



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting  
December 2023 Meeting  
Thursday, January 4<sup>th</sup>, 2024 @ 1730 hours  
Northampton County Board Chambers - Eastville

**COMMISSIONERS PRESENT:** Donnie Kellam, *Chairman, Community Fire Company*  
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> Sgt., Virginia State Police*  
AJ Ferebee, *Northampton County Sheriff's Office*  
Ernest Smith, *Northampton County Board of Supervisors*  
Bobby Taylor, *Accomack County Sheriff's Office*  
Jeff Parks, *Accomack County Board of Supervisors*  
Donald Hart, *Accomack County Board of Supervisors*

**OTHERS PRESENT:** Jeff Flournoy, *ESVA 9-1-1 Director*  
Caroline Hodgson, *ESVA 9-1-1 Supervisor/Acting Recording Secretary*  
Krista Kilmon, *ESVA Deputy 9-1-1 Director*  
Scott Chandler, *ESVA 9-1-1 Consultant*

**COMMISSIONERS ABSENT:** None

**OTHERS ABSENT:** None

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

**INVOCATION:** Chairman Kellam delivered the opening invocation.

**PLEDGE OF ALLEGIANCE:** Chairman Kellam led the reciting of the Pledge of Allegiance.

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



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting  
December 2023 Meeting  
Thursday, January 4<sup>th</sup>, 2024 @ 1730 hours  
Northampton County Board Chambers - Eastville

**MINUTES:** *A motion to accept the minutes from the November 30, 2023 meeting was made by Commissioner Donald Hart with a second from Commissioner Bill McCready. Director Flournoy noted that there was a revision that needed to be made, related to Action Item C: numerical error; contingency funds for the radio project; expected costs reflected \$51,000 but should have been \$276,000 (full amount for tower sites). With this correction, Commissioner Donald Hart approved the minutes with a second from Commissioner Bill McCready. There were no oppositions and the motion was carried.*

**CONSENT AGENDA:** There were two (2) items on the consent agenda; 1) Resolution of Appreciation for 9-1-1 Commissioner Ron Wolff, 2) IRS change in travel reimbursement rate for 2024. *A motion to accept these consent agenda items was made by Commissioner Donald Hart with a second from Commissioner Bill McCready. There were no oppositions and the motion carried. Director Flournoy added that it was his intention to invite Ron Wolff to the next Commission meeting to receive his letter of resolution.*

**BUDGET REPORT:** Director Flournoy reported that the wireless surcharge from six (6) months in and is a few thousand dollars above the projected budget. The Communications Tax for Accomack is five (5) months in and, if stays on track, will be a few thousand dollars over the projected budget. In Northampton County, three (3) months in, potentially could be slightly above the forecasted budget. Director Flournoy recently made the third-quarter request to Accomack County (should next see 75%). There were no anomalies or concerns reported. On the Expenditures side, 74% have been spent on capital projects, operations side (personnel costs) is 34%; about 5/12 of the year spent. Other operations, 59% (one-time costs paid at the beginning of the FY). Overall, 41% of the budget has been spent with no issues or concerns to report.

Director Flournoy went over a memo related to the budget for FY25. FY25 budget requests were submitted to both counties before the deadline dates. The document provided listed new funding requests as well as potential initiatives to be funded using the available 9-1-1 Commission fund balance. It is understood that Director Flournoy will have the opportunity to meet with Northampton County Administration on the FY25 requests in the coming week and will meet with Accomack County Administration, if invited. Director Flournoy is due to go before the Accomack County Board on February 8, 2024, and on February 27, 2024, in Northampton County, to address FY25 budget requests. He did not have anything related to the ESVARRS project; included in a separate budget matter. Director Flournoy mentioned a few items related to additional funds requested in FY25, including, a vehicle for the 9-1-1 Center; has had some conversation with the Accomack County finance department regarding the possibility of leasing instead of buying. Also, general salary increases (not speaking of a normal 5% COLA increase), related to the Accomack County compensation study that was done and how it may impact our 9-1-1 Center staff.



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting  
December 2023 Meeting  
Thursday, January 4<sup>th</sup>, 2024 @ 1730 hours  
Northampton County Board Chambers - Eastville

Commissioner Mike Mason asked Director Flournoy (from mention of items requested but not included) and Director Flournoy answered that he was speaking of capital requests that were not included. Commissioner Mike Mason asked about the new system maintenance and Director Flournoy answered two (2) years; FY26. *A motion to approve the budget report was made by Commissioner Bill McCready with a second from Commissioner Ben Byrd. There were no oppositions and the motion was carried.*

At this time, Chairman Kellam introduced Jeff Parks (who arrived to the meeting at this time) from the Accomack County Board of Supervisors, as the newest ESVA 9-1-1 Commissioner. All persons present at this meeting introduced themselves to Commissioner Parks.

**DIRECTOR'S REPORT:** Director Flournoy reported that he had an opportunity to meet with Delegate Rob Bloxom and the new Senator a few weeks back. For staffing, Director Flournoy reported that a full-time/trainee had returned from maternity leave. From the most recent hiring process, one (1) full-time and one (1) part-time position were hired with training due to begin around January 10<sup>th</sup>. The Regional Radio System Manager position remains unfilled. The VDEM staffing recognition grant that was approved at last month's public hearing meeting, was provided to staff on the December 22<sup>nd</sup> paycheck and was a one-time opportunity to provide \$2,500 to full-time and \$1,250 to part-time staff. All needed 2024 financial disclosure statement forms have been completed. Director Flournoy provided a clarification for the Marcus Alert Act. Direction has been provided by both DCJS and DBHDS that Accomack and Northampton County do not need to comply with the state statute related to the diverting of specific mental health calls to 9-8-8. Director Flournoy stated that we are complying with everything we need to for now but a new means of maintaining the required database will be further looked into by Supervisor Hodgson as an effort to improve the current usage of Smart911. Commissioner Mike Mason asked if we are being scoped out now because of our population and Director Flournoy replied yes. Commissioner Jeff Parks asked what the impact would be if we started acting as if we had to be compliant and Director Flournoy stated that we can; localities can start whenever they want to. Director Flournoy explained that there are four (4) tiers to the process, and procedures would have to be created due to the need for law enforcement involvement for some of the tiers. Director Flournoy also mentioned that it would have to be a collaborative effort between 9-1-1, ACSO, NCSO, and CPD. Commissioner Mike Mason questioned the response side being available on the Eastern Shore. Commissioner Bobby Taylor stated that no, we do not have the resources on the Shore that are needed. Director Flournoy went on to mention that he is waiting for Northampton County to approve their changes for the procurement policy so that he can bring it before the 9-1-1 Commission and bring it as an action item for approval. There are several facility-related improvements coming and ongoing, such as a new generator, new carpeting (led by ACPW).



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting  
December 2023 Meeting  
Thursday, January 4<sup>th</sup>, 2024 @ 1730 hours  
Northampton County Board Chambers - Eastville

**RADIO INFRASTRUCTURE:** Director Flournoy that Belle Haven still has noise coming in on Channel 7 and 9. Atlantic Communications had a computer there to see what may be causing it. A few weeks back, there was an issue noted with the ACPS radio system when the 9-1-1 Center tried contacting the school buses regarding a MVA with a car fire and lines down but the channel did not work. It was found that ACPS had reprogrammed the system a few months ago but did not reprogram the radio at the ACSO tower. It has since been fixed between ACPS and ESVA911, but work is still needed at ACSO. Commissioner Mike Mason asked a question about the continuity plan in terms of the tower located at Station 9 that is being decommissioned. Director Flournoy responded that the tower/Station 9 would no longer be used for a backup location and a new location was being looked after. Commissioner Mike Mason said that there is a need for an alternate location regardless. Director Flournoy said that it is possible that Northampton County Sheriff's Office could be used as a backup location. Commissioner Mike Mason said that there could be a multitude of backup locations, depending on different events, such as the EOC in Melfa. Chairman Kellam stated that the airport being there could become a problem due to previous experience. Commissioner Donald Hart asked if the water tower in Melfa could be used for an antennae site. Commissioner Mike Mason said it could be an option. Scott Chandler mentioned that it could work for the radio system but not so much for the phone system. Director Flournoy agreed and said that in his opinion, the EOC could be too close to the 9-1-1 Center. Commissioner Jeff Parks mentioned that another planning factor should be that getting too far away from the populus of Accomack County is not a good thing.

**DEPUTY 9-1-1 DIRECTOR REPORT:** Deputy 9-1-1 Director Kilmon spoke on the Assura project that was done through a grant and is a continuity plan for the 9-1-1 Center that is now complete with a final plan issued in November 2023. It will be continually updated and revised and mainly focuses on disaster operations for 9-1-1 with the primary focus being recovery of operations in the event of disaster at the primary site. Deputy 9-1-1 Director Kilmon provided information on the recent hiring process and new-hire training. We had 25 applicants, with 20 of them testing, and only 2 successfully passing the required pre-employment tests. Interviews were conducted on December 15, 2023 and ultimately one (1) full-time (John "Jack" Ambler) and one (1) part-time position (Shannon Wyatt) were offered and accepted. Training is due to being on January 10<sup>th</sup>. Alexis Press returned from maternity leave on December 11, 2023 and was re-assigned to a CTO for her OJT. Deputy 9-1-1 Director Kilmon spoke of the attempted active shooter drills with law enforcement but received little-to-no response. She engaged with ACSO via e-mail on September 22, 2023 (no response), October 11, 2023 with NCSO (no response), and CPD on September 22, 2023 with their police chief (no response). A decision was made to move forward with training only 9-1-1 Center staff. Director Flournoy mentioned that he has made this a priority for Deputy 9-1-1 Director Kilmon but everyone needs to be involved in practicing this drill since law enforcement is separate from 9-1-1 and all entities will need to be involved. Commissioner AJ Ferebee stated that training is fine but suggested trying to reach out to law enforcement supervision



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting  
December 2023 Meeting  
Thursday, January 4<sup>th</sup>, 2024 @ 1730 hours  
Northampton County Board Chambers - Eastville

prior to the training for a sit-down meeting to state what we are looking for within the training and doing so would be helpful with planning the training. Deputy 9-1-1 Director Kilmon responded that her e-mails have alluded to and she has not heard anything in return. She mentioned that she has offered to bring 9-1-1 Center staff to the LE agencies, to work with LE schedules, to provide scripts for the drills. Commissioner Jeff Parks asked who are we trying to train and Deputy 9-1-1 Director Kilmon advised him that we are trying to train our dispatchers. She went on to share that when the 9-1-1 Center dispatchers conducted their in-house drills, there were a lot of questions and changes to consider since the policy is dated. Commissioner AJ Ferebee responded with the suggestion of having a meeting with himself, Lt. Bobby Taylor, and lead dispatchers to further discuss. Deputy 9-1-1 Director Kilmon moved on to mention the Christmas activities that were done for and by the 9-1-1 Center staff. She also thanked Commissioner Bill McCready for donating funds that went towards some of the enjoyed activities. Deputy 9-1-1 Director Kilmon spoke about iOps and how some items are still waiting to be addressed on the backend of things that should be helpful for HR. iOps is slow to respond to e-mails and somethings within iOps have been difficult due to the complexity of our schedules.

Director Flournoy spoke on the ESVARRS status. The FONSI was received from the DOJ on December 4, 2023. To date, two (2) drawdown requests have occurred, with a little over half a million being spent of the almost \$8 million. Williams (microwave project) will be the next funding to be withdrawn. We are still waiting on the budget modification Just Grant system that is taking awhile to say "approved." The project timeline was March 2022 – March 2024, so an extension request (of about 1 year) will be made soon. The NCPS system will be included and will be paying for their radios. Commissioner Bobby Taylor asked if ACPS is on board and Director Flournoy said no, they will continue to use their current system. Director Flournoy mentioned some site work. Tower remediation in Craddockville is needed and money was approved for spending last month. The Eastville VSP site will also be getting work done (HVAC). The Accomack VSP site purchase order was issued for the HVAC equipment needed. The Northampton water tower does not have any expected remediation but does need some trench work. Accomack County Sheriff's Office tower needs remediation and needs obligated funds towards the efforts (this winter). The CPD tower is now not expected to be used, rather, installing the microwave equipment on the Town Office building. Director Flournoy stated that subscriber radios are about finalized. Some alerting pagers have been requested (Station 1 and 11) and are awaiting pick-up. Tangier will not be getting pagers since the County of Dinwiddie provided pagers for use. Fleet-mapping is getting towards the end and is expected to be finalized the end of January. The logging recorder is coming soon and Exacom should be here on January 22<sup>nd</sup> for installation. Other dispatch centers will need to maintain their existing logging recorders, independent of the new radio system. Director Flournoy was not happy to report the current project timeline. It was originally expected to use the new system in December 2024 but L3 Harris is now projecting February 2025. He expressed concerns with our consultants and they feel like it may be possible with all efforts made to have done by December 2024. The next 3-4



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting  
December 2023 Meeting  
Thursday, January 4<sup>th</sup>, 2024 @ 1730 hours  
Northampton County Board Chambers - Eastville

months will be telling, depending on tower work, and testing by the Fall of 2024. Initial testing of the system is slated for March 12-14 in Lynchburg. In the next few weeks, we will start using the asset management application. Director Flournoy expects a full RPSRSC meeting soon. Commissioner Greg DeYoung asked, if we had to change the project manager with L3 Harris, would it cause any further delay. Director Flournoy answered no. *A motion to approve the Director's Report was made by Commissioner Donald Hart with a second from Commissioner AJ Ferebee. There were no oppositions and the motion was carried.*

**ACTION ITEMS:**            **A.        Lease Agreement- Accomack County ACSO Tower site- ESVARRS**

- Director Flournoy advised that last spring, approval was made to execute the lease/agreements provided by Accomack County to use Craddockville and Mappsville towers (hoping to sign soon). The ACSO tower was not included since it was part of the microwave project. Director Flournoy is requesting approval to execute, once provided, the lease/agreement with Accomack County to use the ACSO tower site for ESVARRS. *A motion to approve this action item was made by Commissioner Ben Byrd with a second from Commissioner AJ Ferebee. There were no oppositions and the motion was carried.*

**B.        Regional Radio System Manager Position- Part-time Employee**

- Director Flournoy reported that efforts to successfully recruit an individual for the full-time position of Regional Radio System Manager have been unsuccessful. One individual that has interviewed is likely unable to be employed in a full-time VRS position since it will interfere with their existing VRS retirement benefits. Director Flournoy is requesting authorization to have the latitude to hire an individual in a part-time/hourly position. *A motion to approve this was made by Commissioner Bill McCready and a second from Commissioner Jeff Parks.* Commissioner Jeff Renas stated his question would be, would the individual be able to do everything that is expected of them at a part-time capacity. Commissioner AJ Ferebee added that there could be a possibility of two (2) part-time positions. Director Flournoy said he thinks it is possible but ultimately would be a budget matter since \$80,000 have been allocated.

**C.        Reception- Assura, Inc. Report- Continuity and Disaster Planning**

- Requesting to formally accept the document from Assura, Inc. as work completed. The acceptance does not implement recommendations in the report; rather indicates the delivery of the product/services contracted with Assura, Inc. *A motion to accept was made by Commissioner Mike Mason with a second from Commissioner AJ Ferebee. There were no oppositions and the motion was carried.*



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting  
December 2023 Meeting  
Thursday, January 4<sup>th</sup>, 2024 @ 1730 hours  
Northampton County Board Chambers - Eastville

**D. Reception- JER HR Group Report- Compensation Analysis**

- Requesting to formally accept that the work by JER HR Group is complete. *A motion to accept was made by Commissioner Bill McCready and a second by Commissioner Donald Hart. There were no oppositions and the motion was carried.*

**CLOSED SESSION** – Pursuant to Section 2.2-3711 (A) (1) of the Code of Virginia for the following purpose: Discussion of performance and/or salaries of specific appointees/employees of the 9-1-1 Commission, specifically the 9-1-1 Director and Deputy 9-1-1 Director positions. *A motion to enter closed session was made by Commissioner Bill McCready with a second from Commissioner AJ Ferebee. There were no oppositions and the closed session began at 18:46, with all recordings of the meeting being halted. All persons not privy to the closed session exited the room, to include, Jeff Flournoy, Krista Kilmon, Caroline Hodgson, and Scott Chandler.*

**CERTIFICATION OF CLOSED SESSION:** Chairman Kellam polled each member for the closure of the closed session and all Commission members in attendance stated “aye.” The closed session ended and the regular meeting re-opened at 19:07. *Commissioner Donald Hart made a motion for the pay study Option 1B for the Director and Option 2B for the Deputy 9-1-1 Director, as discussed in the closed session. Commissioner Mike Mason added to bring the salaries in line with the salary study that was conducted. Commissioner Donald Hart agreed to that and stated he would include that in his motion. A second motion was given by Commissioner Jeff Parks. There were no oppositions and the motion was carried.*

**CONSULTANT’S REPORT:** Scott Chandler presented his report to include his involvement in the ESVARRS kickoffs, the core team subscriber quantities work session, interviews for the RRSM position, subscriber data meeting with CTA, and fleet-mapping meetings. *A motion to approve the Consultant’s report was made by Commissioner Donald Hart and a second by Commissioner AJ Ferebee. There were no oppositions and the motion was carried.*

**CHAIRMAN’S REPORT:** Chairman Kellam approached the need to fulfill the Vice-Chairman position. Since there is a new member on the Commission, and the previous member was Vice-Chairman, there were two (2) choices to fulfill the position; one being that the personnel Committee can come back at the end of the month to recommend officers for Chairman, Vice-Chairman, and Secretary-Treasurer. The second option being that the Commission could do something different. There were no



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting  
December 2023 Meeting  
Thursday, January 4<sup>th</sup>, 2024 @ 1730 hours  
Northampton County Board Chambers - Eastville

discussions for a second option and Chairman Kellam stated he would like to appoint Commissioner Donald Hart to the Nominating Committee for the three (3) open positions. Commissioner Donald Hart asked who currently had the positions and Chairman Kellam responded that himself currently held the Chairman position, Ron Wolff held (previously) the Vice-Chairman position, and Commissioner Bill McCready currently held the Secretary-Treasurer position. Commissioner Donald Hart asked the Commission if anyone wanted the Vice-Chair position. Commissioner Ben Byrd nominated Commissioner Bill McCready and Commissioner Donald Hart asked Commissioner Bill McCready if he would like to take the position, to which he agreed. Chairman Kellam nominated Commissioner Jeff Renas for the Secretary-Treasurer position, to which he agreed. *There were no oppositions and the motion to approve Commissioner Bill McCready as the new Vice-Chairman and Commissioner Jeff Renas as the new Secretary-Treasurer was carried.*

**OTHER BUSINESS:** Director Flournoy informed the Commission that Supervisor/Recording Secretary Katie Brewster delivered a healthy baby girl, named Blair, on December 7, 2023.

**PAYABLES:** *A motion to pay the bills was made by Commissioner Donald Hart with a second from Commissioner AJ Ferebee. There were no oppositions and the motion was carried.*

**ADJOURNMENT:** *Commissioner Jeff Parks 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 19:17.*

Respectfully Submitted,

Caroline Hodgson, *Acting Recording Secretary*