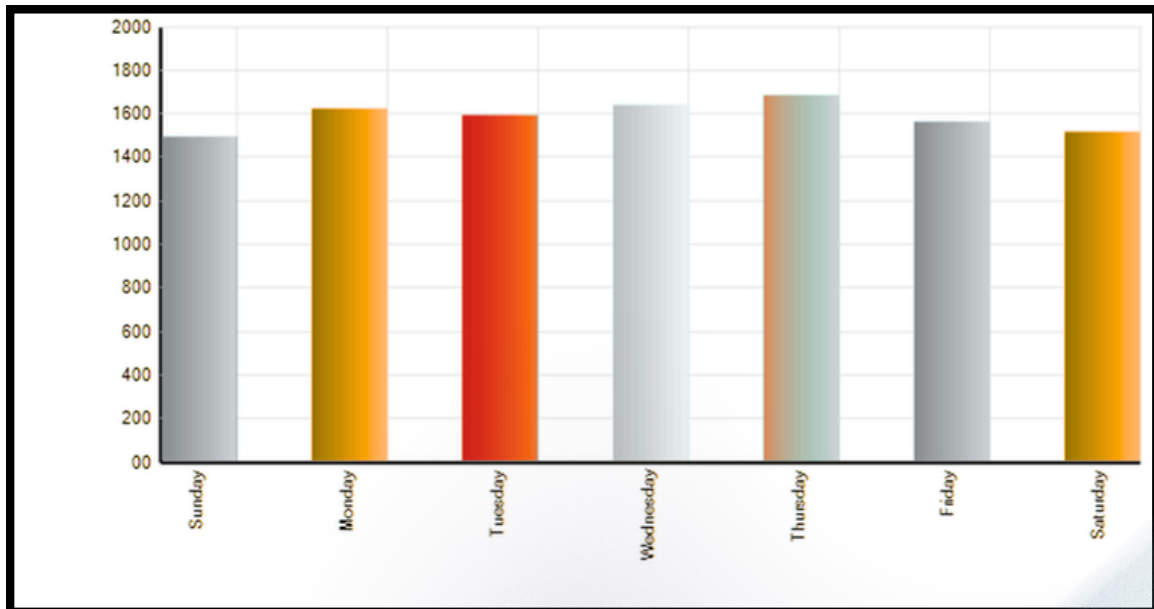
| DAY OF WEEK | NUMBER OF INCIDENTS | | |
|-------------|---------------------|--------------|--------------|
| | 2023 | 2024 | 2025 |
| SUNDAY | 339/1,332 | 344/1,424 | 293/1,496 |
| MONDAY | 330/1,497 | 307/1,505 | 280/1,627 |
| TUESDAY | 292/1,432 | 289/1,480 | 320/1,598 |
| WEDNESDAY | 300/1,444 | 319/1,454 | 279/1,642 |
| THURSDAY | 305/1,432 | 296/1,398 | 296/1,686 |
| FRIDAY | 230/1,514 | 357/1,554 | 309/1,569 |
| SATURDAY | 377/1,414 | 371/1,430 | 310/1,523 |
| TOTALS | 2,392/9,726 | 2,263/10,065 | 2,087/11,141 |



FIRE DAY OF WEEK



EMS DAY OF WEEK

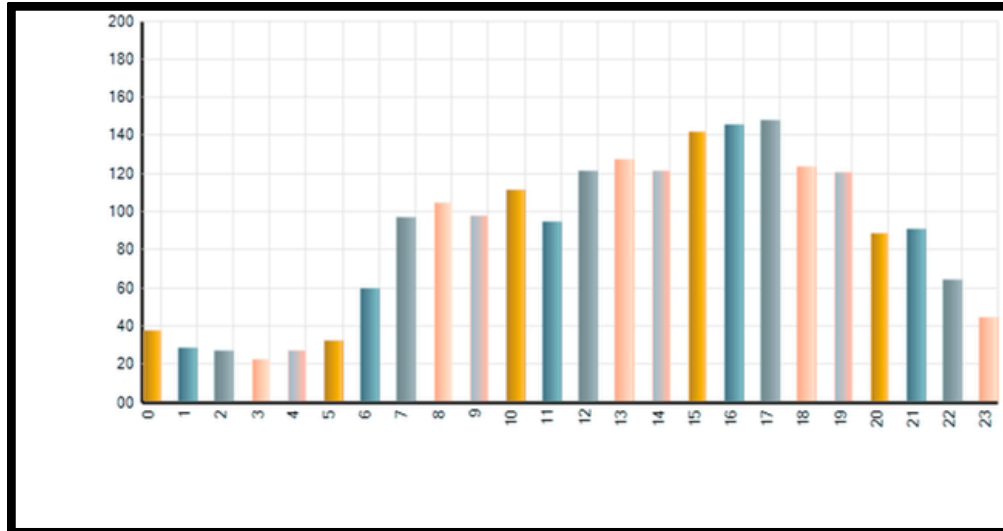


FIRE & EMS INCIDENTS DISPATCHED BY
HOUR OF DAY- FIRE/EMS

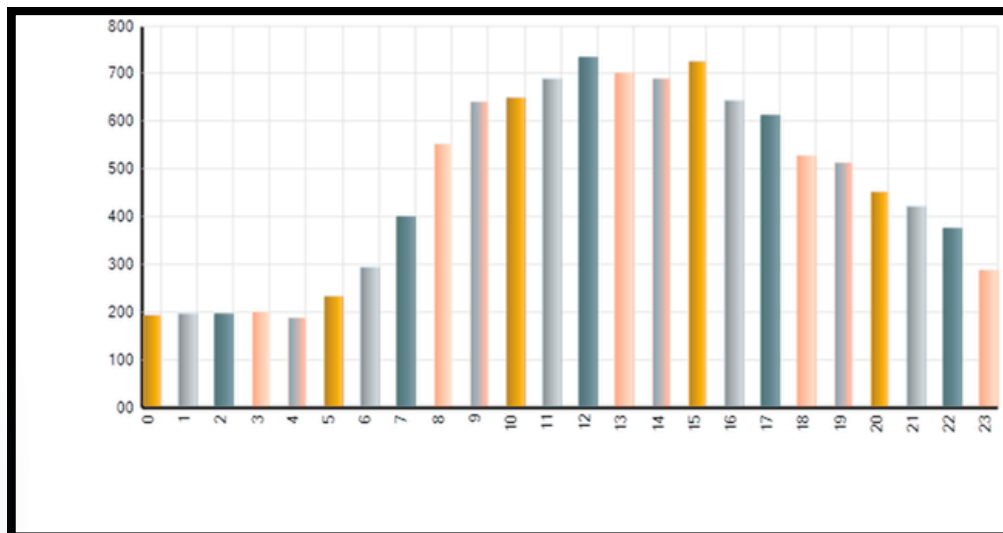


| HOUR OF DAY | NUMBER OF INCIDENTS | | |
|--------------|---------------------|---------------------|---------------------|
| | 2023 | 2024 | 2025 |
| 0000-0059 | 58/257 | 34/248 | 38/195 |
| 0100-0159 | 50/189 | 44/220 | 29/197 |
| 0200-0259 | 37/206 | 26/181 | 27/197 |
| 0300-0359 | 37/189 | 36/158 | 23/200 |
| 0400-0459 | 27/182 | 35/197 | 27/189 |
| 0500-0559 | 48/223 | 45/203 | 33/233 |
| 0600-0659 | 89/279 | 54/264 | 60/295 |
| 0700-0759 | 82/362 | 98/403 | 97/401 |
| 0800-0859 | 90/459 | 82/456 | 105/554 |
| 0900-0959 | 96/549 | 108/590 | 98/641 |
| 1000-1059 | 121/572 | 106/604 | 112/651 |
| 1100-1159 | 122/606 | 136/636 | 95/691 |
| 1200-1259 | 102/587 | 147/647 | 122/736 |
| 1300-1359 | 129/607 | 154/642 | 128/704 |
| 1400-1459 | 151/590 | 137/567 | 122/690 |
| 1500-1559 | 135/564 | 148/598 | 142/726 |
| 1600-1659 | 143/556 | 152/592 | 146/645 |
| 1700-1759 | 147/548 | 148/551 | 148/614 |
| 1800-1859 | 160/558 | 130/500 | 124/529 |
| 1900-1959 | 115/469 | 104/466 | 121/514 |
| 2000-2059 | 125/488 | 125/444 | 89/452 |
| 2100-2159 | 88/388 | 112/434 | 91/422 |
| 2200-2259 | 61/355 | 59/342 | 65/376 |
| 2300-2359 | 60/282 | 63/302 | 45/289 |
| TOTAL | 2,263/10,065 | 2,283/10,245 | 2,087/11,141 |

FIRE BY HOUR OF DAY



EMS BY HOUR OF DAY



PERFORMANCE REPORT OVERVIEW

Achieving optimal performance in the dispatch center requires a balance between speed and accuracy, both of which are prioritized. Dispatchers need to discern the relative importance of speed and accuracy in each situation. To ensure continuous quality improvement, it is crucial to measure individual processes and provide data to each dispatcher. This granular approach allows us to pinpoint specific areas for improvement and collaborate with each dispatcher to enhance their individual performance, ultimately contributing to improved overall performance for the entire center.

Quality Assurance and Quality Improvement in a 9-1-1 Center, this process ensures that dispatchers and call takers handle emergency calls effectively, accurately, and professionally.

| AVERAGES FOR THE YEAR | | | | |
|-----------------------|-------------------|-----------------------|------|------|
| AVE. SEC | SCORE CALL TAKING | SCORE FOR DISPATCHING | FIRE | QAQI |
| 43.3 | 95.20% | 96.40% | | |
| AVE. SEC | SCORE CALL TAKING | N/A | EMIS | |
| 51.7 | 96.70% | | | |



PHONE AVERAGES



National Emergency Numbers Association (NENA) Standard

According to NENA Standard for 9-1-1 Call Processing, the following response times are mandated:

90% Ring Time Standard: Ninety percent of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) must be answered within 15 seconds or less.

95% Ring Time Standard: Ninety-five percent of all 9-1-1 calls should be answered within 20 seconds or less.

| GOALS | 9-1-1 90%-15 SEC | ALARM LINE 90%- 15 SEC | PHONE | ANSWERING TIMES |
|-------|------------------|------------------------|-------|-----------------|
| | 3.4 SECS | 3.7 SECS | | |
| | 99.52% IN GOAL | 99.36% IN GOAL | | |

Eastern Shore of Virginia Regional Radio System **(ESVARRS)**

Efforts towards the implementation of the new radio system, with project costs totaling close to \$10 million, started several years ago. Built by L3Harris Technologies, ESVARRS is a state-of-the-art digital, trunked, radio system operating on the 700 MHz radio spectrum using six simulcasted sites; it replaces the existing outdated analog radio systems used for public safety radio communications in Accomack and Northampton Counties. ESVARRS will provide reliable radio communications using advanced technology to promote robust and enhanced radio communications, additional interoperability, and greater coverage, all promoting the safety of the public and responders. Northampton County Public Schools is a user of ESVARRS and began using the new radio system for bus transportation and administrative services in mid-December 2025.



Eastern Shore of Virginia Regional Radio System (ESVARRS)

January 2025 – Mobile radio installations begin; legacy radio channels remain in operation

April 2025 – Control station installations at fire, rescue, and police stations, hospital begin; legacy radio channels remain in operation

August 2025 – Infrastructure build-out completed (6-site trunked radio system); console configuration training completed

September 2025 – System equipment testing, field coverage testing; train-the-trainer radio user training scheduled to begin

September-November 2025 – Portable radios to be programmed; portable chargers/radios to be installed in fire/EMS apparatus.

Late October-Early December 2025 – Training for dispatchers, field personnel on use of radio system, mobile and portable radios, and pagers



**All information can be found on the Center website esva911.org
under Communications Projects**

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 the 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.

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:

Casey Decker
Kirstin Estelle
Beverly Mason

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