



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
February 2022 Meeting
Thursday, February 24th, 2022 @ 1730 hours
Accomack County EOC Building - Melfa

Scott Chandler, 9-1-1 Consultant, attended this meeting remotely due to medical reasons. The meeting was recorded using FreeConferenceCall.com.

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

OTHERS PRESENT: Scott Chandler, *9-1-1 Consultant (remotely)*
Jeff Flournoy, *9-1-1 Director*
Caroline Hodgson, *9-1-1 Supervisor/Recording Secretary*
Krista Kilmon, *Deputy 9-1-1 Director*
Greg Lewis, *Accomack County DPS*

COMMISSIONERS ABSENT: Hollye Carpenter, *Northampton County EMS*
Charles Kolakowski, *Northampton County Administrator*

CALL TO ORDER: Chairman Kellam called the meeting to order at 17:36.

INVOCATION: Commissioner Bill McCready delivered the opening invocation.



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

MINUTES: *A motion to accept the minutes from the January 2022 meeting 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: *There were no consent agenda items at this meeting.*

BUDGET REPORT: Director Flournoy reported that the wireless surcharge is coming in as it should. It is expected that we should come in much above what we projected by \$40,000-\$50,000 more due to the wireless tax increase. The communications tax in Accomack is going to come in under by \$25,000-\$28,000 and Northampton will come in under by \$6,000-\$7,000. Chincoteague is right on track. There were no anomalies on the expenditures side of the budget.

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 explained the FY23 budget and its process. He attended the FY23 budget meeting in Northampton on February 8th and Accomack's on February 16th. He focused on two main topics at each meeting; asked each County (particularly Accomack for the 2/3 funding) for one (1) additional Communications Officer position that was not recommended for funding in FY23 and an update on the planning of the regional public safety radio system. He did not receive any questions from Northampton's Board but did receive several from Accomack's BOS. One was the request of data from dispatch centers (ACSO and NCSO) on expenses devoted to the radio system. Director Flournoy will provide data from ACSO, NCSO and CPD to the Board. Director Flournoy provided a spreadsheet that listed items requested for additional funding in FY23, items that have been denied, items that he hopes to be funded, and items that currently appear to be funded. Director Flournoy mentioned that he had requested to start an annual salary increase on July 1, 2022 but Accomack has changed to December 1st, 2022. He also mentioned that he had requested \$100,000 for a new generator but has since modified to \$13,500 for a leasing program instead of purchasing a new one. Commissioner Bill McCready asked who is responsible for the generator lease and Commissioner Mike Mason stated that the leaser is responsible. He also stated that Accomack's suggested salary increase will align with whatever the State's final increase comes out to be. There is already a move in Richmond to change from 5% to 4% bonus and changes are likely to occur. Director Flournoy mentioned that he conducted final interviews with recent hires but was out of the overall process. Krista Kilmon assumed her role as Deputy Director on February 6th. The recent new hire process produced two full-time positions being filled; Crystal Simpson (returned to the Commission after leaving in July 2021) and Sierra Rudiger. Three new hires were hired as part-time employees (Bobby Ayres, Leah Hall, and Kwasia Jones). There is a vacant 9-1-1 Supervisor position that is expected to be filled in the coming months. There was a part-time resignation submitted by Brittney Galloway, leaving nine (9) part-time COs with three (3) in



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training. Director Flournoy reported that he had a recent meeting with Accomack County Public Works on February 1st regarding the recent ceiling collapses. ACPW plans to devote time to better secure the ceiling tiles. Director Flournoy reported that Full-time CO Sarah Wenzel was the recipient of the Bi-Monthly Award for November/December 2021 for doing a steady job as a fairly new employee and having high QA/QI scores during that time. The CHE/CPE refresh is scheduled for the week of April 21st. Some staff have completed the needed DCJS requirements regarding NCIC/VCIN training with some staff who will need to take it once fingerprinting comes back. The immediate dispatch of critical/life-safety law enforcement incidents continue although has not been used much recently. Director Flournoy did mention the music that occurs and creates issues when callers are placed on hold at the ACSO. Commissioner Bobby Taylor stated they did not know their phone system did that and it is being looked into. Director Flournoy gave a quick update on the Baker-Tilly salary study. There have been some issues collecting the needed data from the requested agencies/jurisdictions which will cause the study to take longer. Director Flournoy said that he had hoped to have in finished in March 2022 but doesn't think that will happen. Last month the Commission requested that the training stipend from \$2 to \$3 be included in this study, however, when Director Flournoy asked Baker-Tilly to include in the study, it was indicated that it could not be added in at this point. The trial date that was scheduled for February 10th regarding the incident with a 9-1-1 caller cursing at and using a racial epitaph to the 9-1-1 CO has been pushed back to March 10th. Director Flournoy and the CO/victim involved will both be in attendance of the trial.

RADIO INFRASTRUCTURE: Director Flournoy said that he may need to talk with Commissioner Mike Mason about regarding the \$75,000 grant for the MCC5500 radio replacement. A grant extension was approved through April 2022 but will likely have to ask for another grant extension at that time. Director Flournoy stated that he executed a maintenance agreement with Atlantic Communications and Mobile Communications of America. There has been a lot of work recently on the COMLINC system equipment. Virginia State Police technicians have been at the 9-1-1 Center working on this which is funded by the State. Hoping to have two workstations and additional use of the equipment in the future. Commissioner Kevin Myers asked if the system will connect with VDOT and Director Flournoy said that anyone in the state system should be able to patch in. Director Flournoy said that the Channel 1 receiver at Wallops had been down for a few months but has since been replaced and is working. He has been in communications with VDOT representatives to see if there is a way to be able to connect to their VHF-low-band radio system during significant weather or storm events. Director Flournoy has also been in communication with Virginia Beach 9-1-1 to see how we can better communicate on ORION.

COVID-19 REPORT: We continue to maintain the secondary dispatch floor (SDF) but haven't had to use it much lately. Director Flournoy is hoping to be able to do away with mask mandates but continues to follow the guidance of the CDC and local health department officials.



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OTHER: Director Flourney mentioned that the radio log was in the meeting packet with no new issues to report. The RPSRSC had no new meetings but representatives from Rep. Luria's office came by the 9-1-1 Center on February 18th. As of now, our project is included in the budget but it is still unknown if it is fully approved. The proposals submission deadline is February 28th. The evaluation committee will meet on March 4th and the RPSRSC will meet on March 22nd. Director Flourney reported some good activity with Accomack County Finance Department and hopefully with the Northampton County Finance Department as far as planning for the financing of the \$9.5 million project (if not funded by the grant). The Marcus Alert System has a bill included in the 2022 General Assembly that may change the implementation in areas with population less than 40,000 people. The VRS enhanced retirement benefits for 9-1-1 dispatchers is not continuing in the Virginia Senate. Director Flourney did send letters to Senator Lewis and Delegate Bloxom regarding both of these topics. Director Flourney gave an update on the childcare status that has been requested for ESVA911 staff. Deputy Director Kilmon spoke about Ivan Shelton (VACO representative) coming to the 9-1-1 Center to look at the room that was projected to be used for the childcare room. He pointed out some concerns in the room, specifically the fact that the room does not have heating/AC. He asked to see another room and was shown the current locker room. He did approve of that room since it does have existing carpet as well as heating/AC, in addition to the equipment room being able to be locked possibly using a keypad entry. We are currently awaiting an official written recommendation from Ivan Shelton. Director Flourney provided an update with the possibility of establishing a relationship with Children's Harbor. Children's Harbor is not yet open but are hoping to open in late March 2022. Depending on their opening date, Director Flourney may request the trial period go into the FY23 budget in order to get a full four-month trial period. Children's Harbor has seven (7) age classifications for children (ages 6-weeks-old to school-age). Due to licensure requirements, they are unable to provide one sole spot at their facility, it has to be in a specific age group. We plan to have a spot held in the most likely used age group (probably toddler). Commissioner AJ Ferebee asked if it is possible to pay four (4) months in advance and Director Flourney answered that it is unknown but could be problematic. Director Flourney explained an issue with Northampton County Finance and how the 9-1-1 Center completes timesheets for holiday compensation. The interpretation has been us giving ourselves extra hours for each holiday. Instead of twelve (12) hours for a holiday, another twelve (12) hours was written under straight time, which generated additional time that staff was paid. Ultimately the holiday was counted twice and should not have occurred. The remedy is to more accurately follow how Northampton County follows holidays by eliminating the additional straight time column on our timesheets. This was last looked at in 2017 and was interpreted differently by Director Flourney than how the Finance department views it. Director Flourney stated that he has fundamental issues with this due to previous times when ESVA911 staff was not paid enough and there were situations where employees lacked their needed time/hours. Another issue Director Flourney has difficulty understanding is the suggested point that pay should be determined based on the day of the week a holiday falls on. He cannot think of anyway that can be accurate. He will ultimately do what the County expects but does have reservations on some aspects of



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the expectations. Chairman Kellam asked if the County is explaining their interpretation. Director Flournoy answered that there are a few things misunderstood since we have our own policies but he is still trying to figure it all out. He knows that Northampton County has a new overtime policy which is causing a lot to be looked at but he doesn't feel that holiday pay should be determined based on the day of the week it falls on. Commissioner AJ Ferebee was asked if this is how it is for the NCSO. He answered that he knew prior to falling under the County there were concerns from administrative staff if a holiday fell in the middle of the week or a Friday and the number of days that they were given off accordingly. He knows that the Sheriff still decides the policies on what holidays are used (following the State) and thinks that he would be in discussion with the finance director but Commissioner AJ Ferebee had not heard of this new policy before this meeting. Commissioner Mike Mason asked for an explanation of the current liberal policy of the 9-1-1 Center. Director Flournoy explained that you would get 12 hours for the holiday, 1.5 for every hour worked extra on the holiday, and there was an extra category for another 12 hours, equaling 3.5 instead of 2.5. We will no longer put 12 hours under additional straight time, only 12 hours on the holiday. Commissioner Mike Mason said that in terms of changing the regional agreement, this would be one of the topics to address. Is the Commission going to have separate personnel policies to govern its actions or will the Commission follow the existing policies of Northampton County? He feels that this needs to be defined. If Accomack County staff work on a holiday, they get time-and-a-half. They get their salary plus their hours they work at a time-and-a-half rate. Director Flournoy further explained the current policy and his interpretation of it; however, Northampton Finance feels it was overcompensation so he will no longer be doing it. Chairman Kellam asked that Director Flournoy bring back further explanation from the Finance department at next month's meeting. Director Flournoy stated that he will follow Northampton County's current policy unless directed otherwise but he still wants to look out for the 9-1-1 Center staff to see that they get what they deserve on holidays. Commissioner Vice-Chairman Ron Wolff asked to have a comparison of 9-1-1 policy and Northampton County's policy at the next meeting. Commissioner AJ Ferebee stated that if Accomack and Northampton County are in the same boat on these policies than the 9-1-1 Center should follow as well but if they are different, than a happy-medium needs to be found for the 9-1-1 Center. Commissioner Vice-Chairman asked if the finance department has raised red flags in the past or was this in response to their current new policy. Director Flournoy responded that they have asked in the past for how we handled the holidays but never indicated that it shouldn't be that way until now. There will be more work to understand how it is now supposed to work and how it is now being done. Chairman Kellam stated that we need to know how each County is handling holiday pay and if the 9-1-1 Center needs to be different than that should be okay and the Commission will decide that, not Northampton's finance director. Commissioner Mike Mason stated that the pay roll system used doesn't support different methodologies than that could be problematic. Chairman Kellam said he just wants to do what is right and Director Flournoy agreed. The last item Director Flournoy mentioned was about a letter he sent to ANEC. Power to the Eastville tower had been cut off recently due to lack of payment from the Navy. Director Flournoy asked that ANEC never cut power in the future should this



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happen again and provided them with a contact list if payment is not received. ANEC responded and thanked Director Flournoy for the information and advised that we are now on a priority list.

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

ACTION ITEMS: **A. 9-1-1 Commission Resolution - Direction:** Director Flournoy has been working on improving the ESVA 9-1-1 Commission's resolution. A document was provided in the meeting packet on the areas being explored for inclusion and Director Flournoy mentioned them in the meeting. Afterwards, Commissioner Mike Mason stated that he had no objection to any of the items but would add a lease agreement between the 9-1-1 Commission and Accomack County (even for \$1.00), agreement should cover dissolution off assets. With personnel policies, Accomack has an agreement with its constitutional officers that spells out what they are subject to be bound to with exceptional policies that are set themselves. With salary increases, who is the 9-1-1 Commission aligning with? These topics could come up every year and they need to be buttoned down in an agreement that guides those decisions moving forward. Commissioner Vice-Chairman said that he agrees that these things need to be defined. Commissioner Mike Mason said that this will end up being a legal document that both Boards will need to look at as well as the County attorneys. Director Flournoy said that he understands that he needs to put this on a higher priority list so that a potential document could be created. Chairman Kellam asked if Director Flournoy has talked to the 9-1-1 Center attorney about this yet and Director Flournoy said not as of yet but he could.

Commissioner Vice-Chairman Ron Wolff made a motion to allow Director Flournoy move forward with the Commission Resolution directions, come up with some recommendations and to clear with County Attorney's and both Counties and hopefully come up with a document. Commissioner AJ Ferebee provided a second. There were no oppositions and the motion was carried.

CONSULTANT'S REPORT: Scott Chandler asked Director Flournoy to present his report for him. Director Flournoy mentioned that Scott had continued to participate in the regional public safety radio work.

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



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CHAIRMAN'S REPORT: The next meeting will be held Thursday, March 31st, 2022 at 5:30pm in Eastville at the Board of Supervisors Chambers.

OTHER BUSINESS: Director Flournoy stated that he reached out to David Fauber to attempt to present him with his Resolution but did not hear back from him. He will attempt to contact Mr. Fauber next month with the meeting being in Eastville but if is unable to, he will find a way to deliver the resolution to Mr. Fauber.

PAYABLES: *A motion to pay the bills was made by Commissioner Donald Hart with a second from Commissioner 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 Bobby Taylor. There were no oppositions and the meeting was adjourned by Chairman Kellam at 18:49.*

Respectfully Submitted,

Caroline Hodgson, *Recording Secretary*