



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting  
Thursday, November 2<sup>nd</sup>, 2023 @ 1730 hours  
Accomack EOC - Melfa

- COMMISSIONERS PRESENT:** Donnie Kellam, *Chairman, Community Fire Company*  
Ron Wolff, *Vice-Chairman, Accomack County Board of Supervisors*  
Ben Byrd, *Wachapreague Volunteer Fire Company*  
Greg DeYoung, *Northampton County Dept. of EMS*  
Charles Kolakowski, *Northampton County Administrator*  
Mike Mason, *Accomack County Administrator*  
Bill McCready, *Atlantic Volunteer Fire Company*  
Jeff Renas, *Area 31 1<sup>st</sup> Sergeant, Virginia State Police*  
AJ Ferebee, *Captain, Northampton County Sheriff's Office*  
Ernest Smith, *Northampton County Board of Supervisors*  
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:** Donald Hart, *Accomack County Board of Supervisors*
- REMOTE PARTICIPATION:** None
- OTHERS ABSENT:** Greg Lewis, *Accomack County DPS*
- CALL TO ORDER:** Chairman Donnie Kellam called the meeting to order at 17:34.
- INVOCATION:** Commissioner Ben Byrd delivered the opening invocation.
- PLEDGE OF ALLEGIANCE:** Chairman Donnie Kellam 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 September 2023 Commission 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 for the current budget year, FY24, four months of the wireless surcharge has come in and may come in over projected. The second quarter from Accomack County has been received. The 49% and 79% showing under Accomack and Northampton County for the Other Contribution aren't showing where they should be due to the salary increase differential. For the Communications Tax, three months have been received for Accomack County, one month from Northampton, and three months from Chincoteague. There are no anomalies or concerns with revenue, capital, or operational. 21% of personnel costs have been spent in the first three months and 52% spent on other operational costs with a total of 29% spent in the first quarter. The final FY23 budget was provided. The Wireless Surcharge funding stream under-performed due to the refund of funds by VDEM. The Accomack Communications Tax and Northampton Communications Tax both under-performed but appear to be stabilizing. The significant amount in the Other Miscellaneous is overall due to the CTA Consultants (legal services) reimbursement. Director Flournoy then reviewed the current fund balance, based on documents from the Northampton County Finance Director. The 730 Budget is around \$414,000 with some being devoted toward projects and the 731 Budget is around \$449,000 which includes the needed amount to maintain the 8% expectation of fund balance available.

*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 went on to provide his report, starting with a staffing update. The 9-1-1 Center has one F/T dispatch position vacancy, following the resignation of Melissa Sharp. Currently, there are ten F/T (one in training) and four P/T Communications Officers positions filled. For the Regional Radio System Manager position, advertising started in mid-August, initial resume reviews in mid-September, interviews in October, and re-advertising beginning next week. There has been activity on the Resolution/Charter work through conversations with Northampton County Attorney and Andre Wiggins (Turner and Wiggins). The FY25 capital budget requests were due today, and the operational budget requests are due December 1<sup>st</sup>. The plan for the potential procurement policy modification is to follow Northampton County's procurement policy, modifying based on 9-1-1 Commission operations. It is



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hoped that by the November 30<sup>th</sup> 9-1-1 Commission Meeting Northampton County has finished their revisions and this policy could be an action item. The Freedom application change required a notable amount of effort with field personnel. Things are off to a good start with Civic Vanguard, GIS maintenance, assuring we have correct address data and are prepared for NG911. Station 7 is expected a fifth ambulance and provides a need to manage the radio nomenclature. On October 16<sup>th</sup>, the JLARC committee did provide a report including 9-1-1/dispatch in the VRS enhanced retirement benefits. There is a meeting scheduled with Senator DeSteph at the 9-1-1 Center tomorrow and plans to meet with Delegate Bloxom in later November/early December to discuss a few 9-1-1 related topics. There has been recent communication with Maryland State Police advising that they have a shortage in helicopters due to maintenance issues and they have requested that we do not contact them for missions until Virginia assets, Life-Evac and Nightingale, have been contacted first. There was a significant FOIA request from the Federal Department of Labor relating toward wanting a lot of information on some of the businesses in Accomack County that could take up a lot of time depending on what information they need.

**RADIO INFRASTRUCTURE:**

Last month, it was reported that the Tangier receiver has failed. On October 3<sup>rd</sup>, Atlantic Communications replaced the radio and it is now functional again. It was also reported last month that the Klej Grange back-up transmitter was not functioning properly, resulting from a bad antenna on the 9-1-1 Center tower. A new antenna and other tower work was completed and the back-up transmitter is functional again. The annual preventative maintenance inspection is complete and the report was included in the meeting packet.

**OTHER:**

Director Flournoy turned it over to Deputy Director Kilmon to provide her report. There has been continued work with Assura on the Continuity Plan. A draft has been received and training scheduled for 11/6 with hopes that this project will be completed by the end of November. The 9-1-1 Center conducted two active shooter drills and all staff (with the exception of two) participated. Supervisory staff maintained an active log of notes, ideas, and questions that will be reviewed to determine if any changes are needed. There is still hope and efforts being made to conduct a training with ACSO, NCSO, and CPD. There is still working being done with iOps on some encountered issues, mainly revolving around timesheets and shift entry. We are actively hiring again and advertising in as many different forms as possible. There are two informative sessions on 11/2 and applications are being accepted until 11/10 @ 1700 hours. New hire training is expected to begin in January, as long as we have enough applicants to move forward with the process. Deputy Director Kilmon then advised that herself, Scott Chandler, and CO Sarah Wenzel attended the Fall APCO/NENA/Interoperability Conference in Roanoke. Herself and Sarah assisted with registration and other elements of the event as well as attended a variety of different classes and Scott participated in several of the Interoperability courses.



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The meeting was then turned back over to Director Flournoy to continue with his report. He reviewed the data report for September, pointing out that for calls answered by day, Friday and Saturday are generally the highest, the average 9-1-1 call answer time is 99.4% in 0-10 seconds, total training hours is 77, the average fire processing time is 77 seconds and for EMS is 53 seconds. He also included the amount of time the childcare room was used and how many times Citizen Input was used on incidents.

Director Flournoy provided updates on the Regional Radio System Project (ESVARRS). When it comes to the federal funds, efforts continue towards the release of the federal grant funds. On September 18<sup>th</sup>, the Draft EA was submitted to the DOJ and one addendum was submitted on September 29<sup>th</sup>. On October 24<sup>th</sup>, the Draft FONSI was issued, which required the start of a 30-day advertising period. It was posted in the local newspaper, put online, and notices were posted at the tower sites, and mailed out to surrounding residents. Once the advertisement period ends, it's hoped to be issued a final FONSI. Nothing has changed with the contract language regarding payments until after the EA are completed. The JustGrants platform changed the Grant Award Administrator to someone else in the finance department and added Director Flournoy as an alternate administrator. In regards to the Microwave system, the DDR was held in October and some site visits were conducted. When L3 Harris puts their antenna up, it's hoped that Willims Communications can also put theirs up. There have been some additional discussions on how to best use fiber in the system. Tower remediation is needed at the Craddockville site, the Eastville VSP site, and the Accomack County Sheriff's Office Tower, however, there is no cost details for the site work yet. At the Eastville VSP site, HVAC needs and cable ports are also needed. The Northampton County Water Tower does not need any tower remediation but will require a future agreement between the 9-1-1 Center and Northampton County for the work being planned. It is hoped that most of this tower work takes place in January – March 2024. The Virginia DOF radios were bought, and they are working on sending their second reimbursement check, The equipment is being stored at the 9-1-1 Center. There has been a request from Station 9 for mobile radios ahead of the project deployment for installation into two new ambulances. The DDR is coming close to final approval. Fleet-Mapping sessions, focusing on the day-to-day operations, channels, etc. occurred in mid-October and involved the Core Team, L3 Harris, the full radio committee, CTA, and personnel from other jurisdictions. It is hoped to have a finalized plan by December. Nothing has changed with the project timeline, but there is a possibility for change due to tower work, government issues, testing, etc. The County of Dinwiddie may be able to provide us with some VHF radios/pagers for current needs. There have been no change orders since the September 2023 meeting however, there is a significant change order being worked on including areas where contract costs have been reduced, and areas where costs have increased, and tower remediation costs. About half of the budget was used towards contingency, and it's expected a majority of the remaining half will be used toward tower remediation. Director Flournoy suggested that if it appears we are going to go over budget, to go to the 9-1-1 Commission fund balance prior to going to the counties asking for additional funds, and this could potentially become a future action item.



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*A motion to approve the 9-1-1 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:**

There were no action items at this meeting.

**CONSULTANT'S REPORT:**

9-1-1 Consultant Scott Chandler reported that in addition to his routine administrative items, he also attended the conference in Roanoke. In terms of his involvement of the ESVA Regional Radio System, he attended the DDR, participated in the Regional Radio System Manger interviews, and was in the Broadband discussion. He then spent a few days creating drafts in preparation for the fleet mapping and then attended the three-day fleet mapping training and workshops. He also attended the monthly ESVARRS meeting.

*A motion to accept the 9-1-1 Consultant'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.*

**CHAIRMAN'S REPORT:**

Chairman Donnie Kellam scheduled the next Personnel Committee Meeting to be Thursday, November 16<sup>th</sup>, 2023 at 1400 hours at the Eastern Shore of Virginia 9-1-1 Center in Accomac.

**OTHER BUSINESS:**

9-1-1 Director Jeff Flournoy congratulated Supervisor Katie Brewster on her achievement of the completion of the APCO Registered Public-Safety Leader course.

**PAYABLES:**

*A motion to pay the bills was made by Commissioner AJ Ferebee 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 Bill McCready. There were no oppositions and the meeting was adjourned by Chairman Donnie Kellam at 18:26.*

Respectfully Submitted,  
Katie Brewster, *Recording Secretary*