

Proposed

Supplemental Fire/EMS Staff Relocation Plan



Accomack County
Department of Public Safety

May 2004

Proposed Solution: Staffing Relocation

In order to provide the most rapid response possible to all citizens residing in the four tax districts of Accomack County, a restructuring of the current supplemental staffing program must be considered.

The decision to consider restructuring was based upon the question: "What changes could be implemented that would ultimately benefit the largest number of residents in a particular district?"

Up to this point, staffing has been provided based solely upon a station being equipped with an ambulance and two supplemental staff. This arrangement is no longer working because of the inability to backfill stations when personnel are off duty. Second, stations with very low call volume and diminished population are staffed equally to those with significantly higher call volume and in areas with greater population densities.

Problem(s):

- Issues with recruitment and retention have impacted the service level of the Department.
- No mechanism to balance out staffing because of increasing employee leave.
- Staffing not based on need and maximum benefit afforded to tax districts.
- Longer response times during the day on EMS calls when short staffed.
- Staffing stations with only one person.

Changes need to be made in the way the supplemental staffing program is managed. Station staffing should be based upon quantifiable data: call volume, population densities and available staffing for the day. The practice of staffing each station with at least (1) person or staffing all stations with an ambulance is not an efficient or effective use of our limited resources.

The scenario below will give you an idea of the problems that the Department of Public Safety now faces:

Scenario #1: Station on voluntary response (EMS CALL)(only 1 employee at the station)

Career staff member at the station will have to wait until a volunteer (EMT) can arrive to the station or meet the crew on the scene. A time period of five minutes has been established to wait before alerting the next due station. There is little advantage to having a career staff person in the station if they still have to wait for a volunteer to respond. If no one responds after five minutes, the second due station responds with a unit to meet the first station's staff member. Thus, two ambulances must respond to the scene to make a team of two providers.

Benefits of the proposed plan include:

- Evaluation of each tax district based upon quantifiable criteria and data.
- Improved staffing configurations for more effective service distribution.
- More competitive recruitment and retention of employees.
- Provide a mechanism to account for employee leave.
- Provide for faster turnout time and response time.
- Ensure minimal staffing for the 1st out ambulance per district.

Relocating the career Fire/EMS personnel to key central stations will ensure that at least one ambulance per tax district shall be staffed at all times. This approach will maximize the current staff's ability to provide service to the community through a system that accounts for personnel leave and ensuring the first out ambulance shall be on the road immediately without delay. Even with longer travel distances, immediate dispatched units can arrive faster than those stations that may be closer, but have to wait until adequate staffing arrives before responding.

Staffing has traditionally been viewed with respect to the stations not tax districts. If the County is going to continue to maintain four tax districts, then staffing should reflect that position. Staff should be placed in the districts according to each district's specific staffing needs. This would give the taxpaying community equality of service for their tax dollar.

The primary purpose of the supplement staffing program should be to effectively and efficiently respond to emergency calls.

Since the County is divided into four districts, the proposed plan evaluates each district separately using the following criteria:

- Call Volume
- Out of District EMS Calls
- Population Density
- 911 Addresses
- Travel Distance
- Number of Houses

The recommendations are based upon the current staff numbers in each district (with the exception of Lee District) and the fact that no additional budget allocations were approved in the FY05 Budget to assist with current staffing issues.

Approximately 50% of all emergency calls received are between the hours of 8:00 am – 5:00 pm (911 Center data - 2003 report) - the time frame in which supplemental staffing is most needed. Staff needs to be in those stations where they will most likely be utilized for emergency situations.

Decision Criteria:

Call Volume: Number of EMS and fire calls. Areas or stations with higher call volume have a greater need for staffing than those with a lower call volume.

Population Density: The 2000 Census population values were determined in each district and in each EMS response area. Areas with higher population density have a greater need for staffing than those with lower population numbers.

911 Addresses: The number of 911 addresses in a given area is another indicator of residential/commercial density. Those areas with a high number of 911 addresses have the greatest need for staffing. **Please note: 911 address locations represent anything with a 911 address (i.e. cell towers, pump stations, homes etc.).** As with all the factors listed, it is to be used as a guide and as a representative sample, because non-habitual address locations occur in the entire data set with random distribution.

Out of District EMS Calls: The number of emergency medical calls that DPS personnel responded to or with other agencies that fall outside of a station's home response district. This further defines the scope of need within a tax district and within the County. The greater number of calls run outside of a station's district, the greater the need for staffing to be placed in other locations.

Number of Housing Units: The number of homes in a given area is another indicator of residential density. The greater number of homes, the greater need for staffing. This data is taken from 2000 Census data.

Response Travel Distance: This represents the distance between EMS locations and other non-EMS locations. Response travel distance should be a consideration when determining supplemental staff assignments.

For the purpose of comparison, a 5 mile radius circle is used to depict response distance. It should be used as a guide in determining population density, 911 addresses, proximity of stations and overlapping coverage areas.



Insert County Map Figures 1 – 7

Atlantic Tax District

“What changes could be implemented that would ultimately benefit the largest number of residents in the Atlantic District?”

Current Full Staffing:

- 2 personnel Saxis 8am - 5pm
- 2 personnel Greenbackville 8am - 5pm
- 2 personnel Oak Hall 8am - 5pm

The Oak Hall response district has the highest number of 911 addresses and is located within the most densely populated of the four (4) tax districts. In addition, Oak Hall runs 65% more calls than both Greenbackville and Saxis combined.

Based upon this data, Oak Hall should receive the bulk of staffing personnel in the Atlantic District. Given the travel distance to Greenbackville and Saxis, the placement of one (1) employee for each of these stations would be prudent.

The maximization of staff in the Atlantic District would involve the use of the County Quick Response Vehicle. A QRV is a State licensed, non-transport, Advanced Life support (ALS) Unit. Greenbackville and/or Saxis could then respond to a call utilizing only one (1) staff member supplemented by personnel out of Oak Hall using the QRV. Thus, Saxis and Greenbackville would be able to respond immediately to citizens in the outlying areas with additional assistance being dispatched and meeting the ambulance at the scene.

It is also recommended that Oak Hall continually maintain at least two career staff, alternating them between Saxis and Greenbackville, to assist when staffing levels fall below minimum.

Proposed Policy Changes:

- Provide four (4) personnel in Oak Hall, one (1) personnel in Saxis & one (1) personnel in Greenbackville.
- Provide automatic alerting of both stations when staffing levels are reduced for second duty call.
- Provide fully equipped QRV at Oak Hall.

Proposed Staffing Changes:

Full Staffing

- (1) Personnel at Saxis
- (1) Personnel at Greenbackville
- (4) Personnel at Oak Hall:
 - (2) personnel staff first out unit
 - (1) personnel to be used a floater for backfill or for 2nd duty call at Oak Hall
 - (1) personnel to use the (QRV) to respond with Saxis or Greenbackville or 2nd duty call at Oak Hall

Reduced Staffing (1 on Leave)

- (1) Personnel at Saxis
- (1) Personnel at Greenbackville
- (3) Personnel at Oak Hall:
 - (2) personnel staff first out unit
 - (1) personnel to use the (QRV) to respond with Saxis or Greenbackville or 2nd duty call at Oak Hall

Reduced Staffing (2 on Leave)

- (1) Personnel at Saxis
- (1) Personnel at Greenbackville
- (2) Personnel at Oak Hall

Reduced staffing (3 on Leave)

- (3) Personnel at Oak Hall
 - (2) Personnel staff to answer first out call in district
 - (1) Personnel to answer second call in district

Decision Criteria:

(1) Call Volume

Oak Hall has a call volume three (3) times that of either Saxis or Greenbackville. The table below shows the total calls reported for each department by the 911 Center over the last three years. The second portion of the table shows the actual calls run by DPS supplemental staff.

	2001	2002	2003
Total Original Calls (911)			
Oak Hall	796	849	848
Saxis	172	193	192
Greenbackville	145	125	123

**911 call information is based upon the number of calls that originate in the listed departments response area. The department runs additional calls in the form of mutual aid to other departments within the region

DPS staff answered	2001	2002	2003
Oak Hall	256	292	299
Saxis	82	81	78
Greenbackville	56	74	76

**Calls run by DPS staff consist of all responses made including those original district calls, as well as, mutual aid calls outside the respective district.

(2) Out of District Calls (DPS staff responded)

When examining call volume data, it is also important to note the number of calls units responded to in other EMS Districts. In the last three years, both Saxis and Greenbackville responded into Oak Hall more than any other location. In addition, Bloxom had responded thirty-seven (37) times into Oak Hall in 2003 for second ambulance calls, reduced staffing etc. In addition, DPS personnel stationed in Oak Hall responded to four (4) times as many calls in district as either Saxis or Greenbackville. This data solidifies that Oak Hall should have the bulk of the staffing in Atlantic District based on call volume.

(See Tables 1 – 3 for more detail.)

	OAK HALL EMS		SAXIS EMS		GREENBACKVILLE EMS	
	In District	ASSIST:	In District	ASSIST:	In District	ASSIST:
2003	246	23	50	12	46	17
2002	253	16	41	11	41	16
2001	200	32	41	5	32	8

(3) Population

The EMS response district for Oak Hall has an estimated population of 7,965 as compared with a population of 818 for Greenbackville and a population of 1,078 for Saxis. (See Figure 1)

(4) 911 Addresses

Oak Hall EMS Response District had 5,213 911 address locations as compared with 671 at Greenbackville and 641 at Saxis. (See Figure 2)

(5) Response Travel Distance

Station Location:

Oak Hall is centrally located within Atlantic District. Both Saxis and Greenbackville are located on the western and eastern boundaries respectively. Both Saxis and Greenbackville Stations are a considerable distance (more than 10 miles) from the next closest EMS station.

Five Mile Response Zone:

Using a five (5) mile response zone circle around the Oak Hall Station, a large percentage of the 911 addresses could be covered using staff from the Oak Hall Station. (See Figure 3)

(6) Number of Housing units

Following is the 2000 Census data on housing units per EMS district. This data represents the number of habitable homes in a district. (See Figure 4)

EMS District	Units
Oak Hall	3,320
Saxis	563
Greenbackville	522

Table 1

Department of Public Safety Incident totals 2003

ATLANTIC DISTRICT

OAK HALL Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	119	Greenbackville	2		
BLS:	127	Saxis	5		
		Chincoteague	8		
		Bloxom	5		
		Onley	1		
		Pocomoke	2		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	246		23	30	299

ALS=Advanced Life Support BLS=Basic Life Support

GREENBACKVILLE Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	13	Oak Hall	14		
BLS:	33	Chincoteague	3		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	46		17	13	76

ALS=Advanced Life Support BLS=Basic Life Support

SAXIS Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
All Calls	50	Greenbackville	2		
		Oak Hall	6		
		Bloxom	4		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	50		12	16	78

DPS personnel assigned to Saxis did not indicate ALS/BLS calls

Data take from station logs at each station.

Table 2

Department of Public Safety Incident totals 2002

ATLANTIC DISTRICT

OAK HALL Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	134	Greenbackville	5		
BLS:	119	Saxis	2		
		Chincoteague	3		
		Bloxom	3		
		Melfa	1		
		Pocomoke	1		
		Exmore	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	253		16	23	292

ALS=Advanced Life Support BLS=Basic Life Support

GREENBACKVILLE Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	12	Oak Hall	14		
BLS:	29	Bloxom	1		
		Stockton	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	41		16	17	74

ALS=Advanced Life Support BLS=Basic Life Support

SAXIS Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
All Calls	41	Parksley	2		
		Northampton F/R	1		
		Oak Hall	8		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	41		11	29	81

DPS personnel assigned to Saxis did not indicate ALS/BLS calls

Data take from station logs at each station.

Table 3

Department of Public Safety Incident totals 2001

ATLANTIC DISTRICT

OAK HALL Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	107	Greenbackville	5		
BLS:	93	Saxis	5		
		Chincoteague	11		
		Bloxom	7		
		13	1		
		16	1		
		Parksley	2		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	200		32	24	256

ALS=Advanced Life Support BLS=Basic Life Support

GREENBACKVILLE Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	12	Oak Hall	8		
BLS:	20				
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	32		8	16	56

ALS=Advanced Life Support BLS=Basic Life Support

SAXIS Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	14	Parksley	1		
BLS:	27	Oak Hall	2		
		Bloxom	2		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	41		5	36	82

DPS personnel assigned to Saxis did not indicate ALS/BLS calls

Data take from station logs at each station.

Insert Atlantic District Map Figures 1 - 4

Metompkin Tax District

“What changes could be implemented that would ultimately benefit the largest number of residents in the Metompkin District?”

Current Full Staffing:

- (2) Personnel Parksley 9am - 6pm
- (2) Personnel Bloxom 6am - 3pm

Both Parksley and Bloxom are centrally located on an east/west axis within their respective district. Both stations cover a large geographic area and are separated by a travel distance of 3.4 miles. The Parksley EMS response district, however, has both a greater number of 911 addresses and is located within a more densely populated area and has experienced a 40% greater call volume than Bloxom. A large percentage of Bloxom's EMS calls are assisting other areas. 38% of the total EMS calls in 2003 were assisting other departments. With the change proposed here, there would be a significant reduction in calls run into Oak Hall and Parksley, thus reducing the over all call volume and need.

Based upon the criteria presented above, it would be recommended that staff be consolidated into the Parksley station to function as a central station.

Proposed Policy Changes:

- Combine all staffing to the Parksley station: two (2) personnel 9am - 6pm and two (2) personnel 6am - 3pm.
- Automatic alerting of both stations for volunteers when staffing levels are reduced.

Proposed Staffing Changes:

Full Staffing

(4) Personnel at Parksley:

- (2) personnel 6am - 4pm
- (2) personnel 9am - 6pm

Reduced Staffing (1 on leave)

(3) Personnel at Parksley:

- 1/2 personnel 6am - 4pm
- 2/1 personnel 9am - 6pm

Reduced Staffing (2 on leave)

(2) Personnel at Parksley:

- (1) personnel 6am - 4pm*
- (1) personnel 9am - 6pm*

**Automatic alerting of both stations for volunteers to respond on reduced staffing or second duty ambulance.

Decision Criteria:

(1) Call Volume

Parksley has a higher call volume than Bloxom. The table below shows the total calls reported for each department by the 911 Center over the last three years. The second portion of the table shows the actual calls run by DPS supplemental staff.

	2001	2002	2003
Total Original Calls (911)			
Bloxom	583	654	622
Parksley	921	1,041	1,039

**911 call information is based upon the number of calls that originate in the listed departments response area. The department runs additional calls in the form of mutual aid to other departments within the region.

DPS staff answered	2001	2002	2003
Bloxom	225	244	255
Parksley	279	324	307

**Calls run by DPS staff consists all responses made including those original district calls, as well as, mutual aid calls out side the respective district.

(2) Out of District Calls (DPS staff responded)

When examining call volume data, it is also important to note the number of calls units responded to in other EMS Districts. In 2003, DPS personnel in Parksley responded to twice as many calls in district than that of Bloxom. In 2003, DPS personnel assigned to Bloxom responded to EMS calls outside their district approximately one-third (1/3) of the time, with the majority of those responses to Parksley and Oak Hall.

(See Tables 1 – 3 for more detail.)

	PARKSLEY EMS			BLOXOM EMS	
	In District	ASSIST:		In District	ASSIST:
2003	255	36		163	72
2002	251	43		162	59
2001	223	25		146	49

(3) Population

The EMS response district for Parksley has an estimated population of 5,455 as compared with Bloxom's 3,573 population total. (See Figure 1)

(4) 911 Addresses

Parksley's EMS response district had 2,660 911 address locations as compared with 1,778 at Bloxom. (See Figure 2)

(5) Response Travel Distance

Station Location:

Both Parksley and Bloxom stations are centrally located on an east/west axis. Geographically, both stations are in an equally good position for a central station response in the district.

Five Mile Response Zone:

Using a five (5) mile response zone circle around both the Parksley and Bloxom Stations, reveals that a larger percentage of the 911 addresses can be covered from the Parksley Station. (See Figure 3)

(6) Number of Housing Units

Following is the 2000 Census data on housing units per EMS district. This data represents the number of habitable homes in a district. (See Figure 4)

EMS District	Units
Parksley	2,369
Bloxom	1,459

Table 1

Department of Public Safety Incident totals 2003

METOMPKIN District

BLOXOM Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	69	Saxis	1		
BLS:	94	Greenbackville	1		
		Parksley	37		
		Melfa	1		
		Onley	1		
		Oak Hall	31		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	163		72	20	255

ALS=Advanced Life Support BLS=Basic Life Support

PARKSLEY Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	84	Oak Hall	3		
BLS:	171	Onley	1		
		Bloxom	32		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	255		36	16	307

ALS=Advanced Life Support BLS=Basic Life Support

Data take from station logs at each station.

Table 2

Department of Public Safety Incident totals 2002

METOMPKIN District

BLOXOM Fire/Rescue

In District EMS		EMS ASSIST:			
ALS:	71	Saxis	3		
BLS:	91	Parksley	48		
		Oak Hall	8		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	162		59	23	244

ALS=Advanced Life Support BLS=Basic Life Support

PARKSLEY Fire/Rescue

In District EMS		EMS ASSIST:			
ALS:	80	Oak Hall	4		
BLS:	171	Onley	2		
		Bloxom	31		
		Onancock	5		
		Saxis	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	251		43	30	324

ALS=Advanced Life Support BLS=Basic Life Support

Data take from station logs at each station.

Table 3

Department of Public Safety Incident totals
2001

METOMPKIN District

BLOXOM Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	59	Parksley	26		
BLS:	87	Onley	1		
		Oak Hall	22		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	146		49	30	225

ALS=Advanced Life Support BLS=Basic Life Support

PARKSLEY Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	43	Exmore	1		
BLS:	180	Onley	3		
		Bloxom	20		
		Onancock	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	223		25	31	279

ALS=Advanced Life Support BLS=Basic Life Support

Data take from station logs at each station.

Insert Metompkin District Map Figures 1 - 4

Lee Tax District

“What changes could be implemented that would ultimately benefit the largest number of residents in the Lee District?”

Current Full Staffing:

- (2) Personnel Onancock (1) – 24 hour staff member & (1) – 10 hour staff member (M-F)
- (2) Personnel Onley (1) – 24 hour staff member & (1) – 10 hour staff member (M-F)

Difficulty with this Approach to Staffing:

Both the Onancock and Onley Stations have one (1) staff member providing 24 hour coverage and two (2) additional staff members working Monday - Friday, 50 hours per week. This arrangement was meant to provide two-person coverage at each station during the day. The 24 hour program, from a response standpoint, has been successful. However, from a staffing standpoint, the system is not working well at all. Eight supplemental staff are assigned to Lee District, four (4) per station. Each employee is assigned to a one (1) month rotation schedule, which consists of three (3) weeks on a 24 hour rotating and one (1) week on a 50 hour workweek.

By policy and by need, the employees are only allowed to take leave when they are on the 50 hour workweek. This means, that they are eligible for leave only twelve (12) specific weeks per year. This creates a situation in which the 24 hour staff member, at both stations, is alone for the majority of the year (40 weeks per year, 52 weeks minus 12 weeks). An ambulance response requires two (2) personnel, often times both career staff members respond in order to answer the call. Our current plan for staffing never made allowances for staff absences due to leave, illness or work-related injury.

Proposed Plan:

The proposed plan calls for the consolidation of the career staff into the Onancock Station. With a re-working of the 24 hour work schedule, two (2) personnel would be available to answer the first out call in the district as well as one (1) staff member per shift on hand to provide coverage for leave, to answering medical assist calls with other stations, and to be available to respond to a second out call if needed.

The Onancock Station was chosen based upon its location, population density and calls for service. See decision criteria.

It is important to note that with eight (8) career staff members located in Lee District, residents should have at least one (1) full 24 hour crew on duty at all times. This plan does not negate the need for additional volunteers. Staffing an ambulance with two (2) personnel is the minimum that can respond on the call. Volunteers are still needed to ride on first out calls when they are available. Volunteers will be needed to cover all second out EMS calls. Volunteers will be needed to respond on fire calls, two (2) personnel cannot provide adequate coverage for a fire call. As the community continues to grow and tourists discover our County, call-volume will continue to increase.

The proposed plan calls for the hiring of one (1) additional staff member for Lee District. A cost study would have to be performed by Accomack County Finance Department in order to determine if sufficient funds are available in the Lee District fund balance. Additional taxes would have to be raised in FY 06 to provide the funds necessary to support the continuation of this proposed plan as it has been presented.

With the additional staff member on board, three (3) staff members would maintain one station, 24 hours, 7 days per week. This third person would be available for the second out ambulance in the district and also act as a fill-in for staff members who are not available to due leave, illness, etc.

Restructuring the current work schedule to meet the guidelines of the proposed plan would remove the need for the 50 hour workweek that the current scheduling system demands. With the 50 hour workweek, a 10% increase has been added to the base salary of each employee as an incentive for working longer hours. The proposed plan would eliminate the need for this 10% addition. It would allow for greater flexibility when granting leave and accommodating for those employees away from the job due to illness and injury.

Proposed Policy Changes:

- To remove the 10% pay incentive for the 50 hr. week. (Estimated savings of \$9,000.00)
- To allow for one (1) employee to be away from the job and still maintain coverage for 1st call.
- The hiring of one (1) additional staff member.
- Staff would work a 24 rotating A-B-C schedule based on a 28 day work cycle (See sample work schedule)

Proposed Staffing Changes:

Full Staffing

- (3) Personnel at Onancock(24 hours)
- (2) Personnel (1st out Ambulance)
 - (1) Personnel
 - 2nd out Ambulance
 - Fill in for leave
 - Medic Assist calls

****Reduced Staffing (1 on leave)**

- (2) Personnel at Onancock (1st out Ambulance)

**Automatic Alerting of Onancock, Onley and Tasley for personnel on second duty ambulance.

Decision Criteria:

(1) Call Volume

The Onancock Station has a higher call volume than the Onley Station. The table below shows the total number of calls reported for each department by the 911 Center for the last three years. The second portion of the table shows the actual calls run by the DPS Supplemental Staff.

	2001	2002	2003
Total Original Calls (911)			
Onley	446	406	431
Onancock	558	610	677

**911 call information is based upon the number of calls that originate in the listed departments response area. The department runs additional calls in the form of mutual aid to other Departments within the region

DPS staff answered	2001	2002	2003
Onley	578	548	554
Onancock	591	626	682

**Calls run by DPS staff consist of all responses made including those original district calls, as well as, mutual aid calls out side the respective district.

(2) Out of District Calls (DPS staff responded)

When examining call volume data, it is also important to note the number of calls units responded to in other EMS Districts. Over the last three years, DPS personnel stationed in Onley have responded out of the district 30% of the time. In each of those years, the majority of responses have been into the Onancock area. This is compared to a 15% out of district rate in Onancock.

(See Tables 1 – 3 for more detail.)

	ONANCOCK EMS			ONLEY EMS	
	In District	ASSIST:		In District	ASSIST:
2003	522	94		337	177
2002	488	60		335	154
2001	427	77		340	152

(3) Population

The EMS Response District for the Onancock Station has an estimated population of 3,724 as compared with Onley with 2,215 residents. (See Figure 1)

(4) 911 Addresses

The Onancock EMS Response District had 2,185 address as compared to 1,324 in Onley. (See Figure 2)

(5) Response Travel Distance

Station Location:

Both the Onley and Onancock Stations are centrally located on an east/west axis and could provide timely response coverage for either location. Geographically, both stations are in equally good position for a central station response in Lee District. A central east/west location has proven to provide effective coverage for locations such as Bloxom, Parksley and Oak Hall.

Five Mile Response Zone:

Using a five (5) Mile response zone circle around the Onancock station indicates that a large percentage of the 911 addresses could be covered by the Onancock Station. (See Figure 3)

(6) Number of Housing Units

Following is the 2000 Census data on housing units per EMS district. This data represents the number of habitable homes in a district. (See Figure 4)

EMS District	Units
Onancock	1,941
Onley	1,035

Example of Work Schedule:

January 2004

Sun	Mon	Tues	Weds	Thurs	Fri	Sat
				1 B	2 A	3 B
4 C	5 B	6 C	7 A	8 C	9 A	10 B
11 A	12 B	13 C	14 B	15 C	16 A	17 C
18 A	19 B	20 A	21 B	22 C	23 B	24 C
25 A	26 C	27 A	28 B	29 A	30 B	31 C

Table 1

Department of Public Safety Incident totals 2003

LEE District

ONANCOCK Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	214	Saxis	1		
BLS:	308	Bloxom	2		
		Parksley	14		
		Melfa	16		
		Wachapreague	1		
		Onley	59		
		Oak Hall	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	522		94	66	682

ALS=Advanced Life Support BLS=Basic Life Support

ONLEY Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	116	Melfa	16		
BLS:	221	Onancock	96		
		Oak Hall	1		
		Bloxom	20		
		Parksley	42		
		Saxis	2		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	337		177	40	554

ALS=Advanced Life Support BLS=Basic Life Support

Data take from station logs at each station.

Table 2

Department of Public Safety Incident totals 2002

LEE District

ONANCOCK Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	148	Bloxom	7		
BLS:	340	Parksley	5		
		Melfa	7		
		Exmore	1		
		Onley	39		
		Northampton F/R	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	488		60	78	626

ALS=Advanced Life Support BLS=Basic Life Support

ONLEY Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	72	Melfa	15		
BLS:	263	Onancock	66		
		Oak Hall	1		
		Bloxom	23		
		Parksley	46		
		Wachapreague	1		
		Exmore	1		
		Northampton	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	335		154	59	548

ALS=Advanced Life Support BLS=Basic Life Support

Data take from station logs at each station.

Table 3

Department of Public Safety Incident totals 2001

LEE District

ONANCOCK Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	132	Bloxom	7		
BLS:	295	Parksley	11		
		Melfa	7		
		Wachapreague	1		
		Onley	48		
		Oak Hall	1		
		Sta. 16	1		
		Sta. 13	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	427		77	87	591

ALS=Advanced Life Support BLS=Basic Life Support

ONLEY Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	81	Melfa	15		
BLS:	259	Onancock	65		
		Oak Hall	1		
		Bloxom	19		
		Parksley	42		
		Greenbackville	1		
		Wachapreague	3		
		Exmore	4		
		16	1		
		19	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	340		152	86	578

ALS=Advanced Life Support BLS=Basic Life Support

Data take from station logs at each station.

Insert Lee District Map Figures 1 - 4

Pungoteague Tax District

“What changes could be implemented that would ultimately benefit the largest number of residents the Pungoteague District?”

Current Full Staffing:

- (2) Personnel Wachapreague 9am - 6pm
- (2) Personnel Melfa 6am - 4pm

The proposed staffing changes would remove all staffing from the Wachapreague station and place all personnel assigned to the Pungoteague District in the Melfa Station. Reasons for this are simple. The greatest numbers of people reside in the area covered by the Melfa Station, as well as, 80% of those living in the Wachapreague district, when you use the five (5) mile response arc as a measure. Secondly, the volume of calls that Melfa experiences is five times greater than that of Wachapreague. Providing four (4) personnel at the Melfa Station will provide for the more immediate response to the greatest number of calls and the greatest number of people in the Pungoteague District.

Over the past three years, Wachapreague Station call volume has been very low. Career staffing would be better utilized in a station with greater need. The best use of limited County funding for DPS staffing is to place the staff in a central location.

It is important to mention that Wachapreague was one of the first stations to have career personnel in the station, a testament to forward and progressive thinking. Consolidating the staff will not be a popular option. These changes will not preclude the fact that Wachapreague Volunteer Fire Company still can and should continue to respond to calls in their district as volunteer staffing is available.

Proposed Policy Changes:

- Move all current staff (4) to the Melfa Station.
- Provide for automatic alerting of Melfa station on all calls in the Pungoteague District during the hours of 6am - 6pm.
- Provide automatic alerting of both stations when staffing levels are reduced for second duty call.

Proposed Staffing Changes:

Full Staffing

(4) Personnel at Melfa

- Personnel 6am - 4pm
- Personnel 9am - 6pm

Reduced Staffing (1 on leave)

(3) Personnel Melfa

- (1/2) Personnel 6am - 4pm
- (2/1) Personnel 9am - 6pm

Reduced Staffing (2 on leave)

(2) Personnel Melfa

- Personnel 6am - 4pm*
- Personnel 9am - 6pm*

**Automatic Alerting of both stations for volunteers to respond on reduced staffing or second duty ambulance.

Decision Criteria:

(1) Call-Volume

The Melfa Station experiences a much higher call volume than that of Wachapreague. The table below exemplifies the total number of calls reported for each department by the 911 Center for the last three years. The second portion of the table shows the actual number of calls run by the DPS supplemental staff.

	2001	2002	2003
Total Original Calls (911)			
Melfa	503	496	593
Wachapreague	110	122	120

**911 call information is based upon the number of calls that originate in the listed departments response area. The department runs additional calls in the form of mutual aid to other departments within the region

DPS staff answered	2001	2002	2003
Melfa	287	234	262
Wachapreague	70	81	110

**Calls run by DPS staff consist of all responses made including those original district calls, as well as, mutual aid calls out side the respective district.

(2) Out of District Calls (DPS staff responded)

When examining call volume data, it is also important to note the number of calls units responded to in other EMS Districts. In the last three years, DPS personnel assigned to Wachapreague responded to EMS calls outside of their district almost as much as they did in district. This responding out of district is to assist other stations on medic assist, second ambulance calls, and when staffing was down to one personnel at other stations. Also, in the last three years, the largest percentage of out of district calls were into the Melfa district. Thus, assigning all staff to the Melfa Station will provide a faster response for more calls in the Pungoteague District as a whole.

(See Tables 1 – 3 for more detail.)

	MELFA EMS			WACHAPREAGUE EMS	
	In District	ASSIST:		In District	ASSIST:
2003	187	53		47	50
2002	157	33		38	29
2001	177	52		32	21

(3) Population

The EMS response district for the Melfa Station has an estimated population of 4,073 as compared with Wachapreague with 1,131 residents. (See Figure 1) It is noted that during summer months Wachapreague may see an increase in seasonal population.

(4) 911 Addresses

Melfa EMS Response District had 2,941 911 address locations as compared with 930 at Wachapreague. (See Figure 2)

(5) Response Travel Distance

In looking at the location of both the Melfa and Wachapreague stations, some key issues arise:

Station Location:

The Melfa Station is in the center of the Pungoteague District based upon an east/west axis. From this point, with rapid access to route 13, units have the ability to cover a large geographic area in a timely fashion. Wachapreague Station is located five (5) miles to the East of Route 13, making travel to points west more difficult. Geographically, the Melfa Station is in an optimal position for the majority of the residents of Pungoteague district. A central east/west location has proven to provide effective coverage for locations such as Bloxom, Parksley and Oak Hall.

Five Mile Response Zone:

Using a five (5) mile response zone circle around the Melfa Station demonstrates that 90% of the 911 addresses in the Wachapreague EMS response district could be covered from the Melfa Station. (See Figure 3)

(6) Number of Housing Units

Following is the 2000 Census data on housing units per EMS district. This data represents the number of habitable homes in a district. (See Figure 4)

EMS District	Units
Wachapreague	705
Melfa	2,181

Table 1

Department of Public Safety Incident totals 2003

PUNGOTEAGUE

MELFA Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
All Calls:	187	Wachapreague	10		
		Onancock	19		
		Onley	12		
		Exmore	5		
		Parksley	3		
		Northampton	2		
		Bloxom	1		
		Sta. 19	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	187		53	22	262

DPS personnel assigned to Melfa did not indicate ALS/BLS calls

WACHAPREAGUE Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	15	Melfa	26		
BLS:	32	Onancock	8		
		Exmore	6		
		Onley	7		
		Bloxom	1		
		Parksley	1		
		Northampton	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	47		50	13	110

ALS=Advanced Life Support BLS=Basic Life Support

Data take from station logs at each station.

Table 2

Department of Public Safety Incident totals
2002

PUNGOTEAGUE

MELFA Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
All Calls:	157	Wachapreague	14		
		Onancock	5		
		Onley	11		
		Exmore	2		
		Parksley	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	157		33	44	234

DPS personnel assigned to Melfa did not indicate ALS/BLS calls

WACHAPREAGUE Fire/Rescue

In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
ALS:	15	Melfa	18		
BLS:	23	Onancock	2		
		Onley	1		
		Bloxom	3		
		Parksley	4		
		Northampton	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	38		29	14	81

ALS=Advanced Life Support BLS=Basic Life Support

Data take from station logs at each station.

Table 3

Department of Public Safety Incident totals
2001

PUNGOTEAGUE

MELFA Fire/Rescue

In District EMS		EMS ASSIST:			
ALS:	57	Wachapreague	13		
BLS:	120	Onancock	12		
		Onley	14		
		Exmore	9		
		Parksley	3		
		Bloxom	1		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	177		52	58	287

DPS personnel assigned to Melfa did not indicate ALS/BLS calls

WACHAPREAGUE Fire/Rescue

In District EMS		EMS ASSIST:			
ALS:	11	Melfa	14		
BLS:	21	Onancock	2		
		Onley	1		
		Parksley	4		
In District EMS		EMS ASSIST:		FIRE Calls	TOTAL Calls
TOTALS	32		21	17	70

ALS=Advanced Life Support BLS=Basic Life Support

Data take from station logs at each station.

Insert Pungoteague District Map Figures 1 - 4

Supporting Documentation to Follow:



A-NPDC

ACCOMACK-NORTHAMPTON PLANNING DISTRICT COMMISSION
P.O. BOX 417 • 23372 FRONT STREET. ACCOMAC, VIRGINIA 23301
(757) 787-2936 • TOLL FREE (866) 787-3001 • FAX: (757) 787-4221

MEMBERS

May 5, 2004

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Chairman

Mr. Jason Loftus
Emergency Services Coordinator
Accomack County
P.O. Box 448
Accomac, Virginia 23301

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Kellam Julia E. Major
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H. Spady, Sr. Gwendolyn
F. Turner James M. West
Shirley A. Zamora

Dear Mr. Loftus:

In response to your request for information on the demographics of the Eastern Shore in the EMS districts the following information was obtained from the most recent Census and 911 point data.

COUNTIES

Accomack
Northampton

Bloxom Fire and Rescue: 911 data: **1,778** Pop:
3,573 Housing Units:
1,459

TOWNS

Accomac
Belle Haven
Bloxom
Cape Charles
Cheriton
Chincoteague
Eastville
Exmore
Hollywood
Keller
Melfa
Nassawadox
Onancock
Onley
Painter
Parksley
Saxis
Tangier
Wachapreague

Chincoteague Fire and Rescue: 911 data: **data unavailable** Pop:
4,317
Housing Units: **3,970**

Greenbackville Fire and Rescue: 911 data: **671** Pop: 818
Housing Units: **522**

Melfa Fire and Rescue: 911 data: **2,491** Pop:
4,860 Housing Units:
2,181

NASA (Main Base) Fire and Rescue: 911 data: **128** Pop: 71
Housing Units: **25**

EXECUTIVE DIRECTOR
Paul F. Berge, AICP

NASA (Wallops Island) Fire and Rescue: 911 data: **34** Pop: 0
Housing Units: 0

Northampton Fire and Rescue:	911 data: 2,961 Pop: 4,571 Housing Units: 2,339
Oak Hall Rescue:	911 data: 5,213 Pop: 7,965 Housing Units: 3,320
Onancock Fire and Rescue:	911 data: 2,185 Pop: 3,724 Housing Units: 1,941
Onley Fire and Rescue:	911 data: 1,324 Pop: 2,215 Housing Units: 1,035
Parksley Fire and Rescue:	911 data: 2,660 Pop: 5,455 Housing Units: 2,369
Saxis Fire and Rescue:	911 data: 641 Pop: 1,078 Housing Units: 563
Wachapreague Fire and Rescue:	911 data: 937 Pop: 1,126 Housing Units: 705

If you have any questions, please feel free to contact me.

Sincerely,

Elaine K. N. Meil
Regional
Planner

cc: Paul F. Berge, AICP
Executive Director

Jim McGowan, AICP
Director of Planning



2003 ANNUAL REPORT

EASTERN SHORE OF VIRGINIA 9-1-1 COMMISSION

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Northampton County Fire Services

Vice Chairman

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Accomack County Board of Supervisors

Secretary-Treasurer

First Sergeant John H. Barr
Virginia State Police

R. Keith Bull

Administrator, County of Accomack

The Honorable Laurence J. Trala
Northampton County Board of Supervisors

The Honorable William D. Sawyer
Accomack County Board of Supervisors

Ben D. Byrd, Jr.

Accomack County Fire Services

The Honorable Robert D. Crockett
Sheriff, County of Accomack

The Honorable Jack Robbins
Sheriff, County of Northampton

Hollye B. Carpenter

Northampton County Emergency Medical Services

William L. Mariner

Accomack County Emergency Medical Services

Lance Metzler

Administrator, County of Northampton

EASTERN SHORE OF VIRGINIA 9-1-1 COMMISSION STAFF

Scott R. Chandler, ENP, 9-1-1 Consultant

Margaret M. Surran, Recording Secretary

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

9-1-1 Supervisor

James L. Collins, Jr., EMT-ST

9-1-1 Senior Dispatchers

Orris J. Rowley, EMT-P

Margaret M. Surran, EMT-C

Full-Time 9-1-1 Dispatchers

Charlotte L. Gibbons, EMD

Crystal G. Linton, EMT

Maegan L. Smith, EMT

Catherine L. Ulrich, EMT-ST

Part-Time 9-1-1 Dispatchers

Don Amadeo, EMD

James T. Bagwell, II, EMT-P

Coley R. Beasley, III, EMT-C

Richard L. Collins, Jr., EMT

Gregory S. DeYoung, EMT-P

Tina A. Devaney, EMT

Kevin T. Holloway, EMT-P

Kim P. Johnson, EMT

Ronnie W. Marshall, EMT

Kimberly L. Midgett, EMT

Carrie L. Sandlin, EMT

Isabella Smith, EMT

Ricky A. Taylor, EMT

IN APPRECIATION

The Eastern Shore of Virginia 9-1-1 Commission extends a thank you to the following individuals who resigned during 2003. Each individual made a valuable contribution to the implementation and ongoing operation of the Eastern Shore's 9-1-1 system.

The Honorable W. Donald Sawyer

F. Todd Rudiger, EMT-ST

**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
FIRE AND EMS INCIDENTS DISPATCHED BY DISTRICT OF OCCURRENCE**

FIRE/EMS DISTRICT	FIRE/EMS AGENCY	NUMBER OF INCIDENTS		
		2001	2002	2003
1	New Church Vol. Fire & Rescue Co.	76	42	75
2	Greenbackville Vol. Fire Co.	145	125	123
3	Chincoteague Vol. Fire Co.	*92	*54	64
4	Atlantic Vol. Fire & Rescue Co.	42	42	63
5	Saxis Vol. Fire Co.	172	193	192
6	Bloxom Vol. Fire Co.	583	654	622
7	Parksley Vol. Fire Co.	921	1,041	1,039
8	Tasley Vol. Fire Co.	45	42	26
9	Onancock Vol. Fire Dept.	558	610	677
10	Melfa Vol. Fire & Rescue Co.	503	496	593
11	Wachapreague Vol. Fire Co.	110	122	120
12	Painter Vol. Fire Co.	62	75	48
13	Community Vol. Fire Co. (Exmore)	644	661	707
14	Cheriton Vol. Fire Co.	22	26	23
15	Cape Charles Vol. Fire Co.	27	25	28
14/15	Cheriton/Cape Charles Joint District	29	30	28
16	Northampton Vol. Fire & Rescue Co.	564	528	467
17	Eastville Vol. Fire Co.	50	44	42
18	Onley Vol. Fire & Rescue Co.	446	406	431
19	Cape Charles Rescue Service	751	805	816
20	Oak Hall Rescue	796	849	848
21	Tangier Vol. Fire Co.	50	75	57
	TOTAL	6,688	6,945	7,089

Statistics Represent Incidents Occurring In Stated District, Regardless Of Agency Which Responded. Agencies Also Responded To Numerous Mutual Aid Incidents Outside Their Respective Districts.

* Reflects the number of incidents dispatched in response to calls received from the Chincoteague 9-1-1 Communications Center for mutual aid assistance.

**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
9-1-1 CALLS RECEIVED AND TRANSFERRED TO POLICE AND OTHER AGENCIES**

AGENCY RECEIVING TRANSFER	CALLS TRANSFERRED		
	2001	2002	2003
Accomack County Sheriff's Office	3,081	3,707	3,414
Northampton County Sheriff's Office	1,824	1,728	1,643
Chincoteague Police Department	88	164	214
Virginia State Police	1,236	1,224	1,352
Other Public Safety Agencies	159	171	223
TOTAL	6,388	6,994	6,846

In addition to these direct 9-1-1 transfers, reports of personal injury accidents and other incidents in which fire or rescue agencies were the primary or initial responders were relayed by the 9-1-1 dispatcher to police and other agencies by standard telephone service or intercom.

The above transfer calls include multiple calls and callbacks from the reporting party for a single incident. These calls represent telephone traffic only, not the number of incidents handled by a given agency.

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 dispatchers 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.

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

TYPE OF CALL/NATURE	NUMBER OF INCIDENTS		
	2001	2002	2003
Boat Salvage	0	0	1
Boat Fire	0	0	0
Bomb Threats	2	3	0
Brush Fires	120	112	43
Chimney Fires	18	10	12
CO Detector Activation	7	5	8
Dumpster Fires	15	13	7
Electrical Equipment Fires	9	20	26
Explosion – No Fire	0	1	0
Field Fires	19	27	17
Fire Service Standby	0	4	1
Fire Investigations	72	74	67
Hazardous Conditions	42	49	60
HazMat Incidents	1	6	3
Miscellaneous Fires	42	47	25
Plane Crash	1	0	3
Property Damage Accident – FD	11	21	33
Public Service – FD	25	29	60
Smoke Report in Structure	18	9	17
Smoke Report Outside of Structure	0	1	2
Spill or Leak (HazMat)	26	18	19
Structural Fire – Residential	132	123	125
Structural Fire – Institutional	1	4	6
Structural Fire – Commercial	20	16	26
System Fire Alarms	97	81	85
Trash Fires	3	4	1
Tree Fires	2	5	7
Vehicle Fire – Petroleum Carrier	2	0	0
Vehicle Fires	99	81	94
Woods Fires	95	64	32
TOTAL	879	827	780

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

<u>TYPE OF CALL/NATURE</u>	NUMBER OF INCIDENTS		
	2001	2002	2003
Abdominal Pain	305	297	317
Allergies/Hives/Stings	42	49	63
Animal Bites	7	13	13
Assault (Including Rape)	87	90	93
Asthma	119	116	86
Auto Accident With Injuries	609	727	694
Back Pain	76	65	87
Boating Accident	1	0	1
Breathing Difficulty	609	662	725
Burns	10	9	8
Can't Walk or Move	123	97	111
Cancer Patient	63	42	52
Carbon Monoxide Poisoning	1	0	0
Cardiac/Respiratory Arrest	52	50	44
Catheter Problem	18	23	14
Chest Pain	642	612	632
Choking	19	12	18
Cold Exposure	2	4	1
Convulsions/Seizures	202	191	244
Diabetic Problems	189	177	169
Dialysis Patient	25	33	15
Dizziness/Nausea	68	97	70
DOA/No Resuscitation	26	39	39
Drowning/Diving Accidents	3	0	1
Electrocution	0	1	2
EMS Haz-Mat Incident	0	0	0

[Continued on Next Page]

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

EMS Transport	20	25	25
EMS Standby	23	27	19
EMS Emergency Transport	30	20	19
EMS Public Service	43	41	60
EMS Med-Evac Request	1	1	0
Eye Problems	3	7	6
Falls	395	447	467
Fracture	61	58	41
General Illness	345	498	523
Headaches	57	55	45
Heart Problems	117	140	97
Heat Exposure	3	3	6
Hemorrhage	118	128	134
Industrial/Machinery Accident	1	2	2
Laceration/Abrasion	55	64	59
Medical Alarm	19	20	33
Multiple Complaints	9	10	19
Overdose/Poisoning	45	55	56
Pregnancy/Childbirth	115	98	96
Psychiatric/Behavioral Emergencies	68	58	60
Specific Diagnosis – Sick Person	350	350	434
Stabbing/Gunshot Wound	32	36	16
Stroke/CVA/TIA	153	160	150
Subject Down – Unknown Problem	92	99	121
Traumatic Injury – Specific	103	106	106
Unconscious/Fainting	253	204	216
TOTAL	5,809	6,118	6,309

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

<u>DAY</u>	NUMBER OF INCIDENTS		
	2001	2002	2003
Sunday	975	1,021	1,006
Monday	1,016	944	977
Tuesday	938	918	981
Wednesday	930	967	1,046
Thursday	876	1,083	1,034
Friday	983	1,030	1,004
Saturday	970	982	1,041
TOTAL	6,688	6,945	7,089

FIRE AND EMS INCIDENTS DISPATCHED BY MONTH

<u>MONTH</u>	NUMBER OF INCIDENTS		
	2001	2002	2003
January	517	522	620
February	532	573	554
March	514	570	557
April	543	545	542
May	566	608	555
June	545	625	620
July	576	685	637
August	628	662	672
September	612	538	635
October	550	588	547
November	592	487	550
December	513	542	600
TOTAL	6,688	6,945	7,089

**EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER
FIRE AND EMS INCIDENTS DISPATCHED BY HOUR OF DAY**

<u>HOUR</u>	NUMBER OF INCIDENTS		
	2001	2002	2003
0000-0059	197	190	167
0100-0159	145	169	145
0200-0259	152	137	147
0300-0359	128	146	156
0400-0459	123	126	112
0500-0559	125	146	136
0600-0659	172	147	183
0700-0759	219	250	251
0800-0859	331	320	293
0900-0959	343	386	390
1000-1059	369	414	452
1100-1159	377	431	401
1200-1259	353	384	428
1300-1359	343	369	360
1400-1459	356	351	391
1500-1559	391	363	395
1600-1659	380	398	395
1700-1759	363	386	412
1800-1859	358	385	392
1900-1959	356	374	357
2000-2059	348	319	348
2100-2159	307	288	294
2200-2259	249	237	251
2300-2359	203	229	233
TOTAL	6,688	6,945	7,089

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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

E-mail: 911@esva911.org

Web: <http://www.esva911.org>

CURRENT Staffing Placement

EMS Response Districts

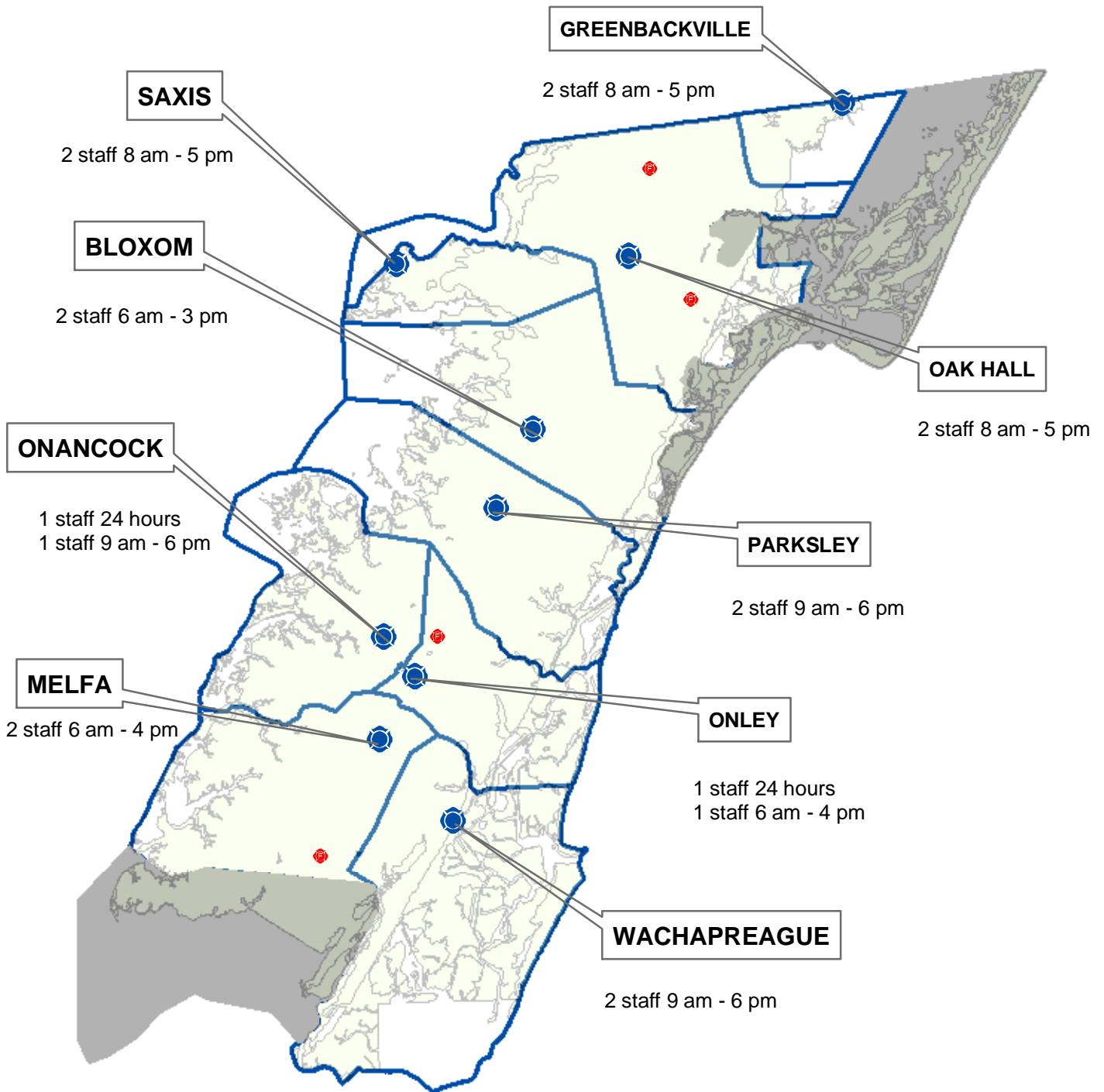


Figure 1

PROPOSED Staffing Placement

EMS Response Districts

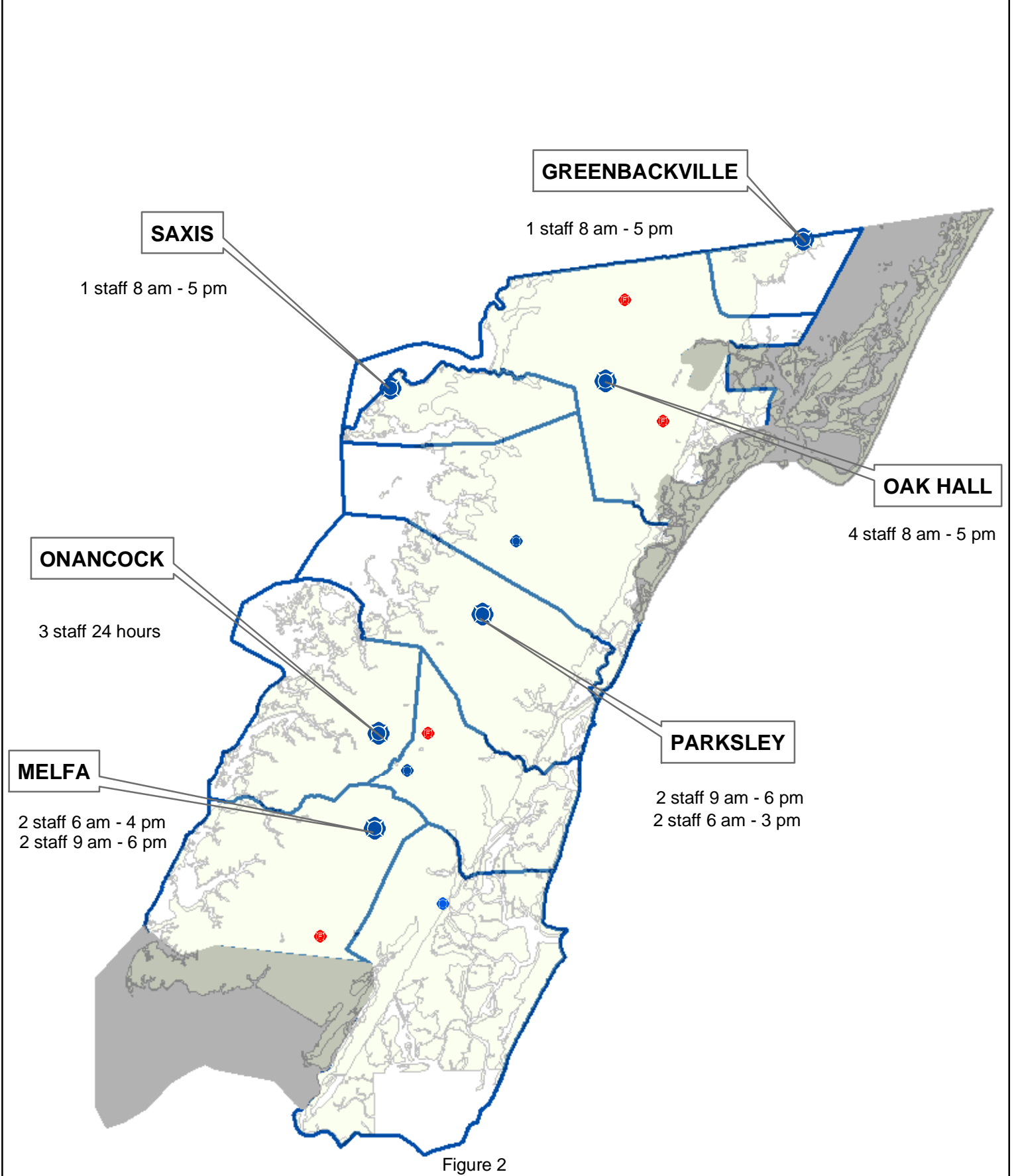


Figure 2

5 Mile Response Radius

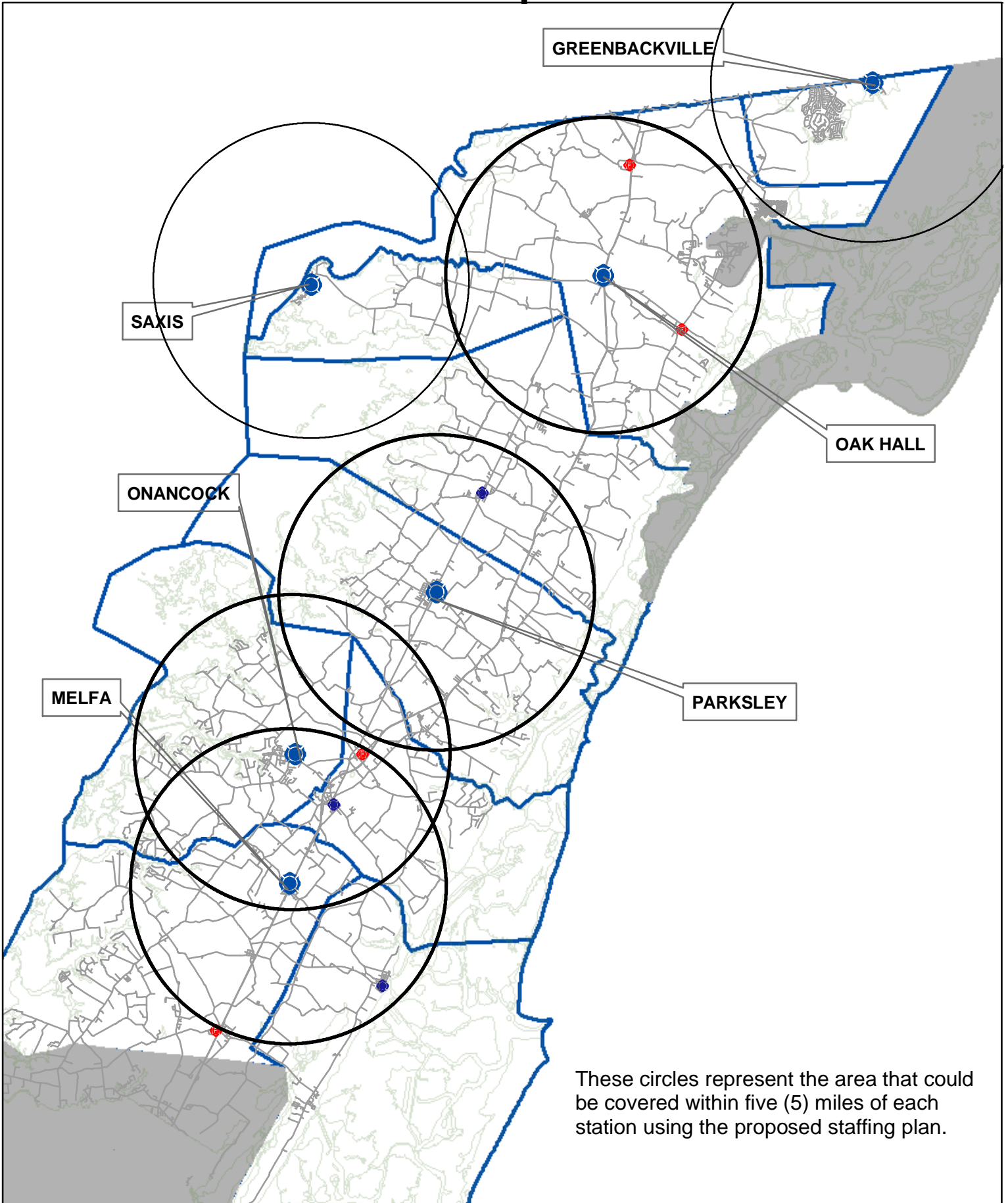
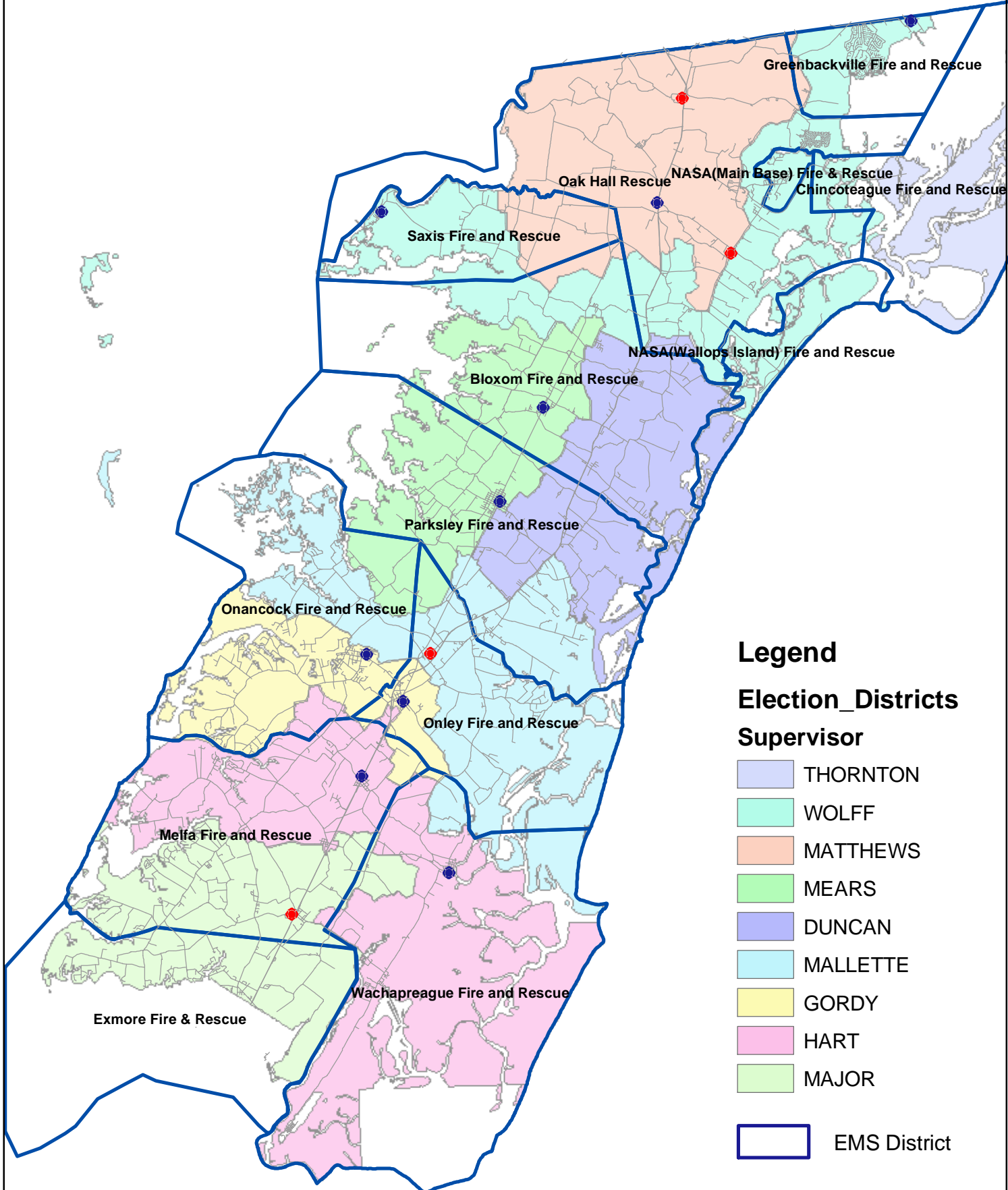


Figure 3

Election Districts with EMS District Lines



Legend

Election_Districts

Supervisor

- THORNTON
- WOLFF
- MATTHEWS
- MEARS
- DUNCAN
- MALLETT
- GORDY
- HART
- MAJOR

EMS District

Figure 4

Population Density

by EMS Response District

Data: Census 2000

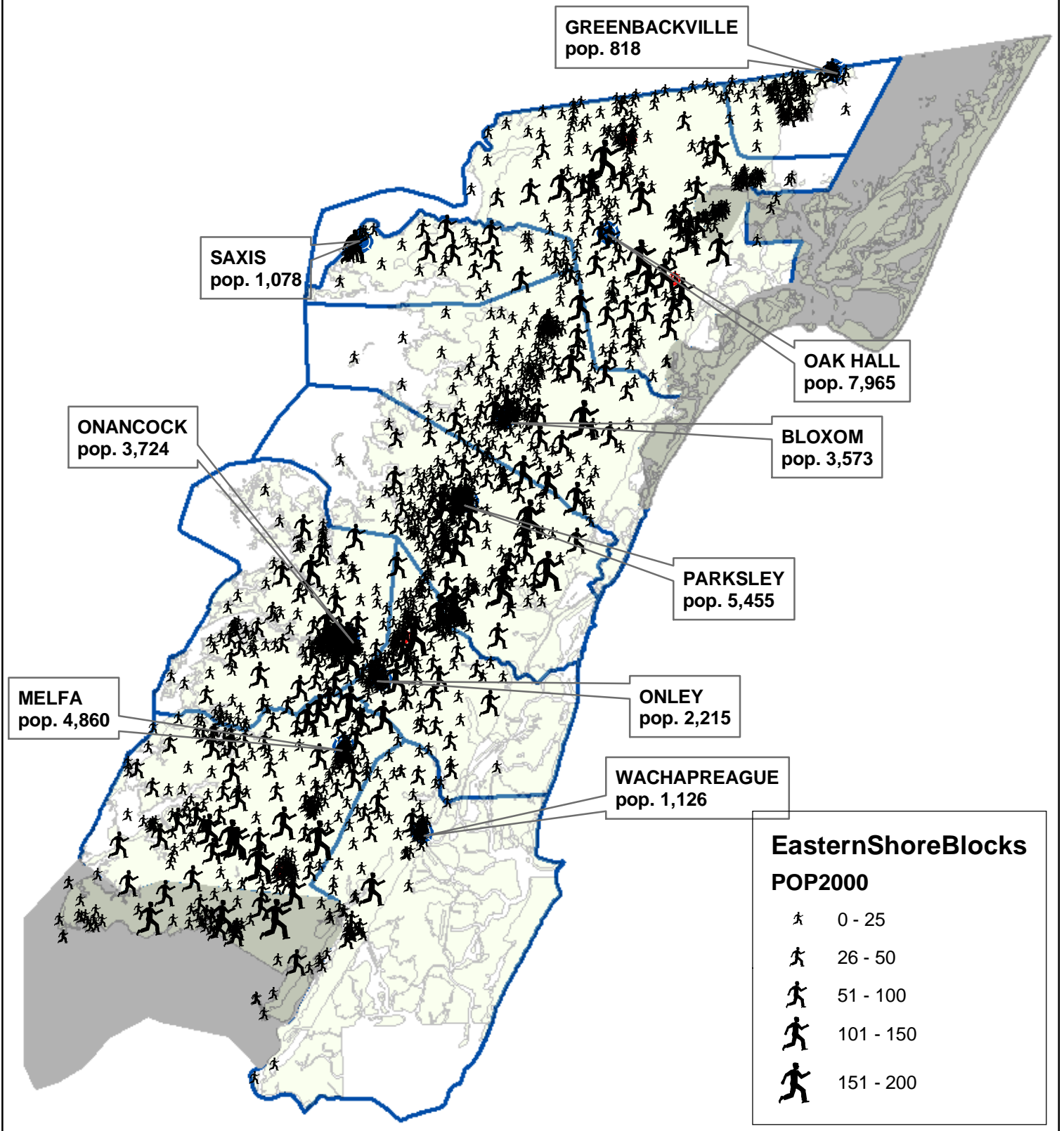


Figure 5

911 Address Density

EMS Response District

Data: July 03

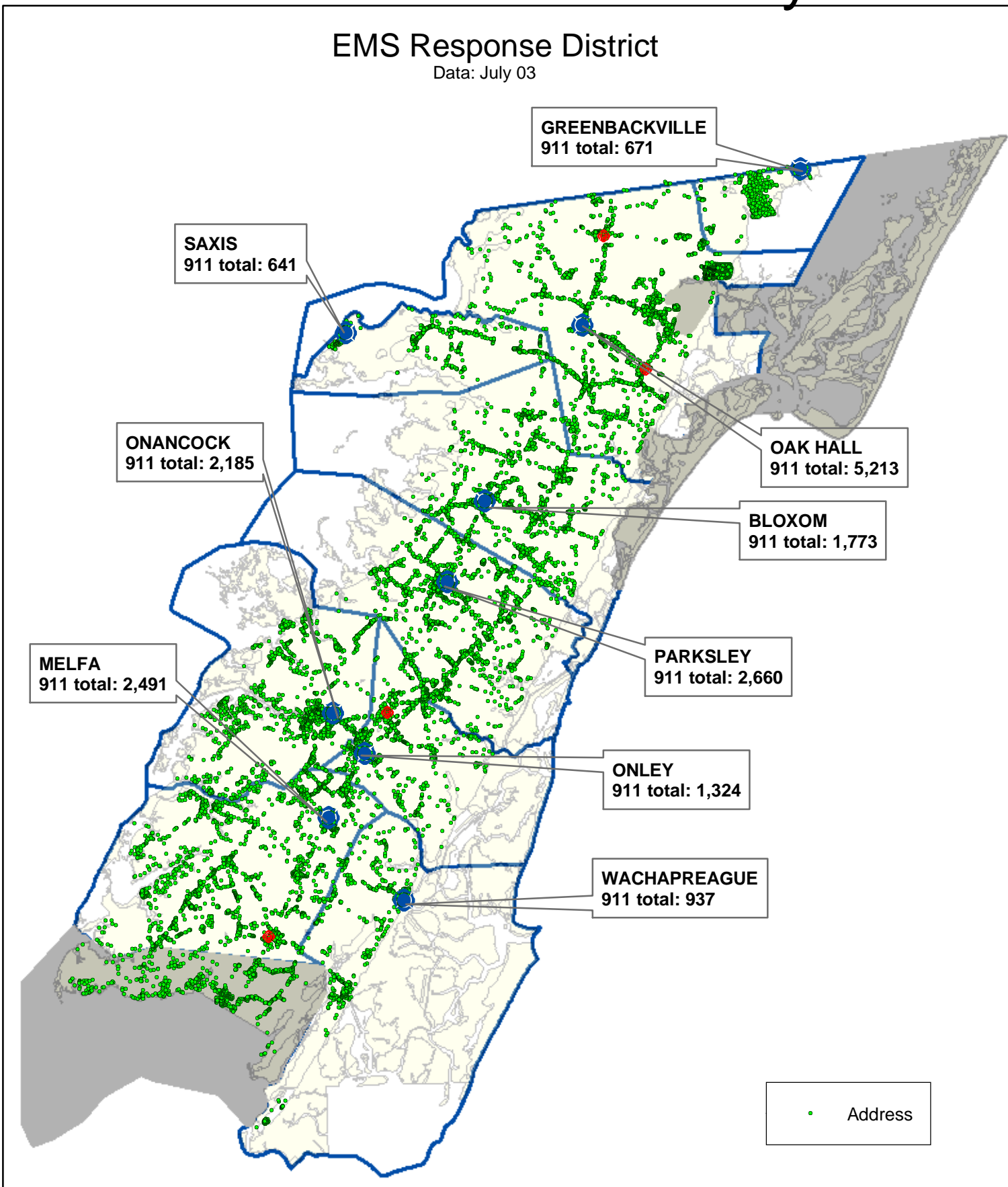


Figure 6

Housing Units

by EMS Response District

Data: Census 2000

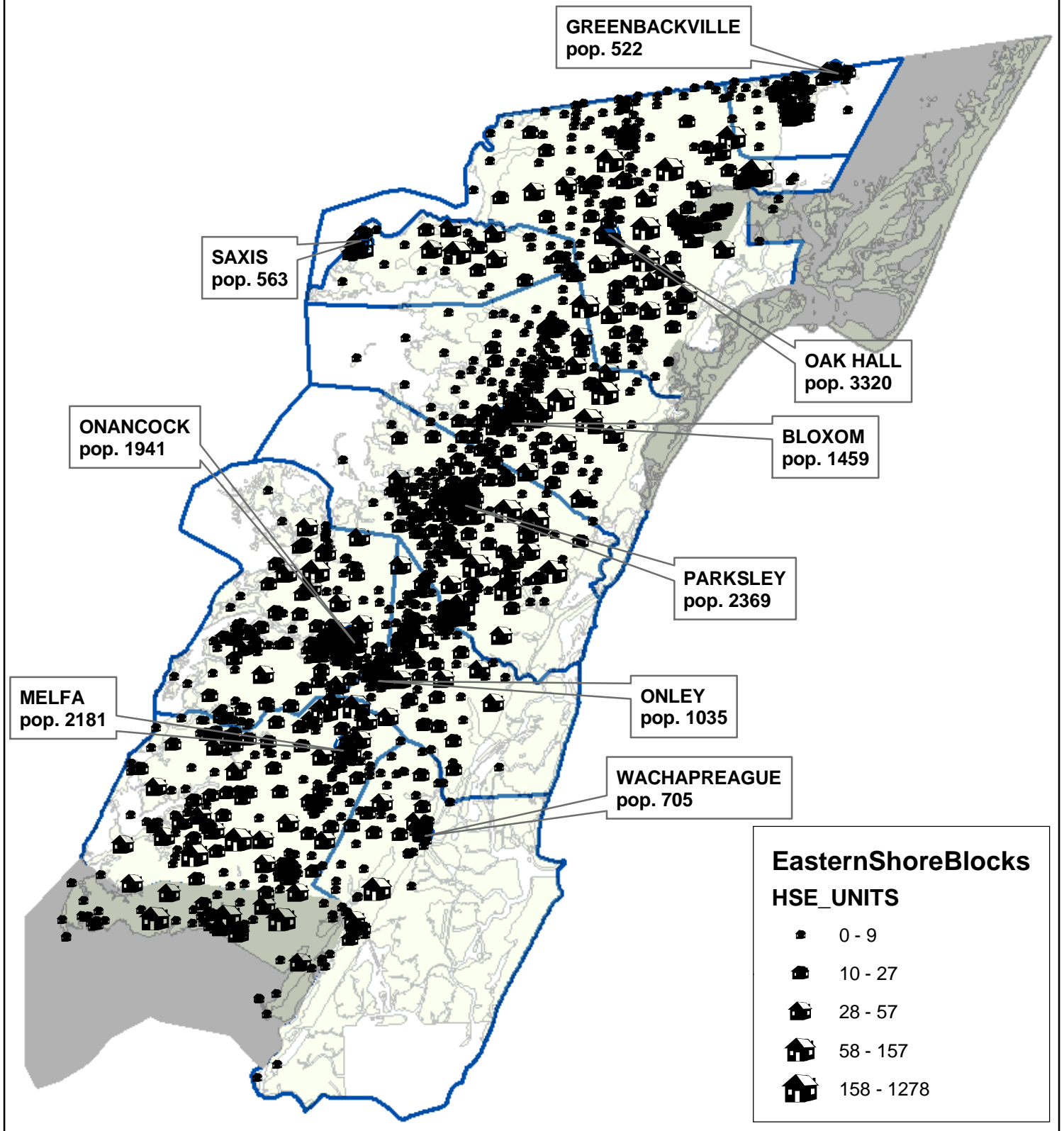


Figure 7

FIGURE 1

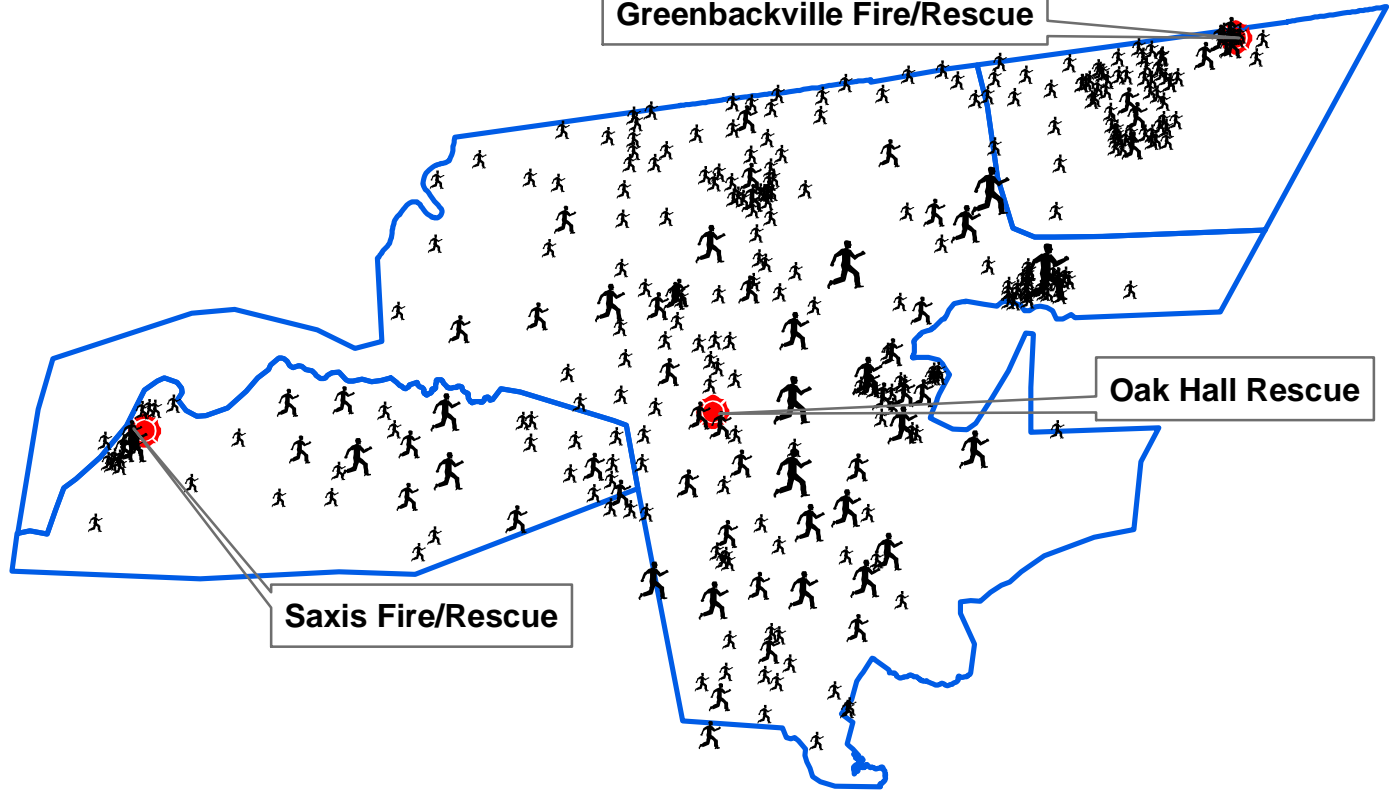
Population Density

ATLANTIC DISTRICT

Greenbackville Fire/Rescue

Oak Hall Rescue






Saxis Fire/Rescue



ES-rescue_districts

EasternShoreBlocks

POP2000

-  0 - 26
-  27 - 79
-  80 - 160
-  161 - 309
-  310 - 3495

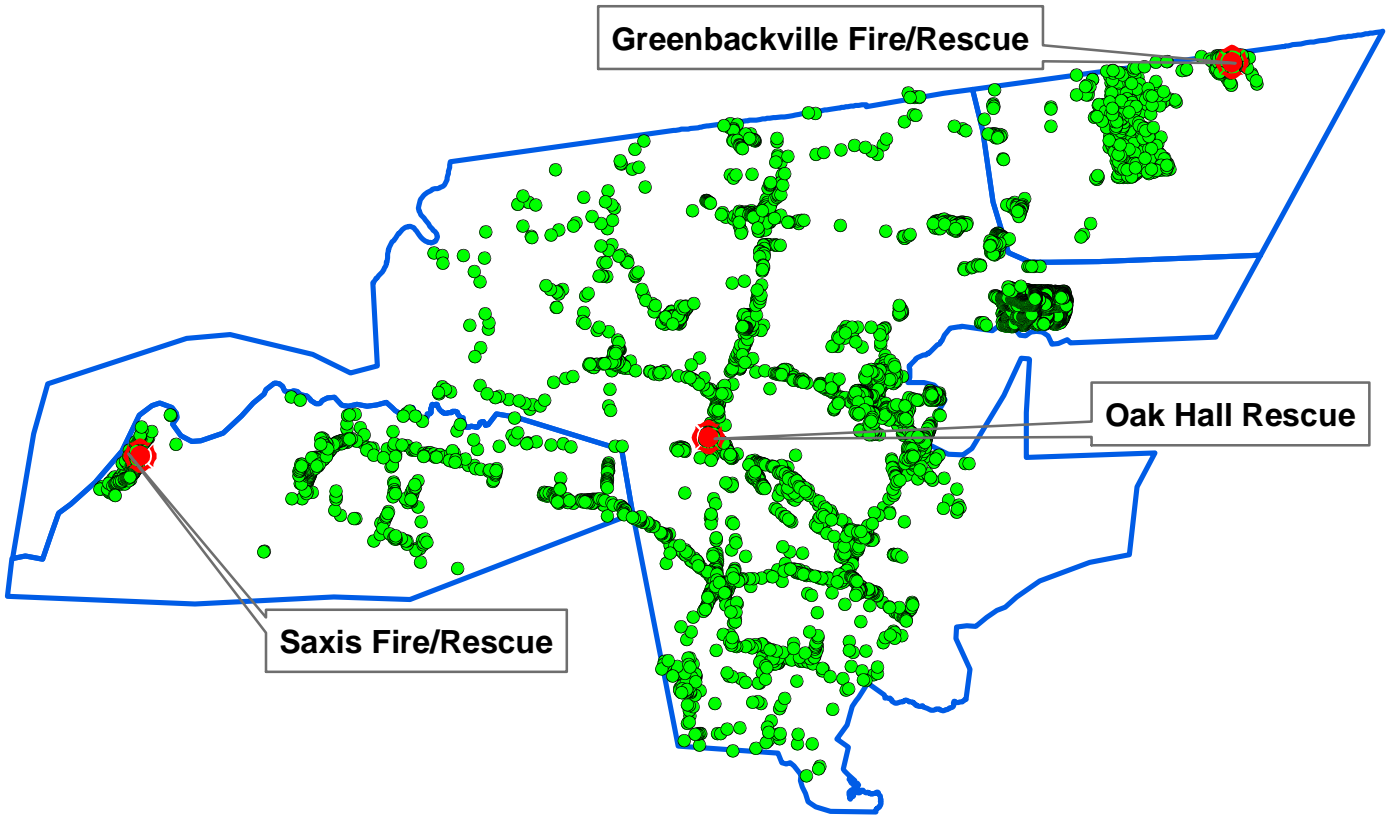
Population Totals (Census 2000)

Oak Hall	7,965
Greenbackville	818
Saxis	1,078

FIGURE 2

911 Address Locations

ATLANTIC DISTRICT



911 Address Totals (July 03)

Oak Hall	5,213
Greenbackville	671
Saxis	641

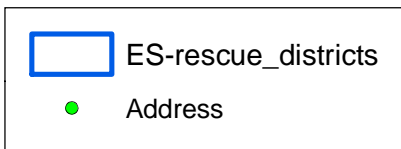


FIGURE 3

5 Mile Response Radius

ATLANTIC DISTRICT

Shows amount of area covered five miles from the Oak Hall Station

Green circles represent 911 address locations

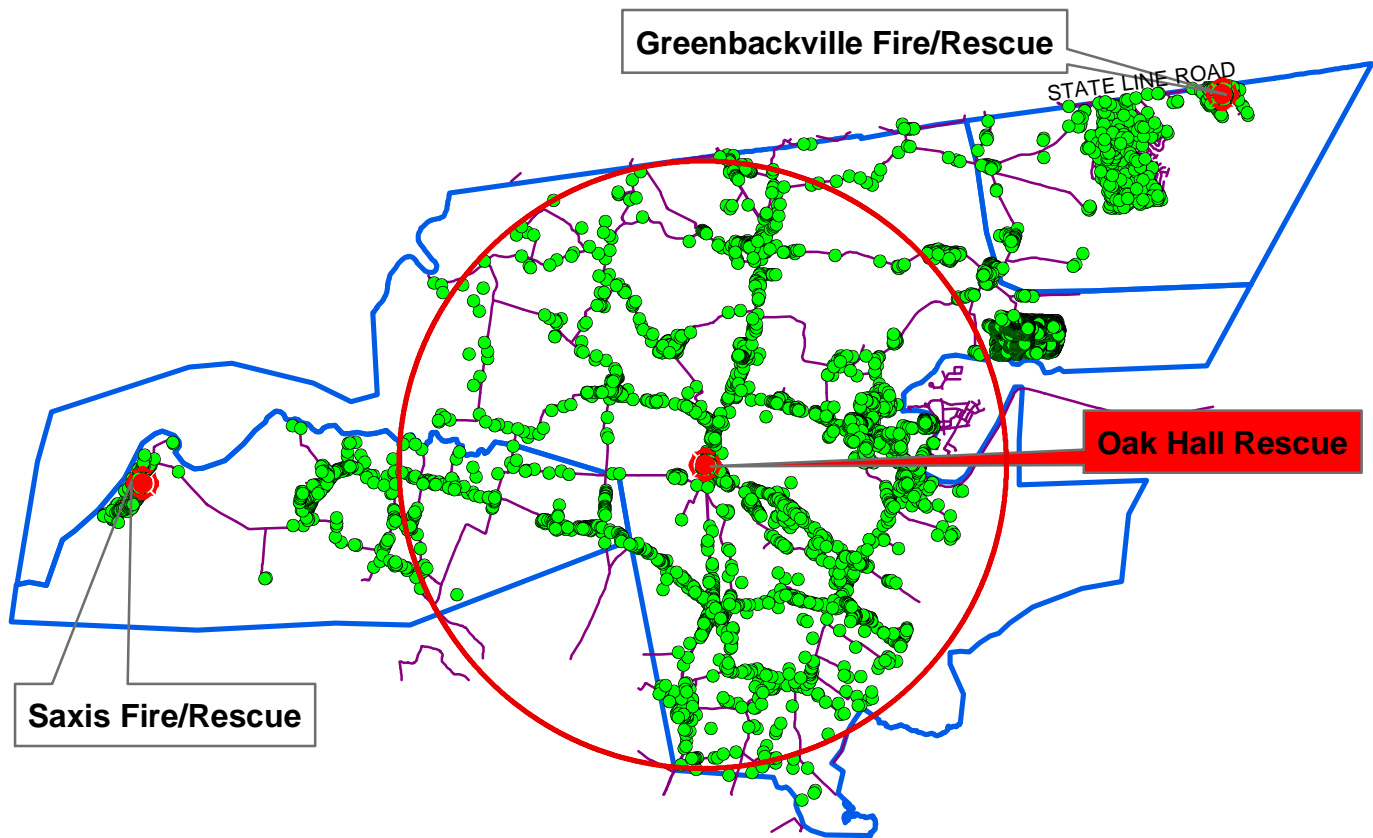
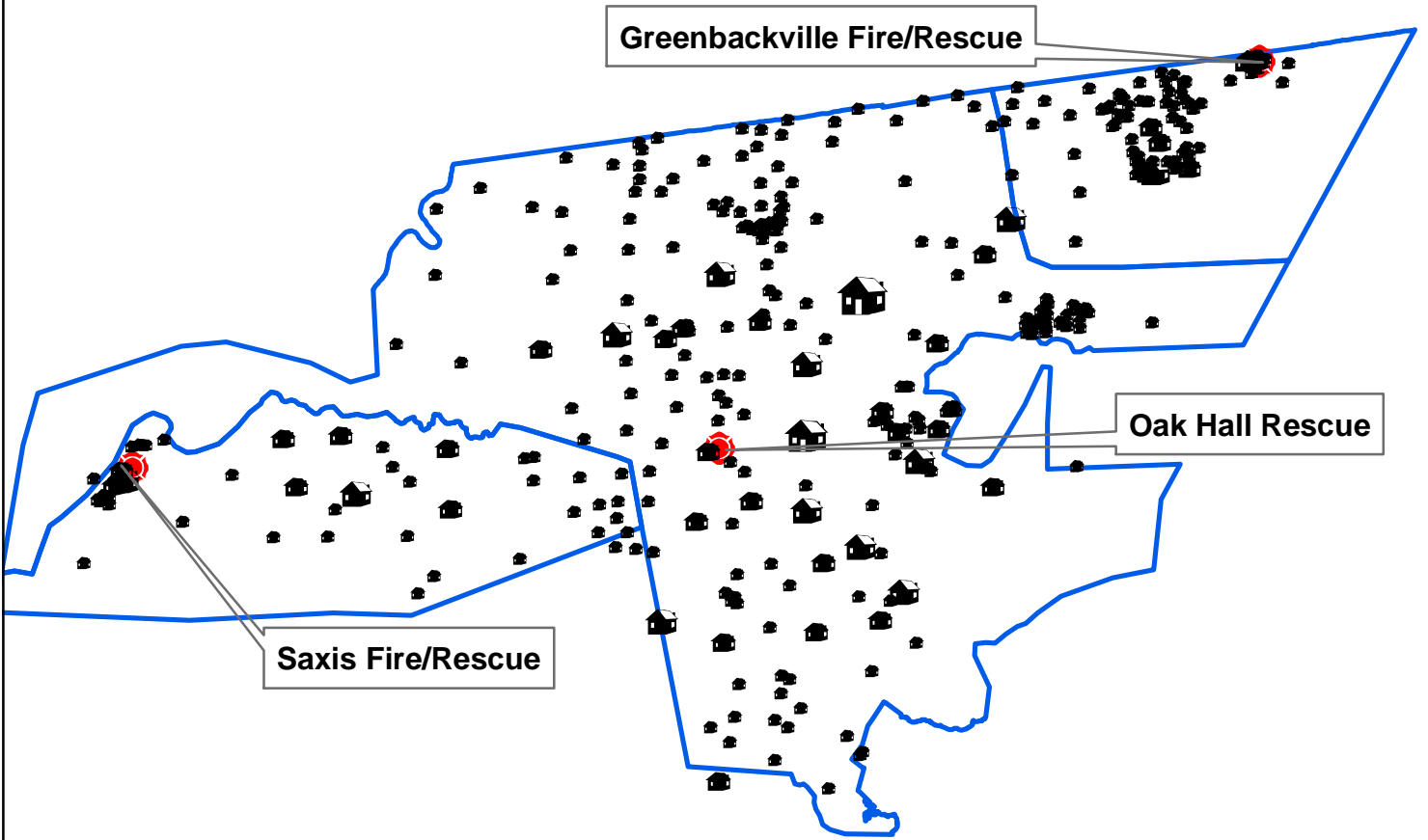


FIGURE 4

Housing Units

ATLANTIC DISTRICT



Greenbackville Fire/Rescue






Oak Hall Rescue

Saxis Fire/Rescue

ES-rescue_districts

EasternShoreBlocks

HSE_UNITS

-  0 - 25
-  26 - 50
-  51 - 100
-  101 - 150
-  151 - 200

Housing Units (Census 2000)

Oak Hall	3,320
Greenbackville	522
Saxis	563

FIGURE 1

Population Density

METOMPKIN TAX DISTRICT






Bloxom Fire/Rescue

Parksley Fire/Rescue

ES-rescue_districts

EasternShoreBlocks

POP2000

-  0 - 15
-  16 - 55
-  56 - 121
-  122 - 227
-  228 - 447

Population Totals (Census 2000)

BLOXOM	3,573
PARKSLEY	5,455

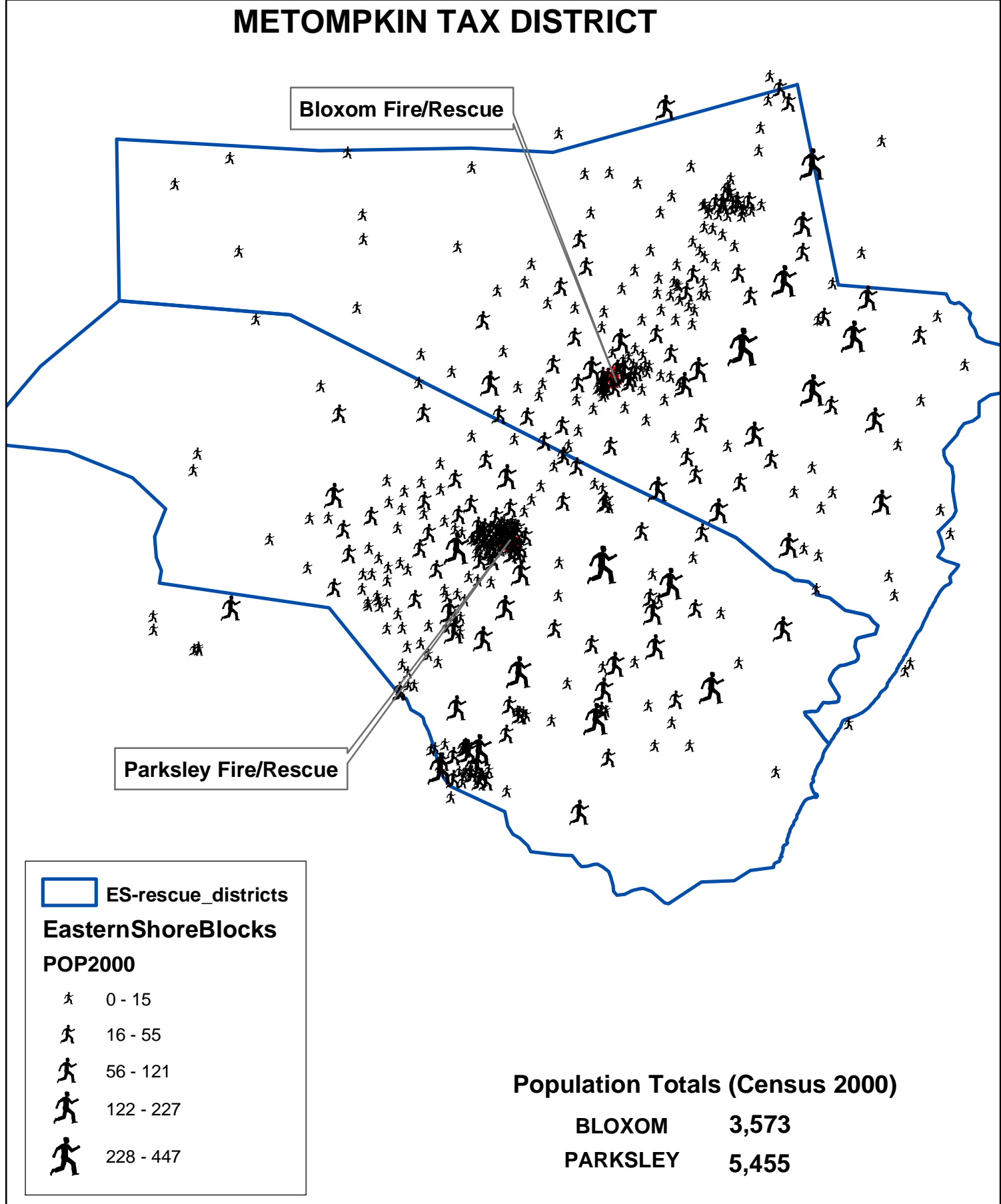
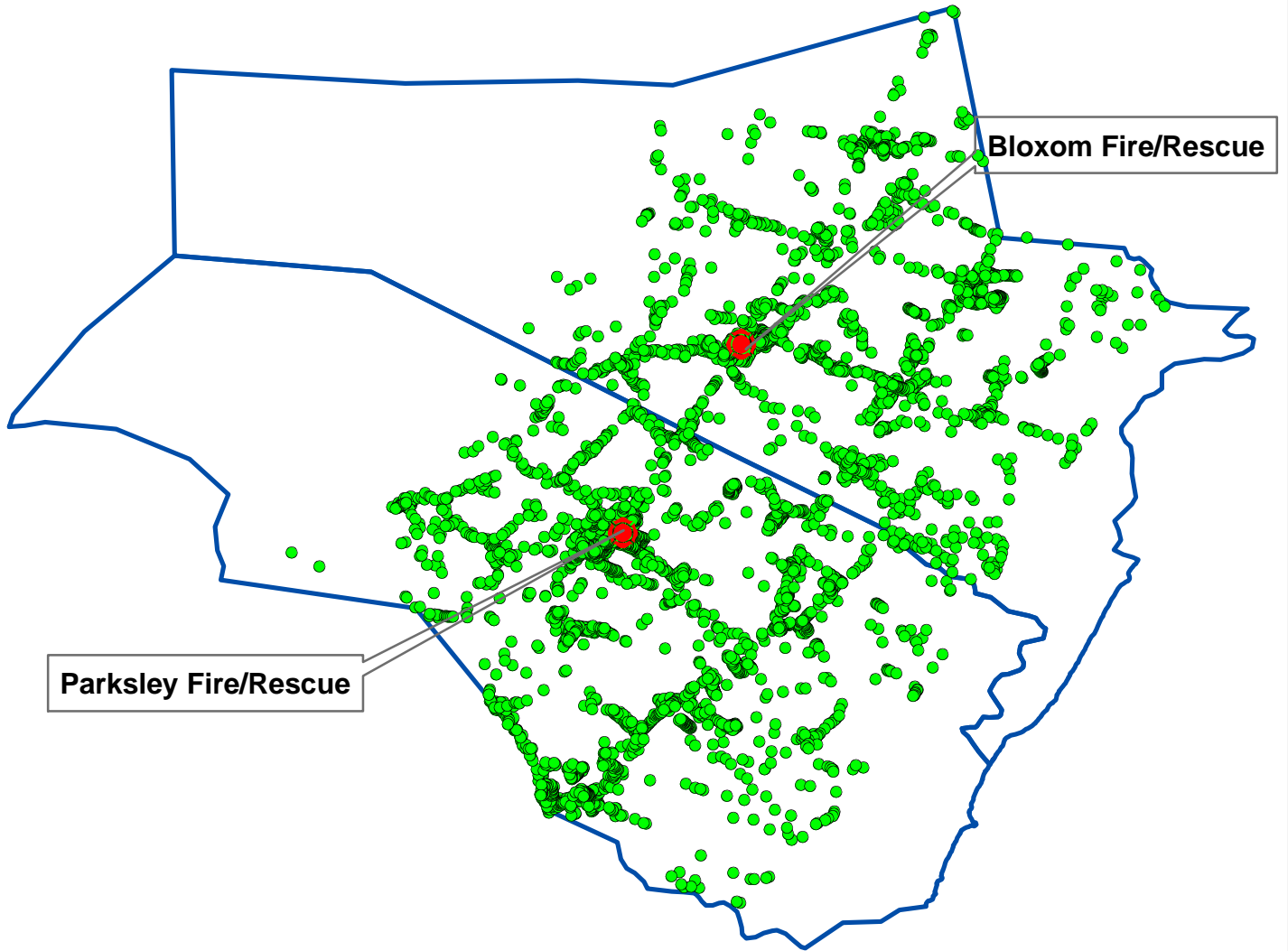


FIGURE 2

911 Address Locations

METOMPKIN TAX DISTRICT



Parksley Fire/Rescue

Bloxom Fire/Rescue

911 Address Totals (July 03)

BLOXOM 1,778

PARKSLEY 2,660

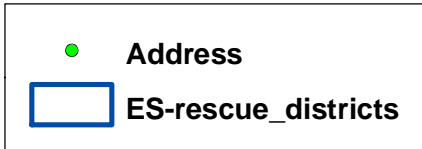


FIGURE 3

5 Mile Response Radius

METOMPKIN TAX DISTRICT

Shows amount of area covered five miles from Bloxom and Parksley station
Green circles represent 911 address locations

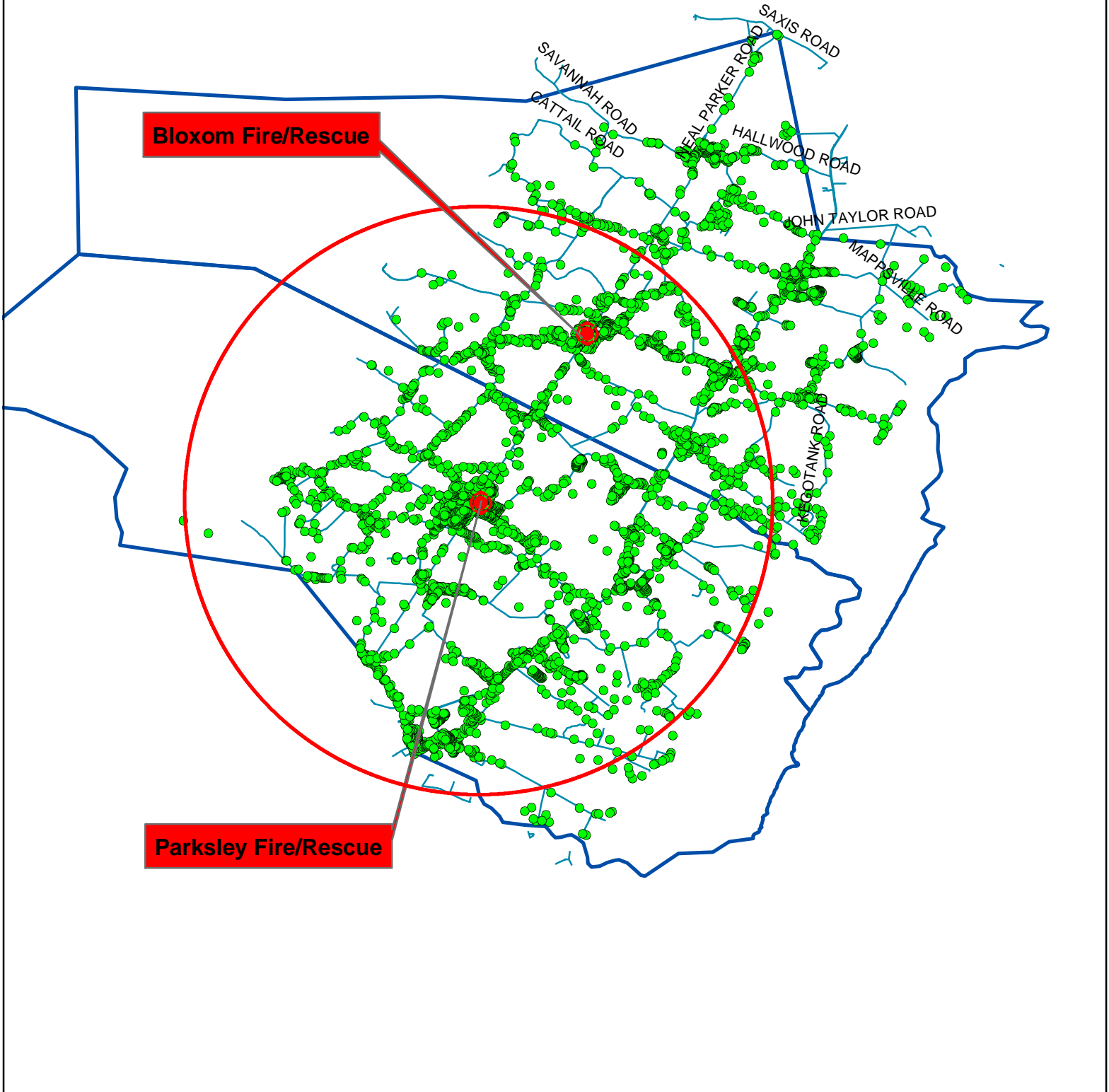


FIGURE 4

Housing Units

METOMPKIN TAX DISTRICT

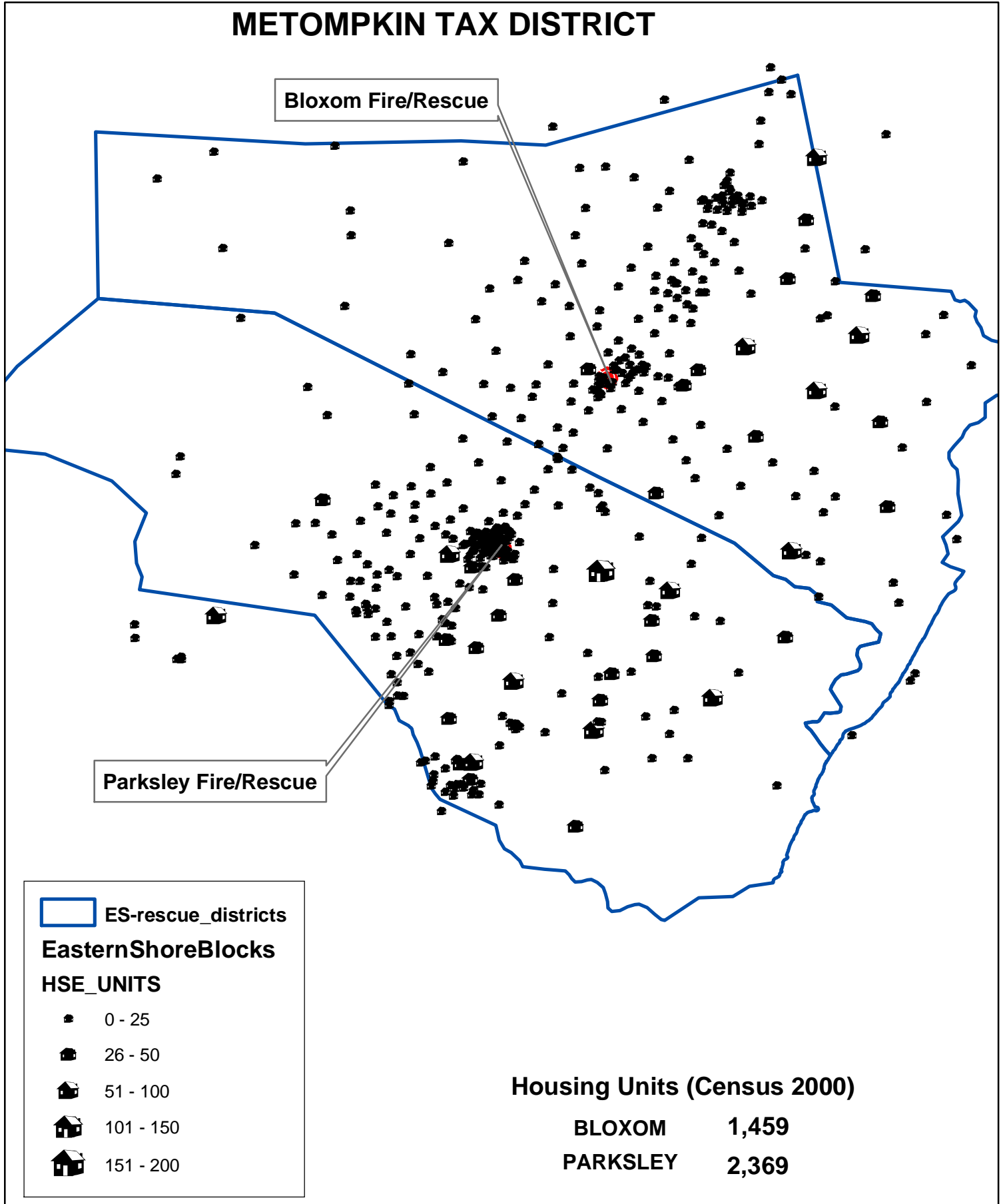
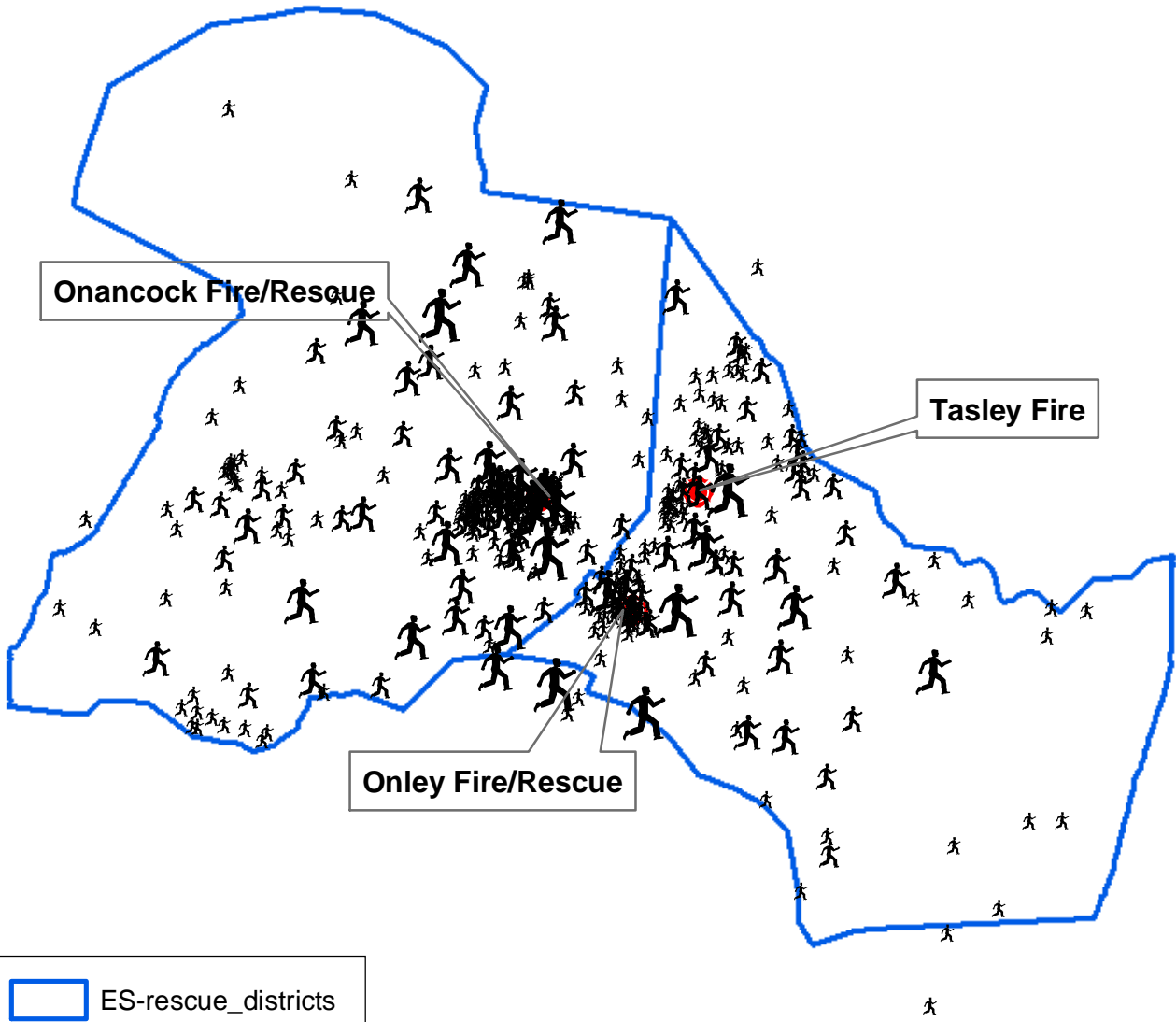



FIGURE 1

Population Density






LEE TAX DISTRICT



 ES-rescue_districts

EasternShoreBlocks

POP2000

	0 - 13
	14 - 34
	35 - 63
	64 - 109
	110 - 183

Population Totals (Census 2000)

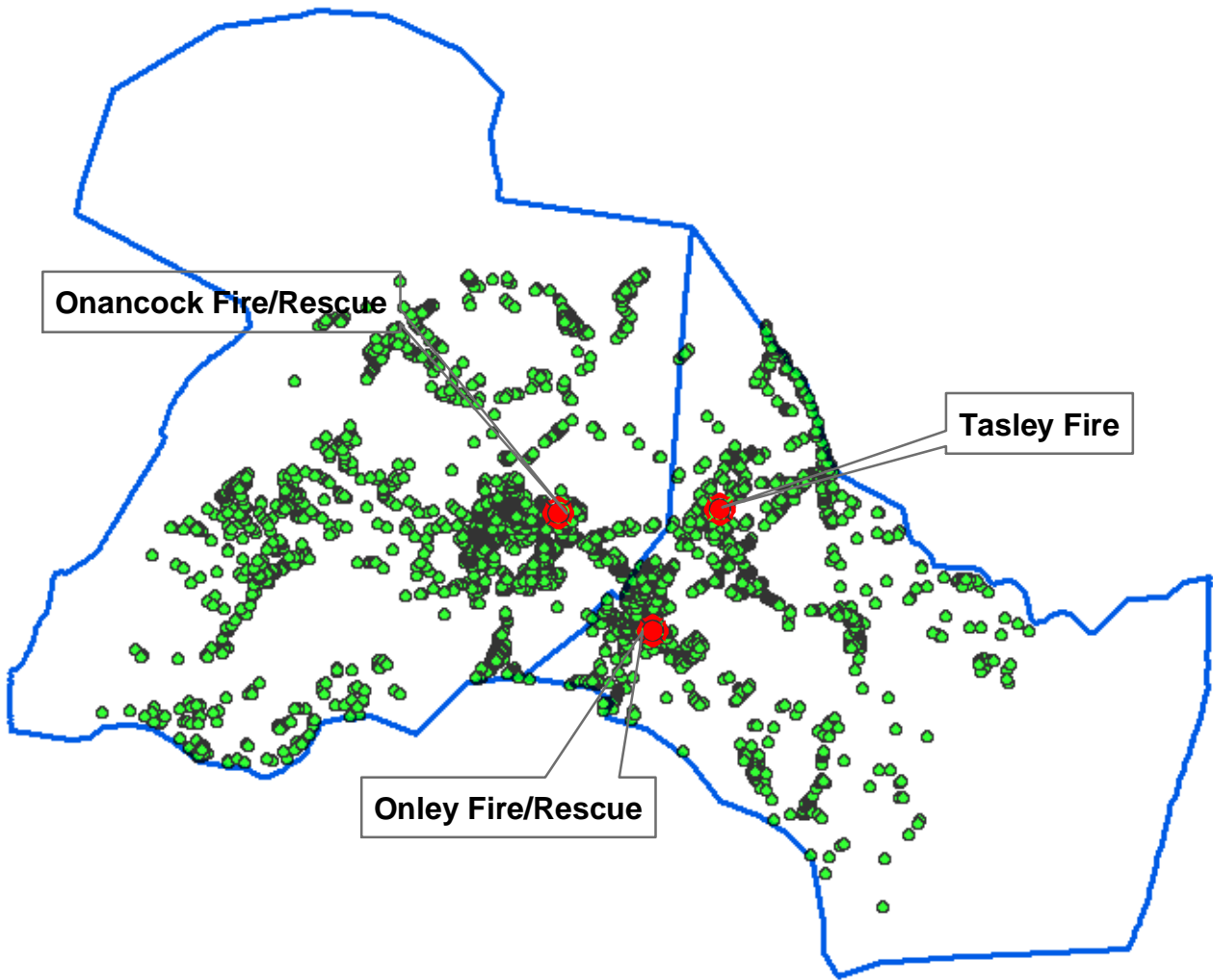
Onancock District **3,724**

Onley District **2,215**

FIGURE 2

911 Address Locations

LEE TAX DISTRICT



911 Address Total (July 03)

Onancock District **2,185**

Onley District **1,324**

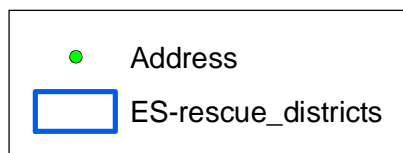


FIGURE 3

5 Mile Response Radius

LEE TAX DISTRICT

Shows amount of area covered five miles from Onancock Station
Green circles represent 911 address location

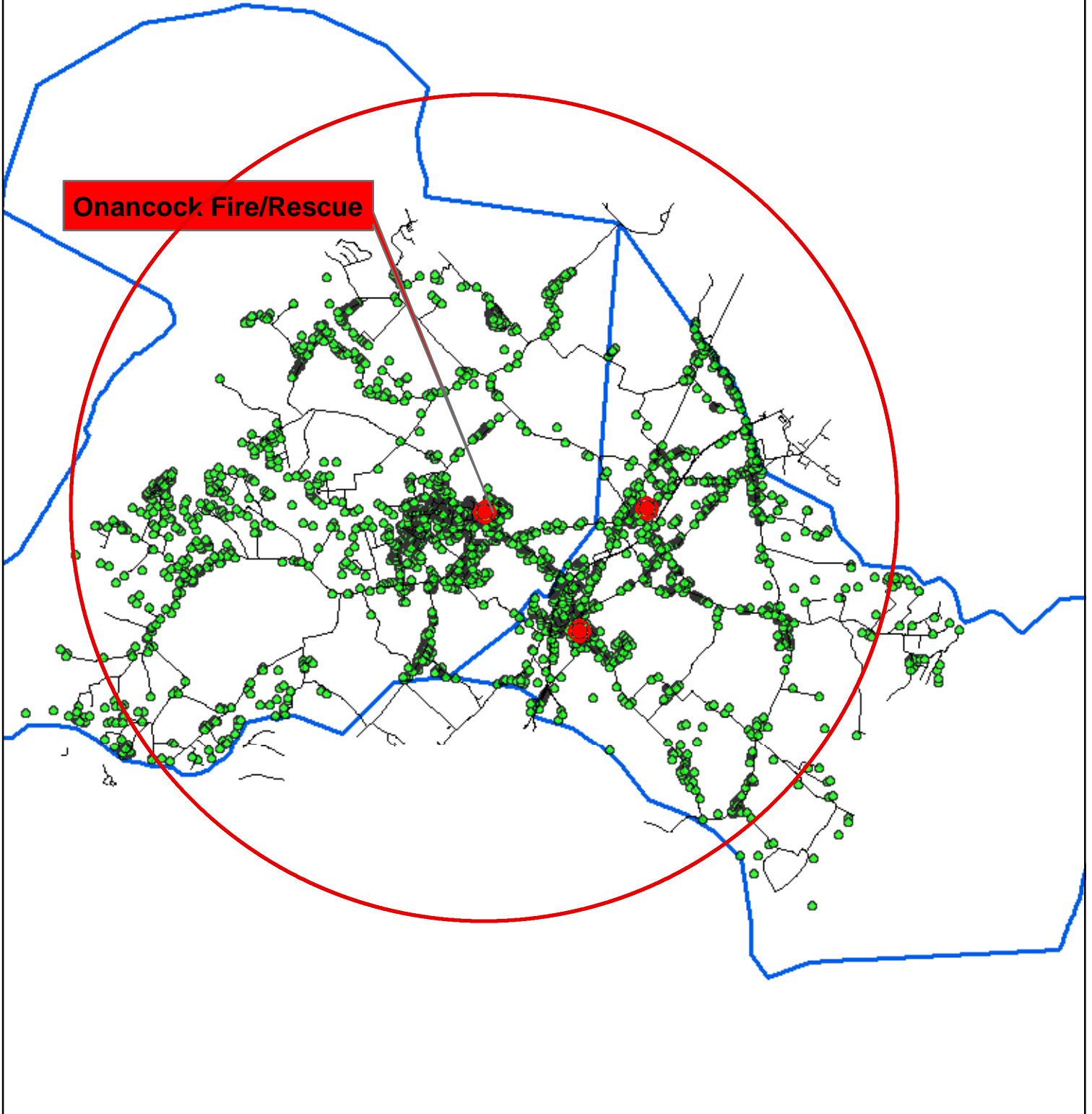


FIGURE 4

Housing Units

LEE TAX DISTRICT

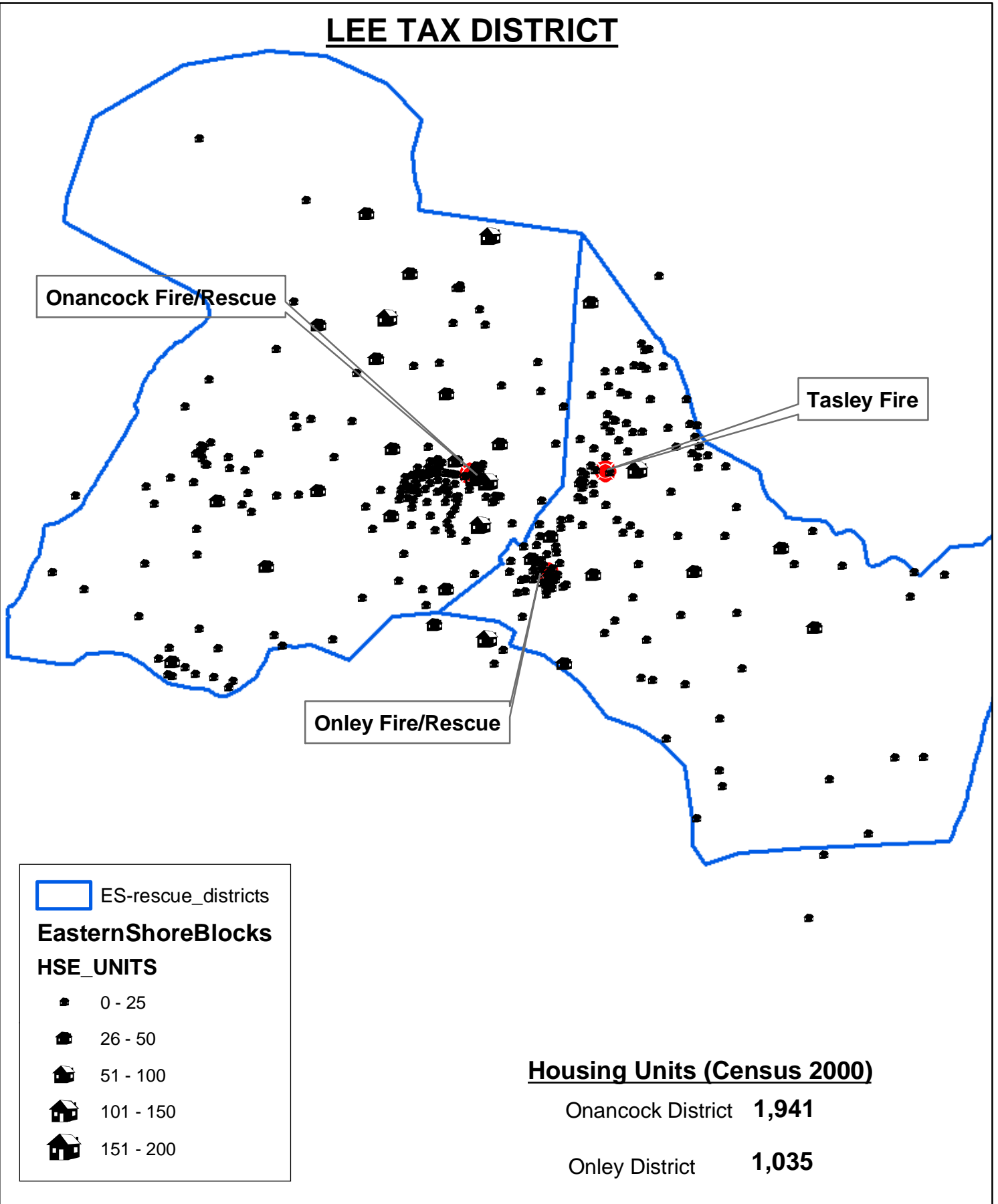
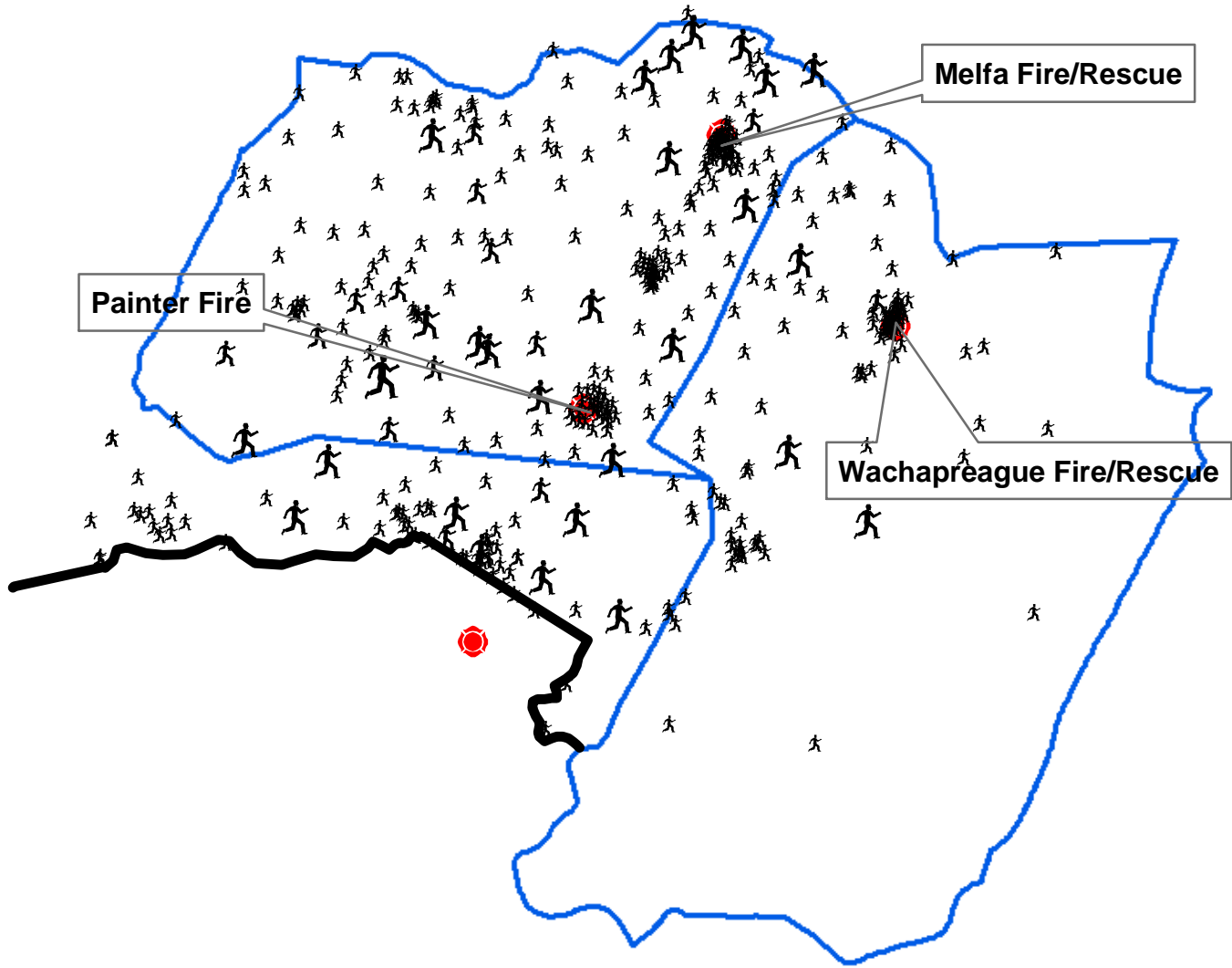


FIGURE 1

Population Density

PUNGOTEAGUE TAX DISTRICT



ES-rescue_districts

EasternShoreBlocks

POP2000

Small icon	0 - 50
Medium icon	51 - 73
Large icon	74 - 193
Very large icon	194 - 447
Large icon with shadow	448 - 3495

Population Totals (Census 2000)

by EMS response District

Melfa District **4,860**

Wachapreague District **1,126**

FIGURE 2

911 Address Locations

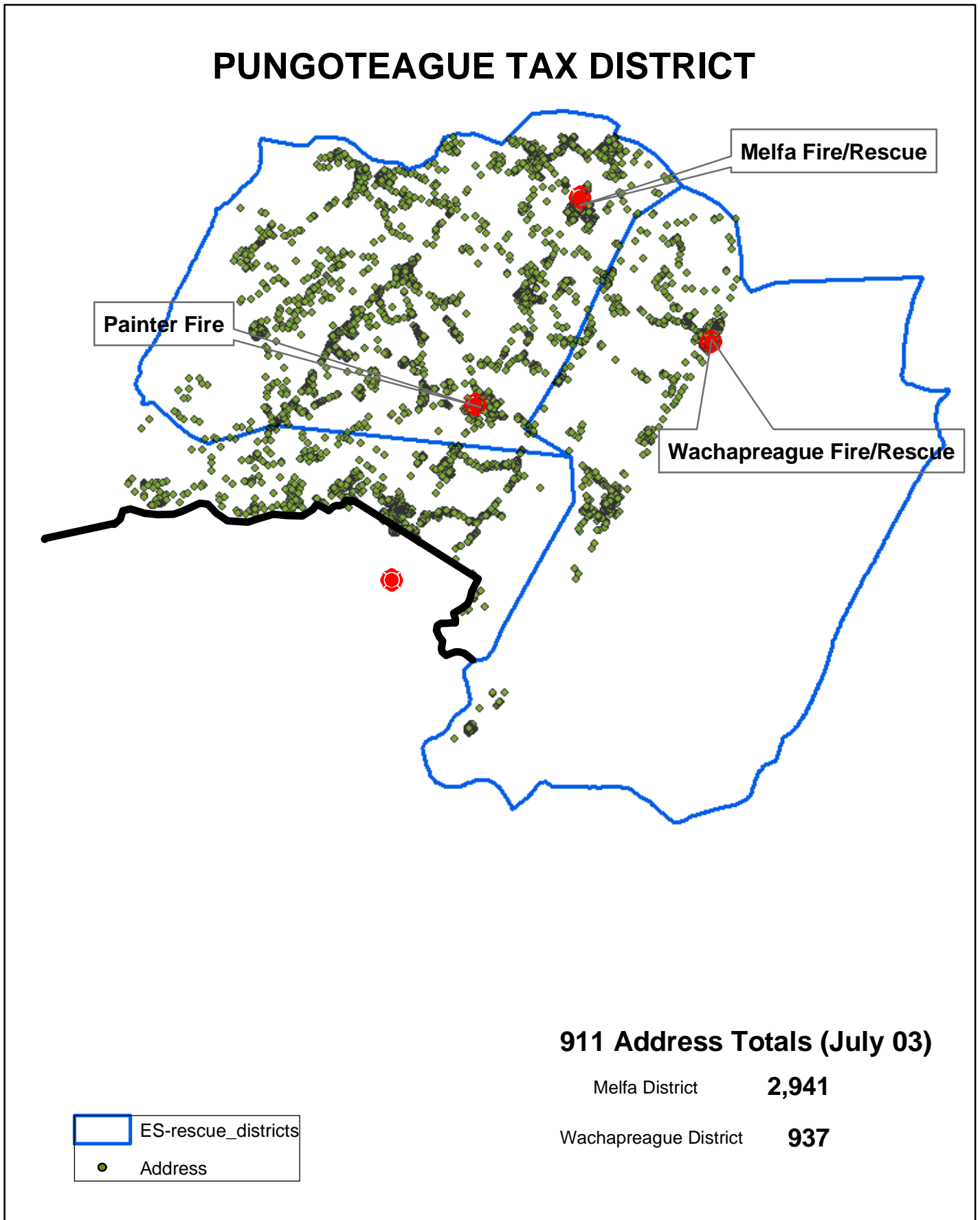


FIGURE 3

5 Mile Response Radius

PUNGOTEAGUE TAX DISTRICT

Shows amount of area covered five miles from Melfa Station.
Green circles represent 911 address locations

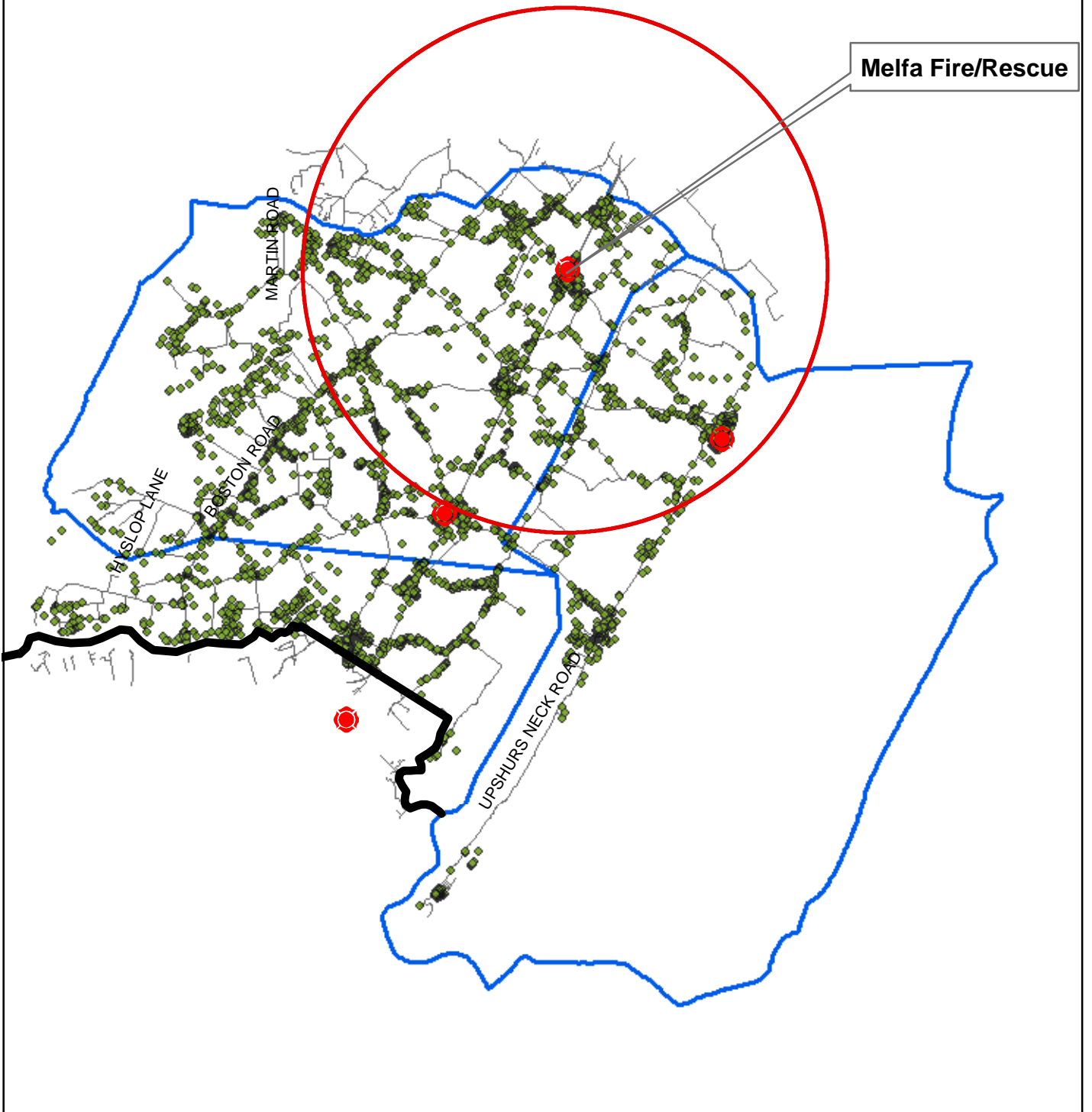
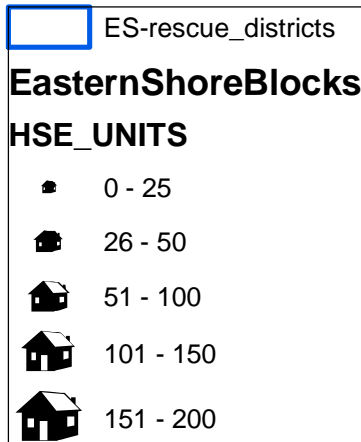
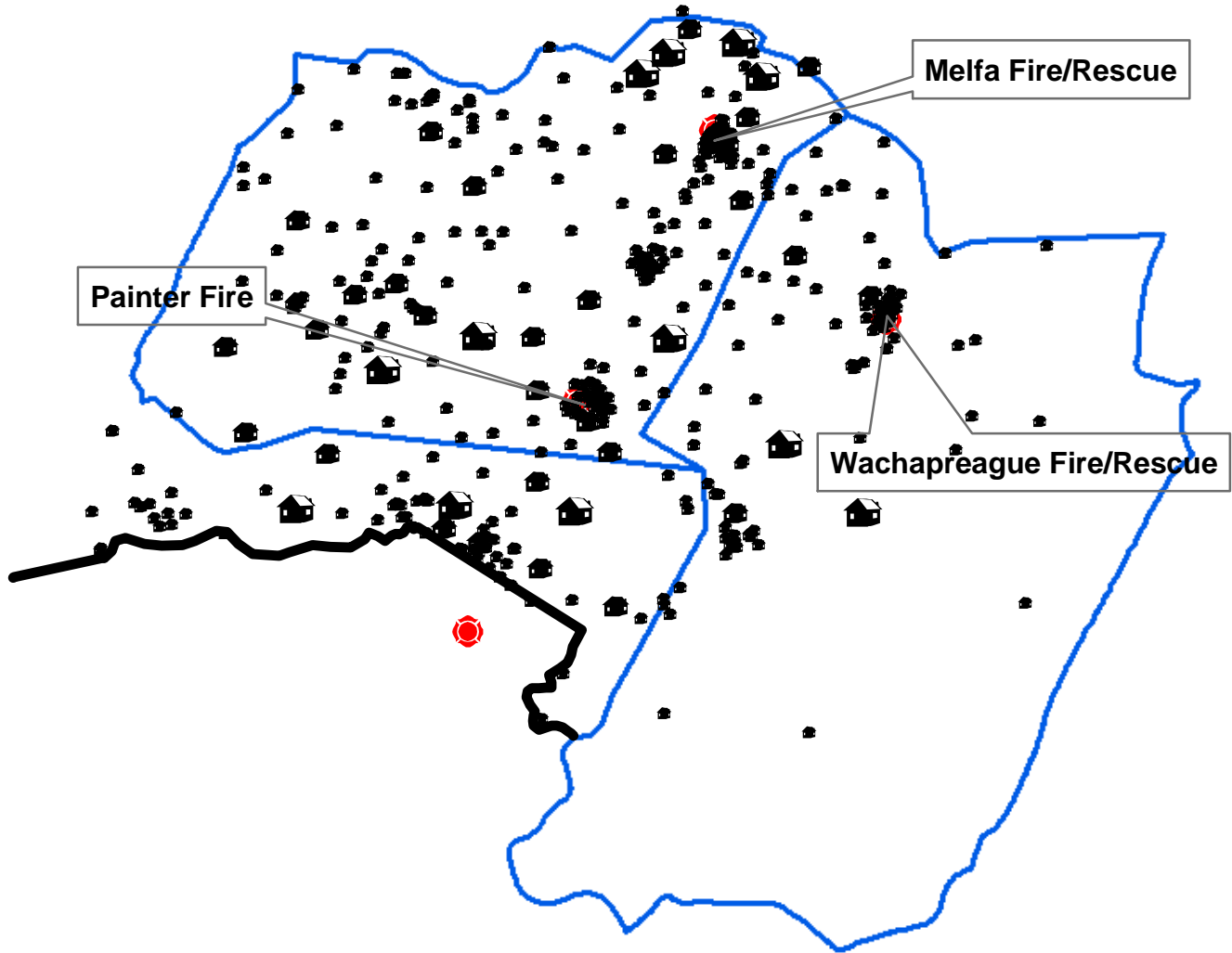


FIGURE 4

Housing Units

PUNGOTEAGUE TAX DISTRICT



Housing Units (Census 2000)

Melfa District **2,181**

Wachapreague District **705**