



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting  
Thursday, November 30<sup>th</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*  
Dane Lawson, *Sergeant, Virginia State Police*  
AJ Ferebee, *Captain, Northampton County Sheriff's Office*  
Ernest Smith, *Northampton County Board of Supervisors*  
Bobby Taylor, *Lieutenant, Accomack County Sheriff's Office*

**OTHERS PRESENT:** Scott Chandler, *9-1-1 Consultant*  
Jeff Flourney, *9-1-1 Director*  
Krista Kilmon, *9-1-1 Deputy Director*  
Katie Brewster, *9-1-1 Supervisor/ Recording Secretary*  
Greg Lewis, *Accomack County DPS*

**COMMISSIONERS ABSENT:** None

**REMOTE PARTICIPATION:** Donald Hart, *Accomack County Board of Supervisors*, participated remotely from the Charlottesville, VA area for personal matters due to a work-related state meeting.

**OTHERS ABSENT:** None

**CALL TO ORDER:** Chairman Donnie Kellam called the meeting to order at 17:30.

**INVOCATION:** Commissioner Vice-Chairman Ron Wolff delivered the opening invocation.

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



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**PUBLIC PARTICIPATION:**

There was no public participation at this meeting. It is noted that a public hearing notice in reference to a one-time additional personnel compensation to ESVA 9-1-1 staff resulting from a VDEM FY24 staffing recognition PSAP grant was published in two issues of the Eastern Shore Post. There was no interest received by mail and no public participation at this meeting. A motion to close the public hearing was made by Commissioner Greg DeYoung with a second from Commissioner AJ Ferebee. There were no oppositions and the public hearing was closed at 17:33.

**MINUTES:**

*A motion to accept the minutes from the October 2023 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:**     **A. VDEM PSAP GIS Data Maintenance Grant use from Award – FY24 - \$5,000**  
  
                                  **B. SHSP Grant use from Award – Remote 9-1-1 Call Processing – FY23 Grant Program - \$43,068**

*A motion to accept the consent agenda items was made by Commissioner Bill McCready with a second from Commissioner Ben Byrd. There were no oppositions and the motion was carried.*

**BUDGET REPORT:**

Director Flournoy reported that five months of the Wireless Surcharge has been received and is appearing it may come in over what was projected. Northampton's 100% contribution has come in, along with the 50% from Accomack County. For the Communications Tax, four months have been received by Accomack County and one month from Northampton County. There are no anomalies or concerns for revenue. On the spending side, 27% of personnel costs and 54% of other operational costs have been spent, totaling 35% overall. There are no anomalies or concerns here either.

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

**DIRECTOR'S REPORT:**

Director Flournoy and Deputy Director Kilmon met virtually with APCO's Magazine staff, who reached out for more information on childcare initiatives. Supervisor Caroline Hodgson attended Chincoteague Elementary School for a Public Education Event. With staffing, we currently have one F/T position vacancy, leaving 10 F/T Communications Officer positions filled (nine released and one still in training once she returns from maternity leave) and 4 P/T Communications Officer positions filled (all released).



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With the Regional Radio System Manager Position, additional advertising has been done and resume reviews will continue next week. The FY25 capital budget requests were due November 2<sup>nd</sup>, 2023 and has been submitted while the FY25 operational budget requests are due December 1<sup>st</sup>, 2023 and will be turned in by then. Northampton County budget requests occur in December and are then due in January. Northampton County is still reviewing the changes needed for the procurement policy modification. This could potentially be an action item at the next meeting. With facility work, finalizing the new exhaust fan in the ADA bathroom is still in progress, the entrance driveway repairs have been completed, and it is planned for FY24 for work on new generator, roof work, carpeting, and parking lot maintenance. The outside firm completing the review of the Director and Deputy Director positions are compiling data and starting their analysis work with it being hoped that a draft will be available next week. Senator DeSteph came by the 9-1-1 Center on November 3<sup>rd</sup>, 2023 and met with Director Flournoy to discuss some things in General Assembly coming up for 9-1-1 and it is hoped to schedule a meeting with Delegate Bloxom before the next session starts. With NG9-1-1, work continues with Civic Vanguard on the GIS data and VDEM reached out wanting additional information assuring our CHE is ready for the migration planned in mid-2024. The 9-1-1 Center is having a holiday/Christmas get together on December 9<sup>th</sup>, 2023 and Commissioners are invited to attend. We will also be collecting donations for our local SPCA.

### **RADIO INFRASTRUCTURE:**

Worcester County PSAP reached out requesting assistance with a failed radio system equipment at their Klej Grange site, needing a MUX card. Director Flournoy provided them with a spare card and this fixed the issue. Worcester does have a new card to replace the spare that was provided. Atlantic Communications has been spending more time, as requested, at the Belle Haven site to try to figure out why Channel 7 and Channel 9 continue to just key up and have noise on them. They have put in a computer monitoring exactly what is coming into that site.

### **OTHER:**

Director Flournoy turned the meeting over to Deputy Director Kilmon to provide her report. The Assura project has come to an end and a final continuity plan has been received. It focuses mainly on the evacuation of the building in case of a critical emergency within the facility where we need to transfer to a back-up center. Our application period was extended to end on November 24<sup>th</sup>, 2023 and a total of 23 applications were received. The applicants are currently being scheduled for their testing times as well as their observation times to get to see the dispatch floor operations and ask questions to the staff. Those who pass the testing will be scheduled for initial interviews and then final interviews are projected for December 19<sup>th</sup>, 2023 with training start date being January 8<sup>th</sup>, 2024. Deputy Director Kilmon then provided an overview of the Frontline Application. It is being used for QA/QI evaluations, QA/QI calibrations, agency reports, and employee training. It has been very beneficial to our operations as everything is in one location and is easier to work with in comparison to the original amounts of paperwork. The QA/QI calibration is where the supervisors each evaluate the same incident and the



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results are compared to assure evaluations are consistent across the board. Frontline is also used by our CTO's when training and it has made completing the DOR's much easier, quicker, and as accurate as possible.

Deputy Director Kilmon then turned the meeting back to Director Flournoy for him to finish his report. The APCO Saves Act is being reintroduced into Congress. In August 2023, a dispatch change was made to Code Gray incidents where we are no longer dispatching incidents as Code Gray based on just caller information (exception being if the caller is a medical professional, law enforcement officer, or coming from another dispatch center) but are dispatching them as an Unconscious/Unresponsive or Cardiac Arrest based on what information is given. In October 2023, a change was made to our questioning with Medical Alarm calls, adding in "in this a GPS location or a verified location?". This stemmed from an incident on Chincoteague where a medical alarm company called in an incident at a given address to which it was found, after making forcible entry, that the residents at that address did not have an emergency, nor a medical alarm subscription. The resident was grateful that the responders went to the extents that they did thinking they had an emergency, but was also worried for their safety had that been another location. The incident was then looked into more, the alarm company was called and it was advised that the location had been GPS based. Another call was made to the original subscriber (who did not answer the night of the incident) and she advised she had fallen and it must have triggered her pendant, but overall, she was okay. The homeowner requested that this incident be included in future trainings and sent over his video footage of the responders.

Director Flournoy then provided updates related to the ESVARRS project. Efforts continue towards the release of the federal grant funds as soon as possible. On October 24<sup>th</sup>, 2023 the Draft FONSI was received from DOJ/COPS, immediately leading to the start of the required 30-day local advertising, which ended on November 26<sup>th</sup>, 2023. No public or other comments were received. We then worked with L3 Harris/CTA Consultants to provide a Final Environmental Assessment, which was submitted November 29<sup>th</sup>, 2023. Assuming no issues, it is expected that the final FONSI is issued by DOJ/COPS, releasing the federal funds by early December. With the Just Grants program, Director Flournoy is listed as the Alternate Grant Award Administrator. Two critical aspects of this include the compliance with the new authentication required by DOJ for system access and understanding the processes to use the ASAP program. There has been a lot of effort in Just Grants to get the budget matching exactly how it is how we are going to spend the money. The DDR approval for Williams Communications remains a work in-progress while the DDR with L3 Harris was approved. There has been no change to the tower site work/plans since last month. It is planned to soon finalize the exact number or radios to be ordered for each agency/station. There has been recent engagement with VSP leadership to assure that the Troopers have the needed communications within the new radio system. The current timeline remains being completed by December 2024. The implementation of the logging recorder continues to be included for immediate installation at the 9-1-1 Center due to the fact that the current one is antiquated and it is needed for the EziNet migration for NG9-1-1. Dinwiddie County has committed to giving a number of VHF mobiles, portables, and alerting pagers. In March 2024 it's expected for a visit to the L3



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Harris Factory in the Lynchburg, VA area to see the initial system set up of our new regional radio system. An action item being discussed is the Change Order of the tower remediation expenses for the ACSO, VSP-Eastville, and Craddockville Tower sites. There is potential for costs to be reduced at the ACSO and Craddockville sites, but it is not anticipated. With the expected change orders, there will be approximately \$50,000 remaining in contingency funding.

*A motion to approve the 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:           A. Additional Holiday Time/Hours – December 22<sup>nd</sup>, 2023**

It is understood that Northampton County, Accomack County, and the state of Virginia approved an additional four hours of holiday time before Christmas and this would authorize our staff an additional four hours of straight time for the holiday.

*A motion to approve this action item was made by Commissioner Mike Mason with a second from Commissioner Greg DeYoung. There were no oppositions and the motion was carried.*

**B. ESVA 9-1-1 Dispatch Staff – VDEM Staffing Recognition PSAP Grant Use**

This was previously approved and this would now authorize us to distribute the funds in the next available paycheck from Northampton County. It is a one-time staffing recruitment benefit in the amount of \$2,500 for all current F/T staff and \$1,250 for all current P/T staff.

*A motion to approve this action item was made by Commissioner Charles Kolakowski with a second from Commissioner Vice-Chairman Ron Wolff. There were no oppositions and the motion was carried.*

**C. ESVARRS – Use of Remaining Contingency Funds (Change Order)**

It is asked to approve the use contingency funds for the tower remediation costs at the ACSO, VSP-Eastville, and Craddockville sites with the expected cost being \$296,848.26. This would leave approximately \$50,000 of contingency funds available.

*A motion to approve this action item was made by Commissioner Ben Byrd with a second from Commissioner Vice-Chairman Ron Wolff. There were no oppositions and the motion was carried.*

**CONSULTANT'S REPORT:**

9-1-1 Consultant Scott Chandler reported that aside from his routine work, he also attended the DDR discussion and the monthly ESVARRS Project Review Meeting.

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



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**CHAIRMAN'S REPORT:**

Chairman Donnie Kellam announced that this would be Commissioner Vice-Chairman Ron Wolff's last Commission Meeting after 20 years. Commissioner Vice-Chairman expressed that he is proud to have been a member and extended his thanks to the Chairman, Director, and the 9-1-1 staff as a whole.

**OTHER BUSINESS:**

Director Flournoy announced that Supervisor Katie Brewster would not be at the next few Commission Meetings due to having her child next week and going out on maternity leave.

**PAYABLES:**

*A motion to pay the bills was made by Commissioner Greg DeYoung 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 his last motion to adjourn the meeting with a second from Commissioner Bill McCready. There were no oppositions and the meeting was adjourned by Chairman Kellam at 18:30.*

Respectfully Submitted,

Katie Brewster, *Recording Secretary*

*With minutes correction (Action Item C) from meeting on January 4<sup>th</sup>, 2024. (noted in italics, underlines, boldface)*