2022 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 (retired position) 4/28
Northampton County Emergency Medical Services
William McCready (elected) 7/28
Accomack 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 Jeff Renas
Virginia State Police

The Honorable Ernest Smith
Northampton County Board of Supervisors

The Honorable Donald Hart, Jr.
Accomack County Board of Supervisors

Ben D. Byrd, Jr.
Accomack County Fire Services

Terri Christman
Northampton County Emergency Medical Services 5/23

EASTERN SHORE OF VIRGINIA 9-1-1 COMMISSION STAFF

Jeffrey Flournoy, 9-1-1 Director

Krista Kilmon, 9-1-1 Deputy 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 Deputy Director

Krista Kilmon, EMT-A, RPL

9-1-1 Supervisors

Charlotte Gibbons

Caroline Hodgson

Katie Brewster

Full-Time 9-1-1 Communications Officers

Casey Decker

Niasia Scarborough

Christine Phillips

Brandie Kuntz

Mary Katherine Holmes

Sarah Wenzel

Crystal Simpson

John Thornton

Leah Hall

Jasmine Davis

Haleigh Feldhausen

Part-Time 9-1-1 Communications Officers

Anthony Montross

John Hudson

Kirstin Estelle, EMT-B

Lawrence Muir

IN APPRECIATION

The ESVA 9-1-1 Commission extends a thank you to Michaela Bochman, Anneka Clark, and Ashley Justice for contributing to the ongoing operation of the Eastern Shore's 9-1-1 system.

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

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EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER

FIRE INCIDENTS

		NUMBER OF FIRE INCIDENTS		
DISTRICT	**AGENCY**	**2021 DISTRICT/ASSIST**	**2022 DISTRICT**	**2022 ASSIST**
1	New Church Vol. Fire & Rescue	**130/115**	**151**	**94**
2	Greenbackville Vol. Fire Co.	**27/29**	**43**	**15**
3	Chincoteague Vol. Fire Co.	**122/13**	**131**	**6**
4	Atlantic Vol. Fire & Rescue Co.	**156/172**	**208**	**147**
5	Saxis Vol. Fire Co.	**18/14**	**38**	**9**
6	Bloxom Vol. Fire Co.	**112/102**	**136**	**117**
7	Parksley Vol. Fire Co.	**207/84**	**230**	**96**
8	Tasley Vol. Fire Co.	**153/180**	**139**	**178**
9	Onancock Vol. Fire Dept.	**136/146**	**136**	**160**
10	Melfa Vol. Fire & Rescue Co.	**128/117**	**139**	**103**
11	Wachapreague Vol. Fire Co.	**43/48**	**34**	**72**
12	Painter Vol. Fire Co.	**113/126**	**136**	**168**
13	Community Fire Co.	**115/141**	**131**	**150**
14	Cheriton Vol. Fire Co.	**71/168**	**86**	**205**
15	Cape Charles Vol. Fire Co.	**86/137**	**82**	**163**
14/15	Cheriton/Cape Charles Joint	**87/-**	**97**	**-**
16	Northampton Vol. Fire & Rescue	**101/170**	**111**	**191**
17	Eastville Vol. Fire Co.	**75/84**	**86**	**94**
19	Cape Charles Rescue Service	**-**	**-**	**-**
20	Oak Hall Rescue	**-**	**-**	**-**
21	Tangier Vol. Fire Co.	**14/-**	**7**	**-**
	TOTAL	**1,880/1,846**	**2,121**	**1,968**

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

-2021 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

		NUMBER OF EMS INCIDENTS		
DISTRICT	**AGENCY**	**2021 DISTRICT/ASSIST**	**2022 DISTRICT**	**2022 ASSIST**
1	New Church Vol. Fire & Rescue	**-**	**-**	**-**
2	Greenbackville Vol. Fire Co.	**203/146**	**275**	**75**
3	Chincoteague Vol. Fire Co.	**951/145**	**990**	**121**
4	Atlantic Vol. Fire & Rescue Co.	-	-	-
5	Saxis Vol. Fire Co.	**128/26**	**151**	**31**
6	Bloxom Vol. Fire Co.	**514/400**	**523**	**258**
7	Parksley Vol. Fire Co.	**1,067/167**	**1,148**	**429**
8	Tasley Vol. Fire Co.	-	-	-
9	Onancock Vol. Fire Dept.	**1,017/187**	**1,087**	**303**
10	Melfa Vol. Fire & Rescue Co.	**589/212**	**637**	**248**
11	Wachapreague Vol. Fire Co.	-	-	-
12	Painter Vol. Fire Co.	**503/462**	**519**	**643**
13	Community Fire Co.	**1,305/426**	**1,485**	**274**
14	Cheriton Vol. Fire Co.	-	-	-
15	Cape Charles Vol. Fire Co.	-	-	-
16	Northampton Vol. Fire & Rescue	-	-	-
17	Eastville Vol. Fire Co.	-	-	-
19	Cape Charles Rescue Service	**1,104/211**	**1,171**	**128**
20	Oak Hall Rescue	**1,064/539**	**1,062**	**665**
21	Tangier Vol. Fire Co.	**167/-**	**119**	**-**
31	Northampton County EMS	**411/1919**	**502**	**1,925**
	TOTAL	**9,123/4,840**	**9,669**	**5,100**

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

-2021 Data Represents All Incidents-First Number in District and Second Number Assist.

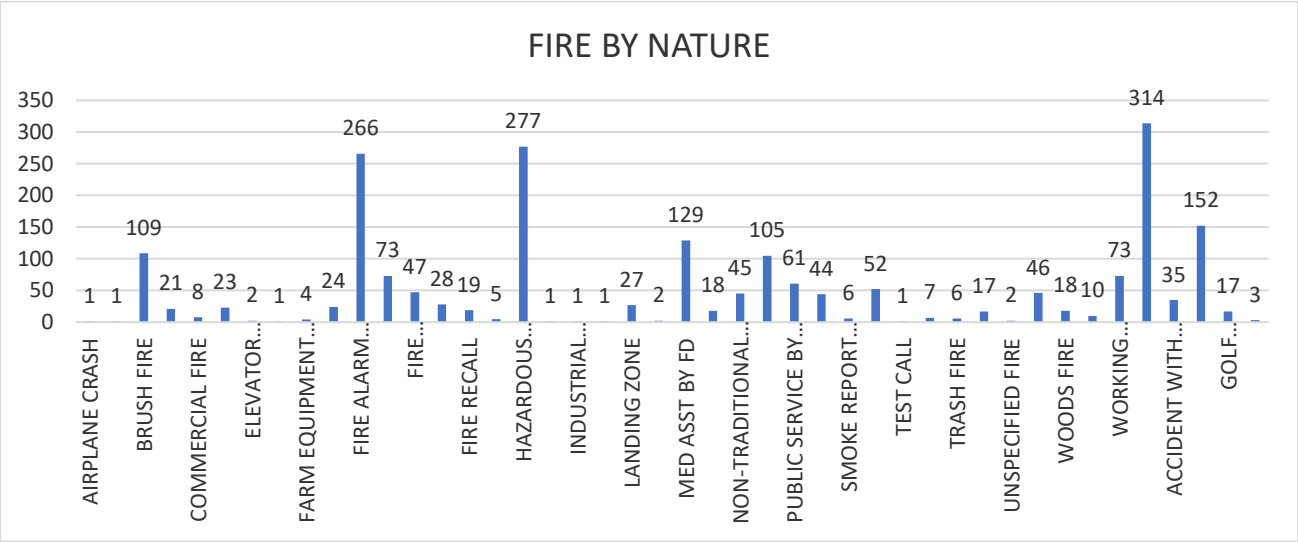
-EMS Response Data for Station 4 (and other fire stations) included in Fire Incident Data

-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		
	2020	2021	2022
Accident with Injury/Entrapment/Unknown	484	536	501
Boat Fire	1	1	1
Brush Fire	65	101	109
Carbon Monoxide Detector	27	22	21
Drowning/Water Incident	11	18	18
Electrical Equipment Fire	40	39	23
Elevator Emergency	0	5	2
Explosion No Fire	1	1	1
Farm Equipment Fire	8	9	4
Field Fire	4	4	24
Fire Alarm	284	270	339
Fire Investigation	31	24	47
Fire Mutual Aid	35	33	28
Fire Recall	7	13	19
Fire Service Standby	9	6	5
Golf Cart/Scooter Accident	16	12	17
Hazardous Condition	253	194	277
Hazmat Incident	1	1	1
Industrial Machinery Accident	1	0	1
Landing Zone	18	19	27
Medical Assist by FD	210	166	129
Non-Traditional Incident	24	47	45
Plane Crash	1	0	1
Property Damage Accident	94	132	105
Public Service by FD	46	52	61
Smoke Report Outside	13	9	6
Spill or Leak	42	38	52
Structure Fires Residential (all)	130	104	117
Structure Fires Commercial (all)	38	22	18
Submerged Vehicle	2	3	3
Trash Fire	10	9	6
Tree Fire	15	13	17
Unspecified Fire	-	2	2
Vehicle Fire	42	40	46
Woods Fire	23	15	18



EMS INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2020	2021	2022
Abdominal/Back Pain	514	597	585
Accident with Injury/Entrapment/Unknown	506	561	539
Allergies/Hives/Stings	67	96	97
Altered LOC	260	243	247
Animal Bites	28	17	15
Assault/Sexual Assault	107	93	107
Bleeding/Non-Traumatic	173	188	177
Breathing Difficulty	1,062	960	1,093

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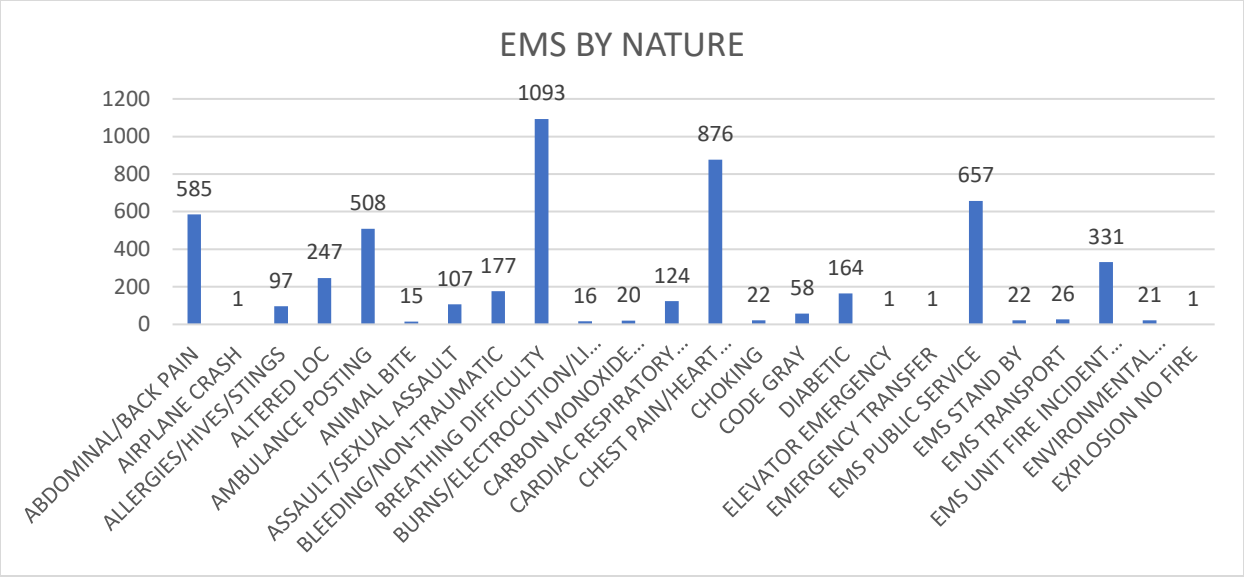
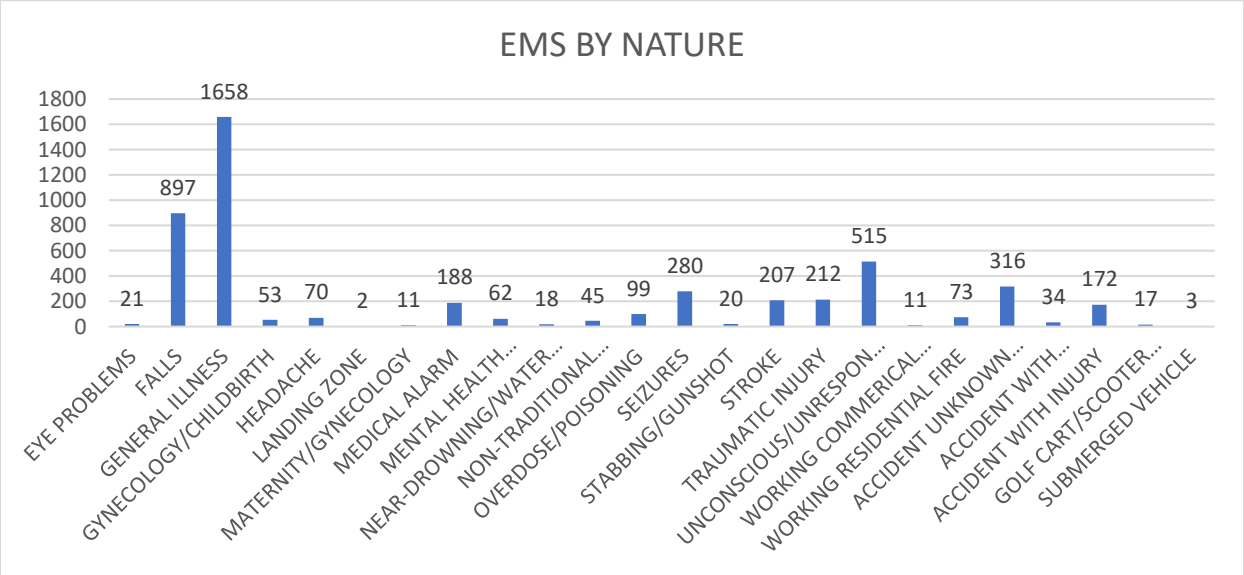
EMS INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

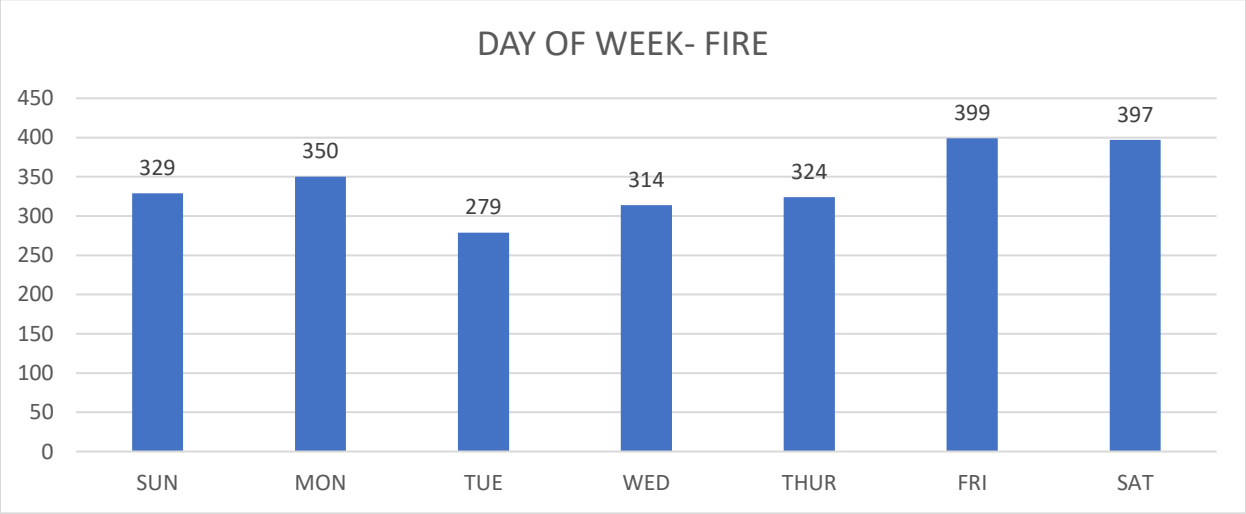
Burns/Electrocution/Lighting	9	19	16
Carbon Monoxide Detector	25	21	20
Cardiac Respiratory Arrest	112	131	124
Chest Pain/Heart Problems	739	788	876
Choking	26	31	22
Code Gray/No Resuscitation	62	64	58
Diabetic	190	182	164
Near-Drowning/Water Incident	13	19	18
Emergency Transfer	1	1	1
EMS Public Service	528	603	657
EMS Stand By	55	30	22
EMS Transport	28	41	26
EMS Unit Fire Incident Standby	220	278	331
Environmental Emergencies	15	24	21
Eye Problems	27	18	21
Falls	798	839	897
General Illness/Sickness/Unable to Walk/Other	1,505	1,765	1,658
Gynecology/Childbirth	58	62	53
Headache	58	45	70
Medical Alarm	250	250	188
Mental Health Emergency	67	72	62
Non-Traditional Incident	21	24	45
Overdose/Poisoning	68	90	99
Seizures	188	256	280
Stabbing/Gunshot	23	30	20
Stroke/CVA	182	193	207
Traumatic Injury	160	215	212
Unconscious/Unresponsive	432	420	515
Ambulance Posting	1,277	616	508

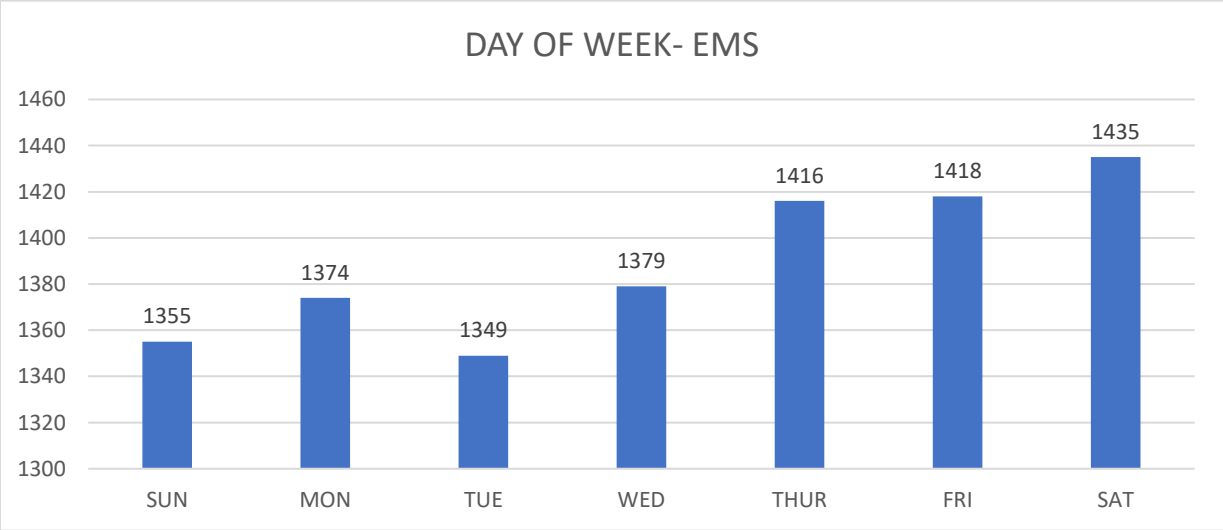

EMS BY NATURE
1200
1000
800
600
400
200
0
585
1
97
247
508
15
107
177
1093
16
20
124
876
22
58
164
1
1
657
22
26
331
21
1
ABDOMINAL/BACK PAIN
AIRPLANE CRASH
ALLERGIES/HIVES/STINGS
ALTERED LOC
AMBULANCE POSTING
ANIMAL BITE
ASSAULT/SEXUAL ASSAULT
BLEEDING/NON-TRAUMATIC
BREATHING DIFFICULTY
BURNS/ELECTROCUTION/LI...
CARBON MONOXIDE...
CARDIAC RESPIRATORY...
CHEST PAIN/HEART...
CHOKING
CODE GRAY
DIABETIC
ELEVATOR EMERGENCY
EMERGENCY TRANSFER
EMS PUBLIC SERVICE
EMS STAND BY
EMS TRANSPORT
EMS UNIT FIRE INCIDENT...
ENVIRONMENTAL...
EXPLOSION NO FIRE


EMS BY NATURE
1800
1600
1400
1200
1000
800
600
400
200
0
21
897
1658
53
70
2
11
188
62
18
45
99
280
20
207
212
515
11
73
316
34
172
17
3
EYE PROBLEMS
FALLS
GENERAL ILLNESS
GYNECOLOGY/CHILDBIRTH
HEADACHE
LANDING ZONE
MATERNITY/GYNECOLOGY
MEDICAL ALARM
MENTAL HEALTH...
NEAR-DROWNING/WATER...
NON-TRADITIONAL...
OVERDOSE/POISONING
SEIZURES
STABBING/GUNSHOT
STROKE
TRAUMATIC INJURY
UNCONSCIOUS/UNRESPON...
WORKING COMMERICAL...
WORKING RESIDENTIAL FIRE
ACCIDENT UNKNOWN...
ACCIDENT WITH...
ACCIDENT WITH INJURY
GOLF CART/SCOOTER...
SUBMERGED VEHICLE

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

DAY OF WEEK	NUMBER OF INCIDENTS		
	2020	2021	2022
Sunday	271/1,642	310/1,396	329/1,355
Monday	265/1,701	247/1,394	350/1,374
Tuesday	388/1,859	298/1,481	279/1,349
Wednesday	275/1,612	250/1,408	314/1,379
Thursday	318/1,824	277/1,424	324/1,416
Friday	334/1,752	308/1,503	399/1,418
Saturday	308/1,733	271/1,382	397/1,435
Total	2,159/12,123	1,961/9,988	2,392/9,726





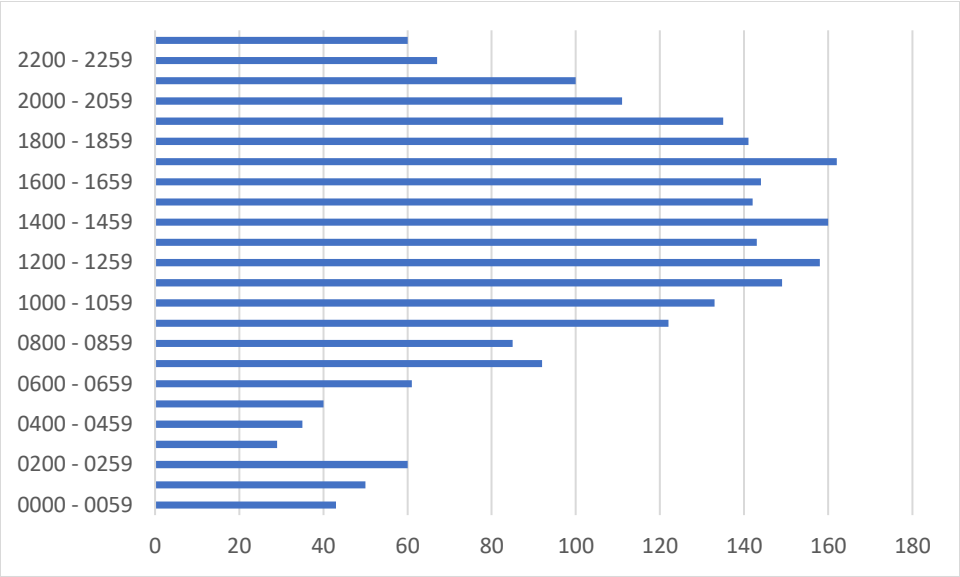
FIRE AND EMS INCIDENTS DISPATCHED BY HOUR OF DAY – FIRE/EMS

HOUR OF DAY	NUMBER OF INCIDENTS		
	2020	2021	2022
0000-0059	41/310	30/216	43/243
0100-0159	30/238	36/233	50/210
0200-0259	38/229	24/192	30/184
0300-0359	28/225	24/164	29/156
0400-0459	22/187	32/177	35/170
0500-0559	37/208	3/205	40/223
0600-0659	60/316	39/288	61/260
0700-0759	69/403	52/350	92/371
0800-0859	105/551	90/476	85/466
0900-0959	117/638	110/599	122/573
1000-1059	138/704	104/598	133/618
1100-1159	113/703	110/611	149/566
1200-1259	114/684	119/697	158/601
1300-1359	115/689	134/602	143/586
1400-1459	153/709	140/598	160/561
1500-1559	140/710	100/519	142/537
1600-1659	137/694	118/548	144/519
1700-1759	138/688	132/563	162/542
1800-1859	128/676	124/476	141/492
1900-1959	106/622	114/453	135/453
2000-2059	122/695	87/422	111/421
2100-2159	82/518	92/363	100/362
2200-2259	64/429	59/341	67/313
2300-2359	72/397	57/297	60/299
TOTAL	2,159/12,123	1,961/9,988	2,392/9,726

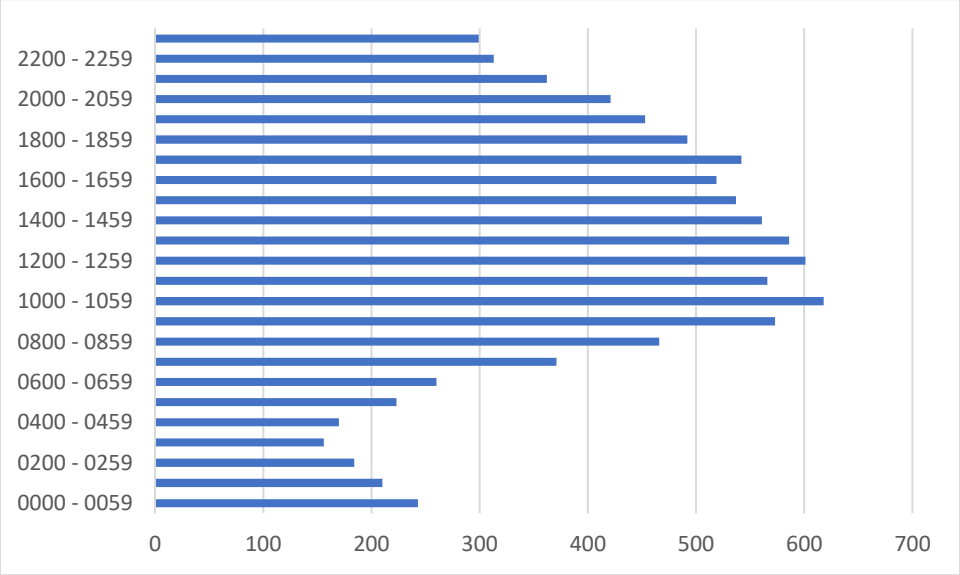
Represents All Calls Entered into the CAD System Regardless of Incident Disposition

First Data Fire Related Incidents/Second Data EMS Incidents

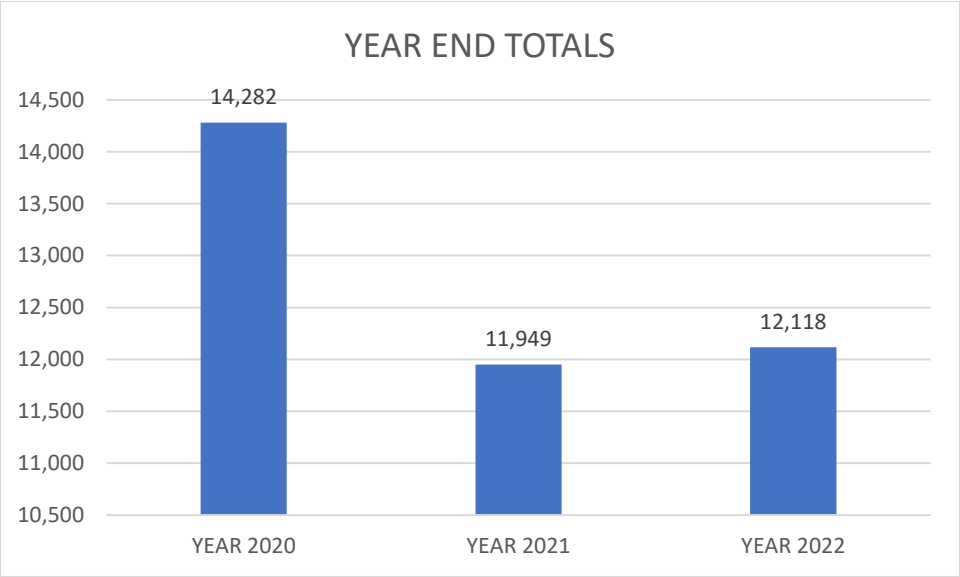
FIRE INCIDENTS DISPATCHED BY HOUR OF DAY



EMS INCIDENTS DISPATCHED BY HOUR OF DAY



END OF YEAR CALLS – FIRE & EMS



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.