

Roanoke County

Emergency Communications Center



2020 Annual Report



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Manager's Introduction

It is my pleasure to present this Roanoke County Emergency Communications Center (ECC) 2020 Annual Report. The women and men of our department serve as first responders together with Emergency Medical Service, Fire, and Law Enforcement personnel to save lives, protect property and stop crime. I anticipate that you will find the included facts regarding our department informative and inclusive.



In the last year, we have focused on recruitment efforts. We hired seven (7) Communications Officers (COs), providing them with structured classroom and on-the-job training modules. Four employees were released from Roanoke County probation. Six employees were promoted to Communications Officer II positions.

During the first quarter, the County encouraged all employees to participate in the Employee Engagement Survey. The Communications Team Supervisors and the Training Coordinator participated in a multi-jurisdictional meeting with the Cities of Roanoke and Salem to collaborate on training and policies.

During the second quarter, two countywide trainings were provided for Workplace Safety and Security and Mental Illness. We launched the ECC's Facebook page, "Roanoke County E9-1-1 Center." The DCJS Basic Academy 19-02 transpired in October 2019.

During the third quarter, the Emergency Medical Dispatch (EMD) Manager met with the Operational Medical Director (OMD) to continue discussing updating the Emergency Medical Dispatch (EMD) cards. An Outreach Assistant was selected. The COVID-19 pandemic struck our area in March 2020 thus creating various conference calls and briefings. The ECC changed procedures to include interrogating all callers regarding COVID-19 symptoms.

During the fourth quarter, additional changes were made due to COVID-19. The ECC began taking the temperature of any person entering the Center and logged this information on a secure log. Also, we began to ask persons entering the Center if they had certain symptoms of COVID-19. The County implemented the Daily Health Assessment Form to be completed prior to coming to work.

As staffing increases, my focus shifts to retention.

Aleta G. Coleman

Department Overview

VALUES

We affirm the importance of individual empowerment. We strive to create a just, safe, and welcoming environment for all, while continuously improving our quality services.

Compassion

Respect the dignity of all persons

Professionalism

Engage in behavior reflective of the integrity of the profession

Pride

Demonstrate care and ability as public safety employees

Teamwork

Strive to cultivate effective public and private sector working relationships

Excellence

Endeavor to meet or exceed national public safety standards

GOALS

Service

We build confidence, integrity, and impartiality by serving our community in a professional, honest and compassionate manner.

Safety

We improve safety for our community, organizations we serve and our own employees.

Relations

We form working relationship with multiple organizations within Roanoke County to better serve our citizens.

Employee Care

We solicit ideas from each employee to maintain a healthy working environment. Teamwork and timeliness are essential to our success. We support employees and our community.

Goals and Objectives

OBJECTIVES

Service

	Target	Actual
Average 911 Call Answer Times	5 seconds	5.013 seconds
Average Administrative Call Answer Times	2 seconds	1.239 seconds
Total Text Message Sessions	100	97

Safety

Quality Assurance

	Target	Actual
CO Serious Errors	168	109
CO Non-Serious Errors	190	100

Relations

Educational Outreach

	Target	Actual
Community Events <i>(Small/Large Groups)</i>	5	12
Observers	5	18
911 Center Tours	2	7
Educational Contacts <i>(Media/Schools)</i>	1	4

Referrals

	Projected	Actual
Fire and Rescue Calls for Service	14,000	15,274
Law Enforcement Calls for Service	90,000	172,233
Western Virginia Water Authority	4,000	2,193

Goals and Objectives

OBJECTIVES

Employee Care

Communications Officers Education

98 external training opportunities were offered during this fiscal year.

134 internal refresher training courses on a variety of topics were offered during this fiscal year.

3 individuals were referred for remedial training during this fiscal year.

Professional Contributions

	Target	Actual
Professional 911 Boards Service <i>NENA/APCO</i>	1	2
Professional 911 Certifications <i>NENA/APCO</i>	2	6
National Training Certifications <i>CTO/EMD</i>	6	11
State Instructor Certifications (<i>not recerts</i>)	2	2

PROGRESS REPORT

The Roanoke County Emergency Communications Center is pleased to report that we have met or exceeded our objectives in the following areas:

We offered more internal refresher training opportunities to staff through the dedication of our state certified instructors and communications training officers who developed targeted training modules for their platoons; therefore, increasing the number of platoon trainings. There has been a decrease in the number of calls being dispatched outside of the goals and objectives.

We have implemented the following changes to ensure superior performance next fiscal year:

We are evaluating our CTOs in order to enhance their strengths and help them improve their skills to better train new hires. Our CTOs have developed notes for each Task Sheet item and we have begun reviewing all items with each platoon to obtain a more consistent level of work performance throughout the center as a whole.

Specialized Assignment Review

Accreditation Coordinator

The Commission on Accreditation for Law Enforcement Agencies (CALEA) Accreditation Coordinator manages the CALEA assessment process and the departmental written directives system. The purpose of the position is to undergo annual reviews and obtain CALEA reaccreditation. The position has expanded to include Quality Assurance (QA) while maintaining electronic CALEA documentation in PowerDMS. We were awarded with Excellence for our re-accreditation in November 2019. We are on task to complete our first successful Compliance Service Manager (CSM) review electronically next fiscal year.

Cardiopulmonary Resuscitation Manager

The Cardiopulmonary resuscitation (CPR) Manager oversees the ECC American Safety and Health Institute (ASHI) Training Center and ensures minimum CPR standards for emergency communications services are met. The position provides classroom instruction and maintains agency certification as a Training Center. We continue to independently certify our employees, allowing flexibility in class scheduling.

Emergency Medical Dispatch Manager

The Emergency Medical Dispatch (EMD) Manager ensures minimum EMD standards for emergency communications services are met and reports on data collected from EMD calls. During this fiscal year, the position continued providing monthly statistics to the platoon supervisors to identify individual performance trends. During this entire fiscal year, calls were evaluated and information was retained for APCO compliance. The current EMD Manager resigned in May 2019; therefore, another EMD Manager was selected and trained and to assist with reviews and course instruction.

Specialized Assignment Review

Outreach Coordinator

The Outreach Coordinator manages departmental education of our service community, news media contact, and recruitment. During this fiscal year, the position has been impacted by COVID-19. The position works closely with Roanoke County Police Crime Prevention and Roanoke County Fire and Rescue Public Education. We increased the number of applications, the number of candidates tested, and the number of personnel hired.

Quality Assurance Manager

The QA Manager ensures minimum standards for emergency communications services are met and exemplary service is recognized. Last fiscal year, the Communications Team Supervisors and the Communications Training Officers were trained as Quality Assurance Evaluators and began conducting QAs. Currently, the position uses Excel spreadsheets to tabulate exceptional individual performance and error trends.

Training Coordinator

The Communications Training Coordinator (CTC) manages the new hires and continuing education training programs. The position inputs training records into an electronic system allowing for automated reporting. During this fiscal year, this position has been dramatically impacted by COVID-19. The position has delegated continuing education opportunities to the shift supervisors, allowing more time to be devoted to the new hire training and retention. This has resulted in seven personnel being hired compared to six in the last fiscal year.

Agency Improvement Reviews

GRIEVANCES

Summary by Resolution Level

<i>Meeting with Step 1 Official</i>	<i>0</i>
<i>Meeting with Top Level Official</i>	<i>0</i>
<i>Meeting with County Administrator</i>	<i>0</i>
<i>Panel Hearing</i>	<i>0</i>
<i>Circuit Court Petition</i>	<i>0</i>

Analysis of Actions

The review of grievances revealed that none were filed during this fiscal year.

Policy & Procedure Review

The Roanoke County Employee Handbook, which includes the Grievance Policy, was reviewed July 2017. We reviewed Form B, which is used to file grievances, and recommended no changes to Roanoke County Human Resources staff. The form will remain available through direct contact with Human Resources staff, so accountability in the filing and processing of grievances can be maintained.

Conclusions

In our review of policies and procedures, it was apparent that the procedure is rarely used. The County onboarding process was revised 2 years ago to ensure standardized training of all new employees. Orientation training now includes a review of the Grievance Policy. It was concluded that recurring refresher training should be provided to all employees to make the grievance process easier to access.

Agency Improvement Reviews

INTERNAL INVESTIGATIONS

Summary by Disciplinary Action

Supervisory Referral — 6
Counseling / Oral Reprimand — 1
Written Reprimand — 0
Suspension — 0
Demotion / Transfer — 0
Dismissal / Resignation — 1

Summary by Conclusions

Unfounded — 3
Not Sustained — 3
Exonerated — 0
Sustained — 9

Analysis of Actions

There was one serious complaint this fiscal year regarding untruthfulness in the hiring process. This disciplinary action was Resignation in Lieu of Termination . There were fourteen courtesy complaints. Other sustained allegations include: 4 failures to air pertinent information over the airway, failure to use proper VCIN code, being rude to a caller and failure to notify a jurisdiction of a call. Most of the internal investigations were handled by a Communications Team Supervisor.

Policy & Procedure Review

General Order 14 concerning Disciplinary Actions and Internal Investigations was reviewed and revised in January 2020 to show wording for grammatical error corrections. The Internal Investigation Advisement and Conclusion forms were reviewed and revised in July 2018.

Conclusions

In reviewing these internal investigations, we recognized that Communications Team Supervisors who provided coaching and subsequently counselled the employees who received the sustained complaints regarding being more careful when taking calls. One complaint involved 3 communications officers on the same call who failed to air pertinent information over the airway who were counselled.

Agency Improvement Reviews

LIABILITY EXPOSURE REPORTS

Summary by Risk Category

Obtaining Information - 9
Documenting Information - 18
Relaying Information - 8
Outside Scope - 6
Other - 8

Summary by Action Category

Policy - 0
Inattention to Detail - 35
Other - 14

Analysis of Actions & Conclusions

The majority of the inattention to detail errors were minor and corrected through informal individualized refresher training. Remedial training and disciplinary actions were provided to individual communications officers with recurring similar errors. Platoon training was provided for GO 1 Mission, Values and Goals; How to Alphabetize; SPOK Messenger Paging; EMD Note Review; Manual Dispatch Overview; Emergency Custody Order (ECO) and How to Handle Hits. Supervisory staff will make recommendations concerning additional staff training, policy changes, CAD procedure changes and use of mapping resources. Supervisory staff recommends the transition to an automated secure alarm protocol interface for CAD (ASAP), which would eliminate address verification for hold up, burglar, fire, and medical alarms.

Policy & Procedure Review

General Order 2, which includes liability exposure reporting, was reviewed and revised in November 2018. The Liability Exposure form was reviewed and revised in July 2018.



Agency Improvement Reviews

PERSONNEL EARLY INTERVENTION PROGRAM (PEIP)

Summary by Review Category

<i>Referrals</i>	<i>0</i>
<i>Attendance</i>	<i>9</i>
<i>Behavior</i>	<i>0</i>
<i>Initiative</i>	<i>8</i>
<i>Leadership</i>	<i>5</i>

Analysis of Actions

The review of the PEIP program with supervisory staff demonstrated that *eight* employees were identified prior to disciplinary action in permanent personnel file records or liability exposure. These employees were provided with coaching, counseling and minor corrective action. Five of these employees continued working for the Department through the end of the fiscal year.

Policy & Procedure Review

General Order 14 regarding disciplinary action was reviewed and revised January 2020. The Standard Operating Guideline regarding Guardian Tracking software was reviewed and revised January 2019.

Conclusions

The PEIP Program has benefitted the organization for retention and served as an effective early intervention tool. Due to the restructure of the quarterly PEIP reports , we are accurately monitoring employee performance. The report aligns with defined employee behaviors and actions; trigger levels for reviews; reviews of identified employees and expectations for agency reporting.

Agency Improvement Reviews

QUALITY ASSURANCE

Summary by Serious Error Category

Incident Location - 11

Call Type / Severity - 7

Pertinent Questions (i.e. weapons, COVID-19) - 18

Appropriate Dispatch Procedure - 26

Appropriate Units Dispatched - 4

Relayed Safety Information - 2

Clear, Concise, and Complete Call Narrative - 30

Analysis of Actions

The majority of serious errors are related to narrative entry by call takers. Remedial training and disciplinary actions were provided to one individual communications officers with recurring serious errors for Call Taking. Platoon training was provided for: EMD Note Review to address the most common errors.

Policy & Procedure Review

General Order 11 was reviewed and revised in June 2020. No changes were recommended to the current procedures of Communications Team Supervisors (CTS) assisting the Accreditation Coordinator with the completion of Quality Assurance (QA) evaluations and an additional APCO EMD instructor assisting the EMD Manager with EMD QA evaluations.

Conclusions

We continue to build call taking skills in our communications officers. Communications Team Supervisors continue to identify trends in QA evaluations and respond with platoon refresher training and individual remedial training, as needed. The Communications Training Coordinator did not provide training to any employee as a direct result of QA data analysis.

Agency Improvement Reviews

RISK MANAGEMENT

Summary of Incidents

Number of Reported Incidents - 0

Issues / Conditions Affecting Risk

The InterAgency Team is comprised of all public safety stakeholders served by the ECC. The purpose of the team is to review any prior gaps in policy or communication. The team rectifies situations to avoid future problems. The ECC hosts these roundtable discussions each quarter. Due to COVID-19, many of the meetings have been cancelled for the fiscal year. All new employees participate in Workplace Violence Training through Roanoke County Human Resources. This training provides clear categories of unacceptable behavior and procedures for employees to follow. All employees have been educated on Roanoke County's "Zero Tolerance" for workplace violence and harassment.

Issues / Conditions Affecting Worker's Compensation

In December 2019, VACORP completed an annual review of our facility to ensure compliance with facility safety and security. The annual review evaluated the following topics: Management Practices, Physical Safety, Safety Preparedness, Emergency Response, Accidents, and OSHA. There were no concerns notated.

Issues / Conditions Affecting Liability

In September 2019, "Harassment Made Simple" was completed by all ECC employees. The program gives the employees a thorough overview of the protected groups, sexual harassment, prevention techniques and retaliation. In addition, the video covers current topics such as text messaging, email and bullying. Along with Harassment, Diversity Awareness and Workplace Ethics are taught to the new hires in the Basic DCJS Academy.

CALEA Accreditation

Reaccreditation Process

VACAP Biannual Meetings

Accreditation Manager Taylor Ralph and Assistant Accreditation Manager Teresa Blackwood participated in the VACAP training conference in the Fall 2019. They received additional information regarding the new version of the assessment and how well the agencies were transitioning in to it. They also networked with other Virginia public safety agencies. Due to COVID-19, the Spring 2020 VACAP training was canceled.

External Annual Review Process— July 2019

Compliance Service Manager (CSM) Brad Fraser completed an onsite review of agency documentation. CSM Fraser had a suggestion for agency improvement involving recruitment. He stated we should research and determine if the agency could benefit from expanding social media presence to showcase agency successes and employment opportunities. He also had a suggestion regarding retention; continue the proactive approach in maintaining a positive working environment for employees.

CALEA Accreditation with Excellence Award— November 2019

According to CALEA Chairman Anthony Purcell and Director Craig Hartley, the ECC was awarded CALEA Accreditation with Excellence. This award demonstrates a commitment to professionalism and CALEA Accreditation. The ECC became an institutionalized management model for the organization.

Future Reaccreditation Review —July 2023

CALEA assessors will conduct a site-based accreditation review of the ECC in July 2023. A few months later, the Assistant Director and Accreditation Manager will advocate for the agency to a CALEA Commissioner Review Panel at the Fall CALEA Conference.





Community Outreach



Events

The ECC attended 13 events and educated 782 individuals for a variety of age groups. The events were: Neighborhood Watch meetings, National Night Out, Mud Run, Berkshire Nursing Home visits, Illuminights, Williamson Road Business Association Meeting, and Gamma Delta Alumni Meeting.

Observers

During this fiscal year, the ECC hosted 15 citizen observers and 7 applicant observers. These numbers include Roanoke County Volunteer Fire & Rescue, Roanoke County Police Department, Roanoke County Administrative staff, and CommIT staff.

Tours

This year, we continued to work with Roanoke County Crime Prevention Officer T. Butts. We gave tours to the following: Leesburg PD Dispatch, Roanoke County Finance Department, Roanoke Times, Roanoke County Fire & Rescue, Life Church, and Roanoke County Police Department. In addition to these groups, we also gave individual tours.

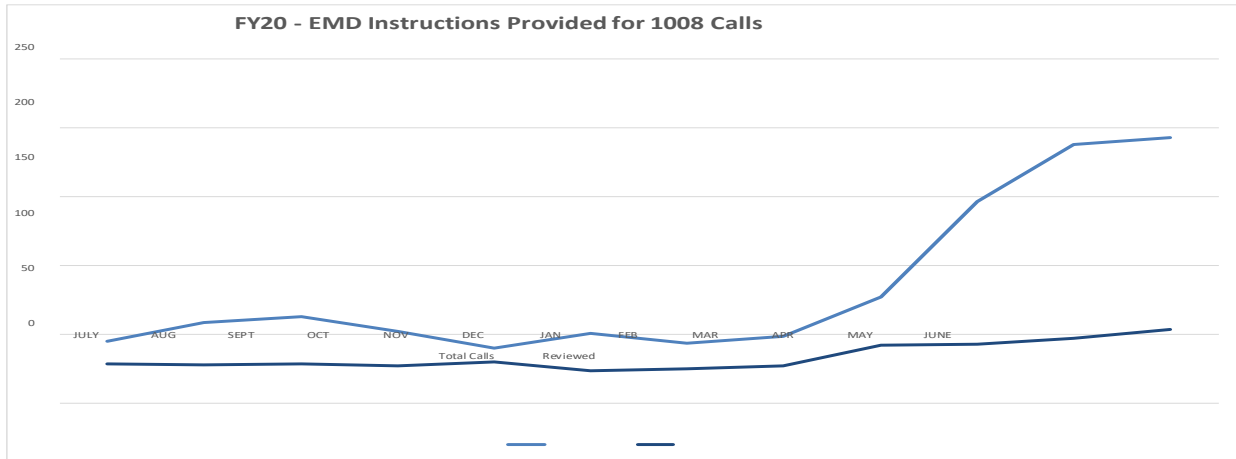
Education

During this fiscal year, we attended 1 Career Expo at Glenvar High School and explained to the students the skills necessary to become a communications officer. Other avenues of education were provided to media outlets through the Roanoke County Board of Supervisors Meeting. WSLs 10 interviewed employees for the Red Cross Heroes Dispatcher Award; however, due to COVID-19, this Red Cross Breakfast and awards have been delayed.

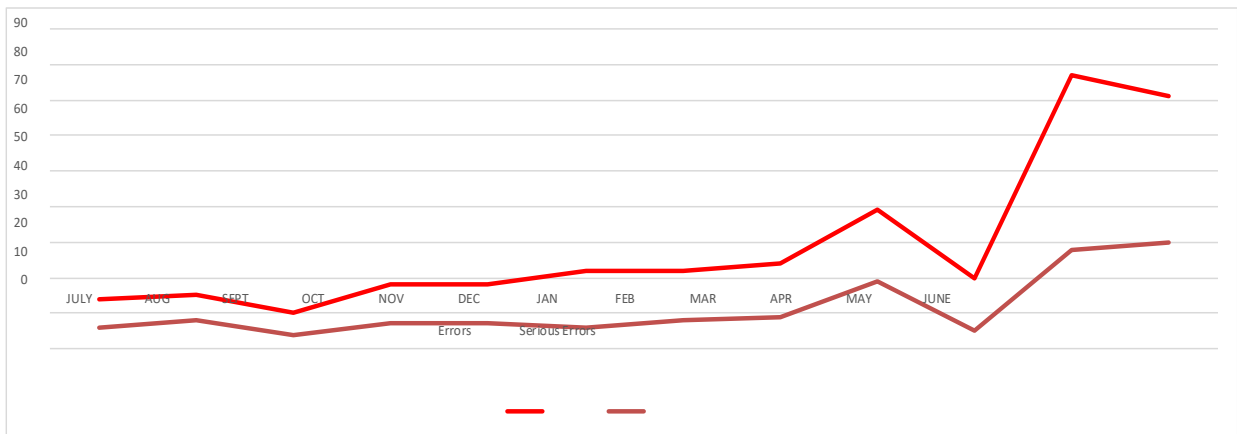
Emergency Medical Dispatch

Quality Assurance

EMD Calls For Service



EMD Area for Improvement



Training

9 Communications Officer I personnel completed EMD Certification this fiscal year with instruction by CO Amanda Moore and CO Taylor Ralph. Our EMD instructors taught a minimum of 12 hours this year to maintain their certification.

Employee Awards

Rookie of the Year



COII Harley Seabolt is a one year employee of the Roanoke County Emergency Communications Center. The “Rookie of the Year” is presented to an individual who has been released on their own and has less than twenty four months of service, shows exemplary skills and initiative. Harley is an invaluable member of “A” Platoon far beyond her time with the Emergency Communications Center. She takes on increasing responsibilities which includes helping with training new hires, maintaining VCIN/NCIC distribution among the platoon members and helps newer Communications Officers with questions. She also provides encouragement to the team. Harley is reliable and has garnered the respect of the field units by keeping up with radio traffic and minimizing errors. Harley keeps an eye on the printer and never hesitates to volunteer for unpopular assignments or to adjust her work schedule to meet the Center’s needs. Harley is on time each day and rarely uses unscheduled leave.

Communications Officer of the Year

COII Logan Spencer is quickly becoming a valuable “senior” Communications Officer in the 2.5 years he has been with the Emergency Communications Center (ECC). Logan excels on the fire and rescue radio and is one of our strongest Fire dispatchers. He is well respected among the field units both as an ECC employee and a volunteer at Cave Spring Rescue Squad. Logan has shown a willingness to assist with training new hires and he comes up with new ideas to help a trainee catch on to dispatching (BINGO, flip card activities, etc.). He consistently adjusts his schedule to meet the needs of the center and assists the supervisor with performing radio and equipment checks in the mornings. Logan rarely uses unscheduled leave and arrives to work on time. He has a good attitude and keeps the atmosphere in the room light.



Employee Awards

Supervisor of the Year



CTS Roy Davis is a seventeen (17) year employee of the Roanoke County Emergency Communications Center. Roy is very reliable and rarely, if ever, uses unscheduled leave. He always shows up to work on time and is accountable to work the standby days he assigns himself. Roy has been a valuable member of our department. Some of his quality characteristics are: his subordinates think he is a great leader, he inspires the dispatchers he supervises to perform their best, he is helpful and answers questions and supports others when making correct decisions. He looks for ways to improve morale. This year, he created the “9-1-1 Champion Award”, which is a unique way to recognize a Communications Officer for a stressful 9-1-1 call. He trusts his communications officers and can provide direction when needed. He has a great leadership style and is a valuable member of the Emergency Communications Center. He came up with the idea of a restructuring plan for the Communications Center and chaired that committee this year. Due to the Human Resources Department issuing a salary survey, no changes have been implemented at this time. Roy is very involved in maintaining the Center’s Emergency Preparedness and keeps the bulletin board up to date with the latest FEMA information. He is also accountable for cybersecurity bulletins. He volunteered to update the “Night Number” Books and has been diligently working on this project for a while. Roy also manages the updates for the Supervisor Manual and the Wireless Manual. Roy is an APCO Registered Public-Safety Leader (RPL) and he facilitates classes online for RPL. He also holds the following certifications: DCJS General Instructor, APCO Communications Training Officer (CTO), APCO Emergency Medical Dispatch (EMD) ASHI CPR Pro / AED and various FEMA classes. In 2019, on his own, Roy signed up and completed the PSAP Manager’s Training through North Carolina’s Richmond Community College.

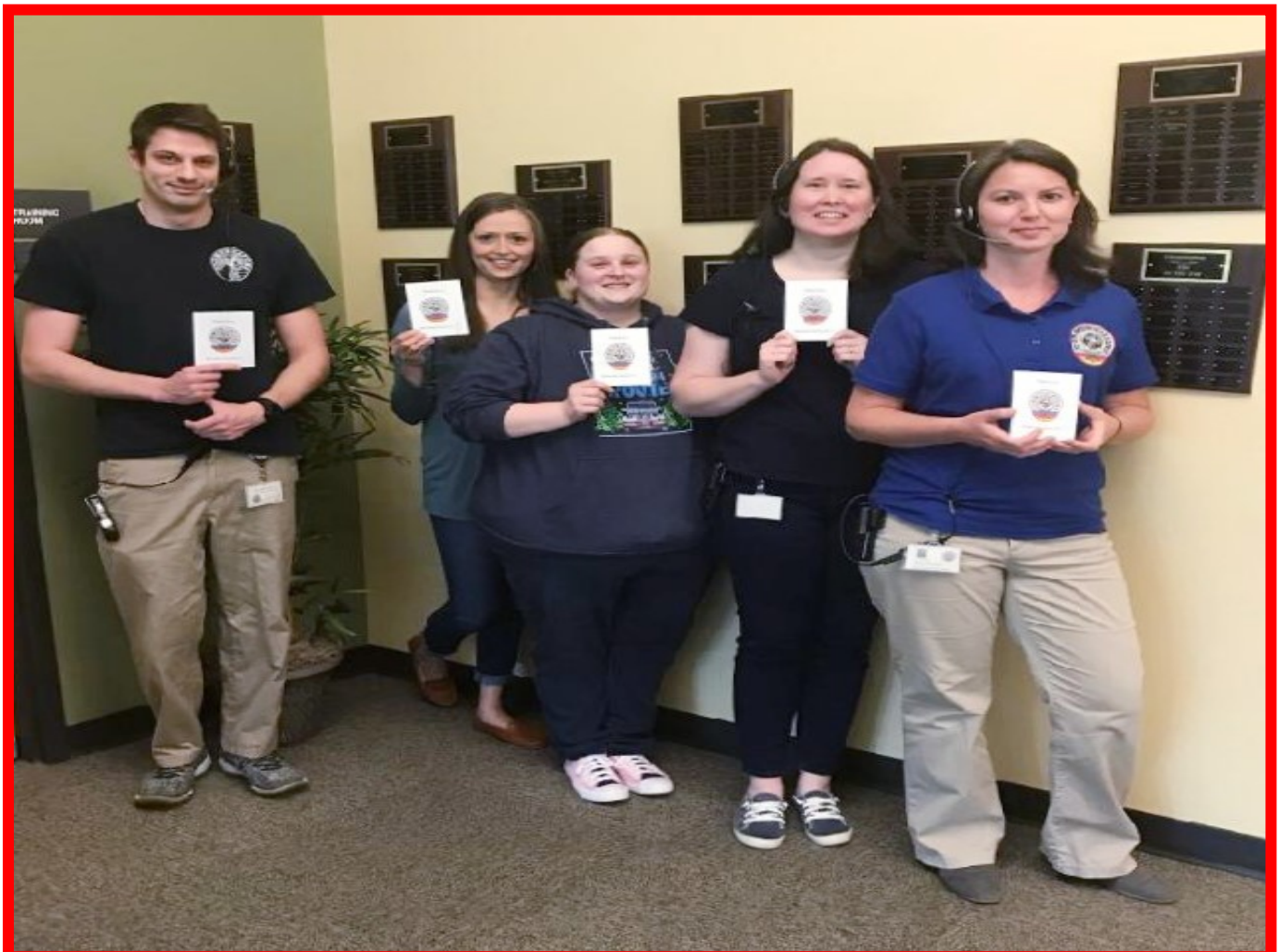
Employee Awards

Platoon of the Year

“D” Platoon is managed by CTS Erica Stone. CTO Nikki Crush is the platoon’s trainer. Other team members include: COII Angela Simpson-Parker, COII Brandon Smith, COII Lisa Charles, and COII Ashley Carr. “D” Platoon is probably the most experienced team of Communications Officers. Combined, they have approximately forty-three (43) years of experience! They work well as a team and help each other with handling tasks. “D” Platoon handled several major calls throughout 2019 as listed below:

01/20/2019 – Vinton pursuit into Roanoke County – Multiple agencies were involved in this pursuit. Weather also factored into the officer’s decision to terminate the pursuit. Typically, when the weather is bad, the ECC sees an increase in call volume and the addition of a pursuit created a strain on the ECC. This call turned into a foot pursuit with a track attempted. The team pulled together to make proper notifications and kept track of the radio traffic.

01/29/2019 – “Swatting” Call – An individual called 9-1-1 claiming to be another person and stated that they had harmed family members and were going to hurt more. There were gunshots heard in the background and the caller threatened to hurt officers. This call resulted in a SWAT team call out and a Citizen Alerting through the RoCo system.



Employee Awards

Communications Training

Officer

of the Year



CTO Monica Bond is a seventeen 1/2 (17.5) year employee of the Roanoke County Emergency Communications Center. Monica is the senior Communications Training Officer and the sole CTO for "A" Platoon. She is a certified APCO Communications Training Officer (CTO). She consistently produces reliable and valuable new trainees. She does not hesitate to help other communications officers and field units, even while training. She instructs shift training as needed to ensure all of "A" Platoon is following current procedures and are up to par on policy. She has a good attitude and temperament and provides a calm presence to her shift. Monica excels in training on the police radio and explaining police procedures to new hires. She maintains her trainee's DOR's and Task List. She is responsible for Police SOG's and keeps them updated in a timely manner. Monthly, she creates and schedules the "A" Platoon Seating Chart and Stand By rotation. Monica is the Chairperson of the Center's Awards Committee, a member of the Interagency Committee, and serves on the Employee Advisory Committee. Monica maintains good attendance and is on time to work each day.

Employee Awards

Emergency Medical Dispatch (EMD) Award

Any Communications Officer may be selected annually, except Communications Team Supervisors, Communications Training Officers, and Quality Assurance Evaluators. COII Alex Mundy recorded the fewest EMD errors during 2019.



Employee Awards

Phone Ready Recognition Award



COII Sienna Hebert is the recipient of the 2019 Phone Ready Recognition Award. At the end of thirteen (13) schedules, the Communications Officer with the highest total available time for the year will receive an award. Communications Officer available time is calculated by adding “Personal Break Time” (up to thirteen (13) hours), “Ready”, and “On Call” times. Each schedule, the Communications Officer with the most available time will be recognized with a certificate. The “Personal Break Time”, “Ready”, and “On Call” times for the top four (4) Communications Officers is posted in the ECC as well. This information will assist individual Communications Officers in tracking their progress toward earning the annual Phone Ready Recognition Award.

Employee Awards

Red Cross: A Celebration of Heroes 9-1-1 Dispatch Hero Award

The Roanoke County Emergency Communications Center (ECC) received a call from a citizen who advised her 78 year old mother, who was new to the area, was missing. She stated the mother has Alzheimer's and she had taken the dog for a walk and had not returned and they were unable to locate her. The people working in the ECC that day helped by dispatching police, fire and rescue and contacting local hospitals and other jurisdictions. The local cab companies were also called to ascertain if they had picked up a fare in the area. Fire and Rescue called out the Drone Team to help look for the subject. The ECC entered the female as missing / endangered into the VCIN / NCIC system. The female was located 1.6 miles from her home (unharmd) and returned safely home, one and a half hours after the call was received in the ECC. The family was given information about Project LifeSaver to assist the family, in the future.

Participants in this call were: from "B" Platoon:

CTS Beth Clemson, CTO Craig Sheets, CTO Teresa Blackwood, COII Taylor Ralph, COII Bekah DiGregorio, COII Koty Thompson, COII Becca Campbell, COII Lexi Manning and COII Derrik Runyon.

The Red Cross Heroes Breakfast was canceled due to COVID-19 and the employees are awaiting their award.



Employee Awards

County Milestone Awards

The County of Roanoke recognizes years of service to their employees. During the fiscal year, the following individuals received recognition:

15 Years: Amanda Moore

10 Years: Erica Stone

5 Years: Lisa Charles and Teresa Blackwood

1 Year: Rebecca Campbell, Laura Allmon, Ashlee Matthews, Derrik Runyon, Chelsie Reed and Nikita Simmons

ECC Employee Recognition Programs

The Awards Committee is chaired by CTO Monica Bond .

Attendance Award

All employees released from probation, other than the Assistant Director and the Emergency Communications Manager, are eligible for the award. Once a quarter , an employee's unscheduled leave will be evaluated. Those employees who have not used any in the quarter will receive an award. At the end of the fiscal year, those employees who have not used any unscheduled leave will receive an additional award.

The following communications officers had Perfect Attendance for the fiscal year:

- Austin, Juanita
- Blackwood, Teresa
- Bond, Monica
- Charles, Lisa
- Clemson, Beth
- Crush, Nikki
- DeSilvey, Paige
- Hebert, Sienna
- Simpson-Parker, Angela
- Smith, Brandon

The Yearly Platoon Attendance Award was won by "A" Platoon.

Employee Awards

ECC Employee Recognition Programs

Christmas Decorations Awards

The winning Platoon
Decoration is
“B” Platoon



The winning Door is Accreditation
Manager
Taylor Ralph

Recruitment Program

Recruitment Plan

A comparison of the Roanoke County Emergency Communications Center service population to our employees demonstrates approximate proportions regarding most minorities. However, our agency currently employs less than the 3% of the service population that self-identifies as Black Non-Hispanic. While there are a lower number of males available for the workforce, the underutilization of male employees stands at 22.7%. The agency has decreased this percentage from 30% the previous fiscal year.

Management is committed to continuing a pre-planned classroom and on-the-job training schedule for all new employees, based on feedback from recent hires. Management continues to provide workplace harassment and diversity awareness training biennially for all employees. All employees involved in recruitment received Equal Opportunity Employment, workplace diversity, and job benefits training as well. Management continues to encourage minority staff participation in the recruitment process, publicized agency photographs, and public education videos.

The Outreach programs targeted older populations this fiscal year. The Outreach staff worked with the Williamson Road Business Association. Due to COVID-19, the Outreach Program reached a lesser number of individuals. The ECC provides tours of the Emergency Communications Center to special needs groups; however, we did not have any requests this fiscal year.

Hiring

Initial Testing - 36

Conditional Offers - 8

Additional Screening - 8

Final Offers - 8

Hired - 7

Retention

Completed Training - 6

Retained 3 years - 24

Retained 5 years - 15

Training Program

Department of Criminal Justice Services (DCJS)

General Instructor

APCO Courses

Communications Training Officer

Emergency Medical Dispatch

Emergency Medical Dispatch Manager

Communications Center Supervisor

Webinar: Deploying NG911 in the Cloud

Webinar: Standards in Action Help Us Help You

Webinar: Coaching and Mentoring for Comm Center Success How You Say it Matters

Webinar: Developing a Learning Culture Through Employee Accountability

Webinar: COVID-19 Q&As with 9-1-1 Center Leaders

Webinar: COVID-19 and 9-1-1

Webinar: When Old & Young Collide at Work

NENA Courses

Webinar: CTO Adult Learning Techniques for Effective Change Management

Webinar: Stress PTSD and Knowing the Difference Between Them

Webinar: Empowering Women in 9-1-1

Webinar: Handling Domestic Violence Calls

Webinar: Checking the Pulse of 9-1-1: Why Real Time Performance Metrix Matter

Webinar: Using the New NENA PSAP Registry

Webinar: Nutrition, Fitness and Sleep Awareness

Webinar: Women's Health in 9-1-1

Webinar: Improving your Police Dispatching Skills

Webinar: Navigating the COVID-19 Pandemic from the 9-1-1 Center

Webinar: Self Care for Women in 9-1-1

Webinar: Customer Service

Training Program

PowerDMS Courses

Academy	105
Mandatory	26
New Hire	81
On the Job	50
Promotional	1
Refresher	130
Remedial	3
Specialized	55

CTC Paige DeSilvey serves as our Communications Training Coordinator. She continues to provide monthly training in PowerDMS to our platoons through our Communications Training Officers . She provides quarterly continuing education to our Communications Training Officers and manages our biannual training academies for new hires.

The ECC personnel received approximately **3,481** hours of training hours during the fiscal year.



Upcoming Projects

Tyler New World Systems Computer Aided Dispatch (CAD)

Software System

In February 2020, we upgraded our CAD to version 2019.1 HF1, which provided some updated features and included an integration with RapidSOS, bringing our software in-line for NG911.



Intrado Viper

Telephone System

In October 2019, we upgraded our Viper to the latest version (v. 5.1), making us NG911 compliant. In February 2020, we had a text to 9-1-1 conversion from RFAI to MSRP. This conversion made us NG911 compliant.



Upcoming Projects

GEOGRAPHICAL INFORMATION SYSTEMS

In June 2020, the GIS team provided the updated jurisdictional boundary file for us to send to RapidSOS to integrate a new feature. This automatically queries all 9-1-1 cellular calls that are made within our jurisdictional boundary and provides the information to the ECC via the RapidSOS Portal.



NICE Recording System

During this fiscal year, we did not make any changes to our recorder.



Roanoke County

Emergency Communications Center



Dial **911** for Emergencies

Call (540) 562-3265 for Non-Emergencies

