



EASTERN SHORE OF VIRGINIA
9-1-1 COMMUNICATIONS

2023 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
William McCready
Accomack County Emergency Medical
Services



MISSION STATEMENT

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 services in a prompt and proficient manner for the Eastern Shore of Virginia residents and visitors.

Mike Mason
Administrator, County of Accomack



Charles Kolakowski
Administrator, County of Northampton



Bobby Taylor
Designee for The Honorable Todd
Wessells Sheriff, County of Accomack

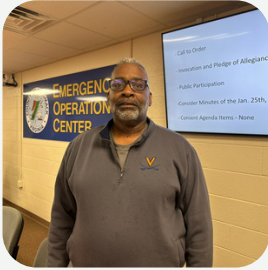


AJ Ferebee
Designee for The Honorable David
Doughty Sheriff, County of
Northampton



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 5/22 - 4/23



Greg DeYoung
Northampton County Emergency
Medical Services 4/23

EASTERN SHORE OF VIRGINIA 9-1-1 COMMISSION STAFF



Jeffrey Flournoy
9-1-1 Director



Krista Kilmon
9-1-1 Deputy Director

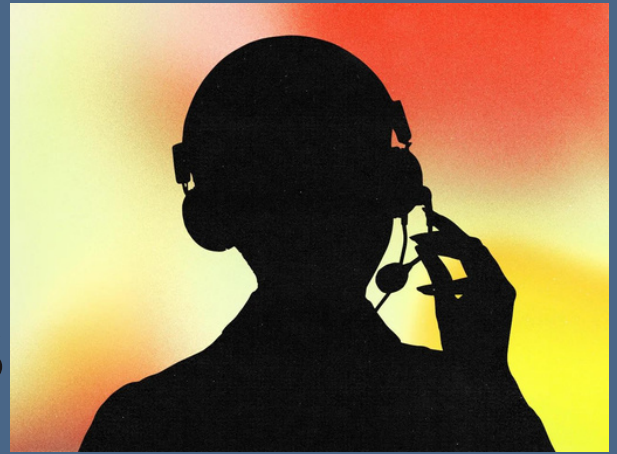


Scott Chandler
9-1-1 Consultant



Katie Brewster
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

Lisa Gibbons, RPL

Caroline Hodgson, RPL

Katie Brewster, RPL

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



Full-Time 9-1-1 Communications Officers

Casey Decker

Niasia Scarborough

Christine Phillips

Mary Katherine Holmes

Sarah Wenzel

Crystal Simpson

John Thornton

Leah Hall

Haleigh Feldhausen

Alexis Press

Part-Time 9-1-1 Communications Officers

John Hudson


Kirstin Estelle, EMT-B

Lawrence Muir

Brandie Hawk



CONTENTS OF DATA 2023

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 - **EMS INCIDENTS**
 - **FIRE DISPATCHED BY NATURE/TYPE OF CALL**
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 - **FIRE AND EMS BY DAY OF THE WEEK**
 - **FIRE AND EMS BY HOUR OF THE DAY**
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EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER FIRE INCIDENTS

		NUMBER OF FIRE INCIDENTS		
DISTRICT	AGENCY	2022 DISTRICT/ASSIST	2023 DISTRICT	2023
				ASSIST
1	New Church Vol. Fire & Rescue	151/94	126	137
2	Greenbackville Vol. Fire Co.	43/15	21	28
3	Chincoteague Vol. Fire Co.	131/6	153	8
4	Atlantic Vol. Fire & Rescue Co.	208/147	159	211
5	Saxis Vol. Fire Co.	38/9	14	8
6	Bloxom Vol. Fire Co.	136/117	117	117
7	Parksley Vol. Fire Co.	230/96	171	98
8	Tasley Vol. Fire Co.	139/178	124	210
9	Onancock Vol. Fire Dept.	136/160	150	168
10	Melfa Vol. Fire & Rescue Co.	139/103	124	127
11	Wachapreague Vol. Fire Co.	34/72	39	75
12	Painter Vol. Fire Co.	136/168	105	184
13	Community Fire Co.	131/150	117	145
14	Cheriton Vol. Fire Co.	86/205	69	194
15	Cape Charles Vol. Fire Co.	82/163	68	144
14/15	Cheriton/Cape Charles Joint	97/-	98	-
16	Northampton Vol. Fire & Rescue	111/191	108	183
17	Eastville Vol. Fire Co.	86/94	80	95
19	Cape Charles Rescue Service	-	-	-
20	Oak Hall Rescue	-	-	-
21	Tangier Vol. Fire Co.	7/-	10	-
	TOTAL	2,121/1,968	1,853	2,132

-District Column Statistics Represent Incidents Dispatched to In Stated District. Mutual Aid Incidents Outside Their Respective District Are Listed in the Assist Column Statistics.
 -2022 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	2022 DISTRICT/ASSIST	2023 DISTRICT	2023 ASSIST
1	New Church Vol. Fire & Rescue	0	0	0
2	Greenbackville Vol. Fire Co.	275/75	293	92
3	Chincoteague Vol. Fire Co.	990/121	922	52
4	Atlantic Vol. Fire & Rescue Co.	0	0	0
5	Saxis Vol. Fire Co.	151/31	125	35
6	Bloxxom Vol. Fire Co.	523/258	485	143
7	Parksley Vol. Fire Co.	1,148/429	1,075	577
8	Tasley Vol. Fire Co.	0	0	0
9	Onancock Vol. Fire Dept.	1,087/303	1,040	264
10	Melfa Vol. Fire & Rescue Co.	637/248	562	139
11	Wachapreague Vol. Fire Co.	0	0	0
12	Painter Vol. Fire Co.	519/643	468	567
13	Community Fire Co.	1,485/274	1,461	315
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	1,171/128	1,130	108
20	Oak Hall Rescue	1,062/665	1,015	605
21	Tangier Vol. Fire Co.	119/0	102	0
31	Northampton County EMS	502/1,925	551	1,926
TOTAL		9,669/5,100	9,229	4,823

- District Column Statistics Represent Incidents Dispatched in Stated District. Mutual Aid Incidents Outside Their Respective District are Listed in the Assist Column Statistics.
- 2022 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

FIRE INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2021	2022	2023
Accident with Injury/Entrapment/Unknown	536	501	565
Boat Fire	1	1	1
Brush Fire	101	109	52
Carbon Monoxide Detector	22	21	24
Drowning/Water Incident	18	18	18
Electrical Equipment Fire	39	23	20
Elevator Emergency	5	2	2
Explosion No Fire	1	1	0
Farm Equipment Fire	9	4	6
Field Fire	4	24	11
Fire Alarm	270	339	376
Fire Investigation	24	47	31
Fire Mutual Aid	33	28	19
Fire Recall	13	19	5
Fire Service Standby	6	5	14
Golf Cart/Scooter Accident	12	17	5
Hazardous Condition	194	277	137
Hazmat Incident	1	1	1
Hazmat Incident Level 1	-	-	2
Industrial Machinery Accident	0	1	1
Landing Zone	19	27	21
Medical Assist by FD	166	129	91
Non-Traditional Incident	47	45	93

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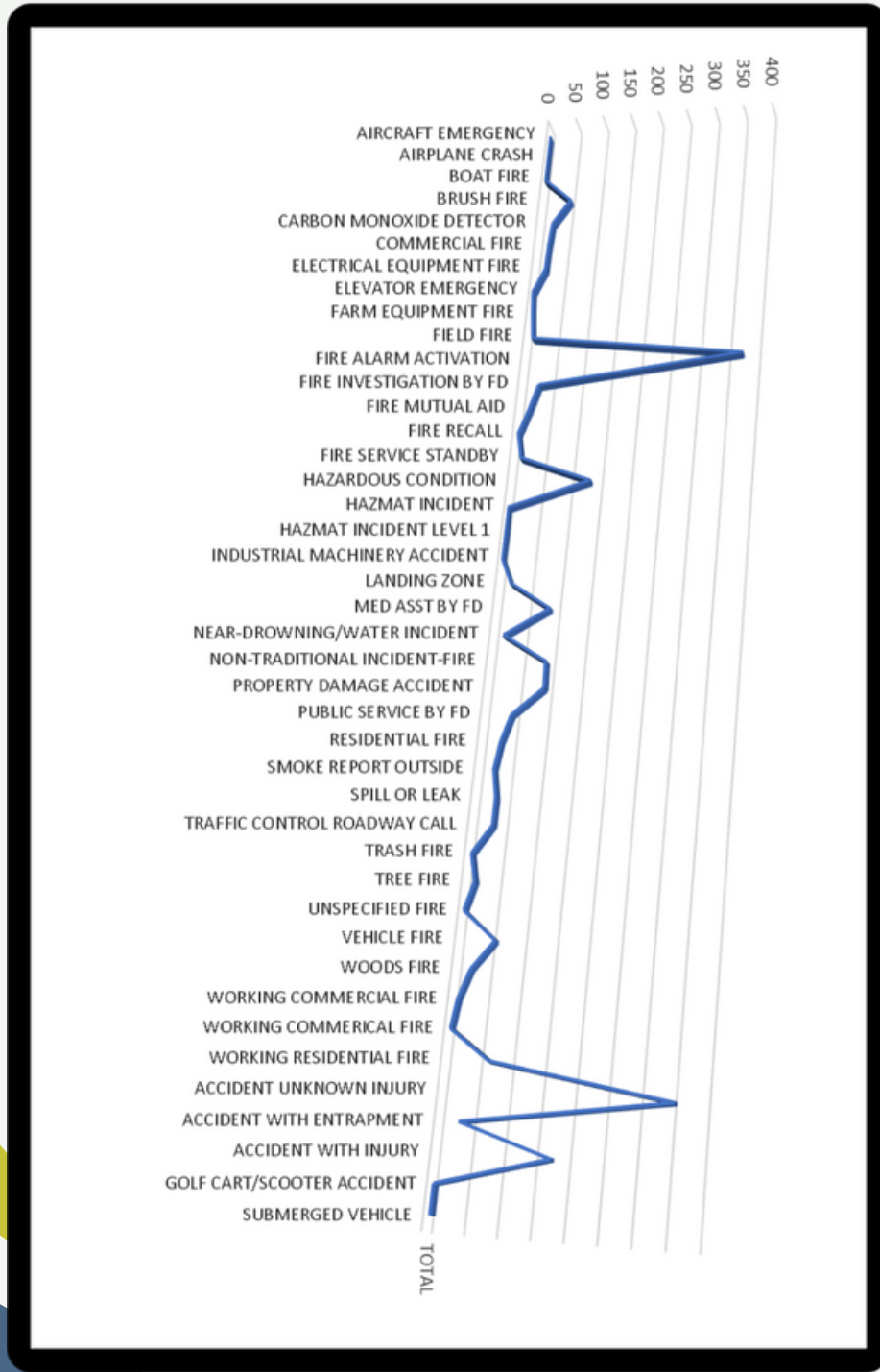
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FIRE INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

Plane Crash	0	1	1
Property Damage Accident	132	105	95
Public Service by FD	52	61	46
Smoke Report Outside	9	6	27
Spill or Leak	38	52	35
Structure Fires Residential (all)	104	117	102
Structure Fires Commercial (all)	22	18	35
Submerged Vehicle	3	3	5
Traffic Control Roadway Call	-	-	35
Trash Fire	9	6	6
Tree Fire	13	17	16
Unspecified Fire	2	2	4
Vehicle Fire	40	46	59
Woods Fire	15	18	25

No Data Depicts New Nature Code Added 2023

Fire Per Nature Code



EMS INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2021	2022	2023
Abdominal/Back Pain	597	585	714
Accident with Injury/Entrapment/Unknown	561	539	609
Aircraft Emergency	0	0	1
Airplane Crash	1	1	1
Allergies/Hives/Stings	96	97	86
Altered LOC	243	247	280
Animal Bites	17	15	21
Assault/Sexual Assault	93	107	106
Bleeding/Non-Traumatic	188	177	205
Breathing Difficulty	960	1,093	1,102
Burns/Electrocution/Lighting	19	16	13
Carbon Monoxide Detector	21	20	22
Cardiac Respiratory Arrest- Medical	131	124	103
Cardiac Respiratory Arrest- Trauma	0	0	2
Chest Pain/Heart Problems	788	876	974
Choking	31	22	27
Code Gray/No Resuscitation	64	58	74

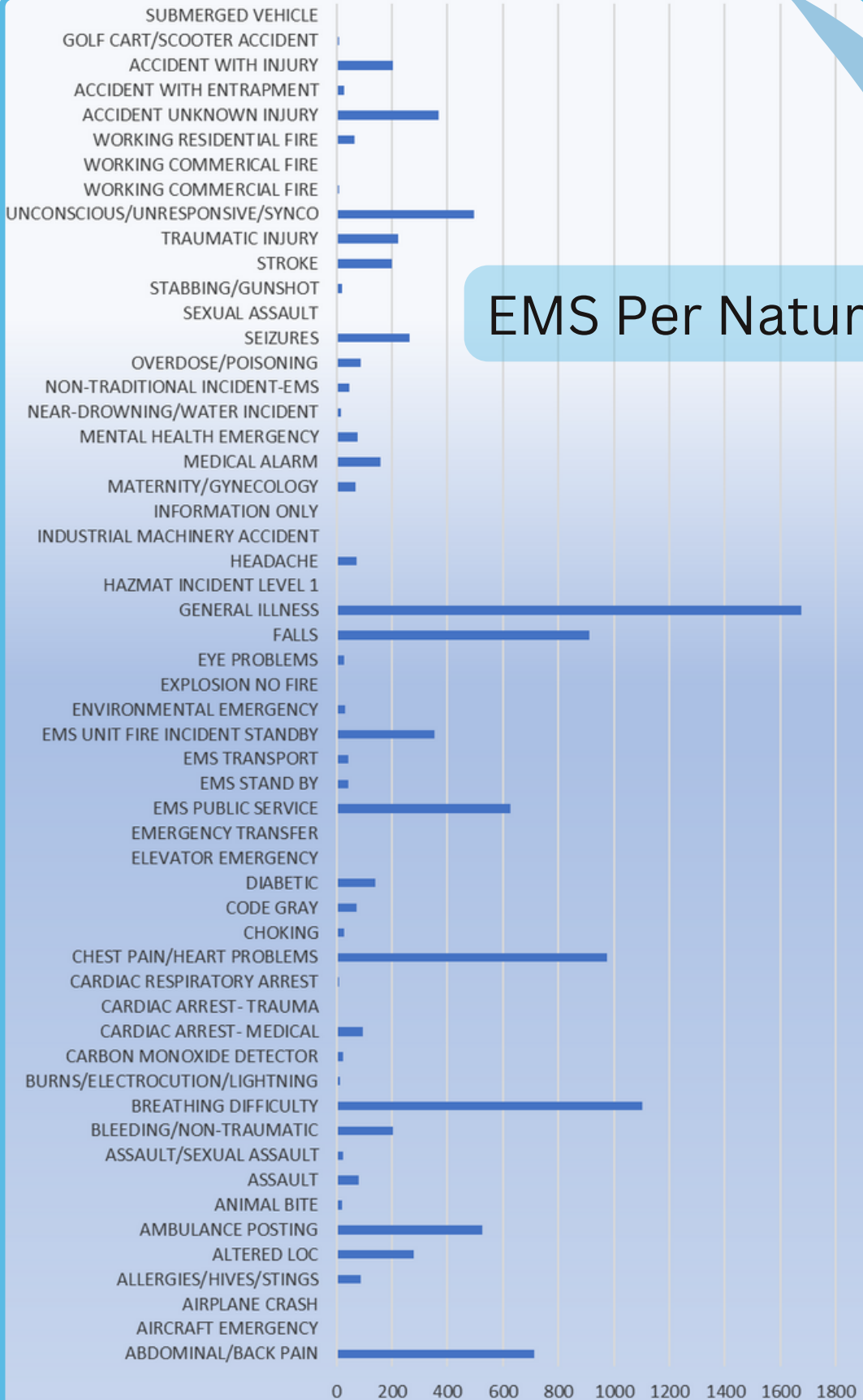
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EMS INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

Diabetic	182	164	139
Near-Drowning/Water Incident	19	18	18
Elevator Emergency	0	0	2
Emergency Transfer	1	1	1
EMS Public Service	603	657	628
EMS Stand by	30	22	42
EMS Transport	41	26	43
EMS Unit Fire Incident Standby	278	331	354
Environmental Emergencies	24	21	30
Eye Problems	18	21	26
Explosion No Fire	0	0	1
Falls	839	897	910
General Illness/Sickness/Unable to Walk/Other	1,765	1,658	1,675
Maternity/Gynecology/Childbirth	62	53	69
Hazmat Incident Level 1	0	0	1
Headache	45	70	72
Industrial Machinery Accident	0	0	1
Medical Alarm	250	188	160
Mental Health Emergency	72	62	77
Non-Traditional Incident	24	45	48
Overdose/Poisoning	90	99	87
Seizures	256	280	262
Stabbing/Gunshot	30	20	21
Stroke/CVA	193	207	201
Submerged Vehicle	3	3	5
Traumatic Injury	215	212	222
Unconscious/Unresponsive	420	515	497
Ambulance Posting	616	508	527
Working Commerical Fire	12	10	14
Working Residential Fire	71	73	66

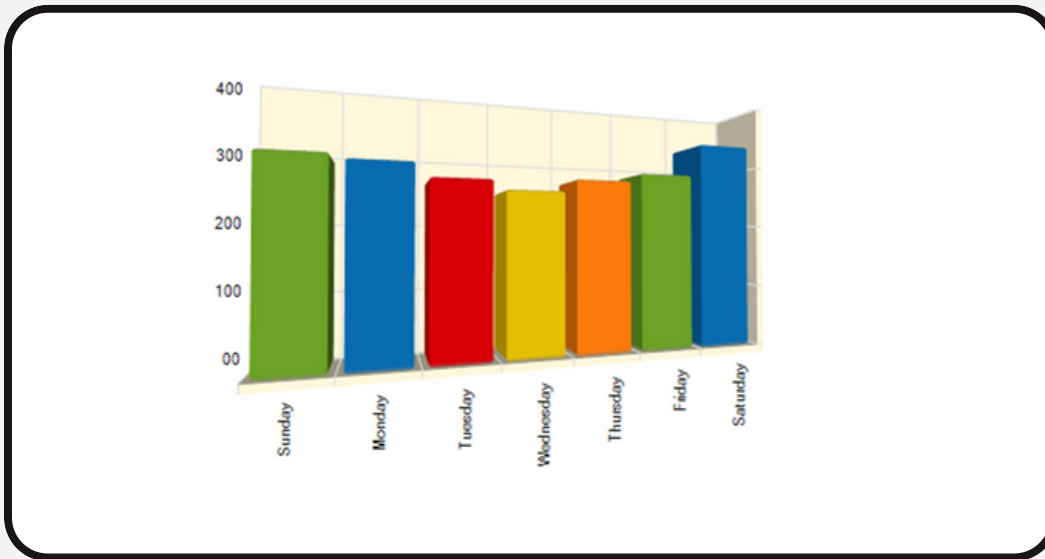
EMS Per Nature Code



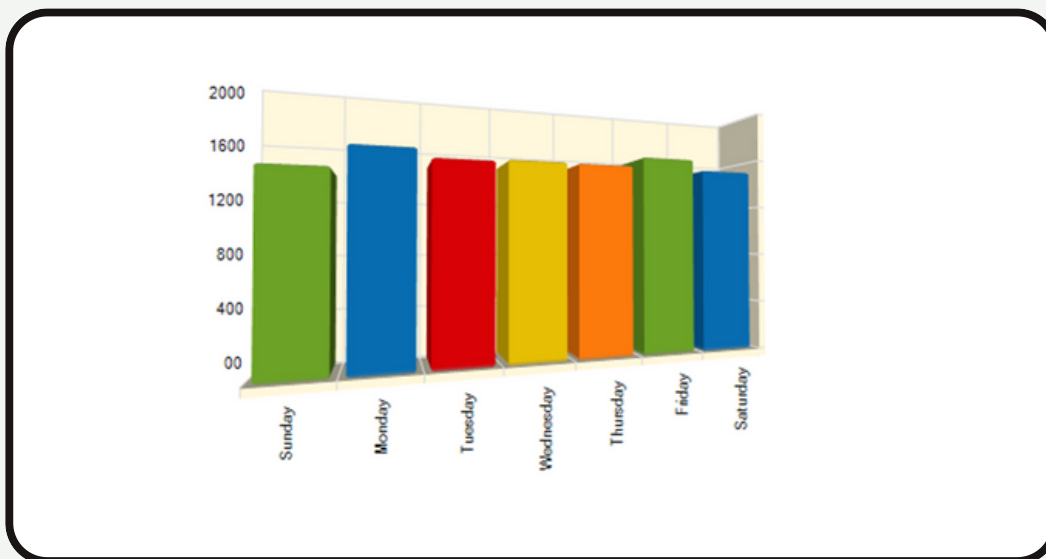
**FIRE AND EMS INCIDENTS DISPATCHED
BY DAY OF WEEK - FIRE/EMS**

DAY OF WEEK	NUMBER OF INCIDENTS		
	2021	2022	2023
Sunday	310/1,396	329/1,355	339/1,332
Monday	247/1,394	350/1,374	330/1,497
Tuesday	298/1,481	279/1,349	292/1,432
Wednesday	250/1,408	314/1,379	300/1,444
Thursday	277/1,424	324/1,416	305/1,432
Friday	308/1,503	399/1,418	230/1,514
Saturday	271/1,382	397/1,435	377/1,414
Total	1,961/9,988	2,392/9,726	2,263/10,065

FIRE INCIDENTS BY DAY OF THE WEEK



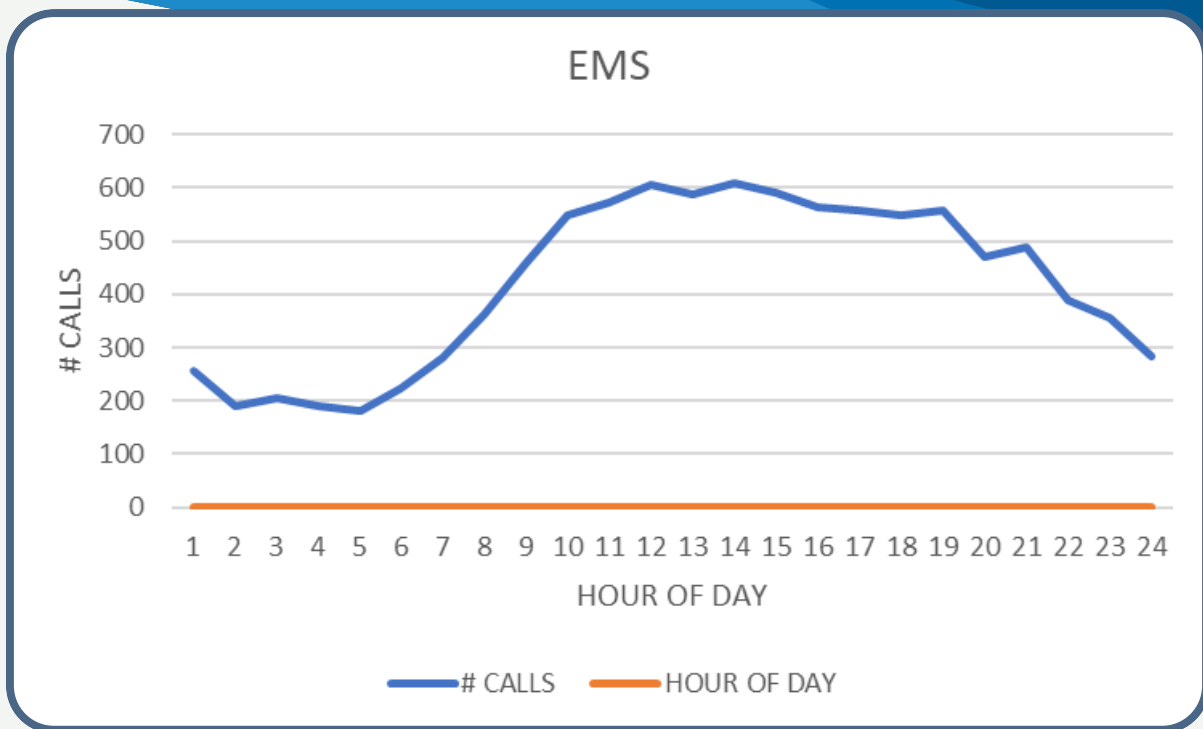
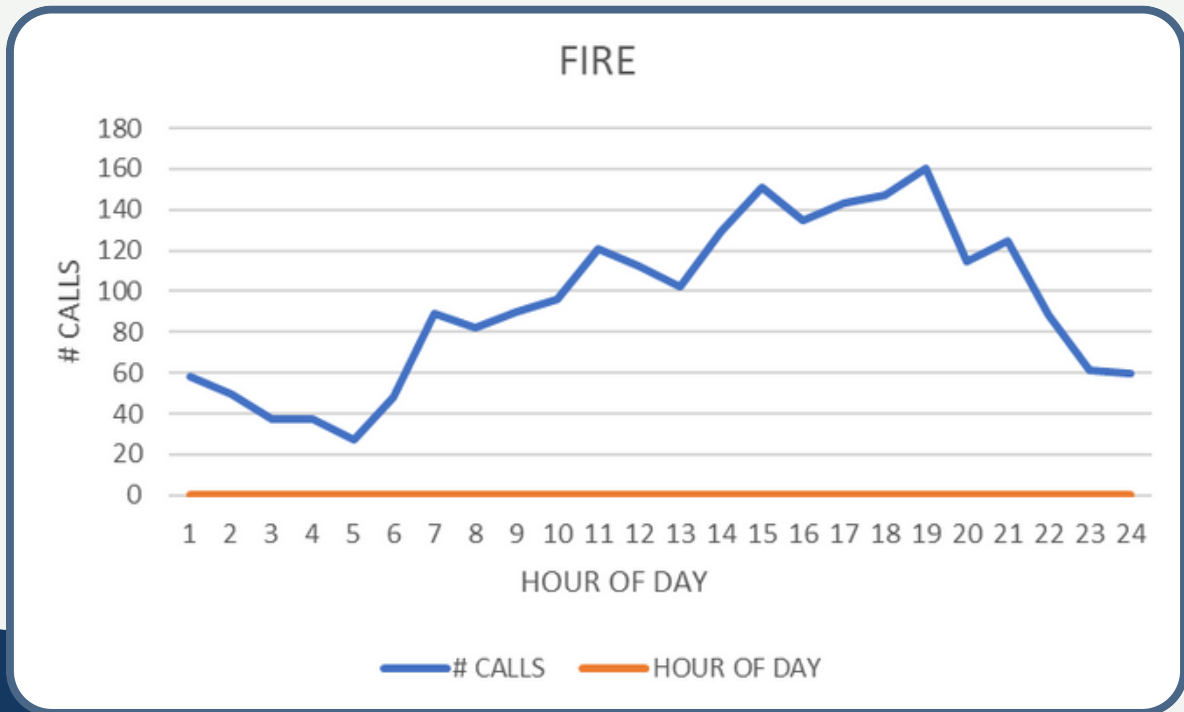
EMS INCIDENTS BY DAY OF THE WEEK



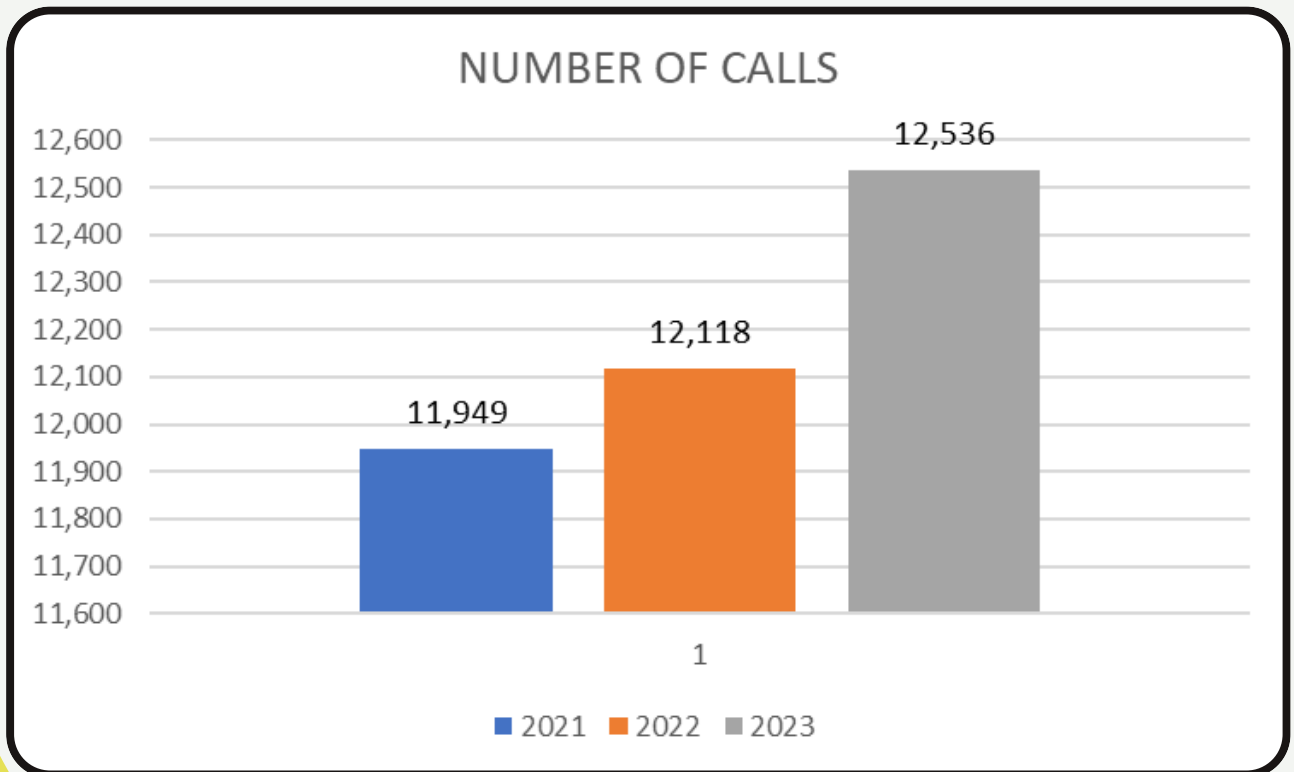
FIRE AND EMS INCIDENTS DISPATCHED BY HOUR OF DAY - FIRE/EMS

HOUR OF DAY	NUMBER OF INCIDENTS		
	2021	2022	2023
0000-0059	30/216	43/243	58/257
0100-0159	36/233	50/210	50/189
0200-0259	24/192	30/184	37/206
0300-0359	24/164	29/156	37/189
0400-0459	32/177	35/170	27/182
0500-0559	3/205	40/223	48/223
0600-0659	39/288	61/260	89/279
0700-0759	52/350	92/371	82/362
0800-0859	90/476	85/466	90/459
0900-0959	110/599	122/573	96/549
1000-1059	104/598	133/618	121/572
1100-1159	110/611	149/566	112/606
1200-1259	119/697	158/601	102/587
1300-1359	134/602	143/586	129/607
1400-1459	140/598	160/561	151/590
1500-1559	100/519	142/537	135/564
1600-1659	118/548	144/519	143/556
1700-1759	132/563	162/542	147/548
1800-1859	124/476	141/492	160/558
1900-1959	114/453	135/453	115/469
2000-2059	87/422	111/421	125/488
2100-2159	92/363	100/362	88/388
2200-2259	59/341	67/313	61/355
2300-2359	57/297	60/299	60/282
TOTAL	1,961/9,988	2,392/9,726	2,263/10,065

CALLS BY THE HOUR OF THE DAY



END OF YEAR CALLS – FIRE & EMS



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, collaborating with each dispatcher to enhance their individual performance, ultimately contributing to improved overall performance for the entire center.

Total Call Processing

Total call processing includes two distinct events; call taking and radio dispatching representing the total time it takes to process the call. Our standard time for processing is 60 seconds or less for EMS and 90 seconds or less for fire.

60 sec or less	2022	2023
% Compliant	87.64%	96.32%
Avg. Time	38.16 seconds	35.86 seconds
90 sec or less	2022	2023
% Compliant	96.32%	97.35%
Avg. Time	38.16 seconds	35.86 seconds

Ring Times

Calls are answered in the order of priority as listed below-

- Calls received on a 9-1-1 line or alarm line
- Calls received on non-emergency lines, administrative

National Emergency Numbers Association (NENA) Standard

According to the 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.

This standard is applied from the moment a call is presented at the center to the time the dispatcher answers it. Any unanswered 9-1-1 call is the highest priority unanswered call until proven otherwise. Swift reaction time and adequate staffing are crucial in ensuring effective emergency response.

Ring Times Percent & Average

	9-1-1	Alarm Line	Administrative
Answered Within 15 secs	99.76%	99.69%	99.62%
Average Answer Time sec	2.6	3.4	3.4

	9-1-1	Alarm Line	Administrative
Answered Within 20 secs	99.89%	99.73%	99.82%
Average Answer Time sec	2.6	3.3	3.4

Call Total - Emergency & Non-Emergency

Number of Answered Calls: 37,006
Average Answer Time: 2.6 secs

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.

Eastern Shore of Virginia 9-1-1 Commission

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