



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2022 Meeting
Thursday, August 25th, 2022 @ 1730 hours
Accomack County EOC Building - Melfa

COMMISSIONERS PRESENT: Ben Byrd, *Wachapreague Volunteer Fire Company*
Donnie Kellam, *Chairman, Community Fire Company*
Mike Mason, *Accomack County Administrator*
Bill McCready, *Atlantic Volunteer Fire Company*
Bobby Taylor, *Lieutenant, Accomack County Sheriff's Office*
Jeff Renas, *Area 31 1st Sergeant, Virginia State Police*
Ron Wolff, *Vice-Chairman, Accomack County Board of Supervisors*
AJ Ferebee, *Captain, Northampton County Sheriff's Office*
Ernest Smith, *Northampton County Board of Supervisors*

OTHERS PRESENT: Jeff Flournoy, *9-1-1 Director*
Krista Kilmon, *Deputy 9-1-1 Director, Acting Recording Secretary*
Greg Lewis, *Battalion Chief, Accomack County DPS*
Scott Chandler, *ESVA 9-1-1 Consultant*

COMMISSIONERS ABSENT: Terri Christman, *Northampton County Dept. of EMS*
Donald Hart, *Accomack County Board of Supervisors*
Charles Kolakowski, *Northampton County Administrator*

OTHERS ABSENT: None

CALL TO ORDER: Chairman Kellam called the meeting to order at 17:33.

INVOCATION: Commissioner Bill McCready delivered the opening invocation.

PUBLIC PARTICIPATION: There was no public participation at this meeting.

MINUTES:

A motion to accept the minutes from the July 2022 meeting was made by Commissioner Vice-Chairman Ron Wolff. Mike Mason requested a discussion on the minutes. Mike relayed that on page 5 of the July 2022 minutes there was a statement that read that "Commissioner Mike Mason



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2022 Meeting
Thursday, August 25th, 2022 @ 1730 hours
Accomack County EOC Building - Melfa

recommended local dispatcher salaries to be included in future salary studies regardless of any actions”. Mike advised that what he thought was said was that the Director and Deputy Director be included in any future salary studies as they were out of scope in this study. Director Flournoy advised that that was not what he thought was said. He felt that what was discussed was the inclusion of other local data to include. Mike advised that when he read the minutes that is not how he interpreted what was said. Mike advised that he wants the local data included as well as the position of Director and Deputy Director. Mike requested this change to be made in the minutes. Chairman Kellam advised that this change was approved.

A motion to approve the minutes with the amendments offered by Commission Mike Mason was made by Commissioner Vice-Chairman Ron Wolff with a second from Commissioner Bill McCready. There were no oppositions and the motion was carried.

CONSENT AGENDA:

Director Flournoy began presentation on the consent agenda items and began by noting that there is a typo in consent agenda item “A” on the cover page. The correct monetary amount should be \$4,000 and not \$3,000. The memo attached is correct, the only change needs to be made to the cover page. Director Flournoy advised that all items were routine, two grant requests and one budget amendment. He explained that before we submit grant requests, we normally let the 9-1-1 Commission know so that it can be approved. The third item is a routine budget amendment which is a result of the compensation change from the previous meeting. Director Flournoy worked with the finance director in Northampton County to adjust the budget to reflect the correct compensation and benefit line items.

A motion to approve the consent agenda items was made by Commissioner Bill McCready with a second from Commissioner Vice-Chairman Ron Wolff. There were no oppositions and the motion was carried.

BUDGET REPORT:

Director Flournoy reported that we are still in the timeframe where we are still discussing two budget years. For FY23, two months of the wireless surcharge, which is state money collected from taxes on phone bills, has come in and they are projecting additional money. Director Flournoy also advised that there would be a change to item four, Contribution Maintenance Equipment- Accomack, Jeff advised that the \$13,768.50 seemed high since Accomack provides a quarter of the funds at a time. In working with the finance department, he found that some of the funds that had been deposited should have been in the FY22 budget and the correct percentage for FY23 should be 25% at this point. The same scenario has occurred on item six, Other Miscellaneous, some of those funds should also be moving back to FY22. Northampton County is at 100% for their contributions for the FY23 budget, while Accomack provides funds quarterly. The next report only reflects the first full month of the fiscal year, so there is not much



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2022 Meeting
Thursday, August 25th, 2022 @ 1730 hours
Accomack County EOC Building - Melfa

to report. Nothing is currently reflected in the 730 category and only 3% under personnel costs. Under the “Repairs and Maintenance” line item there are some big numbers which reflect onetime expenses for maintenance contracts for the year. The same applies for the “Dues and Memberships” line item.

Moving on to FY22, still wrapping up the previous year, the wireless surcharge came in higher than expected. This line item was budgeted conservatively. All 12 months are in for the Accomack County Communications Tax. We are still waiting on one month of Northampton County’s Communication Tax to be credited and still awaiting two months from Chincoteague. Director Flournoy advised that there should not be too many more changes as we come closer to wrapping up the budget year, but there may still be a few. 66% of the 730 budget has been spent with several of those items going into the FY23 budget.

Director Flournoy advised that he has been working with John Chandler to get a handle on the fund balance so that he knows where we stand since we will be using some of those balances in FY23. The 730/Capital balance is at \$182,667 and we will be using \$5,000 in the approved FY23 budget. The 731/Operations balance is \$336,885 and we will be using \$2,500 in the approved FY23 budget. We are well above the 8% we are expected to maintain in this budget. Director Flournoy advised that he will be asking to use some of this fund balance later in the meeting in some action items that he will be presenting. Director Flournoy advised that while he feels that these numbers are reasonable, he does feel that some adjustments may come in the future.

A motion to approve the budget report was made by Commissioner Vice-Chairman Ron Wolff with a second from Commissioner Ben Byrd. There were no oppositions and the motion was carried.

DIRECTOR'S REPORT:

Director Flournoy mentioned that Supervisor Katie Brewster conducted training for our staff on July 31 and August 1st. Under “Staffing/Personnel” there is a change since the meeting documents were sent out. We now have two full-time vacancies, rather than three. Communications Office John Thornton, who changed status to part-time earlier in the Summer, has requested to return to full-time status. There is a resignation in the packet from part-time Communications Officer Sierra Rudiger. Sierra had come to us at the beginning of the year as a full-time Communications Officer, but later elected to return to her full-time position at the Accomack County Sheriff’s Office. She stayed with us as a part-time Communications Officer, however it was not working out for her and she decided it would be best to resign from the position. Our current recruitment period has closed, we had 30 applicants received with three withdrawing from the process. Of the remaining applicants, eight applicants passed the testing and moved forward in the interview process. Initial interviews were conducted earlier in the year and recommendations have been made to Director Flournoy’s position. Those candidates will be meeting with Director Flournoy next week with an estimated start date for employment in late



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2022 Meeting
Thursday, August 25th, 2022 @ 1730 hours
Accomack County EOC Building - Melfa

September. If on track, new hires could be released by December. Director Flournoy advised that he felt that the recruitment videos were helpful and that the website Indeed was beneficial in the recruitment process.

A question was asked by Chairman Kellam about any updates on the grounding. Director Flournoy advised that Atlantic Communications did complete their annual grounding survey and he is currently awaiting the report from them. There are still funds that are available to complete the grounding work that needs to be done once that report is complete. Atlantic Communications did complete some grounding work on our tower.

Director Flournoy advised that there would be future discussions with our various law enforcement partners regarding the active shooter policy. Jeff has been spending some time looking at our current policy and, while it has never had to be used, he feels that there are some discussions that need to take place to ensure that everyone is on the same page. There are some significant changes that the ESVA 9-1-1 Center would make when using this policy and, while it is discussed, we have not practiced it or conducted full exercises as we should. He just wants to ensure that everyone understands the policy and that all are on the same page.

There are still some outstanding items from the refresh of our Motorola Call-Works Call-Handling Equipment from back in April. The last invoice will not be paid until all outstanding items are complete. We are still waiting on the functionality of Citizen Input, the technology to see live video and photos from citizen cell phones. Meetings are planned for next week to try and get this service working. There have been some issues with calls getting stuck in the equipment where we are unable to release the call; working with Motorola on this. We are also working on an error that has presented with the old servers, which we use to access data prior to the April refresh.

We have begun efforts to transition over to the iOPS system that Northampton County uses for payroll. It may take a few months to get everything set up and ready for use. We were requested by Northampton County finance to use this system. Chairman Kellam asked what the backup would be for this system and Director Flournoy advised that we do not know that at this point. We are still learning this program and Northampton EMS has been using it for years, so Jeff is confident that there would be some type of back-up. We recently experienced issues with our CAD texting service which has required quite a bit of time to sort out. There was a change in federal regulations that prompted this change which has affected this service for our CAD text subscribers. Director Flournoy worked with Verizon and AT&T to restore these services, so at this point the issue has been corrected, however there may be costs associated with the service now. The costs that are associated with this would be based on the volume of text messages that we use. Commissioner Bill McCready advised that they have not had any issues with their IAMRESPONDING service. Director Flournoy agreed that this is the case but explained that there is a large percentage of our volunteer companies that are still using the CAD text system



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2022 Meeting
Thursday, August 25th, 2022 @ 1730 hours
Accomack County EOC Building - Melfa

for various reasons. Commissioner Vice-Chairman Ron Wolff is we could find out who is using the service to cut back on the number of text messages. Director Flournoy advised that we probably could, the data should be there. He asked to allow him to invest what he needs to at this point to get the service working and then he would be looking towards other options to avoid additional costs going forward. Captain Ferebee wanted to clarify that this is used by EMS, fire, and Law Enforcement, which Director Flournoy verified. He then asked if we could get a list, which Deputy Director Kilmon advised we could print a list. She then advised that there are hundreds of names on the list and that she has been tasked with looking into another service option, HipLink, which may be an alternate. She is currently waiting on a demo of the product to see if its functionality would work for our needs. Director Flournoy then relayed to the Commission that some of our staff and their families have been participating in kickball with Accomack County Parks and Recreation.

RADIO INFRASTRUCTURE:

Director Flournoy advised that he does now have the radios from Wallops that he had discussed testing for VSP and ACDPS that they can use during launches. He plans on going out to conduct some testing, possibly tomorrow night. The plan would be to use these radios instead of Channel 15 for launches. Director Flournoy advised that he has requested ANEC to perform a site inspection at the sites where intermittent noise and interference remains an issue. He wants to ensure that there is no interference coming from their equipment. Atlantic Communications completed their preventative maintenance work and we are waiting on them to come make a few repairs on issues that were identified. During a storm on August 5th, a card at the Belle Haven site was damaged but there were spares on hand and the issue was mitigated by the radio technicians quickly. There is a lot of noise coming through the radio for Accomack SIRS. We have been investigating the source of this noise but have not found a resolution as of now.

Commissioner Bill McCready requested to know if we would have capability under the new radio system to have direct communications with Worcester County. Director Flournoy advised that there would be capabilities to talk to Worcester County and then elaborated that there may even be capability to use the footprint of their system for communications. There are options that would allow us to purchase radios today that would meet our needs but also allow the radio to be programmed for their system. Commissioner McCready explained that they recently had a situation where they were mutual aid with Worcester and did not have any communications with their dispatch center since they no longer use patches. He advised that their attempts to use VTach11 were unsuccessful. Director Flournoy advised that VTach11 should have worked. He offered to test this with him on a later date.

OTHER:

Director Flournoy provided an overview of the status of the Regional Public Safety Radio System project. Best and Final Offers were due on August 19th, 2022. The Evaluation Committee



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2022 Meeting
Thursday, August 25th, 2022 @ 1730 hours
Accomack County EOC Building - Melfa

will be meeting on September 7th, 2022. There will be a full meeting of the RPSRSC on September 15th, 2022. A representative from the COPS Program reached out to Jeff with a question about a budget line item in mid-August. Director Flournoy felt this was a good thing that they are looking at the application. FEMA has started making grant awards for the Assistance to Firefighter Grant as of a few weeks ago. Director Flournoy has been checking each week to see if we have received an award. No changes on the Evaluation Committee. CTA has committed to being responsible for the costs associated with the legal consultation of Mr. Bill Hefty during the ongoing procurement process.

Director Flournoy presented a new data sheet that was compiled by Deputy Director Kilmon. His expectation is to receive feedback from the Commission on if this information is of value and should continue to be presented at future meetings. Jeff explained that there are explanations of what each data point represents on the second page and went through each data point with the Commissioners. Commissioner Vice-Chairman Ron Wolff asked how the language line calls work. Director Flournoy explained that once the call is answered and it is determined that the caller needs a translator, we conference in a third-party interpreter. We then need to relay what language is needed and generally the process of getting the interpreter on the line is fairly quick. The challenge is keeping the caller on the line during this process. Deputy Director Kilmon explained that some of the calls listed are repeat callers that have called in and hung up before the interpreter gets to the line, which then prompts a second call to 9-1-1 and a second call to the interpreter service. Once there is an interpreter on the line, the call-taker asks the standard questions which the interpreter relays to the caller and then translates their responses for the call-taker. This process takes time and, if the call is a law enforcement call, we then have to conference in another dispatch center and keep the interpreter on the line for them. Even with translator services, it can still be difficult to understand what is happening because of the language barrier and even a lack of understanding on the caller's part. Some language line calls can take several minutes to process which keeps a dispatcher tied up on a line, which can be difficult during busy periods. Commissioner Vice-Chairman Ron Wolff inquired to know if possibly a public service announcement to Hispanic and Haitian residents to utilize English speaking household members, when possible, to call 9-1-1 and Director Flournoy advised that was an idea we could explore. Deputy Director Kilmon advised that in most cases, if there are school aged children in the home, they are generally the ones that call in to 9-1-1. Director Flournoy mentioned that being able to communicate to individuals in their native language to remain on the line would be extremely helpful. 1st Sergeant Jeff Renas inquired to know how many of the calls listed in the data were callbacks. Deputy Director Kilmon advised that we did not list that data on this spreadsheet, but every abandoned and hang-up call that comes into the 9-1-1 Center, including those that only make it to the RapidSOS application, is called back. There is also technology that allows us to text cell phone callers at the 9-1-1 Center. 1st Sergeant Renas clarified that he was specifically referring to the language line calls. Deputy Director Kilmon advised that those callers would be called back and another attempt would be made to get them



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2022 Meeting
Thursday, August 25th, 2022 @ 1730 hours
Accomack County EOC Building - Melfa

to an interpreter. Deputy Director Kilmon advised that she would speak with Supervisor Gibbons and see if we can capture that data for future reports. Commissioner Bill McCready wanted to know what happens while we are getting an interpreter on the line and Deputy Director Kilmon explained that, while the line never goes on hold, there is a brief moment of silence while the call connects to the interpreter when the caller typically disconnects. Commissioner McCready also asked if there were messages that told them not to hang up in their language and Deputy Director Kilmon advised that we did have pre-canned messages in our old phone system, but was unsure if that option is available in the new phone system. Director Flournoy advised that the pre-canned messages were something that he had considered, but hadn't looked into it recently. Deputy Director Kilmon also relayed that Supervisor Hodgson is working on expanding our current Public Education Program and there may be opportunities there to better educate the public if we can partner with someone to help translate materials.

Director Flournoy reviewed the changes on our substance abuse screening. Accomack County Sheriff's Office leadership advised a while back that there were changes related to costs of screenings, so we needed to look at other options. We looked at a few options, such as going to medical centers, however we have elected to purchase the tests from a vendor and continue to have staff at the Accomack County Sheriff's Office conduct the actual testing. The tests last for two years, so we have purchased 25 tests and expect them to last us around one year.

A motion to accept the Director's report was made by Commissioner Bill McCready with a second from Commissioner Vice-Chairman Ron Wolff. There were no oppositions and the motion was carried.

ACTION ITEMS: A. Budget Amendments- FY23

Director Flournoy advised that these budget amendments were separated from the previous ones. Jeff and the Finance Director feel that the budget from the Regional Radio Project needs to be separated from the 730 budget into a new 9-1-1 Commission budget, which was done in the past for the NAPSCOM project.

In FY21, both counties appropriated money to work with CTA to write an RFP for the radio project and helping us to evaluate. To date, \$36,667 of the \$50,000 appropriated has been used and will be continuing on into FY23 since there are still items to complete in the contract. Director Flournoy wants to move the money that was left over from FY21 into the FY23 budget. Director Flournoy explained the Northampton County makes its contribution at the beginning of the budget; however, Accomack County does not provide any money until a receipt is submitted. So, the money from Northampton County is in the fund balance, but the money from Accomack County is not.

Director Flournoy reminded the Commission that we had Assura come in using CARES ACT funds to do an initial disaster planning report. We have a grant fund that we did not get to last



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2022 Meeting
Thursday, August 25th, 2022 @ 1730 hours
Accomack County EOC Building - Melfa

year that we will be using this year as Deputy Director Kilmon begins working on completing this project. Commissioner Mike Mason asked Director Flournoy if the rest of the items are carryovers from projects that were previously approved. Director Flournoy advised yes and Commissioner Mike Mason made a motion to approve them all, including those that had already been reviewed.

A motion to accept this action item was made by Commissioner Mike Mason with a second from Commissioner Bill McCready. There were no oppositions and the motion was carried.

B. Childcare Room- ESVA 9-1-1 Center- Trial Period

Director Flournoy reviewed the trial period that had been approved for the Childcare Room at the 9-1-1 Center. He thanked Accomack County Public Works for the work that they had done to get the room ready. All recommendations made by our insurance company, VACORP, were completed. The room has been functional since mid-May and five staff members completed the paperwork to use the room. The room was used 21 times, 43.27 hours, since the beginning of the trial period. The room is also designed to be a nursing room or as a defusing room when not in use. Feedback was solicited from our staff and positive feedback was received. Director Flournoy also asked the Accomack County Public Works staff who come to our building if there were any impacts on them and they advised there weren't any. The positive comments include powerful topics such as recruitment and retention. Director Flournoy stated that the trial period has been successful with no impacts to 9-1-1 Center operations and is requesting authorization to continue the use and memorialize the policy in our manuals and documents. Captain Ferebee advised that he had read the documents and saw that there were no issues, but wanted to know if that included the insurance company. He also stated that he knew we had spoken to staff about any impacts the childcare room may have had on them, and wanted to know if there was any more that we could elaborate on. Director Flournoy advised that no negative feedback was received from our staff, however there were some adjustments that we had to make in the beginning such as modifications to the door to make things more secure. We have not engaged the insurance company any further since fulfilling their recommendations of adding carpeting to the floor, air conditioning, having personnel trained in First Aid, and having evacuation plans that included checking the room. There have also been no disruptions to the dispatch floor. Director Flournoy believes it has been successful and would like to continue to use the room. There are parameters that need to be followed such as the child being 12 and under, and the room only being used by one family at a time. Lieutenant Taylor asked if we had any chaotic incidents while the children were there. Director Flournoy advised that he was sure there had been calls of that nature, however the children are pretty far removed from the dispatch floor and wouldn't be close to that type of activity. Deputy Director Kilmon advised that the children are on the other side of the building and would not be able to hear anything from where they are located. She also advised that an allowance was made to allow the parent to work from the Secondary Dispatch Floor to allow the parent to be closer to the childcare room as needed. There is also a video



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2022 Meeting
Thursday, August 25th, 2022 @ 1730 hours
Accomack County EOC Building - Melfa

camera that the parent can carry around and, since starting the childcare room, the older children have learned to address the camera when they need something. There is a T.V. in the room and they have access to streaming services to keep them entertained while in the room. Most children watch T.V. or play with the toys that are in the room. The parents are responsible for cleaning the room after use. The room is typically used for a few hours in the morning or afternoon, and seems to be a relief for the parents to not have to stress when childcare situations arise.

Commissioner Vice-Chairman Ron Wolff inquired to know if the insurance carrier needs to be notified that the room would be moving from a trial period to full use. Director Flournoy advised that he likely would make that notification. Captain Ferebee stated that he was one of the more skeptical people going into this but he likes the fact that this is something new and helpful for getting new employees. He does want to make sure that the room continues to be supervised and monitored to ensure that no issues arise. Deputy Director Kilmon assured him that we maintain a watchful eye and are constantly making sure that the policies are followed and that issues are mitigated as they come up. Captain Ferebee advised that he likes everything he's hearing but asked Commissioner Mike Mason if there was anything from the County's perspective to be concerned about. Commissioner Mike Mason stated that everything seems to be going the way that it should be going and it was stood up as a trial period, without any issues that have not been able to be worked through. He does not see any reason to keep it going and, if there is any type of reportable incident or its not working the way it should be, that we would bring it back before the Commission.

A motion to approve this action item was made by Captain A.J. Ferebee with a second from Commissioner Vice-Chairman Ron Wolff. There were no oppositions and the motion was carried.

C. Special 9-1-1 Commission Meeting- September 2022

Director Flournoy reviewed the need for a special 9-1-1 Commission Meeting to review the Evaluation Report from the procurement process for the radio project. The Commission will receive the recommendation from the RPSRSC and, pending approval, action would be needed to issue a formal intent to award unless there would be a reason not to. We are planning on CTA and as many as possible of the RPSRSC RFP Evaluation Team to be present. CTA will be providing a report at least a few days ahead of the meeting so that the Commission can begin reviewing the information in preparation for the special meeting. Director Flournoy advised that the Commission needs to select a date for this meeting and he will work on locating a location to hold it. Commissioner Mike Mason suggested keeping it on a Thursday evening and proposed the 22nd of September. Lieutenant Taylor requested to know what time due to a previous engagement he has. Director Flournoy advised the time was also up for discussion. Commissioner Mike Mason suggested 1730 as the meeting time. Director Flournoy advised he would need to check with Director Pruitt for availability of the Accomack EOC, but would let everyone know the location once he heard back.



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2022 Meeting
Thursday, August 25th, 2022 @ 1730 hours
Accomack County EOC Building - Melfa

A motion to approve this action item was made by Captain A.J. Ferebee with a second from Commissioner Vice-Chairman Ron Wolff. There were no oppositions and the motion was carried.

CONSULTANT'S REPORT:

9-1-1 Consultant Scott Chandler advised that he had attended the RPSRSC Evaluation subcommittee meetings for the negotiations meeting and the demonstration meeting. Director Flournoy stated that Scott's participation and input in the meetings is extremely valuable.

A motion to accept the 9-1-1 Consultant's report was made by Commissioner Bill McCready with a second from Captain A.J. Ferebee. There were no oppositions and the motion was carried.

CHAIRMAN'S REPORT:

Chairman Kellam advised that he did not have anything to report.

OTHER BUSINESS:

Director Flournoy relayed that he is evaluating who the most appropriate member of the staff to serve as the clerk or recording secretary. He is unsure that having a supervisor serve in this position is the best decision and has asked Deputy Director Kilmon to serve in the position temporarily, but does not want it to be long term. He is still trying to work on the best way to handle this.

Director Flournoy advised that he is looking at some changes to the FOIA law that are effective September 1st that may affect how remote meetings are conducted.

Director Flournoy thanked those that reached out to him during his hospital stay.

PAYABLES:

A motion to pay the bills was made by Commissioner Vice-Chairman Ron Wolff with a second from Lieutenant Bobby Taylor. There were no oppositions and the motion was carried.

ADJOURNMENT:

Commissioner Vice-Chairman Ron Wolff made a motion to adjourn the meeting with a second from Commissioner Bill McCready. There were no oppositions and the motion was carried. Chairman Donnie Kellam adjourned the meeting at 18:48.

Respectfully Submitted,

Krista Kilmon, Deputy 9-1-1 Director, Acting Recording Secretary