



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
February 2024 Meeting
Thursday, February 29th, 2024 @ 1730 hours
Accomack County EOC Building - Melfa

COMMISSIONERS PRESENT: Ben Byrd, *Wachapreague Volunteer Fire Company*
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, *Vice-Chairman, Atlantic Volunteer Fire Company*
Jeff Parks, *Accomack County Board of Supervisors*
Jeff Renas, *Sergeant, Virginia State Police*
Ernest Smith, *Northampton County Board of Supervisors*
Bobby Taylor, *Lieutenant, Accomack County Sheriff's Office*

COMMISSIONERS ABSENT: Greg DeYoung, *Northampton County Dept. of EMS*

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

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

INVOCATION: Commissioner Donald Hart 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: *A motion to accept the minutes from the January 2024 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 for this meeting.*



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BUDGET REPORT: Director Flournoy reported that the wireless surcharge, at eight months in, is above the projected budget by about 4-6 thousand dollars. Seven months of the Accomack communications tax has been received and is about 8-12 thousand dollars above the projected budget. Six months of the Northampton communications tax has been received and is about 2-4 thousand dollars above the projected budget. Chincoteague is usually stable but, with seven months in, is about 2-4 thousand dollars under the projected budget and Director Flournoy is unsure why. Director Flournoy reported that he had to do a hard follow-up with both Counties' finance departments and the state. We were not receiving the revenue we were supposed to from Accomack County each quarter (has since been resolved) that was going to lead to a \$16,000 shortfall. Director Flournoy suspects this was due to budget and salary changes last summer. There was a \$50,000 shortage from Northampton County that has also been resolved. Director Flournoy mentioned that the state has been slow issuing reimbursements. He recently received a reimbursement from October 2022 and is still waiting on one from May 2023. This is a known problem and is a result of the state's advanced staffing issues and them getting behind. On a good note, VDEM provided the \$42,000 for the one-time staffing retention funds. Commissioner Vice-Chairman Bill McCready if the RSAF grant is tied to the EMS council issues in Richmond and Director Flournoy said yes and no; we cannot apply for future grants until the issues are resolved. On the Expenditures side, the Assura project is done and 86% has been spent. On the Operations side, 51% (7 months) has been spent. On the other operations side, 70% has been spent, with a grand total of 56% of the budget spent with no concerns to report. Director Flournoy gave an update on the FY25 budget (document provided).

A motion to approve the budget report was made by Commissioner Vice-Chairman Bill McCready with a second from Commissioner AJ Ferebee. There were no oppositions and the motion was carried.

DIRECTOR'S REPORT: **Notable Meetings:** Director Flournoy reported that he had an annual meeting with Maryland State Police Aviation at the end of February. He and Deputy 9-1-1 Director Kilmon presented radio system and operations at the Fire Academy. **Staffing/Personnel:** Director Flournoy reported that the two new hires are still in training. We did lose one part-time CO who is returning to South Carolina. All eleven full-time CO positions are filled (with one in training) and we have four part-time COs (with one in training). The RRSN position has been filled, with Greg Lewis being hired at a part-time capacity. He is expected to start in early March. **IT Related:** With Mark Henneghan resigning as NHC IT Director, Chris Nottingham has been getting familiar with our operations. **ESVBA:** new rates are going down but Director Flournoy does not think we can execute any changes for our radio system but saw no reason not to change the internet rate (saving about \$1200/year). **General Assembly Bills:** all the bills related to enhanced retirement benefits for 9-1-1 dispatch staff are no longer in consideration. A couple of bills remain in consideration, including establishing a communications infrastructure and a Virginia Public Safety Medal of Valor for a Dispatcher. **Accomack County Fire-Rescue Commission Standardization Committee:** has re-engaged, focusing on fire-related



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standardization and the 9-1-1 Center was requested to participate. The Bi-County committee is addressing some items discussed by the Standardization Committee, related to appropriate fire apparatus response. **Request for Interview:** WBOC reporter reached out looking to interview some staff to highlight on their “interesting individuals on the DELMARVA” segment. Deputy 9-1-1 Director Kilmon and full-time CO Niasia Scarborough participated in the interview. **Discussion Awareness- VDEM:** Director Flournoy reported that there are some discussions within the state and the PSAP Grant Committee (that Director Flournoy serves on) regarding grant guidelines to allow state funding to be provided to localities seeking consolidation funds. Director Flournoy reiterated that this is not coming from him (since he looked into this in the past), rather the committee that he serves on. **Impacts from AT&T Cellular Network Issues:** we were impacted as others were during the outage. Commissioner Jeff Parks asked what we use that is on the AT&T network and Director Flournoy said it wasn’t us but rather the 9-1-1 callers/public. There was an incident in Northampton County that proved this. **ESVA 9-1-1 Procurement Policy:** the NHC BOS approved the policy last month. Director Flournoy has spent time tweaking the policy for the 9-1-1 Commission Procurement Policy. There are some revisions that need to occur in NHC’s policy and Director Flournoy has deferred his efforts until then. **Other Items:** Director Flournoy mentioned that he received a call from someone earlier in the week asking which 9-1-1 CO handled a CPR call in Accomack County that resulted in a good outcome. The CO handled the call professionally, used EMD/provided CPR over the phone, and ultimately played a vital role in saving the person’s life, who is alive today. Commissioner Bobby Taylor spoke and said that the family is very grateful for the actions of the 9-1-1 CO. Director Flournoy mentioned that a FOIA records request was received from ABC news and Commissioner Bobby Taylor stated the ACSO also received the same request. Director Flournoy advised that the request will be followed according to laws. **Radio Infrastructure:** Director Flournoy reported a significant issue with the generator at the Navy site in Eastville. The generator was out of fuel and the needed repairs had since been completed.

Deputy 9-1-1 Director Kilmon’s Report: D911D Kilmon reported that she continues to work with ECW and the slow response their customer service department has been providing. The two new hires continue to move through training with one being on the dispatch floor with CTOs and the other still in the classroom setting. D911D Kilmon has two active shooter drills scheduled; one with CPD on 4/4/24 and one with NCSO on 4/16/24. There is not currently a drill scheduled with ACSO. Sgt. Moyano from NCSO is willing to assist in ALICE training with ESVA911 but needs permission from ACSO since we are in their district and is awaiting that permission. We are still doing the MJA grant; three staff attended the first class in Yorktown on 2/14/24 and provided positive feedback. Another group will be attending the class on 3/25. The carpeting project is set to start on 3/4/24 to include all rooms except for the dispatch floor, which will occur the first week of April. This effort includes working with Xybix who will disassemble the consoles in James City County, bringing to us, and disassembling our current consoles. D911D Kilmon has initiated conversation with NCSO for a backup site (from Onancock). There is an upcoming CIT class and our goal is to have all our staff trained.



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Other: Director Flournoy gave an update on the ESVARRS project. There have been three drawdown requests (2- L3 Harris and 1- Williams) for a total withdraw of \$628,903.72. This week, the most recent report was submitted to Northampton County. The microwave system frequency licensing is complete; five licenses have been issued. The testing is being scheduled for April 17th in Austin, Texas and Director Flournoy is planning to attend along with CTA Consultants. Site work planning continues and a lot of work needs to happen. Director Flournoy reported the holdups at each place to include bureaucracy, resolutions, tower remediation, and negotiations. Director Flournoy stated that there have been recent conversations with Eastern Communications (will be installing radios in the field apparatus) that there may be others (subcontractors) involved in assisting. We continue to use a fair amount of pagers provided by Dinwiddie County. A formal request from Northampton County Sheriff to have channels encrypted; none received yet from Accomack County Sheriff's Office nor Chincoteague Police. Staging/CFAT is due to occur in Lynchburg March 13-15. Director Flournoy, Scott Chandler, D911D Kilmon, Commissioner Vice-Chairman McCready, Greg Lewis, and John Greer (ACDPS) will be attending. Director Flournoy did reach out to leadership from ACSO, NCSO, ACDPS, and NCEMS regarding the CFAT trip and ACDPS were the only ones to respond for participation. Initially CPD were going to continue using their consoles but then a decision was made to use the Symphony Consoles. CPD will be handling the costs. There has been a change to our Project Manager, who is now Joel Comiskey. There could be some insurance increases and costs related to the ESVARRS. There were two change orders that occurred, to include a structural analysis of the CPD building and the ESVA 9-1-1 Center building, adding \$10,600. There is about \$43,000 remaining in unobligated project contingency funds.

A motion to accept the Director's report was made by Commissioner Vice-Chairman Bill McCready with a second from Commissioner Ben Byrd. There were no oppositions and the motion was carried.

ACTION ITEMS: A. Resolution- Use of Virginia State Police Tower- Eastville- ESVARRS

A motion to approve was made by Commissioner Donald Hart with a second from Commissioner Charles Kolakowski. There were no oppositions and the motion was carried.

B. Resolution- Use of Virginia State Police Tower- Accomac- ESVARRS –

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

C. Lease Agreement- Use of Chincoteague Public Works Tower- ESVARRS

A motion to accept was made by Commissioner Donald Hart with a second from Commissioner Vice-Chairman Bill McCready. There were no oppositions and the motion was carried.



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CONSULTANT'S REPORT: Scott Chandler presented his report, which was included in the meeting packet.

A motion to accept the 9-1-1 Consultant's report was made by Commissioner Vice-Chairman Bill McCready with a second from Commissioner AJ Ferebee. There were no oppositions and the motion was carried.

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

OTHER BUSINESS: Director Flournoy mentioned that Supervisor/Recording Secretary Katie Brewster is due to return to work next week. He thanked Supervisor Caroline Hodgson for filling in as the Recording Secretary during Supervisor Brewster's absence.

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

ADJOURNMENT: *Commissioner Charles Kolakowski made a motion to adjourn the meeting with a second from Commissioner Vice-Chairman Bill McCready. There were no oppositions and the meeting was adjourned by Chairman Kellam at 18:39.*

Respectfully Submitted,

Caroline Hodgson, *Acting Recording Secretary*