



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting  
January 2022 Meeting  
Thursday, January 27<sup>th</sup>, 2022 @ 1730 hours  
Accomack County EOC Building - Melfa

- COMMISSIONERS PRESENT:** Ben Byrd, *Wachapreague Volunteer Fire Company*  
Hollye Carpenter, *Northampton County EMS*  
AJ Ferebee, *Captain, Northampton County Sheriff's Office*  
Donald Hart, *Accomack County Board of Supervisors*  
Donnie Kellam, *Chairman, Community Fire Company*  
Charles Kolakowski, *Northampton County Administrator*  
Mike Mason, *Accomack County Administrator*  
Bill McCready, *Atlantic Volunteer Fire Company*  
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:** Jeff Flourney, *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:** Kevin Myers, *Area 31 1<sup>st</sup> Sergeant, Virginia State Police*
- OTHERS ABSENT:** Scott Chandler, *9-1-1 Consultant*
- CALL TO ORDER:** Chairman Kellam called the meeting to order at 17:35.
- INVOCATION:** Commissioner Donald Hart delivered the opening invocation.
- PUBLIC PARTICIPATION:** There was no public participation at this meeting.



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**MINUTES:** *A motion to accept the minutes from the December 2021 meeting was made by Commissioner Donald Hart with a second from Commissioner Vice-Chairman Ron Wolff. 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 in good standing. Director Flournoy stated that he anticipates \$35,000-\$40,000 higher than budgeted since we have been somewhat conservative since the tax rate change. Communications tax in both Counties is lower and Chincoteague is right on track. There wasn't much to report on the spending side. There were two mistakes on the spreadsheet; Operations Total says 26% but should read 41%; second mistake is the end total which says 25%; should read 33%. Otherwise, there were no reported anomalies within the expenditures. Director Flournoy spoke about the FY23 budget information. Requests were submitted to both counties prior to their deadlines. A document was provided to show the requests and expected amounts for FY23. Director Flournoy met with Northampton County leadership on January 21<sup>st</sup>, 2022 to review the budget information and anticipates attending the agency meeting night in Accomack County on February 10<sup>th</sup>. He also plans to attend the Board meeting in Northampton County on February 8<sup>th</sup>. Director Flournoy offered to go through a slideshow of the FY23 requests. He explained the four capital requests (radio system needs, back-up operations center, CAD system replacement, and console replacements). Commissioner Vice-Chairman Ron Wolff provided an update regarding the radio system. He advised that Congresswoman Elaine Luria was the guest speaker at his constituents meeting via Zoom earlier this month. He asked Congresswoman Luria what kind of update she had on our grant request and her response was that it was still in there and had not been kicked out; overall, is slow-moving. Director Flournoy briefly explained some operational requests to include a radio system maintenance agreement, general salary increase/ongoing study (since 5 years have passed since previous study; expecting a report in late March/early Spring), part-time IT support (half-position) for IT needs. Commissioner Mike Mason asked if the intent was for a full-time position to split between both counties. Director Flournoy stated he would expect a full-time position to have 50% of the time at the 9-1-1 Center and 50% of time in Northampton County. Director Flournoy said there are few things that may be removed from the requests; still communicating with the counties on this. Also included in the budget requests are funds for continuity planning, tower expenses, implementing PulsePoint services, illness prevention, Consultant costs, backup sites, communications tax. Existing funds include costs for a potential new benefit for staff (childcare). Some Accomack-only items include facility work (replacing AC units, windows, generator, and parking lot improvements. Commissioner Hollye Carpenter mentioned that there may be some grant funds that could help pay for some of those items. Director



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Flournoy stated that he was pretty sure that State funds paid for what we have now (2008). Commissioner Mike Mason commented that there was talk about renewing a regional agreement for 9-1-1 and needs to be a priority at some point. Commissioner Charles Kolakowski agreed. Commissioner Mike Mason stated that work needs to be done to more fairly split the costs. He then asked with such a large radio project and short staffing, find time for these large projects. He then rephrased the question and asked Director Flournoy if he were to receive all of the requested money, how would he have time to complete all desired projects in a year? Director Flournoy responded that he agreed and it would be a challenge but he would depend on the Counties and staff to help him. Commissioner Mike Mason then asked if the focus should be on the \$9 million radio project and postpone some of the other projects until there was more time. Commissioner AJ Ferebee commented in agreeance to prioritizing the needed projects. Director Flournoy agreed.

*A motion to approve the budget report was made by Commissioner Vice-Chairman Ron Wolff with a second from Commissioner AJ Ferebee.*

At this time, Chairman Kellam introduced new Commissioner Ernest Smith, replacing Dave Fauber, as a representative from the Northampton County Board of Supervisors. Everyone introduced themselves and welcomed Mr. Smith to the Commission.

**DIRECTOR'S REPORT:** Director Flournoy mentioned that he attended a lengthy meeting with Maryland State Police Aviation along with Director Pruitt and Bryan Rush. There are some changes occurring with Trooper 4 and Trooper 7 as far as how far into Accomack County they will respond (excluding Tangier). Director Flournoy gave a staffing update; currently down two full-time positions, part-time has seven released COs, and we are at the end of a hiring process where selections will be made. Director Flournoy then introduced Krista Kilmon as the first 9-1-1 Deputy Director, effective February 6<sup>th</sup>. The Commission congratulated her. Director Flournoy reminded the Commission to turn in their financial disclosure forms by the end of the month. There has been a lot of work at the 9-1-1 Center with Director Flournoy moving his office to the Extension side and Krista taking his old office. There was a partial ceiling collapse with no injuries twice in the last month. Public Works is aware and says the old nails used need to be replaced. Supervisors Krista Kilmon and Lisa Gibbons received the September/October 2021 Bi-Monthly Award for their additional efforts while Supervisor Hodgson was out on maternity leave. The nomination process for selecting a CO for the 2021 Telecommunicator of the Year Award is open and Commissioners may submit a nomination. Director Flournoy said there is now a timeline for the CHE replacement (end of April 2022; project by Motorola). MSAG went out of business in December 2021. Director Flournoy said he is confident in Accomack, and maybe Northampton as well, is using the new application that the 9-1-1 Commission purchased to be able to do in-house addressing. Director Flournoy said that there have been some recent issues with GIS at the Maryland/Virginia line. Some EMS calls have been received in that area with discrepancies on addresses being in Accomack or Worcester County. There is a plan to hopefully resolve these issues. There was



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recent questioning by Northampton County Finance on if 9-1-1 personnel is receiving too much holiday compensation based on how timesheets are done. Director Flournoy is continuing to review with Northampton County and should have more information at the February meeting. In late November, a CO was cursed several times and a racial epitaph was used by a 9-1-1 caller. A subpoena was served and both the CO and Director Flournoy will attend a trial date on February 10<sup>th</sup>.

**RADIO INFRASTRUCTURE:** The channel 3 patch/link has experienced recent issues. Worcester is struggling to fix issues on their end. New Church, Greenbackville, Stockton, and Pocomoke now have radios for the neighboring jurisdiction. V-TAC channels will be utilized as a backup. There were recent issues with the microwave system that connects the ESVA 9-1-1 Center to the Accomack STARS tower. During the first recent snow storm, the microwave dish got covered in snow and caused loss of connectivity. During this, it was discovered that the ESVA 9-1-1 Center is supposed to maintain the microwave hop, not the VSP (after years of understanding). Director Flournoy is exploring options to assure needed support. The Klej Grange site antenna and cable was replaced and has since improved coverage. Director Flournoy thanked Commissioner Bill McCready for attending and helping with this.

**COVID-19 REPORT:** Director Flournoy reported that the Secondary Dispatch Floor has been heavily used recently for separation and potential illness/exposure. Two staff members have had Covid-19 and some others have been removed for potential purposes. Mask-wearing continues to be in place.

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

**ACTION ITEMS:**

**A. Leave Policy – A. 9-1-1 Director Exemption/Extension Authorization:** Requesting that the 9-1-1 Director shall be authorized to grant exceptions or extensions, allowing leave to continue to be accrued after reaching the maximum accrual, **B. Disaster Staffing Policy:** When determined necessary, the ESVA 9-1-1 Director or Designee may elect to cancel all pre-planned and scheduled leave for essential personnel until the threat or hazard subsides, **C. Leave Policy Changes/Additions: Extended Leave Requests/Form.** *A motion to approve this item was made by Commissioner Vice-Chairman Ron Wolff with a second from Commissioner Bill McCready. There were no oppositions and the motion was carried.*

**B. Reimbursement – CBBT Tolls- 9-1-1 Personnel –** Requesting to provide CBBT toll reimbursement to employees who travel to/from the ESVA 9-1-1 Center for work/shifts using



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the CBBT. *A motion to approve was made by Commissioner Mike Mason with a second from Commissioner Vice-Chairman Ron Wolff. There were no oppositions and the motion was carried.*

**C. Training Officer – Stipend Increase** – Requesting a stipend increase from \$2 to \$3 for each hour of actual CTO training (for the CTO). *Commission Charles Kolakowski asked if this is something that should be included in the salary study. Director Flournoy said he is open to that and he will include this in the study. This request was deferred until the salary study is complete.*

**D. Resolution of Appreciation – Dave Fauber** – Requesting to approve a drafted copy of a letter of resolution for Mr. Fauber’s service to the ESVA 9-1-1 Center. *A motion to approve this request was made by Commissioner Bill McCready with a second from Commissioner Vice-Chairman Ron Wolff. There were no oppositions and the motion was carried.*

**E. Policy – Childcare Related – 9-1-1 Personnel** – Requesting approval to implement and execute an agreement between the ESVA 9-1-1 Center and Children’s Harbor, on a trial basis (until July 2<sup>nd</sup>, 2022). *Commission Director Flournoy did provide information regarding the intended space for children at the ESVA 9-1-1 Center; Supervisor Krista Kilmon spoke about her recent communications with VaCorp; they commend the intentions behind this; need to see the room before making a final decision. A motion to approve this item was made by Commissioner Vice-Chairman Ron Wolff with a second from Commissioner Hollye Carpenter. The Commission would like for VaCorp to inspect the childcare room at the ESVA 9-1-1 Center prior to adding any items needed to prevent the possibility of having to remove and make changes. This option has been deferred until insurance on-site inspection completion.*

**F. Radio System – Maintenance Agreement** – Requesting authorization to execute a formal agreement with Atlantic Communications for support services and for preventative maintenance inspection of critical infrastructure once a year, and to execute a formal agreement with Mobile Communications America for a service agreement. *A motion to approve this item was made by Commissioner Mike Mason with a second from Commissioner Vice-Chairman Ron Wolff.*

**G. 9-1-1 Commission – Organization/Meeting Document** – Requesting approval of the document, citing the changes to include meeting time change to 5:30pm, expectation for the 9-1-1 Director to provide full meeting packets electronically prior to meetings, expectation for Commissioners to use electronic meeting packets for meeting participation, with a limited number provided at each meeting. Discussion occurred regarding meeting locations in the future. A decision was made to continue having bi-county location meetings, with Accomack meetings occurring in Melfa at the EOC and Northampton meetings occurring in Eastville at the Board Chambers. *A motion to approve this item was made by Commissioner Vice-Chairman Ron Wolff with a second from Commissioner Mike Mason.*



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**CONSULTANT'S REPORT:** A copy of 9-1-1 Consultant Scott Chandler's report was provided to the Commission in lieu of Scott Chandler's absence.

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

**CHAIRMAN'S REPORT:** Chairman Kellam did not have any items to report.

**OTHER BUSINESS:** There was no other business discussed at this meeting.

**PAYABLES:** *A motion to pay the bills was made by Commissioner Donald Hart with a second from Commissioner Vice-Chairman Ron Wolff. 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 Ben Byrd. There were no oppositions and the meeting was adjourned by Chairman Kellam at 19:04.*

Respectfully Submitted,

Caroline Hodgson, *Recording Secretary*