



2017 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

Charter Member of the ESVA 9-1-1 Commission, Serving from 1990 until his death in 2017



EASTERN SHORE OF VIRGINIA 9-1-1 COMMISSION

23201 FRONT STREET
PO BOX 337
ACCOMACK VA 23301-0337

(757) 787-0911 (757) 874-0911 (757) 447-0911
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Resolution of Appreciation

WHEREAS, William "Bill" Mariner, has been a member and continues to be a member of the Eastern Shore of Virginia 9-1-1 Commission since its inception, representing the County of Accomack, since the year 1990; and,

WHEREAS, since attending his first meeting of the Commission on October 4th, 1990, he has faithfully served the Commission and diligently represented the interests of the citizens of the Eastern Shore of Virginia; and,

WHEREAS, to date, having attended 263 meetings of the Commission even though his service on the Commission was done in conjunction with his many responsibilities as a Fire Officer and EMS Provider for Accomack County, Bill Mariner's attendance record and commitment to duty have been commendable; and,

WHEREAS, Bill Mariner's enthusiasm and knowledge towards the improvement of public safety and emergency communications in Accomack and Northampton counties has been an encouragement to his fellow Commissioners; and,

WHEREAS, the members of the Eastern Shore of Virginia 9-1-1 Commission have valued his presence and meaningful contributions as well as his friendship, now,

THEREFORE, BE IT RESOLVED, that the Eastern Shore of Virginia 9-1-1 Commission hereby adopts this Resolution of Appreciation and thanks Bill Mariner for his valuable contribution to the management and oversight of the 9-1-1 and emergency communications system.

BE IT FURTHER RESOLVED that a copy of this Resolution be presented to William "Bill" Mariner and spread upon the minutes of the Eastern Shore of Virginia 9-1-1 Commission.

Adopted this 27th day of July, 2017.


Donald Kellam, Chairman

SERVING ACCOMACK AND NORTHAMPTON COUNTIES

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

9-1-1 Director

Jeffrey Flournoy, EMT-B

9-1-1 Supervisors

Crystal Simpson, EMT-B

9-1-1 Senior Communications Officers

Charlotte Gibbons

Krista Kilmon, EMT-A

Full-Time 9-1-1 Communications Officers

Susan Jones, EMT-A

Caroline Marshall, EMT-B

Casey Decker

Stacy Carpenter

Carlee Parker, EMT-B

Randy Green

John Thornton

Jared Sipe, EMT-B

Katie Brewster

Part-Time 9-1-1 Communications Officers

Jim Evans, EMT-B

John Hudson

Anthony Montross

Michael Wessells, EMT-I

Robert Wessells

Tonya Blake, EMT-A

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:

Nicholette Steffes, Christopher Fenton, James Mason, Jason Taylor, Susan Kellam, Dean Orsino,
Kirstin Ashley

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Eastern Shore of Virginia 9-1-1 Commission

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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		
		2016	2017 – District	2017 – Assist
1	New Church Vol. Fire & Rescue	128/103	118	90
2	Greenbackville Vol. Fire Co.	32/31	33	25
3	Chincoteague Vol. Fire Co.	126/12	136	12
4	Atlantic Vol. Fire & Rescue Co.	171/128	190	144
5	Saxis Vol. Fire Co.	19/15	26	16
6	Bloxom Vol. Fire Co.	119/59	146	90
7	Parksley Vol. Fire Co.	151/70	203	75
8	Tasley Vol. Fire Co.	71/128	85	178
9	Onancock Vol. Fire Dept.	79/87	98	141
10	Melfa Vol. Fire & Rescue Co.	153/102	146	101
11	Wachapreague Vol. Fire Co.	15/58	20	54
12	Painter Vol. Fire Co.	114/97	113	105
13	Community Fire Co. (Exmore)	118/145	91	119
14	Cheriton Vol. Fire Co.	61/176	59	115
15	Cape Charles Vol. Fire Co.	85/126	50	96
14/15	Cheriton/Cape Charles Joint	82	72	N/A
16	Northampton Vol. Fire & Rescue	137/151	123	105
17	Eastville Vol. Fire Co.	109/73	68	66
18	Onley Vol. Fire & Rescue Co. *	124/147	75	75
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.	23	9	N/A
	TOTAL	1,927, 1,708	1,861	1,607

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

- 2015 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. 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		
		2016	2017 – District	2017 – Assist
1	New Church Vol. Fire & Rescue	N/A	N/A	N/A
2	Greenbackville Vol. Fire Co.	157/133	174	106
3	Chincoteague Vol. Fire Co.	897/144	914	141
4	Atlantic Vol. Fire & Rescue Co.	N/A	N/A	N/A
5	Saxis Vol. Fire Co.	121/30	123	12
6	Bloxom Vol. Fire Co.	666/DNA	655	475
7	Parksley Vol. Fire Co.	1,072/208	990	194
8	Tasley Vol. Fire Co.	N/A	N/A	N/A
9	Onancock Vol. Fire Dept.	597/490	627	381
10	Melfa Vol. Fire & Rescue Co.	784/490	535	192
11	Wachapreague Vol. Fire Co. *	222/120	25	10
12	Painter Vol. Fire Co. *	N/A	446	468
13	Community Fire Co. (Exmore)	812/722	891	598
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	790/360	920	507
17	Eastville Vol. Fire Co.	N/A	N/A	N/A
18	Onley Vol. Fire & Rescue Co.**	477/319	219	66
19	Cape Charles Rescue Service	982/103	1,076	150
20	Oak Hall Rescue	1,034/1,070	1,103	511
21	Tangier Vol. Fire Co.	108	124	N/A
	TOTAL	8,719/4,189	8,822	3,811

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

- 2016 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

- All EMS Dispatch on Fire Incidents Included in EMS Response Data

* 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 2015 --- * - Added 2016 --- X - Included with Residential Structure

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2015	2016	2017
Accident With Injury (Entrapment Included)	569	596	526
Boat Fire	2	0	3
Bomb Threat	1	4	0
Brush Fires	79	66	48
Chimney Fires	2	X	X
CO Detector Activation	28	19	20
Electrical Equipment Fires	34	32	19
Elevator Emergency	16	13	16
Field Fires	11	10	14
Fire Service Standby	4	1	2
Fire Investigations	56	48	59
Fire Mutual Aid	37	37	24
Fire Recall	38	6	8
Hazardous Conditions	83	172	181
Haz-Mat Incidents	1	1	2
Landing Zone **	5	12	22
Industrial Machinery Accident	0	0	1
Farm Equipment Fire ***	-	-	8
Medical Assist by FD	274	224	177
Non-Traditional Incident – Fire	27	14	22
Plane Crash	0	3	0
Property Damage Accident – FD	71	107	128
Public Service – FD	57	33	40
Smoke Report – Outside	1	0	4
Spill or Leak	39	41	44
Structural Fire – Residential (all)	151	139	150
Structural Fire – Commercial (all)	30	34	36
System Fire Alarms	316	287	287
Trash Fires	3	8	4
Tree Fires	6	10	7
Vehicle Fires	56	63	44
Water Injury/Boat Incident/Drowning *	-	16	17
Woods Fires	11	10	22
TOTAL	2,008	2,006	1,935

**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*

<u>TYPE OF CALL/NATURE</u>	NUMBER OF INCIDENTS		
	2015	2016	2017
Abdominal/Back Pain	617	595	565
Allergies/Hives/Stings	91	82	94
Altered LOC **	606	649	200
Animal Bites	12	9	10
Auto Accident – Injuries (Includes Entrapment)	569	620	554
Breathing Difficulty	1,038	1,091	1,037
Burns	13	17	13
Carbon Monoxide	25	18	20
Cardiac/Respiratory Arrest	86	103	75
Chest Pain/Heart Problems/Blood Pressure	907	794	840
Choking	21	18	35
Environmental Emergencies	12	25	16
Convulsions/Seizures	298	233	264
Diabetic Problems	198	173	163
DOA/No Resuscitation	45	41	46
Drowning/Diving Accidents/Boat	9	20	5
EMS (Not Classified)	106	69	61
EMS Transport	15	19	36
EMS Standby	42	53	62
EMS Emergency Transfer	1	0	1
EMS Public Service	99	189	259
Bleeding – Non-Traumatic, Including Epistaxis	166	164	189
Eye Problems	14	17	7
Assault/Sexual Assault *	-	-	77

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

Falls	839	838	771
Fire Incident	438	359	334
General Illness/Sickness/Unable to Walk/Other	1,362	1,439	1,392
Headaches	102	87	90
Medical Alarm	181	200	254
Non-Traditional Incident – EMS	32	12	19
Overdose/Poisoning	69	65	85
Gynecology/Childbirth	120	86	83
Psychiatric/Behavioral Emergencies	194	145	181
Stabbing/Gunshot Wound	19	25	12
Stroke/CVA/TIA	213	183	195
Traumatic Injury *	364	321	261
Unconscious/Unresponsive **	-	-	494
TOTAL	8,923	8,759	8,800

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/OTHER**

<u>HOUR</u>	NUMBER OF INCIDENTS		
	2015	2016	2017
0000-0059	281	254	285
0100-0159	241	271	240
0200-0259	209	221	211
0300-0359	196	211	217
0400-0459	199	193	186
0500-0559	200	191	216
0600-0659	301	304	305
0700-0759	398	385	380
0800-0859	469	496	580
0900-0959	558	568	588
1000-1059	607	595	725
1100-1159	630	590	641
1200-1259	606	668	712
1300-1359	579	625	654
1400-1459	609	594	694
1500-1559	591	623	656
1600-1659	597	601	644
1700-1759	658	618	663
1800-1859	617	567	670
1900-1959	589	560	554
2000-2059	522	499	532
2100-2159	500	464	460
2200-2259	437	367	383
2300-2359	311	343	336
TOTAL	10,905	10,808	11,532

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

**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
FIRE AND EMS INCIDENTS DISPATCHED BY DAY OF WEEK – FIRE/EMS/OTHER**

<u>DAY</u>	NUMBER OF INCIDENTS		
	2015	2016	2017
Sunday	1,540	1,584	1,652
Monday	1,611	1,505	1,663
Tuesday	1,531	1,443	1,623
Wednesday	1,444	1,553	1,586
Thursday	1,544	1,481	1,540
Friday	1,644	1,577	1,687
Saturday	1,591	1,665	1,781
TOTAL	10,905	10,808	11,532

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