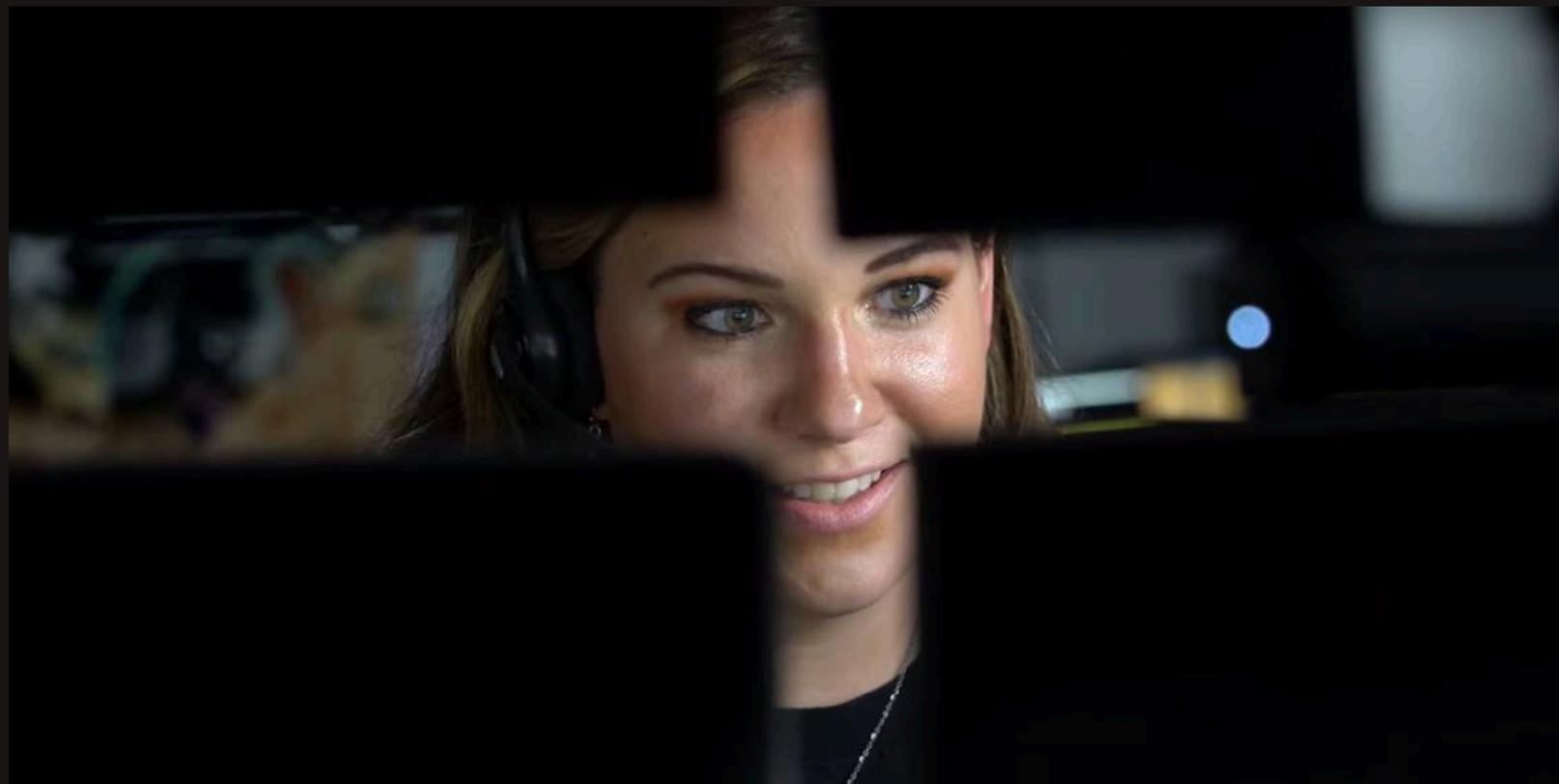




**EASTERN SHORE OF VIRGINIA 9-1-1  
COMMUNICATIONS**

**2024  
ANNUAL  
REPORT**



# **EASTERN SHORE OF VIRGINIA 9-1-1 COMMISSION**



**Chairman  
Donald E. Kellam, Jr.  
Northampton County Fire Services**

**Vice Chairman  
William McCready  
Accomack County Emergency  
Medical Services**



**Secretary-Treasurer  
First Sergeant Jeff Renas  
Virginia State Police**

## **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

**The Honorable Jeff Parks**  
Accomack County Board of  
Supervisors





**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**

**Greg DeYoung  
Northampton County Emergency  
Medical Services**



# 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, 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 9-1-1 Communications Officers

Casey Decker

Christine Phillips

Mary Katherine Holmes

Crystal Simpson

Leah Hall

John Thornton

Haleigh Feldhausen

Alexis Press

Amanti Boggs

Tonya Blake

Part-Time 9-1-1 Communications Officers

John Hudson

Kirstin Estelle, EMT-B

Brandie Hawk

Niasia Scarborough

# **CONTENTS OF DATA 2024**

- **FIRE INCIDENTS**
- **EMS INCIDENTS**
- **FIRE DISPATCHED BY NATURE/TYPE OF CALL**
- **EMS DISPATCHED BY NATURE/TYPE OF CALL**
- **FIRE AND EMS BY DAY OF THE WEEK**
- **FIRE AND EMS BY HOUR OF THE DAY**
- **END OF THE YEAR DISPATCH TOTALS**
- **PERFORMANCE REPORT**
- **RING TIMES**

# EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER FIRE INCIDENTS

		NUMBER OF FIRE INCIDENTS		
DISTRICT	AGENCY	2023 DISTRICT/ASSIST	2024 DISTRICT	2024 ASSIST
1	New Church Vol. Fire & Rescue	126/137	139	145
2	Greenbackville Vol. Fire Co.	21/28	16	18
3	Chincoteague Vol. Fire Co.	153/8	124	16
4	Atlantic Vol. Fire & Rescue Co.	159/211	122	230
5	Saxis Vol. Fire Co.	14/8	22	14
6	Bloxom Vol. Fire Co.	117/117	121	127
7	Parksley Vol. Fire Co.	171/98	224	141
8	Tasley Vol. Fire Co.	124/210	133	220
9	Onancock Vol. Fire Dept.	150/168	108	237
10	Melfa Vol. Fire & Rescue Co.	124/127	150	121
11	Wachapreague Vol. Fire Co.	39/75	38	84
12	Painter Vol. Fire Co.	105/184	115	156
13	Community Fire Co.	117/145	102	131
14	Cheriton Vol. Fire Co.	69/194	89	162
15	Cape Charles Vol. Fire Co.	68/144	94	176
14/15	Cheriton/Cape Charles Joint	98/-	105	-
16	Northampton Vol. Fire & Rescue	108/183	91	185
17	Eastville Vol. Fire Co.	80/95	90	121
19	Cape Charles Rescue Service	-	-	-
20	Oak Hall Rescue	-	-	-
21	Tangier Vol. Fire Co.	10/-	9	-
	<b>TOTAL</b>	<b>1,853/2,132</b>	<b>1,892</b>	<b>2,284</b>

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

-2023 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	2023 DISTRICT/ASSIST	2024 DISTRICT	2024 ASSIST
1	New Church Vol. Fire & Rescue	0	0	0
2	Greenbackville Vol. Fire Co.	293/92	505	45
3	Chincoteague Vol. Fire Co.	922/52	972	94
4	Atlantic Vol. Fire & Rescue Co.	0	0	0
5	Saxis Vol. Fire Co.	125/35	132	44
6	Bloxxom Vol. Fire Co.	485/143	520	139
7	Parksley Vol. Fire Co.	1,075/577	1,124	652
8	Tasley Vol. Fire Co.	0	0	0
9	Onancock Vol. Fire Dept.	1,040/264	1,239	350
10	Melfa Vol. Fire & Rescue Co.	562/139	626	251
11	Wachapreague Vol. Fire Co.	0	0	0
12	Painter Vol. Fire Co.	468/567	521	702
13	Community Fire Co.	1,461/315	1,456	335
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	1,130/108	965	162
20	Oak Hall Rescue	1,015/605	991	742
21	Tangier Vol. Fire Co.	102/0	150	0
31	Northampton County EMS	551/1,926	627	1,801
<b>TOTAL</b>		<b>9,229/4,823</b>	<b>9,828</b>	<b>5,317</b>

- District Column Statistics Represent Incidents Dispatched in the Stated District. Mutual Aid Incidents Outside Their Respective District are Listed in the Assist Column Statistics.
- 2023 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 Does Not Include Ambulance Postings

# FIRE INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2022	2023	2024
Accident with Injury/Entrapment/Unknown	501	565	594
Boat Fire	1	1	2
Brush Fire	109	52	66
Carbon Monoxide Detector	21	24	23
Drowning/Water Incident	18	18	21
Electrical Equipment Fire	23	20	33
Elevator Emergency	2	2	4
Explosion No Fire	1	0	2
Farm Equipment Fire	4	6	12
Field Fire	24	11	8
Fire Alarm	339	376	365
Fire Investigation	47	31	65
Fire Mutual Aid	28	19	33
Fire Recall	19	5	5
Fire Service Standby	5	14	25
Golf Cart/Scooter Accident	17	5	15
Hazardous Condition	277	137	112
Hazmat Incident	1	1	5
Hazmat Incident Level 1	-	2	0
Industrial Machinery Accident	1	1	0
Landing Zone	27	21	14
Medical Assist by FD	129	91	116
Non-Traditional Incident	45	93	98

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## FIRE INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

Plane Crash	1	1	0
Property Damage Accident	105	95	68
Public Service by FD	61	46	22
Smoke Report Outside	6	27	19
Spill or Leak	52	35	56
Structure Fires Residential (all)	117	102	125
Structure Fires Commercial (all)	18	35	31
Submerged Vehicle	3	5	2
Traffic Control Roadway Call	-	35	36
Trash Fire	6	6	6
Tree Fire	17	16	16
Unspecified Fire	2	4	3
Vehicle Fire	46	59	59
Woods Fire	18	25	19

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		
	2022	2023	2024
Abdominal/Back Pain	585	714	631
Accident with Injury/Entrapment/Unknown	539	609	625
Airplane Crash	1	1	0
Allergies/Hives/Stings	97	86	96
Altered LOC	247	280	302
Animal Bites	15	21	26
Assault/Sexual Assault	107	106	92
Bleeding/Non-Traumatic	177	205	217
Breathing Difficulty	1,093	1,102	1,015
Burns/Electrocution/Lighting	16	13	10
Carbon Monoxide Detector	20	22	23
Cardiac Respiratory Arrest- Medical	124	103	76
Cardiac Respiratory Arrest- Trauma	0	2	2
Chest Pain/Heart Problems	876	974	924
Choking	22	27	25
Code Gray/No Resuscitation	58	74	122
Diabetic	164	139	146
Near-Drowning/Water Incident	18	18	23

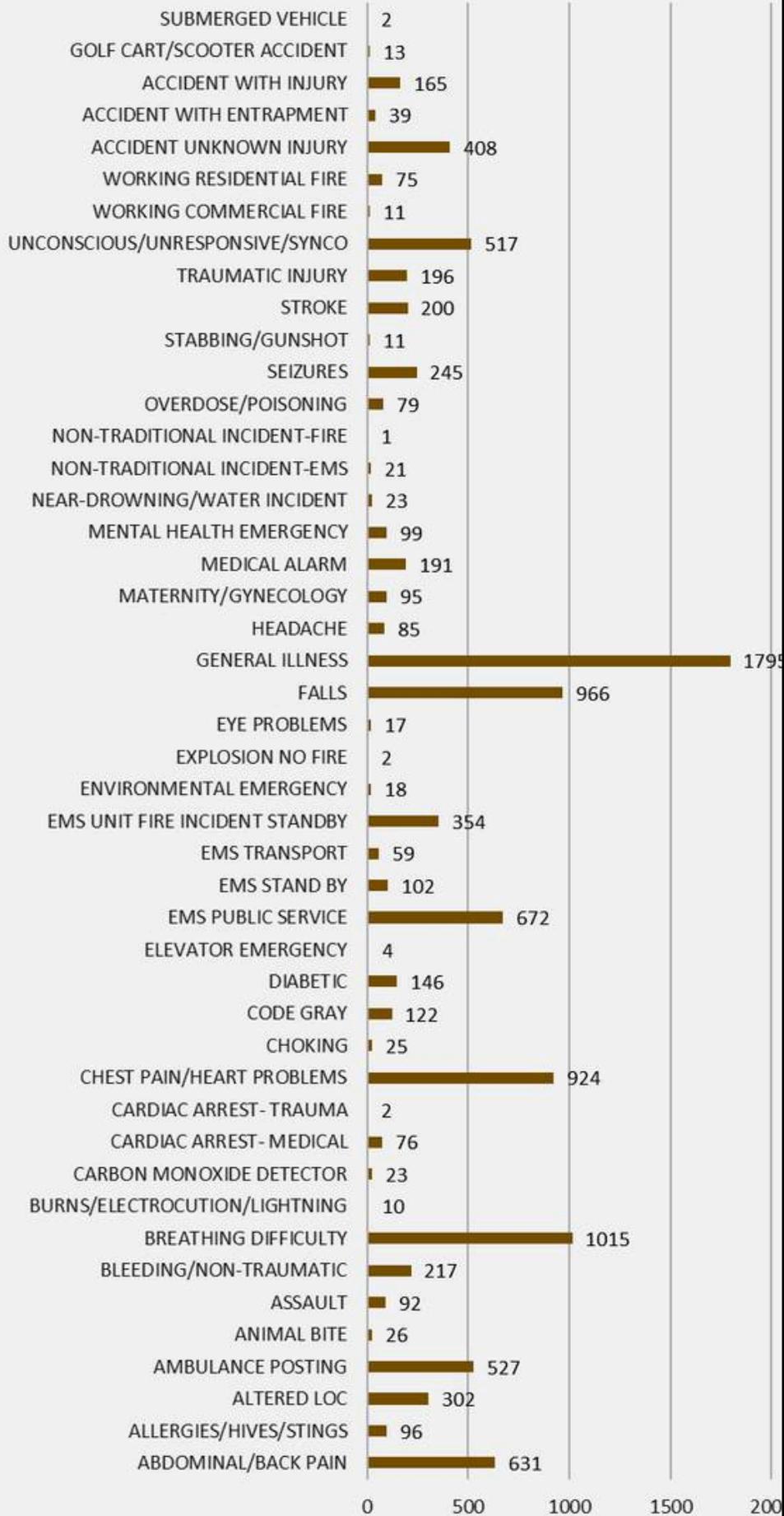
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## EMS INCIDENTS DISPATCHED BY REPORTED NATURE OR CALL TYPE

Elevator Emergency	0	2	4
Emergency Transfer	1	1	0
EMS Public Service	657	628	672
EMS Stand by	22	42	102
EMS Transport	26	43	59
EMS Unit Fire Incident Standby	331	354	354
Environmental Emergencies	21	30	18
Eye Problems	21	26	17
Explosion No Fire	0	1	2
Falls	897	910	966
General Illness/Sickness/Unable to Walk/Other	1,658	1,675	1,795
Maternity/Gynecology/Childbirth	53	69	95
Hazmat Incident Level 1	0	1	0
Headache	70	72	85
Industrial Machinery Accident	0	1	0
Medical Alarm	188	160	191
Mental Health Emergency	62	77	99
Non-Traditional Incident	45	48	22
Overdose/Poisoning	99	87	79
Seizures	280	262	245
Stabbing/Gunshot	20	21	11
Stroke/CVA	207	201	200
Submerged Vehicle	3	5	2
Traumatic Injury	212	222	196
Unconscious/Unresponsive	515	497	517
Ambulance Posting	508	527	527
Working Commerical Fire	10	14	11
Working Residential Fire	73	66	75

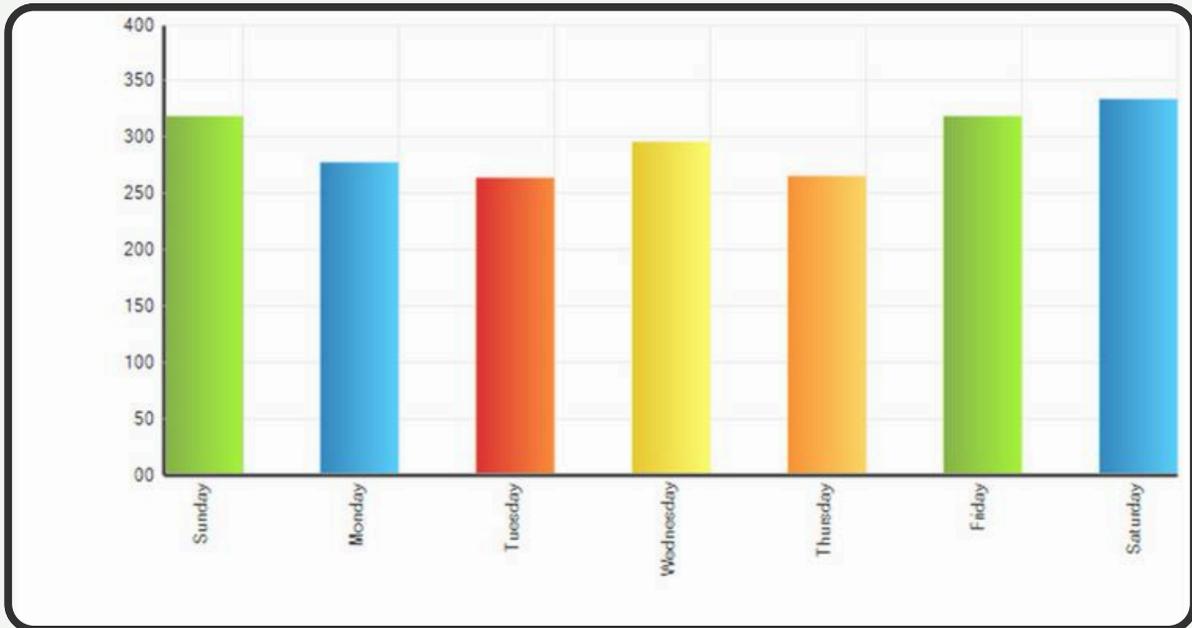
# EMS Per Nature Code



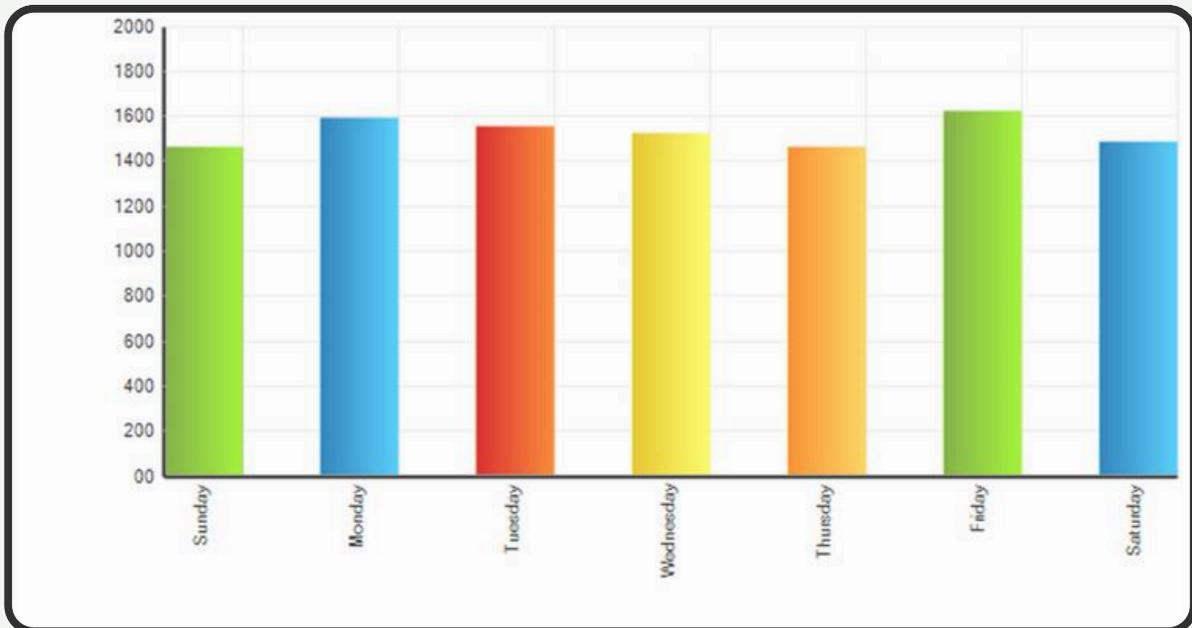
**FIRE AND EMS INCIDENTS DISPATCHED  
BY DAY OF WEEK - FIRE/EMS**

DAY OF WEEK	NUMBER OF INCIDENTS		
	<u>2022</u>	<u>2023</u>	<u>2024</u>
Sunday	329/1,355	339/1,332	344/1,424
Monday	350/1,374	330/1,497	307/1,505
Tuesday	279/1,349	292/1,432	289/1,480
Wednesday	314/1,379	300/1,444	319/1,454
Thursday	324/1,416	305/1,432	296/1,398
Friday	399/1,418	230/1,514	357/1,554
Saturday	397/1,435	377/1,414	371/1,430
<b>Total</b>	<b>2,392/9,726</b>	<b>2,263/10,065</b>	<b>2,283/10,245</b>

## FIRE INCIDENTS BY DAY OF THE WEEK



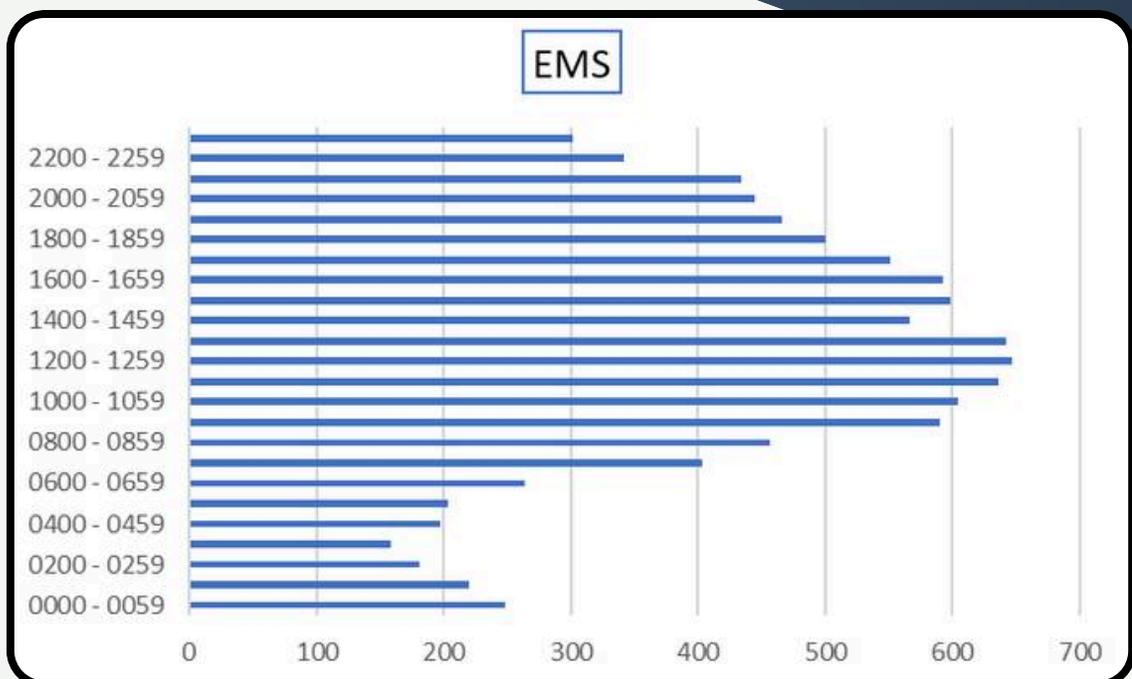
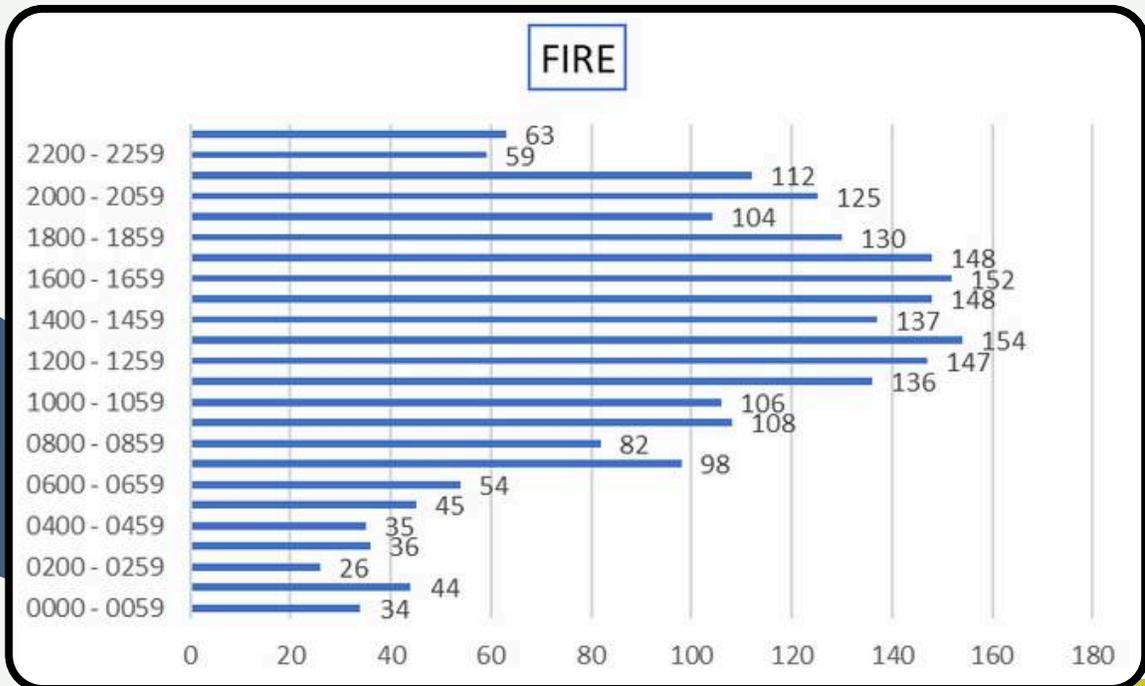
## EMS INCIDENTS BY DAY OF THE WEEK



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

HOUR OF DAY	NUMBER OF INCIDENTS		
	<u>2022</u>	<u>2023</u>	<u>2024</u>
0000-0059	43/243	58/257	34/248
0100-0159	50/210	50/189	44/220
0200-0259	30/184	37/206	26/181
0300-0359	29/156	37/189	36/158
0400-0459	35/170	27/182	35/197
0500-0559	40/223	48/223	45/203
0600-0659	61/260	89/279	54/264
0700-0759	92/371	82/362	98/403
0800-0859	85/466	90/459	82/456
0900-0959	122/573	96/549	108/590
1000-1059	133/618	121/572	106/604
1100-1159	149/566	122/606	136/636
1200-1259	158/601	102/587	147/647
1300-1359	143/586	129/607	154/642
1400-1459	160/561	151/590	137/567
1500-1559	142/537	135/564	148/598
1600-1659	144/519	143/556	152/592
1700-1759	1662/542	147/548	148/551
1800-1859	141/492	160/558	130/500
1900-1959	135/453	115/469	104/466
2000-2059	111/421	125/488	125/444
2100-2159	100/362	88/388	112/434
2200-2259	67/313	61/355	59/342
2300-2359	60/299	60/282	63/302
<b>TOTAL</b>	<b>2,392/9,726</b>	<b>2,263/10,065</b>	<b>2,283/10,245</b>

# CALLS BY THE HOUR OF THE 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, collaborating 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.

## Quality Assurance (QA) → Checking Performance

Think of it as a report card for dispatchers and call takers.

Supervisors review calls and radio traffic to ensure protocols are followed.

They verify if information was collected correctly and if responders were dispatched properly. If mistakes are found, they document them for improvement.

## Quality Improvement (QI) → Getting Better

If someone has difficulty with a certain type of call, training or coaching is provided.

The goal is to ensure every call is handled as efficiently and safely as possible.

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 incidents and 90 seconds or less for fire/MVA incidents.

Fire and EMS QA/QI Overall Averages				
Fire Call-Taker Avg.	Fire Dispatcher Avg.	EMS Call-Taker Avg.	Fire Avg. Sec. to Dispatch	EMS Avg. Sec. to Dispatch
97.8%	99.3%	97%	80.42	50.83

# 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.

9-1-1 Call Answer Time			
0-10 Secs	11-15 Secs	16-20 Secs	21-40 Secs
98.89%	0.63%	0.25%	0.22%

## Ring Times Percent & Average

	<b>9-1-1</b>	<b>Alarm Line</b>	<b>Administrative</b>
Answered Within 15 secs	99.57%	99.28%	99.84%
Average Answer Time sec	2.8	3.6	3.7

	<b>9-1-1</b>	<b>Alarm Line</b>	<b>Administrative</b>
Answered Within 10 secs	99.95%	99.28%	99.84%
Average Answer Time sec	2.7	3.5	3.5

## Call Total - Emergency & Non-Emergency

Number of Answered Calls: 31,030  
Average Answer Time: 2.8 secs

-Answer time based on 0 seconds 1.24% - 58 seconds 100% - 124 seconds 100%



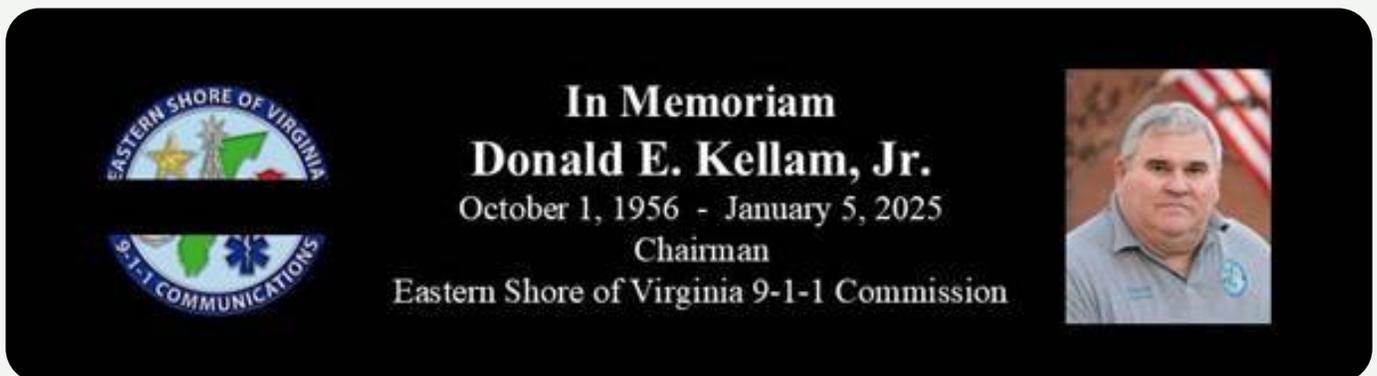
## **In Memoriam: Donald E. Kellam, Jr.**

The Eastern Shore of Virginia 9-1-1 Commission mourns the passing of Donald E. Kellam, Jr., who passed away on Sunday, January 5th, 2025. Mr. Kellam was a dedicated public servant whose commitment to the safety and well-being of the Eastern Shore community was unwavering.

Mr. Kellam played a pivotal role in the Eastern Shore of Virginia 9-1-1 Commission from its inception in 1990. His leadership and vision shaped the organization into what it is today. In 2001, he assumed the role of Chairman, a position he held with distinction until his passing. Under his guidance, the Commission advanced in its mission to provide efficient and reliable emergency communications, ensuring that residents and first responders received the support they needed in times of crisis.

Throughout his tenure, Mr. Kellam exemplified dedication, integrity, and a deep sense of service. His contributions to the Commission and the broader community will have a lasting impact for generations to come.

His legacy of leadership and service will forever be remembered on the Eastern Shore of Virginia.



# 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 ESVA 9-1-1 Commission extends a thank you to the following individual which made a valuable contribution to the ongoing operation of the Eastern Shore's 9-1-1 system:

Sarah Wenzel

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.

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We proudly cherish your dedication and service.

**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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