



Minutes of the Eastern Shore of Virginia 9-1-1
July Commission Meeting
Thursday, July 25th, 2024 @ 1730 hours
Accomack County EOC – Melfa

- COMMISSIONERS PRESENT:** Jeff Parks, *Accomack County Board of Supervisors*
Ben Byrd, *Wachapreague Volunteer Fire Company*
Donald Hart, *Accomack County Board of Supervisors*
Greg DeYoung, *Northampton County Dept. of EMS*
Charles Kolakowski, *Northampton County Administrator*
Mike Mason, *Accomack County Administrator*
Bill McCready, *Vice-Chairman, Atlantic Volunteer Fire Company*
Jeff Renas, *Area 31 1st Sergeant, Virginia State Police*
AJ Ferebee, *Captain, Northampton County Sheriff's Office*
Kenny Reese, *Sergeant, Accomack County Sheriff's Office*
- OTHERS PRESENT:** Scott Chandler, *9-1-1 Consultant*
Jeff Flournoy, *9-1-1 Director*
Krista Kilmon, *9-1-1 Deputy Director*
Katie Brewster, *9-1-1 Supervisor / Recording Secretary*
- COMMISSIONERS ABSENT:** Ernest Smith, *Northampton County Board of Supervisors*
- REMOTE PARTICIPATION:** Donnie Kellam, *Chairman, Community Fire Company*, participated remotely from the Exmore, VA area for medical reasons.
- OTHERS ABSENT:** None
- CALL TO ORDER:** Vice-Chairman Bill McCready called the meeting to order at 1735.
- INVOCATION:** Vice-Chairman Bill McCready delivered the opening invocation.
- PLEDGE OF ALLEGIANCE:** Vice-Chairman Bill McCready led the reciting of the Pledge of Allegiance.
- PUBLIC PARTICIPATION:** There was no public participation at this meeting.



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MINUTES:

A motion to accept the minutes from the meeting was made by Commissioner Donald Hart with a second from Commissioner Ben Byrd. 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 there were not a lot of changes with revenue since the last meeting. For the wireless surcharge, all twelve months are in and it is about \$7,000 over what was budgeted. There are no changes since last month to the Communications Tax for Accomack County, Northampton County, or Chincoteague. The expenditure report shows through July 20th, 2024. There are no concerns to the 730 budget or the 731 budget. With the 731 budget, there was 95% of personnel line-item expenses and 101% of operational line items used.

A motion to approve the budget report was made by Commissioner Ben Byrd with a second from Commissioner Donald Hart. There were no oppositions and the motion was carried.

DIRECTOR'S REPORT:

Meetings- Director Flournoy advised that Supervisor Brewster attended an engagement session with what3words, he attended the Northampton County Board of Supervisors meeting, and they both attended a VITA/VDEM Cybersecurity Grant Assessment meeting. **Staffing-** We have ten out of eleven F/T Communications Officer positions filled, with one in training, and four P/T Communications Officers, with one in training. **I.T.-** There has been continued frequent need for I.T. assistance from Northampton County. We have also been engaging them more for the radio project for connectivity items. **Budget-** ACI advised they had not received payment from an invoice (which had been paid by ESVA 9-1-1). After investigating, it was shown that the check had been altered and cashed. He is working with the Finance Department to issue a new check and planning to work with the Treasurer's Office on any needed law enforcement outreach. **Facility-** Accomack County Public Works is scheduling time now to improve the ceiling tile integrity, completing painting around the building, and have been involved in the radio project by checking on generators and proper mounting work. **VDEM GIS-** A few weeks ago, it was asked how often the secondary dispatch centers update their GIS data due to the concern that having different centers with different CAD mapping data may create issues. **NG9-1-1-** The migration over to ESINet is scheduled for August 13th, 2024. Supervisor Hodgson is assisting with this, and has been meeting and working with AT&T on testing and preparation. The state is paying for all initial costs, and all additional operation costs for up to two years for everyone in the state. **Other-** On July 19th, 2024, there was a



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Global Tech Crash with CrowdStrike. There were no known impacts to the ESVA 9-1-1 Center from this event.

RADIO INFRASTRUCTURE:

Director Flournoy then went on to provide updates on radio infrastructure. The support agreements were executed with ACI and MCA through February 2025 however, there are provisions in place to extend if needed. The recent issues with Tangier had appeared to be resolved, until yesterday when Station 21 personnel was having issues receiving us during calls and we had to utilize the back-up. We may look at using fiber for the connectivity until the new radio system is completed. ACI was able to resolve the issues with the T-Mon monitoring system. There are no more issues with Channel 9 in Northampton, but still reviewing a possible antenna issue on the Cape Charles site. There have been reports from Station 7 and Station 9 personnel advising that pagers are not going off when pagers should normally go off. A card was swapped with no resolution however, there was a loose antenna tightened up and the issues seemed to be resolved.

OTHER:

Director Flournoy then turned the meeting over to Supervisor Katie Brewster to provide her presentation on what3words. She explained what the platform did, how we are currently using it, and future implementation plans. Deputy Director Kilmon then went on to provide her report. **ECW-** She is still working with ECW customer service trying to resolve the open tickets. There has been some engagement this week and hopefully can get resolution soon. **VDEM SHSP Grant-** She is still working on the VDEM Grant to get the support/warranty for the NOMAD product. Once we receive a final quote, we can move forward with a purchase order. **Console Project-** The new console to replace the current one at position four is slated to be installed on September 3rd, 2024. It has been planned with public works to have a dump truck on scene for trash disposal, and for I.T. to be available. We should be able to install the new console without having to breakdown the entire position. **Transfer/Volume Issue-** There have not been any complaints from ESVA 9-1-1 staff regarding the issue of the ACSO dispatchers' volume during call transfers. She has not heard back regarding what was done but does believe it is resolved. **Current Hiring Process-** The two new hires are in their second week of classroom training, and have reviewed the Personnel Manual, have received Crisis Resiliency training, Area Familiarization, Terminology, CPR, First Aid, and Field Geography training. They are both very enthusiastic about their position and excited to learn. They have also began creating positive and professional workplace relationships with their co-workers. During their Field Geography training, they were taken to every station in both counties and Deputy Director Kilmon will be working with NCEMS leadership to schedule ride-alongs for both trainees. **APCO P33 Certification-** We were certified several years ago as a result of Deputy Director Kilmon's RPL service project, meaning we met the national standard for training requirements. Our certification expired in the end of 2023, and due to there being no recertification



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process (meaning everything would have to be re-done) we will not be seeking immediate recertification until some of our larger projects are completed. This does not change the fact that we do still meet the national standard.

Director Flournoy then went on to provide an update on the ESVARRS project. **Funding-** There have been no changes to any of the drawdown requests or local funding. **Sites-** Much has still been occurring at the sites the last few weeks, and this week continues much activity. The Broadband Authority is expected to finish their construction at ACSO this week. At the Craddockville site, an issue came up with a microwave dish at the top of the tower. Williams is going to own the cost associated with a new analysis for modification due to missing where a guidewire was with initial design. At the Eastville VSP and Accomack VSP sites, the biggest issues that came up were locations of where racks are going and electricity needs. At the Northampton County Water Tower, after initially being rejected due to incorrect drawing, the needed revised documents were resubmitted requesting the NTP. With the NTP being issued in mid-July, the expected needed work will begin next week. At the ACSO Tower, Williams submitted some drawings for the microwave cabinet and connections and is expected to be resubmitted tomorrow. At the Chincoteague Town Building, the NTP has been provided and work began a few weeks ago. At the ESVA 9-1-1 Center, the new microwave mount was installed on the back of our building. **Subscriber Radios-** There is expected to be a credit applied back to the 9-1-1- Commission, to be re-applied to our contingency, and will likely be a future change order. The Northampton County Schools will need to pay for their radios. **Interoperability-** Efforts continue with interoperability needs by communicating with others. An agreement with Maryland First was executed on July 22nd, 2024. **Personality Development-** We are still waiting to get the programming software so that we can program some radios to begin testing. Mainly Scott Chandler and Greg Lewis have been working on finalizing the radio alias (number system) to be used. **Ongoing Meetings-** The bypass meeting, discussing back-up/failure processes. Coverage testing is likely happening in September and is planned to take about three weeks. Meetings have started on discussions of radio installation and is expected to begin after the coverage testing. **Timelines-** The timelines have not changed. All tower/civil work is expected to be completed in early August, allowing the system optimization to occur mid/late August, and the field testing to be completed by early October. **Training-** Scott, Greg, and Jeff have been attending several trainings on different topics and have more planned in the upcoming days. **Other-** A meeting is set with ACPS for August 12th, 2024 to talk about ESVARRS. Director Flournoy's intent is to communicate more about the system and that there is already a gateway tying them in. If they are interested, it would be pushed for them to join later on, not immediately. We will not be submitting the SHSP Grant to enhance some of our cybersecurity due to being unable to turn in before the deadline. We are now focusing on working with the I.T. director of Northampton making sure we have internet connectivity at the NCSO and ESVA 9-1-1 Center. **Change Order-** There are two change orders for approval: (1) \$6,000 for additional tower analysis at Craddockville (2) \$1,900 for Morris and Ritchie structural re-analysis. These total \$7,900 to be reimbursed by Williams. There is between \$32,000-\$34,000 remaining in contingency.



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On the provided spreadsheet, the items listed at the bottom in italics will be reimbursed back to use, and the items in black represent changes since last month.

A motion to approve the 9-1-1 Director's report was made by Commissioner Jeff Parks with a second from Commissioner Jeff Renas. There were no oppositions and the motion was carried.

ACTION ITEMS: A. Salary Schedule/Adjustments – Recommendations

Director Flournoy provided the information requested at the last Commission meeting to the 9-1-1 Commission. The following is recommended for approval: (1) To implement the starting salary that the JER HR Group recommended (2) To implement salary compression management, which follows the methodology that Baker-Tilley did when they did their study. It is anticipated at a future meeting to ask to do a full study for all 9-1-1 staff, as it has been three years since the last compensation study has been completed. Director Flournoy stated could use existing fund balance for this. He understands that every organization focuses on this too, and in his role, he is trying to assure we can provide the best service we can to our public and responders and making sure we can attract, hire, and retain staff. It has come from our employees that compensation/salary is a big reason that they leave. Commissioner Mason stated that the discussed compensation study schedule is too frequent and that he could not support any part of this action item on that timeline. Commissioner Kolakowski advised he agreed with Commissioner Mason's statements. Commissioner Ferebee advised that the Northampton County Sheriff is in the same agreement with both Commissioner Mason and Kolakowski's statements, and recommended that the 1.5% every January 1st plus the cost of living on January 1st to be consistent with what others are doing. ACSO Sergeant Kenny Reese advised the Accomack County Sheriff also was in agreement with not supporting the requested salary adjustments. Director Flournoy stated that the 9-1-1 Center can't close because there's no staffing, as we have to keep staffing 24/7/365, and we if we go below minimum staffing, the public would suffer because all work aspects would take longer. Commissioner Hart did question if those who are not in favor of these items, if it was just now or is it ever. Commissioner Parks suggested that using this Commission as the 9-1-1 Commission and standardizing all dispatcher's (9-1-1 dispatchers and law enforcement dispatchers) job title uniformed. Commissioner Hart brought up the option on tabling the action item until Director Flournoy was provided further direction/parameters. Commissioner Ferebee asked the feasibility of setting up a small commission of local people to come in and study salary/compensation. Director Flournoy stated that this is his attempt to not be reactionary and wait until people are leaving as that is not a way to approach public safety and the best interests of the government and the population.

A motion to approve this action item was not made.



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CONSULTANT'S REPORT:

Consultant Chandler advised that aside from his routine assignments, his primary work has been with the Core Team with ESVARRS meetings and trainings.

A motion to accept the 9-1-1 Consultant's report was made by Commissioner Jeff Parks with a second from Commissioner Greg DeYoung. There were no oppositions and the motion was carried.

CHAIRMAN'S REPORT:

Vice-Chairman McCready mentioned that last Sunday, one of Atlantic's firefighters had a heart attack when responding to a call. He then thanked dispatch for picking up the call over the radio. The patient is going in for heart surgery tomorrow morning for blockages.

OTHER BUSINESS:

Consultant Chandler mentioned that we lost one of the original 9-1-1 dispatchers, Troy Justis, and his family appreciates everyone's condolences.

PAYABLES:

A motion to pay the bills was made by Commissioner Mike Mason with a second from Commissioner Donald Hart. There were no oppositions and the motion was carried.

ADJOURNMENT:

Chairman Donnie Kellam made a motion to adjourn the meeting with a second from Commissioner Ben Byrd. There were no oppositions and the meeting was adjourned by Vice-Chairman McCready at 1858.

Respectfully Submitted,

Katie Brewster, *ESVA 9-1-1 Supervisor / Recording Secretary*