



# 2018 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 Godwin  
Sheriff, County of Accomack

The Honorable David Doughty  
Sheriff, County of Northampton

First Sergeant B. E. Jeff Jones  
Virginia State Police

The Honorable Robert Duer  
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  
Crystal Simpson, Recording Secretary

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

9-1-1 Director

Jeffrey Flournoy, EMT-B

9-1-1 Supervisor

Crystal Simpson, EMT-B

9-1-1 Senior Communications Officers

Charlotte Gibbons

Caroline Hodgson, EMT-B

Krista Kilmon, EMT-A

Full-Time 9-1-1 Communications Officers

Susan Jones, EMT-A

Casey Decker

Carlee Parker, EMT-B

John Thornton, EMT-B

Katie Brewster

Ashley Justice

Michele Guest

Niasia Scarborough

Part-Time 9-1-1 Communications Officers

John Hudson

Anthony Montross

Robert Wessells

Tonya Blake, EMT-A

Kirstin Estelle

Jared Sipe, EMT-B

***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:

Michael Wessells, Randy Green, Stacey Carpenter, Jim Evans

***Copyright May 2019***

**Eastern Shore of Virginia 9-1-1 Commission**

23201 Front Street / PO Box 337, Accomac, Virginia 23301-0337

(757) 787-0911 / 824-0911 / 442-0911

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		
		2017	2018 – District	2018 – Assist
1	New Church Vol. Fire & Rescue	118/90	133	75
2	Greenbackville Vol. Fire Co.	33/25	22	15
3	Chincoteague Vol. Fire Co.	136/12	133	7
4	Atlantic Vol. Fire & Rescue Co.	190/144	177	128
5	Saxis Vol. Fire Co.	26/16	30	8
6	Bloxom Vol. Fire Co.	146/90	134	69
7	Parksley Vol. Fire Co.	203/75	247	72
8	Tasley Vol. Fire Co.	85/178	147	152
9	Onancock Vol. Fire Dept.	98/141	162	130
10	Melfa Vol. Fire & Rescue Co.	146/101	161	113
11	Wachapreague Vol. Fire Co.	20/54	33	52
12	Painter Vol. Fire Co.	113/105	146	131
13	Community Fire Co. (Exmore)	91/119	170	114
14	Cheriton Vol. Fire Co.	59/115	63	147
15	Cape Charles Vol. Fire Co.	50/96	66	126
14/15	Cheriton/Cape Charles Joint	72	90	N/A
16	Northampton Vol. Fire & Rescue	123/105	138	153
17	Eastville Vol. Fire Co.	68/66	108	78
18	Onley Vol. Fire & Rescue Co. *	75/75	N/A	N/A
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.	9	7	N/A
	<b>TOTAL</b>	<b>1,861/1,607</b>	<b>2,167</b>	<b>1,570</b>

- District Column Statistics Represent Incidents Dispatched To In Stated District. Mutual Aid Incidents Outside Their Respective District Are Listed in the Assist Column Statistics
- 2017 Data Represents All Incidents - First Number in District and Second Number Assist
  - Dispatch on EMS Incidents Included – Station 4 (and other fire stations)
  - \* Onley Vol. Fire and Rescue Co. (18) Removed from Alerting in July 2017

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

FIRE/EMS DISTRICT	FIRE/EMS AGENCY	NUMBER OF EMS INCIDENTS		
		2017	2018 – District	2018 – Assist
1	New Church Vol. Fire & Rescue	N/A	N/A	N/A
2	Greenbackville Vol. Fire Co.	174/106	151	118
3	Chincoteague Vol. Fire Co.	914/141	1,000	124
4	Atlantic Vol. Fire & Rescue Co.	N/A	N/A	N/A
5	Saxis Vol. Fire Co.	123/12	96	14
6	Bloxom Vol. Fire Co.	655/475	555	466
7	Parksley Vol. Fire Co.	990/194	1,121	139
8	Tasley Vol. Fire Co.	N/A	N/A	N/A
9	Onancock Vol. Fire Dept.	627/381	1,099	171
10	Melfa Vol. Fire & Rescue Co.	535/192	536	221
11	Wachapreague Vol. Fire Co. *	25/10	-	-
12	Painter Vol. Fire Co. *	446/468	448	467
13	Community Fire Co. (Exmore)	891/598	930	704
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	920/507	921	530
17	Eastville Vol. Fire Co.	N/A	N/A	N/A
18	Onley Vol. Fire & Rescue Co.**	219/66	-	-
19	Cape Charles Rescue Service	1,076/150	1,134	225
20	Oak Hall Rescue	1,103/511	1,088	493
21	Tangier Vol. Fire Co.	124	185	N/A
	<b>TOTAL</b>	<b>8,822/3,811</b>	<b>9,264</b>	<b>3,672</b>

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

- 2017 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 31 Not Included – No First Due Response Area

\* Station 11 EMS Data Also Includes Station 12 EMS Data (CAD Labeling Change in Jan 2017)

\*\* Onley Vol. Fire and Rescue Co. Removed from Alerting in July 2017

## FIRE INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

\* Added 2017 ---- \*\* Added 2018

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2016	2017	2018
Accident With Injury (Entrapment Included)	596	526	529
Boat Fire	0	3	1
Bomb Threat	4	0	0
Brush Fires	66	48	48
Submerged Vehicle **	-	-	4
CO Detector Activation	19	20	21
Electrical Equipment Fires	32	19	57
Elevator Emergency	13	16	10
Field Fires	10	14	10
Fire Service Standby	1	2	6
Fire Investigations	48	59	45
Fire Mutual Aid	37	24	30
Fire Recall	6	8	8
Hazardous Conditions	172	181	274
Haz-Mat Incidents	1	2	1
Landing Zone	12	22	20
Industrial Machinery Accident	0	1	2
Farm Equipment Fire *	-	8	8
Medical Assist by FD	224	177	192
Non-Traditional Incident – Fire	14	22	29
Plane Crash	3	0	1
Property Damage Accident – FD	107	128	186
Public Service – FD	33	40	143
Smoke Report – Outside	0	4	1
Spill or Leak	41	44	45
Structural Fire – Residential (all)	139	150	122
Structural Fire – Commercial (all)	34	36	32
System Fire Alarms	287	287	308
Trash Fires	8	4	2
Tree Fires	10	7	9
Vehicle Fires	63	44	61
Water Injury/Boat Incident/Drowning	16	17	16
Woods Fires	10	22	13
<b>TOTAL</b>	<b>2,006</b>	<b>1,935</b>	<b>2,234</b>

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

*\* Assault/Sexual Assault Separated from Traumatic Injury*

*\*\* Unconscious Separated from Altered LOC*

*\*\*\* New Nature Code*

<u>TYPE OF CALL/NATURE</u>	NUMBER OF INCIDENTS		
	2016	2017	2018
Abdominal/Back Pain	595	565	577
Allergies/Hives/Stings	82	94	81
Altered LOC **	649	200	396
Animal Bites	9	10	20
Auto Accident – Injuries (Includes Entrapment)	620	554	555
Breathing Difficulty	1,091	1,037	1,053
Burns/Electrocution	17	13	12
Carbon Monoxide	18	20	16
Cardiac/Respiratory Arrest	103	75	100
Chest Pain/Heart Problems/Blood Pressure	794	840	872
Choking	18	35	26
Environmental Emergencies	25	16	30
Convulsions/Seizures	233	264	239
Diabetic Problems	173	163	163
DOA/No Resuscitation	41	46	58
Drowning/Diving Accidents/Boat	20	5	18
EMS (Not Classified)	69	61	5
EMS Transport	19	36	81
EMS Standby	53	62	100
EMS Emergency Transfer	0	1	1
EMS Public Service	189	259	408
Bleeding – Non-Traumatic, Including Epistaxis	164	189	196
Eye Problems	17	7	10
Assault/Sexual Assault *	-	77	79

*[Continued on Next Page]*

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

Falls	838	771	867
Fire Incident Related	359	334	334
General Illness/Sickness/Unable to Walk/Other	1,439	1,392	1,489
Headaches	87	90	65
Medical Alarm	200	254	303
Non-Traditional Incident – EMS	12	19	12
Overdose/Poisoning	65	85	87
Gynecology/Childbirth	86	83	75
Psychiatric/Behavioral Emergencies	145	181	93
Stabbing/Gunshot Wound	25	12	14
Submerged Vehicle ***	-	-	4
Stroke/CVA	183	195	183
Traumatic Injury *	321	261	265
Unconscious/Unresponsive **	-	494	372
<b>TOTAL</b>	<b>8,759</b>	<b>8,800</b>	<b>9,259</b>

Additional Nature Code – Posting (ambulances) – 2018 = 912

***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		
	2016	2017	2018
0000-0059	254	285	58/212
0100-0159	271	240	45/229
0200-0259	221	211	39/206
0300-0359	211	217	39/185
0400-0459	193	186	28/164
0500-0559	191	216	43/186
0600-0659	304	305	56/258
0700-0759	385	380	77/420
0800-0859	496	580	105/521
0900-0959	568	588	99/584
1000-1059	595	725	122/635
1100-1159	590	641	114/613
1200-1259	668	712	120/620
1300-1359	625	654	124/597
1400-1459	594	694	133/571
1500-1559	623	656	116/599
1600-1659	601	644	149/541
1700-1759	618	663	155/592
1800-1859	567	670	150/494
1900-1959	560	554	120/518
2000-2059	499	532	96/425
2100-2159	464	460	102/379
2200-2259	367	383	86/341
2300-2359	343	336	63/282
<b>TOTAL</b>	<b>10,808</b>	<b>11,532</b>	<b>2,239/10,172</b>

*\* Represents all calls entered into the CAD System regardless of incident disposition*

*\* First Data is Fire Related Incidents and Second Data is EMS Incidents (2018)*

**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		
	2016	2017	2018
Sunday	1,584	1,652	294/1,355
Monday	1,505	1,663	264/1,461
Tuesday	1,443	1,623	264/1,466
Wednesday	1,553	1,586	286/1,458
Thursday	1,481	1,540	398/1,456
Friday	1,577	1,687	432/1,493
Saturday	1,665	1,781	301/1,483
<b>TOTAL</b>	<b>10,808</b>	<b>11,532</b>	<b>2,239/10,172</b>

*\* Represents all calls entered into the CAD System regardless of incident disposition  
First Data is Fire Related Incidents and Second Data is EMS Incidents (2018)*