

**BUDGET WORK SESSION AGENDA  
BOARD OF SUPERVISORS  
WEDNESDAY, FEBRUARY 9, 2022  
5:00 PM  
BOARD MEETING ROOM  
107 NORTH KENT STREET, WINCHESTER, VIRGINIA 22601**

- 1. Call to Order**
- 2. Budget Presentations:**
  - A. Social Services – Tamara Green
  - B. Fire and Rescue – Steve Majchrzak
  - C. Public Safety Communications – Tamara Perez
  - D. Sheriff – Lenny Millholland
- 3. Discussion**
- 4. Adjourn**

# Frederick County Department of Social Services

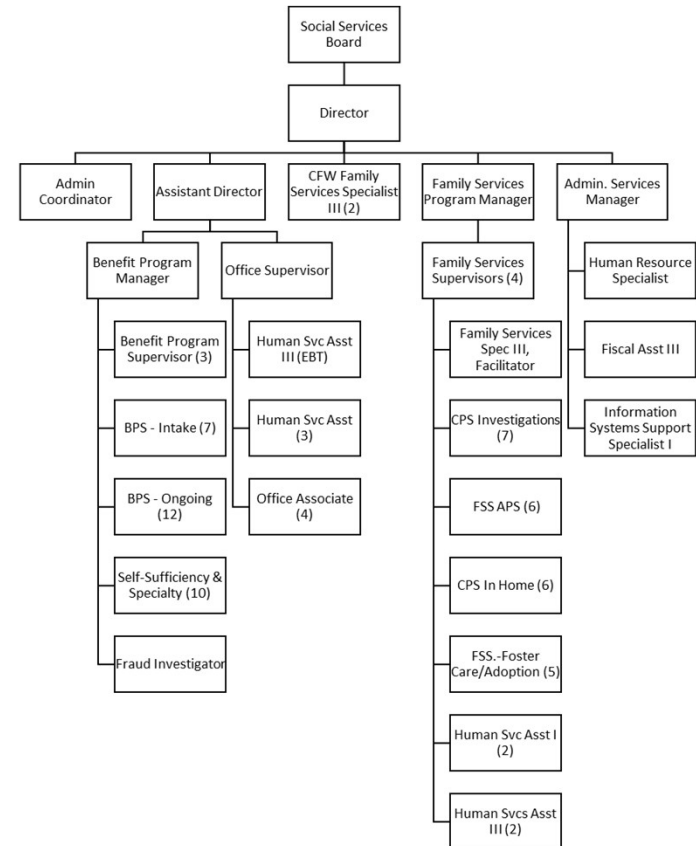
Budget Presentation  
Board of Supervisors  
February 9, 2022

## 2022-2023 Budget Information - Revenues

REVENUE LINE ITEM	FUNDING SOURCES	STATE	FEDERAL	LOCAL	TOTAL
053160	Administration	1,005,535	2,975,778	4,219,635	8,200,948
053170	Public Assistance	1,164,961	1,073,380	119,042	2,357,382
Totals		2,170,496	4,049,158	4,338,677	10,558,330

# FCDSS Staff

- There are currently 84 Full time and 2 permanent part time positions
- Eligibility (benefits determination) has 34 positions (2 part time)
- Services (CPS, APS, Foster Care) has 33 positions
- Administration (including Executive Leadership, Finance/HR/IT, Office Support) has 17 positions
- CFW has 2 positions



# Administrative Costs

- At the end of SFY 21, FCDSS local expenditure was at 44.80% of Administrative expenses
- The average local contribution by other localities has been reported by VDSS to be 32.07%
- The base allocation received by each locality from VDSS is based on a 1980's formula that has not changed in over the past 40 years
- FCDSS is part of the Virginia League of Social Services Executives (VLSSE), who has formed a workgroup to propose a solution to VDSS. Several options have been presented to the Commissioner; a new Commissioner will begin his term later this month and will be asked to partner on this issue
- FCDSS did receive two allocations over the past five years to attempt to correct the average:
  - FY 18 - \$218,860
  - FY 19 - \$ 51,540

## Administrative Costs cont.

- Frederick County staff has grown from around 20 staff in the early 1980's to 85 staff (when fully staffed)
- There are a variety of reasons why the staff has increased over the years:
  - Population growth in Frederick County over the past 40+ years
  - Increased need for residents to access benefits due to recessions
  - Increased caseloads due to the introduction of the Affordable Care Act and Medicaid Expansion
  - The Opioid Crisis in the community has caused a major increase in the number of assessments and investigations as well as the number of In Home and Foster Care cases.
  - Increased senior population has impacted the number of assessments and investigations for the Adult Protective Services staff increasing the caseload size for all staff
- It is essential that FCDSS have staff to be able to provide services that keep children and senior citizens safe as well as to provide benefits to the neediest in our community

# 2022-2023 Public Assistance Programs - Expenditures

EXPENDITURE LINE ITEM	DESCRIPTION	Mandated? Y/N	STATE/FED %	LOCAL %	FEDERAL	STATE	LOCAL SHARE	TOTAL AMOUNT (PER LINE ITEM)
5808	Tanf Manual checks	Y	100.0%	0.0%	-	600	-	600
5811	AFDC - Foster Care	Y	100.0%	0.0%	261,744	261,744	-	523,488
5812	Adoption Subsidy	Y	100.0%	0.0%	470,000	470,000	-	940,000
5814	Fostering Futures IVE	Y	100.0%	0.0%	49,000	-	-	49,000
5817	Special Needs Adoption	Y	100.0%	0.0%	-	290,025	-	290,025
5819	Refugee Resettlement	Y	100.0%	0.0%	-	-	-	-
5835	IV-E Prevention Services	Y	100.0%	0.0%	89,322	-	-	89,322
5848	TANF-UP Manual Checks	Y	100.0%	0.0%	-	400	-	400
5820	Adoption Incentive	N	100.0%	0.0%	3,000	-	-	3,000
5861	ILF Education/Training	N	100.0%	0.0%	8,000	2,000	-	10,000
5862	Independent Living - BASIC	N	100.0%	0.0%	8,000.00	2,000	-	10,000
5864	Foster Parent Respite Care	N	100.0%	0.0%	1,247.40	2,253	-	3,500
5804	Auxiliary Grant	Y	80.0%	20.0%	-	72,000	18,000	90,000
5833	Adult Services	Y	80.0%	20.0%	60,384	-	40,096	100,480
5872	VIEW Purchase Service	Y	84.5%	15.5%	17,811	58,239	13,950	90,000
5895-000	Adult Protective Services	Y	84.5%	15.5%	7,577	-	1,390	8,967
5813	General Relief	N	Burial - 0% Unattached Child - 62.5%	100% Unattache d Child -	-	-	10,000	10,000
5829	Family Preservation	N	84.5%	15.5%	12,675.00	-	2,325	15,000
5830	Child Welfare Substance Ab	N	84.5%	15.5%	29,575.00	-	5,425	35,000
5866	Promoting Safe and Stable	N	84.5%	15.5%	45,000	5,700	9,300	60,000
5873	Foster Parent Training - Loca	N	56.1%	43.9%	9,818	-	7,683	17,500
5875	CPR trainings	N	37.4%	62.6%	227	-	373	600
5890	Quality Initiative Child Care	N	0.0%	100.0%	-	-	10,500	10,500
<b>TOTALS</b>					<b>1,073.380</b>	<b>1,164.961</b>	<b>119.042</b>	<b>2,357.382</b>

Mandated - 100% Fed/State \$\$

Non-Mandated - 100% Fed/State \$\$

Mandated with some local match

Non Mandated with some local match

## Non-Mandated/100% Local Programs


- **General Relief (GR)** - This local financed program provides limited financial assistance that cannot be provided through other means. Local departments design GR Plans to meet the needs of their local community. For Frederick County, the LDSS Board has approved \$10,000 to use for indigent burials (100% local dollars) and for the “unattached” child program (62.5%/37.5%). These are cases where a child or children are safety planned out of the house to a non-relative (making them ineligible for TANF). The General Relief program was funded by the State through SFY 2010 (annual allocation used to be \$33,000) but was discontinued through budget cuts. Not all agencies offer General Relief as this an optional program, the Frederick County LDSS Board voted to continue offering this program on those very limited conditions beginning in SFY 2011.
- **CCQI (Child Care Quality Initiative)** – The State used to provide funds to all localities to offer training opportunities for each local community’s childcare providers in order to address the ongoing need to increase the quality of childcare being offered to the children in each locality. The Counties of Frederick, Clarke, Shenandoah, Warren, and the City of Winchester began pooling their allocations in 2013 (for a total of \$47,781) in order to bring on a contract employee to coordinate and conduct training for all of the providers in the area. This program offered the required training hours at no cost and were held locally – both things that were not readily available prior to the program being kicked off. In 2018, the State stopped providing those funds as they took the money and appropriated it elsewhere. The five localities decided the benefit of the training opportunities was very important and each locality committed to a minimal amount of local dollars to keep the contractor on board. A small fee was added to the training courses and less courses were available, but the program still provides training hours to hundreds of local childcare workers and Directors over the course of the year. Frederick County contributes \$2,500 local dollars each fiscal year as approved by the local board.
- **CFW (The Clarke, Frederick, Winchester City DSS Foster Care Training and Recruitment Program)** – CFW was established in 1996 to meet the local needs of foster children. CFW is a cooperative and collaborative effort among the three jurisdictions to provide a consistent, competency-based training program to all prospective as well as approved foster, adoptive, and kinship resource families. The Counties of Frederick, Clarke, and Winchester pool their funds for a total allocation of \$ 126,000. Frederick County contributes \$42,000 local dollars each fiscal
- **Total Local Dollars for above programs = \$54,450**





# Eligibility Determination Programs

- In addition to programs and services provided that impact Child Protective Services, Adult Protective Services, Foster Care and Workforce Development (VIEW) – Frederick County Department of Social Services staff also are tasked with determining eligibility for the following programs:
  - Medicaid
  - SNAP
  - TANF
  - Energy Assistance
  - Child Care
- All applications for the above programs must be processed within mandated timeframes (range from 7 days – 45 days depending on program) and must achieve 97% timeliness each month
- Once cases are determined eligible, they are sent to the ongoing unit who case manages (handles inquiries, changes, add ons, redeterminations). As of Feb 2022, ongoing is case managing over 9,000 families



## Eligibility Programs – Financial Impact

- Over 17,800 residents in Frederick County received benefits (Medicaid, SNAP or TANF) in SFY 2021
- The dollars that these clients received in SFY 2021 that were spent in our locality (i.e., Local grocery stores, Dr. offices, pharmacies, other stores):
  - Medicaid \$108,205,031
  - SNAP \$ 11,934,496
  - TANF \$ 344,331
  - Energy \$ 250,613
  - Child Care \$ 667,748
- That is a total of \$121,402,219 (Avg over \$10,000,000 each month) – all Federal/State \$\$

# Position Requests FY 23

- Challenges to Current Staff levels

- Unlike the other departments in Frederick County Government, DSS handles its own payroll, Human Resources and shared IT responsibilities
- The agency has grown to 84 FT staff and 2 PT(up from 55 in 2006); only 1 new Admin position has been added to support this growth in December 2019
- In the absence of a staff member or in the case of vacancy, the Administrative Services Manager must take on those responsibilities
- With only 3 staff members who have specialized tasks combined with the fact that their time is maximized each day, it has been difficult to cross train on a large scale. Overflow work falls on the Admin Services Manager
- There is no one to back up the Administrative Services Manager on the duties that only she knows. There is no one else in the agency who can assist or cover in the Admin Services Manager's absence
- All other units have Senior workers – the Administrative Team has none at this time

# Positions Requested

## Fiscal Assistant Supervisor

- Responsible for coordinating and supervising the operations of the fiscal unit.
- Responsible for supervision of Human Services Assistants in the services unit.
- Back up to Administrative Services Manager.

## Fiscal Assistant II

- Responsible for processing payroll for staff at FCDSS
- Assist with onboarding, background checks, benefits and other HR items
- Serve as backup to Fiscal Assistant III

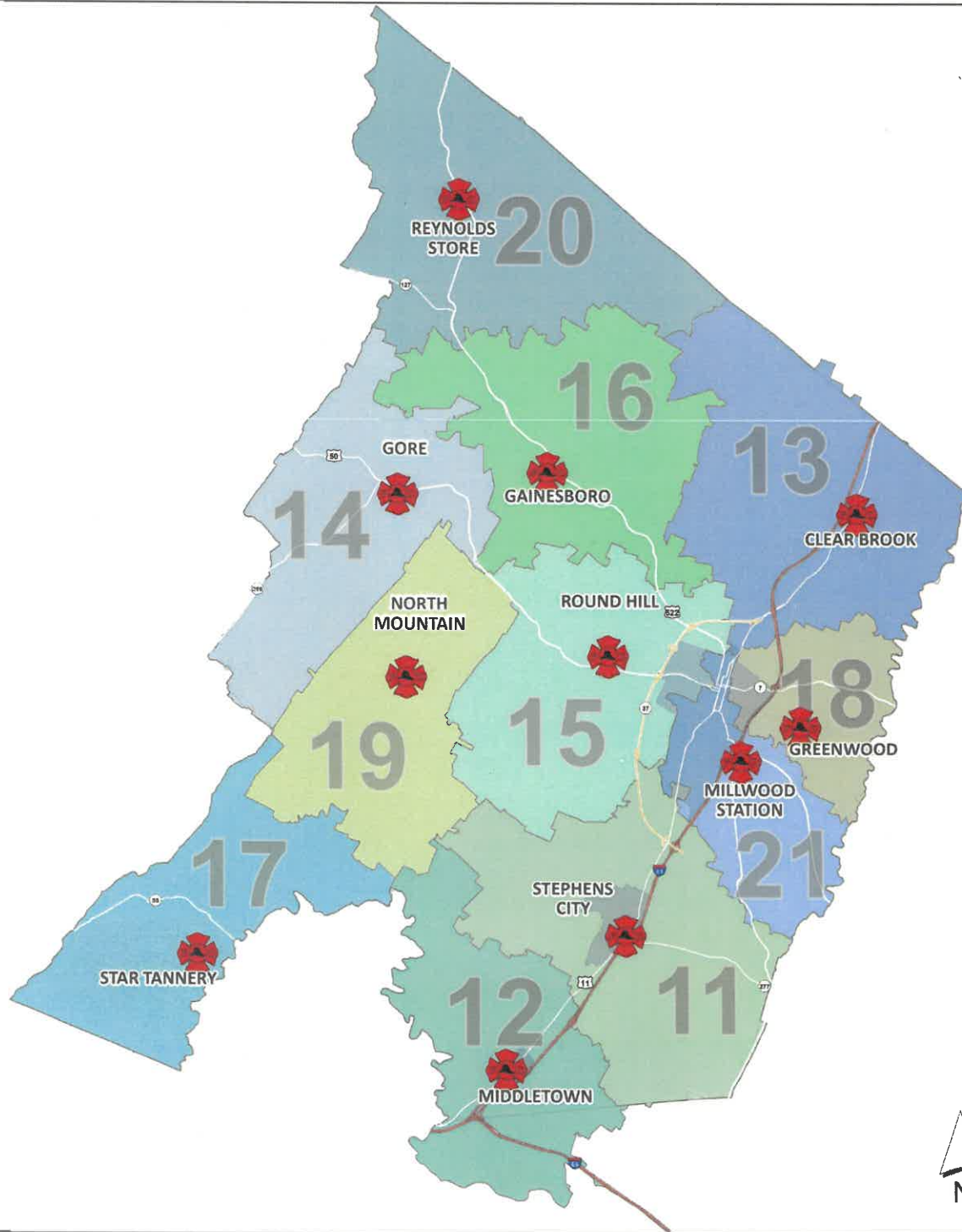
## Fiscal Impact

	Salary	Fringes	Local Match	State/Fed Funds	Total
Fiscal Assistant Supervisor	\$61,745.00	\$41,903.00	<b>\$73,590.00</b>	\$30,058.00	\$103,648.00
Fiscal Assistant II	\$32,760.00	\$21,545.00	<b>\$38,556.00</b>	\$15,748.00	\$54,305.00
Total	\$94,505.00	\$63,448.00	<b>\$112,147.00</b>	\$45,806.00	\$157,953.00

# Budget request In Summary

- Projected FY 23 Admin Local Dollars \$4,219,635.11
- Projected FY 23 Program Local dollars \$119,041.70
- Total FY 23 Local dollar request \$4,338,676.81
- FY 22 Approved Local dollars \$4,334,111.00
- Difference **\$-4,565.81**
- New positions Local dollars requested \$112,147.00
- Minus reduction from previous year means FCDSS is asking for **\$107,581.19** more than last year's approved budget

# FREDERICK COUNTY FIRE COMPANIES



Fire Rescue Station

Town

## Fire Company Response Area

- CLEAR BROOK
- GAINESBORO
- GORE
- GREENWOOD
- MIDDLETOWN
- MILLWOOD STATION
- NORTH MOUNTAIN
- REYNOLDS STORE
- ROUND HILL
- STAR TANNERY
- STEPHENS CITY

Fire Company	Current Minimum Staffing	Effective January 2023	Effective January 2024 Proposed	2021 Incident Responses
11	4	4	4	3136
12	2	3	4	1092
13	2	4	4	1792
14	2	2	2	519
15	2	4	4	2118
16	2	3	4	862
ALS1				660
17	2	2	2	262
18	4	4	4	3015
19	2	2	2	607
20	2	2	2	468
21	4	4	4	2259
BC	1	1	1	
<b>Total Minimum Staffing</b>	<b>31</b>	<b>35</b>	<b>37</b>	

0 2 4 6 8 10 Miles

Map Produced By:  
Frederick County Information Technologies  
107 N Kent St, Winchester, VA 22601  
Date Produced: 2/5/2021

# Frederick County Fire & Rescue Companies

Year End December 31, 2020

per audited financial statements

	Cash- Year End	Total Receipts	Vehicle/ Equipment Maintenance/ Repairs	Fuel & Oil	Total Disbursements
Stephens City	313,671	1,024,654	156,242	17,615	767,067
Middletown	414,986	796,113	65,506	8,384	689,143
Clearbrook	707,407	266,229	51,602	8,771	168,608
Gore	190,361	188,201	33,722	4,664	217,442
Round Hill	1,000,184	480,543	41,559	10,093	1,237,229
Gainesboro	225,698	271,046	61,972	11,509	244,119
Star Tannery	229,280	215,537	38,490	5,667	277,760
Greenwood	1,865,517	457,188	67,050	17,458	269,616
North Mountain	182,066	203,037	4,062	5,458	130,914
Reynolds Store	239,903	192,461	47,713	6,754	194,658
Millwood Station	160,422	305,813	75,770	9,565	292,186
Frederick County Volunteer Assoc.	200,446	105,093			99,181

Notes:

Total Receipts	Frederick County Funding	Town/ Other County	Association	State	Other	\$ Raised
1,024,654	391,387	23,801 (a)			240,178 (b)	369,288
796,113	172,148	6,435 (c)	8,763		473,871 (d)	134,896
266,229	200,715				1,500 (e)	64,014
188,201	150,341 ^^				1,354 (f)	36,506
480,543	250,097				8,932 (g)	221,514
271,046	161,127				36,474 (h)	73,445
215,537	135,145	36,346	8,578			35,468
457,188	318,383 ^		8,763			130,042
203,037	143,606				26,082 (i)	33,349
192,461	131,353				1,131 (j)	59,977
305,813	197,211		8,763	1,172		98,667
105,093	103,634 *					1,459
4,505,915	2,355,147	66,582	34,867	1,172	789,522	1,258,625
**						

Notes:

(a) Stephens City

(b) Insurance proceeds - \$8,092; Grant - \$25,508; Sale of real estate - \$206,578

(c) Warren County

(d) Other govt grants - \$18,635; Investment acct disbursement - \$455,236

(e) Equipment sales

(f) Grant proceeds

(g) Sale of equipment - \$8,500; Grant - \$432

(h) Grant proceeds

(i) Grant

(j) Grant

\* 4-for-Life: 2020 - \$96,393 (passed through to companies); \$7,241 training

\*\* see 'attachment A' for detail.

^ includes \$6,000 for convenience site lease

^^ includes \$8,250 for the purchase of a 1999 pumper for county training purposes



FY 20 - FREDERICK COUNTY  
1/1/2020 - 12/31/2020 - FIRE COMPANIES

	Total Disbursements	Total County Funding (Co + Assoc) (3)	% County Funded	Per Capita County Funded (2)	Cash End of Year	Debt Service (Principal + Interest)	Total Long Term Debt
Stephens City	\$ 767,067	\$ 391,387	51%	\$ 4.28	\$ 313,671	\$ 459,930	\$ 353,960
Middletown	\$ 689,143	\$ 172,148	25%	\$ 1.88	\$ 414,986	\$ 194,626	\$ 550,000
Clearbrook	\$ 168,608	\$ 200,715	119%	\$ 2.20	\$ 707,407	\$ -	\$ -
Gore	\$ 217,442	\$ 150,341 (5)	69%	\$ 1.64	\$ 190,361	\$ 36,497	\$ 253,307
Round Hill	\$ 1,237,229	\$ 250,097	20%	\$ 2.74	\$ 1,000,184	\$ 131,933	\$ 1,733,321
Gainesboro	\$ 244,119	\$ 161,127	66%	\$ 1.76	\$ 225,698	\$ -	\$ -
Star Tannery	\$ 277,760	\$ 135,145	49%	\$ 1.48	\$ 229,280	\$ -	\$ -
Greenwood	\$ 269,616	\$ 318,383 (4)	118%	\$ 3.48	\$ 1,865,517	\$ 77,297	\$ 317,769
North Mountain	\$ 130,914	\$ 143,606	110%	\$ 1.57	\$ 182,066	\$ -	\$ -
Reynolds Store	\$ 194,658	\$ 131,353	67%	\$ 1.44	\$ 239,903	\$ 29,681	\$ 85,327
Millwood Station	\$ 292,186	\$ 197,211	67%	\$ 2.16	\$ 160,422	\$ 93,532	\$ 1,229,918
F&R Association	\$ 99,181	\$ 103,634			\$ 200,446	\$ -	\$ -
<b>Total Volunteer</b>	<b>\$ 4,587,923</b>	<b>\$ 2,355,147</b>		<b>\$ 24.63</b>	<b>\$ 5,729,941</b>	<b>\$ 1,023,496</b>	<b>\$ 4,523,602</b>
Frederick Co (1)	\$ 15,104,777	\$ 15,104,777	100%	\$ 169.12	N/A	N/A	N/A
<b>Total F&amp;R &amp; Ambulance</b>	<b>\$ 19,692,700</b>	<b>\$ 17,459,924</b>		<b>\$ 193.75</b>	<b>\$ 5,729,941</b>	<b>\$ 1,023,496</b>	<b>\$ 4,523,602</b>

Notes:

(1) FY is 7/1/2019 - 6/30/2020 (expenses per Exhibit 12 of CAFR)

(2) 2020 Frederick County population 91,419 per US Census Bureau.

(3) Does not include Length of Service funding, audit costs, reduced PP tax, work comp, Millwood & Round Hill maintenance and debt service, vehicle fuel and insurance.  
Includes \$937,385 EMS Expense Recovery distributions.

Includes 4-For-Life funds passed through to the companies from the County via the Association.

(4) includes \$6,000 for convenience site lease.

(5) includes \$8,250 pumper purchase by County.

Apparatus Category	Number of Resources	Average Age (in years)
Aerials	3	25.67
Ambulances	23	8.3
Brush	16	30.75
Engines	15	20.6
Heavy Rescues	1	22
Rescue Engines	4	20.25
Tankers	6	18.83
<b>Total</b>	<b>68</b>	<b>20.91</b>

# Frederick County Drive Time Response Map

Drive time polygons displaying 0-9, 9-14, and 14+ minutes of drive time within each Frederick County Fire District. Only Frederick County drive times are included. Low water/low tonnage bridge barriers, and known emergency access gates, are accounted for in the analysis. Map created by the FCVA GIS Division, 11/18/2021

0

1.25

2.5

3.75

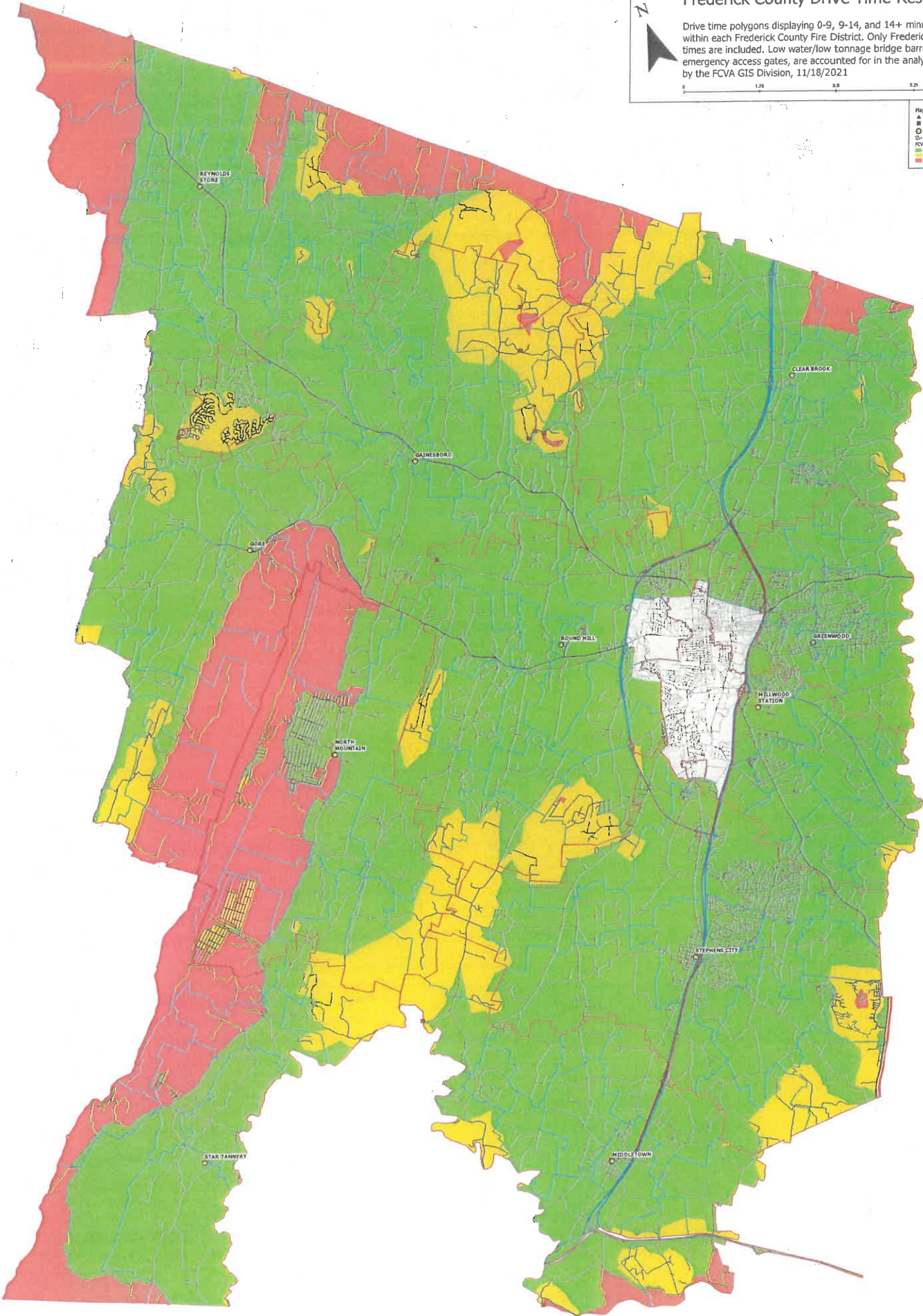
5.0

6.25

7.5

**Map Features**

- Fire Station Location
- Fire Station Service Area
- Fire Station
- Fire Station
- FCVA Vehicle Response Time (County Only)
- 0-9 minutes
- 9-14 minutes
- 14+ minutes
- Fire Station Access Bar





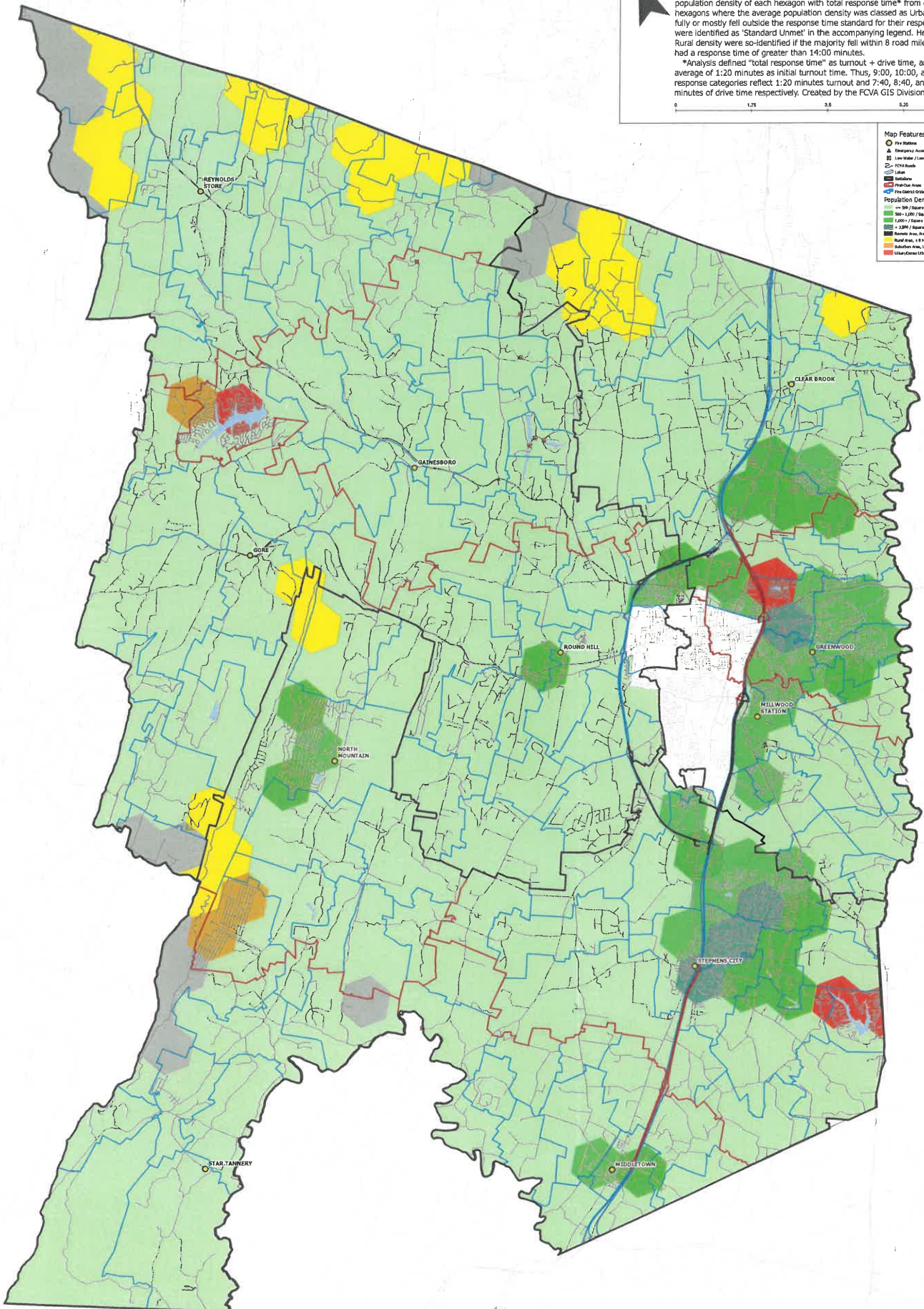
# Frederick County Population Density Map

The population density of Frederick County reflected in 1-square mile hexagons. Density estimate is based on existing Frederick County address points and the 2019 average household population size, per the US Census Bureau QuickFacts. Graded symbology reflects N.F.P.A. 1720 population density classification standards. Analysis compared average population density of each hexagon with total response time\* from each FCVA fire station; hexagons where the average population density was classed as Urban or Suburban, which fully or mostly fell outside the response time standard for their respective classification, were identified as 'Standard Unmet' in the accompanying legend. Hexagons classed as Rural density were so-identified if the majority fell within 8 road miles of a fire station, but had a response time of greater than 14:00 minutes.

\*Analysis defined "total response time" as turnout + drive time, and used an industry average of 1:20 minutes as initial turnout time. Thus, 9:00, 10:00, and 14:00 minute response categories reflect 1:20 minutes turnout and 7:40, 8:40, and 12:40 or more minutes of drive time respectively. Created by the FCVA GIS Division, 1/26/2022

0 1.75 3.5 5.25 7 Miles

- Map Features**
- Fire Station
  - Emergency Access Color
  - Low Water / Low Storage Bridges
  - FCVA Route
  - Interstate
  - State Route
  - Local Road
  - Fire Station
  - Fire Station
- Population Density / Response Time Standard**
- < 500 / Square Mile - Rural Area, < 14 Minute Response
  - 500 - 1,000 / Square Mile - Suburban Area, < 10 Minute Response
  - 1,000 - 2,000 / Square Mile - Urban Area, < 8 Minute Response
  - > 2,000 / Square Mile - Dense Urban Area, < 6 Minute Response
  - Rural Area, > 8 Road Miles from All Stations
  - Suburban Area, < 8 Road Miles from All Stations
  - Urban Area, < 8 Road Miles from All Stations
  - Urban/Dense Urban Area, > 8 Road Miles from All Stations



**Frederick County Fire and Rescue Department  
Incident Summary Statistics 2021**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Total Incidents in Image Trend Reporting System	1,013	940	1,059	1,025	1,018	1,072	1,049	1,143	1,098	1,151	1,137	1,246	12,951
C.A.D. Generated Incidents Not Dispatched	10	16	22	26	19	17	19	15	24	17	25	24	234
Total Incidents Dispatched and Responded To	1,003	924	1,037	999	999	1,055	1,030	1,128	1,074	1,134	1,112	1,222	12,717
Average Incidents Per Day	32.4	33.0	33.4	33.3	32.2	34.0	33.2	36.4	35.8	36.6	37.1	39.4	35
Total E.M.S. Incidents	807	703	766	749	776	844	818	905	873	897	875	960	9,973
B.L.S. Transports	364	296	273	288	286	340	294	391	365	392	358	405	4,052
A.L.S. Transports	253	206	266	258	293	272	295	268	283	233	270	286	3,183
Patient Refusals	82	85	95	96	97	89	95	110	117	108	96	125	1,195
No Patients / Other	108	116	132	107	100	143	134	136	108	164	151	144	1,543
Total Motor Vehicle Crashes	38	37	36	28	45	51	48	41	50	50	51	58	533
Other Fire Related Type Incidents	151	176	224	215	174	151	158	177	148	178	179	193	2,124
Total Structure Fires (That Required Extinguishment)	7	8	11	7	4	9	6	5	3	9	7	11	87
Property Loss	25,500	265,600	370,000	1,500	100,000	155,000	205,000	153,000	250,000	179,000	120,000	289,950	2,114,550
*Not accurate as some reports did not include this information!													
Stephens City Volunteer Fire and Rescue Co., Inc.	229	257	243	244	227	268	238	276	281	290	289	294	3,136
Middletown Volunteer Fire and Rescue Co., Inc.	80	85	85	77	101	100	92	93	80	106	87	106	1,092
Clear Brook Volunteer Fire and Rescue Co., Inc.	134	124	137	146	131	145	162	163	141	151	160	198	1,792
Gore Volunteer Fire and Rescue Co., Inc.	32	31	47	45	28	37	34	54	47	35	66	63	519
Round Hill Community Vol. Fire and Rescue Co., Inc.	171	152	168	165	180	158	183	189	179	180	194	199	2,118
Gainesboro Volunteer Fire and Rescue Co., Inc.	68	60	89	72	66	57	69	74	79	63	78	87	862
Star Tannery Volunteer Fire and Rescue Co., Inc.	27	14	21	23	26	21	14	24	9	24	22	37	262
Greenwood Volunteer Fire and Rescue Co., Inc.	255	206	264	206	247	239	243	237	244	294	269	311	3,015
North Mountain Volunteer Fire and Rescue Co., Inc.	46	41	48	57	42	47	49	60	51	55	53	58	607
Reynolds Store Volunteer Fire and Rescue Co., Inc.	29	24	45	46	29	38	46	45	42	35	41	48	468
Millwood Station Volunteer Fire and Rescue Co., Inc.	173	166	161	198	188	171	183	193	182	210	199	235	2,259
Incident Reports Less Than 85% Complete	10	3	12	7	5	11	5	14	4	4	10	14	99

**Frederick County Fire and Rescue Department  
Incident Summary Statistics 2020**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Total Incidents in Image Trend Reporting System	925	846	884	750	821	920	1,004	992	913	917	1,063	1,001	11,036
C.A.D. Generated Incidents Not Dispatched	19	15	21	9	18	17	16	13	14	16	23	22	203
Total Incidents Dispatched and Responded To	906	831	863	741	803	903	988	979	899	901	1,040	979	10,833
Average Incidents Per Day	29.2	28.6	27.8	24.7	25.9	30.1	31.9	31.6	29.9	29.1	34.7	31.6	29
Total E.M.S. Incidents	729	620	657	547	626	722	760	777	708	698	755	786	8,385
B.L.S. Transports	304	275	291	227	273	307	309	321	291	276	270	347	3,491
A.L.S. Transports	261	207	209	149	185	218	251	264	236	243	270	243	2,736
Patient Refusals	72	65	85	87	90	86	100	87	93	71	96	91	1,023
No Patients / Other	92	73	72	84	78	111	100	105	88	108	119	105	1,135
Total Motor Vehicle Crashes	34	24	31	26	30	43	43	38	32	46	46	40	433
Other Fire Related Type Incidents	136	178	168	162	141	133	181	160	154	156	229	148	1,946
Total Structure Fires (That Required Extinguishment)	7	9	7	6	6	5	4	4	5	1	10	5	69
Property Loss	1,000	141,000	221,050	40,000	2,000	9,000	95,000	20,000	0	5,000	70,250	10,000	614,300
*Not accurate as some reports did not include this information!													
Stephens City Volunteer Fire and Rescue Co., Inc.	214	224	225	178	204	229	229	237	216	232	248	273	2,709
Middletown Volunteer Fire and Rescue Co., Inc.	83	86	70	69	67	70	94	92	63	89	105	82	970
Clear Brook Volunteer Fire and Rescue Co., Inc.	104	116	105	104	122	137	160	123	111	114	168	141	1,505
Gore Volunteer Fire and Rescue Co., Inc.	38	32	34	26	28	26	32	41	33	34	49	34	407
Round Hill Community Vol. Fire and Rescue Co., Inc.	176	123	144	109	136	128	144	172	136	147	183	138	1,736
Gainesboro Volunteer Fire and Rescue Co., Inc.	59	52	55	58	58	49	80	49	61	49	96	52	718
Star Tannery Volunteer Fire and Rescue Co., Inc.	24	18	24	24	17	16	23	18	13	13	26	29	245
Greenwood Volunteer Fire and Rescue Co., Inc.	192	200	199	151	171	233	242	241	223	193	215	215	2,475
North Mountain Volunteer Fire and Rescue Co., Inc.	40	39	45	48	35	41	41	52	35	33	60	38	507
Reynolds Store Volunteer Fire and Rescue Co., Inc.	39	20	33	26	34	27	31	32	25	19	46	38	370
Millwood Station Volunteer Fire and Rescue Co., Inc.	137	138	124	104	132	160	182	143	162	160	171	165	1,778
Incident Reports Less Than 85% Complete	5	1	9	7	11	5	13	2	0	7	12	10	82



## NATIONAL FIRE PROTECTION ASSOCIATION

The leading information and knowledge resource on fire, electrical and related hazards

# CODES & STANDARDS

Codes & Standards / ARCHIVED / NFPA 1720

## NFPA 1720

### NFPA 1720

#### Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Volunteer Fire Departments, 2010 Edition

The Department of Homeland Security, The Office of State and Local Government Coordination and Preparedness, has requested that NFPA make available the following excerpt to assist fire departments with the application process of the SAFER Act Grant. **The following material is excerpted from NFPA 1720 and does not reflect the full requirements of the standard.**

---

#### Chapter 1 Administration

**1.1 Scope.** This standard contains minimum requirements relating to the organization and deployment of fire suppression operations, emergency medical operations, and special operations to the public by volunteer and combination fire departments.

**1.1.1** The requirements address functions and outcomes of fire department emergency service delivery, response capabilities, and resources.

**1.1.2** This standard also contains minimum requirements for managing resources and systems, such as health and safety, incident management, training, communications, and pre-incident planning.

**1.1.3** This standard addresses the strategic and system issues involving the organization, operation, and deployment of a fire department and does not address tactical operations at a specific emergency incident.

**1.1.4** This standard does not address fire prevention, community education, fire investigations, support services, personnel management, and budgeting.

#### **1.2 Purpose.**

**1.2.1** The purpose of this standard is to specify the minimum criteria addressing the effectiveness and efficiency of the volunteer and combination public fire suppression operations, emergency medical service, and special operations delivery in protecting the citizens of the jurisdiction.

#### Chapter 3 Definitions



**3.2.2 Authority Having Jurisdiction (AHJ).** An organization, office, or individual responsible for enforcing the requirements of a code or standard, or for approving equipment, materials, an installation, or a procedure.

## Chapter 4 Organization, Operation, and Deployment

### 4.3 Staffing and Deployment.

**4.3.1** The fire department shall identify minimum staffing requirements to ensure that a sufficient number of members are available to operate safely and effectively.

**4.3.2** Table 4.3.2 shall be used by the AHJ to determine staffing and response time objectives for structural fire fighting, based on a low-hazard occupancy such as a 2000 ft<sup>2</sup> (186 m<sup>2</sup>), two-story, single-family home without basement and exposures and the percentage accomplishment of those objectives for reporting purposes as required in 4.4.2.

Demand Zone <sup>a</sup>	Demographics	Minimum Staff to Respond <sup>b</sup>	Response Time (minutes) <sup>c</sup>	Meets Objective (%)
Urban area	>1000 people/mi <sup>2</sup>	15	9	90
Suburban area	500–1000 people/mi <sup>2</sup>	10	10	80
Rural area	<500 people/mi <sup>2</sup>	6	14	80
Remote area	Travel distance ≥ 8 mi	4	Directly dependent on travel distance	90
Special risks	Determined by AHJ	Determined by AHJ based on risk	Determined by AHJ	90

<sup>a</sup> A jurisdiction can have more than one demand zone.

<sup>b</sup> Minimum staffing includes members responding from the AHJ's department and automatic aid

<sup>c</sup> Response time begins upon completion of the dispatch notification and ends at the time interval shown in the table.

**4.3.4** Personnel responding to fires and other emergencies shall be organized into company units or response teams and shall have required apparatus and equipment.

**4.3.5** Standard response assignments and procedures, including mutual aid response and mutual aid agreements predetermined by the location and nature of the reported incident, shall regulate the dispatch of companies, response groups, and command officers to fires and other emergency incidents.

### 4.7 Sustained Fire-Fighting Operations.

**4.7.1** The fire department shall have the capability for sustained operations, including fire suppression; engagement in search and rescue, forcible entry, ventilation, and preservation of property; accountability for personnel; the deployment of a dedicated rapid intervention crew (RIC); and provision of support activities for those situations that are beyond the capability of the initial attack.

### Additional information

- [Review NFPA 1720 online.](#)
- [Purchase NFPA 1720.](#)
- [Questions about NFPA 1720](#)



# Initial Alarm Deployment of Firefighting Personnel

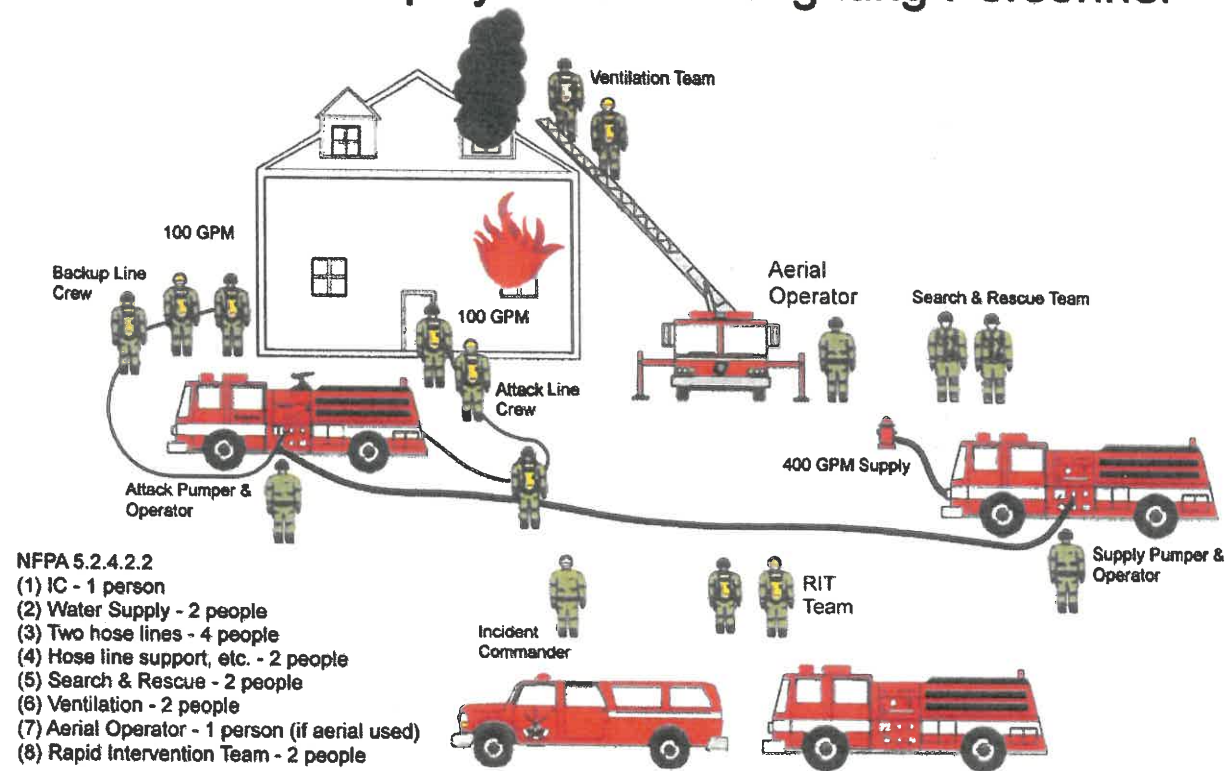
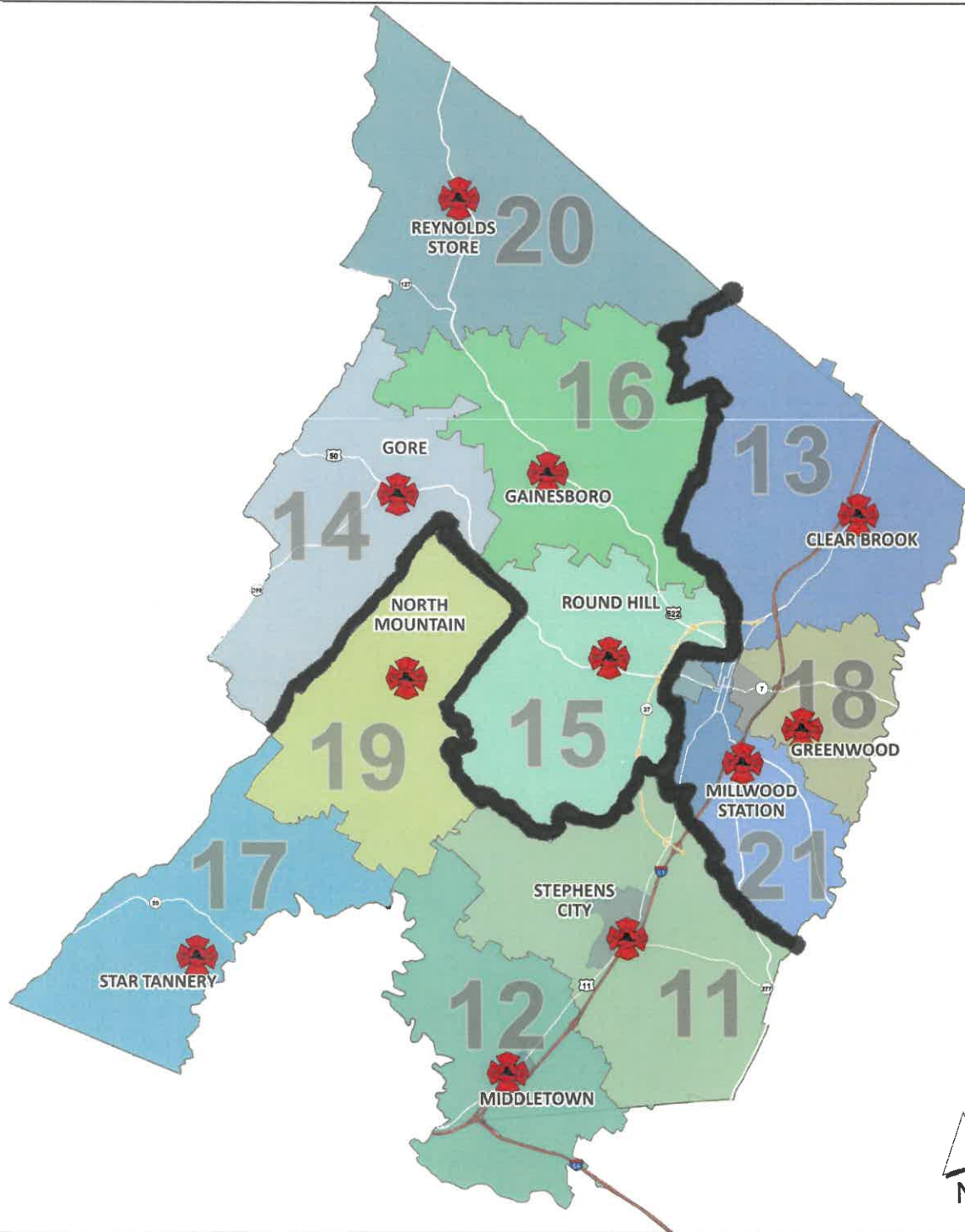


Figure 8 – Initial Alarm Deployment of Firefighting Personnel

# FREDERICK COUNTY FIRE COMPANIES


























Fire Company	Current Minimum Staffing	Effective January 2023	Effective January 2024 Proposed	2021 Incident Responses
11	4	4	4	3136
12	2	3	4	1092
13	2	4	4	1792
14	2	2	2	519
15	2	4	4	2118
16	2	3	4	862
ALS1				660
17	2	2	2	262
18	4	4	4	3015
19	2	2	2	607
20	2	2	2	468
21	4	4	4	2259
BC	1	1	1	
<b>Total Minimum Staffing</b>	<b>31</b>	<b>35</b>	<b>37</b>	



Map Produced By:  
Frederick County Information Technologies  
303 N Kent St, Winchester, VA 22603  
Date Produced: 2/5/2021

## Emergency Communications Staffing Request

	Current Staffing		New Request Staffing	
	ECO	Supervisor	ECO	
Shift A:	  	 		
Shift B:	  	 		
Shift C:	  	 		
Shift D:	  	 		



Half person indicates power shift coverage which begins between 9 to 11 am. Other Regular shifts begin at 7 am and end at 7 pm. Only exception to 12 hour shift is a scheduled 6 hour shift.

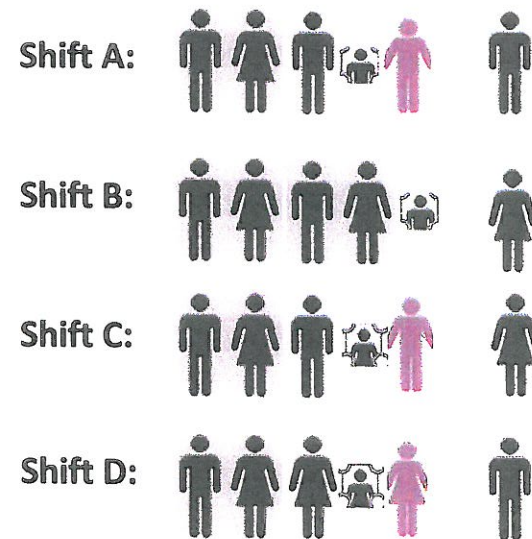
## Emergency Communications Staffing Request

Current Staffing + 3

Proposed New Positions

ECO

Supervisor



Half person indicates power shift coverage which begins at 11 am. Other Regular shifts begin at 7 am/7pm and end at 7 pm/7am. Only exception to 12-hour shift is a scheduled 6-hour shift. Our goal is to cut the overtime that is built into the current schedule reducing the 6-hour day to 4-hour days.

## Emergency Communications Staffing Request

- At the time of budget submission, we had accepted offers for all of the previous 5 open positions, 3 people were hired, however due to the nature of the job, they decided that this was not the line of work for them. Communications has 1 open position.
- Offer letters sent to fill two vacant positions, which are included in “current” staffing on the first slide
- Both will begin individual in process are at the polygraph stage and will start mid March.
- In house training period lasts approximately 26 weeks

<b>Hours</b>	<b>Avg # of calls per hour</b>	<b>CT Staffing Needed</b>
<b>0000</b>	<b>10</b>	<b>1</b>
<b>0100</b>	<b>8</b>	<b>1</b>
<b>0200</b>	<b>7</b>	<b>1</b>
<b>0300</b>	<b>6</b>	<b>1</b>
<b>0400</b>	<b>5</b>	<b>1</b>
<b>0500</b>	<b>7</b>	<b>1</b>
<b>0600</b>	<b>10</b>	<b>1</b>
<b>0700</b>	<b>17</b>	<b>2</b>
<b>0800</b>	<b>21</b>	<b>3</b>
<b>0900</b>	<b>25</b>	<b>3</b>
<b>1000</b>	<b>29</b>	<b>3</b>
<b>1100</b>	<b>29</b>	<b>3</b>
<b>1200</b>	<b>29</b>	<b>3</b>
<b>1300</b>	<b>30</b>	<b>3</b>
<b>1400</b>	<b>32</b>	<b>3</b>
<b>1500</b>	<b>34</b>	<b>3</b>
<b>1600</b>	<b>35</b>	<b>3</b>
<b>1700</b>	<b>30</b>	<b>3</b>
<b>1800</b>	<b>27</b>	<b>3</b>
<b>1900</b>	<b>24</b>	<b>3</b>
<b>2000</b>	<b>22</b>	<b>3</b>
<b>2100</b>	<b>18</b>	<b>2</b>
<b>2200</b>	<b>16</b>	<b>2</b>
<b>2300</b>	<b>13</b>	<b>1</b>

**Our average call processing time is: 90 seconds**

The # of call takers is the amount of people we would need to just to take calls, this does not include answer the radio traffic administrative VCIN work, etc.



# **Hiring Process for Emergency Communications Officers**

## **1. Recruitment created and posted**

- a. This last hiring round- the posting was open for 3 weeks before we received an application.

## **2. Prescreen applicants for basic information through our list of questions on the application:**

Example: Have you ever been convicted of a felony?  
Have you been convicted of a misdemeanor?  
Are they willing to undergo a polygraph test?  
Are they willing to undergo a drug screening?  
Have they sold drugs or prescriptions?  
Are they associated with members of organized crime groups?

## **3. Criti-call: Applicants are sent a stimulated testing to test for critical thinking, map reading, memory recall. They are given 1 week to complete the testing.**

- a. Approximately 60% of the applicants fail or do not complete the testing.

## **4. Schedule interviews**

## **5. Job offers**

## **6. Personal History Packet (job history, prior drug use and frequency, reference check, reviewed through local and federal databases)**

- a. Applicants are given approximately 10 days to complete this step, often times they do not have required documentation needed (high school diploma, GED, birth certificate- need to order)
- b. This step eliminates several applicants- usually due to failure to disclose arrest or drug use.

## **7. Polygraph**

- a. Requires scheduling with CID
- b. Another step that eliminates applicants- due to false statements on personal history statement or inconsistencies in application and information that they provide during their polygraph.

## **8. Drug and Hearing screening**

# **Frederick County – Public Safety Communications**

## **New Hire Training Process**

- 1. Classroom: 4 weeks**
  - a. This includes learning policies and procedures, how to call taker, liability, stress management, call taking 101, EMD certification, hands-on in a controlled environment, VCIN certification, CPR**
- 2. On-the-job Call taker training w/ Trainer: 4 weeks**
  - a. Tethered to a Certified Training Officer (CTO)- they answer live calls until they little to no assistance from their trainer & work on VCIN administrative duties. They must be signed off on and released to work solo by their CTO**
- 3. Released as Call taker: 4 weeks**
  - a. This period they are released to call take on their own to make sure that they have created a foundation for the information that they have learned. There EMD, Police and Fire call taking is reviewed by Quality Assurance and they must achieve an average of 90% to move into Police or Fire training.**
- 4. Police/Fire Classroom – 2 days**
- 5. On-the-job training w/trainer: 4 weeks**
  - a. Tethered to CTO- learn the dispatching the Frederick County way for Fire and Rescue as well as Police Dispatch. They must be released by their CTO to work solo.**
- 6. Released as Police/Fire Dispatcher: 4 weeks**
  - a. During this period their Police/Fire dispatch transmissions are reviewed by Quality Assurance**
- 7. Police/Fire Classroom- 2 days**
- 8. On-the-job training w/ trainer: 4 weeks**
  - a. Tethered to CTO-learn the dispatching side of the next discipline, whether police or fire. They must be released by their CTO to work solo.**

**\*\*The amount of time changes due to time off request, changes in staffing, etc. \*\***





## APCO Project RETAINS Summary Report

Prepared by Tamara Perez

For Frederick Co Dept of Public Safety Communications  
1080 Coverstone Dr  
Winchester, VA 22602



### Table of Contents

- I. Summary Report of Current and Estimated Staffing Needs
- II. Workload Summary
- III. Staffing Summary
- IV. Positions Calculations
- V. Dispatcher Guidelines
- VI. Narrative
- VII. Job Descriptions

### Agency Overview

Demographics	
Service Population	90000
Square Miles	416
Service Area	Suburban
Sworn Employees	0
Civilian Employees	20
Number of VOIP Calls	2497
Number of TDD Calls	0
Number of Domestic Violence Calls	853
Average Time for Domestic Violence Calls	1.23
Number of EMD Calls	9700
Average Time for EMD Calls	1.40
Number of Text to 9-1-1 Calls	69
Average Time for Text to 9-1-1 Calls	38.10

## Communication Services Provided

Emergency Calls	Call	
	Taking	Dispatch
Law Enforcement	✓	✓
Fire	✓	✓
Medical (EMS)	✓	✓
Medical (EMD)	✓	✓
Hazmat	✓	✓
NCIC/CIC	✓	✓

Non-Emergency Calls	Call	
	Taking	Dispatch
Administrative Calls	✓	✓
Public Works/Utilities	✓	✓
Animal Control	✓	✓
Emergency Weather Information	✓	✓
After Hours (for public emergencies)	✓	✓

## Workload Summary

	Total Number	Percent of Total
Total Call Volume	170042	100%
Incoming Call Volume	166729	98.1%
9-1-1/Emergency Call Volume	31048	18.3%
Dispatched 9-1-1/Emergency Call Volume	41676	24.5%
Wireless Call Volume	26338	15.5%

*This provides an annual summary of total call volume including a categorized breakdown of types of calls and their percentage of the total volume.*

## Staffing Summary

### Coverage Positions

Coverage Positions handle a particular task or "cover" a work station for a specified length of time.

Position	Current Authorized	Estimated FTE	Difference
Supervisor	3.00	6.68	3.68
Dispatcher	15.00	26.74	11.74
<i>Subtotal</i>	18.00	33.42	

### Function Positions

Function Positions are roles that are independent of coverage or call volume.

Position	Current Authorized	Estimated FTE
Director	1.00	1.00
Ops. Supervisor	1.00	1.00
<i>Subtotal</i>	2.00	2.00

	Current Authorized	Estimated FTE
<i>Overall Staffing Total</i>	20.00	35.42

### Positions Calculations

#### Coverage Positions

Full-time employees (FTE) = Hours needing coverage ÷ Employee Availability Turnover Adjustment

Position	Hours Needing Coverage	÷	Employee Availability	=	Staff Needed	Turnover Rate (%)	=	FTE
Supervisor	8759.52	÷	1612.00	=	5.43	23.00	=	6.68
Dispatcher	35038.08	÷	1612.00	=	21.74	23.00	=	26.74

### Staffing Availability

#### Coverage Positions (independent of volume)

Coverage Positions are based on a particular task or work station that must be staffed or "covered."

Position	Total Contract Hours	Holiday/Vacation Hours	Sick Leave Hours	Personal Leave Hours	Training Leave Hours	Military/FMLA, etc. Hours	Total Meal/Break Hours	Total Other Hours	Total Hours Unavailable	NAWH Per Person
Supervisor	2080	0	0	181	20	40	219	8	468	1612
Dispatcher	2080	0	0	181	20	40	219	8	468	1612

#### Guidelines to Defining and Staffing the Dispatch Position

There is no equation or formula to estimate the most appropriate ratio of dispatcher to unit, dispatcher to number of channels or number of units per channel. The RETAINS 2018 study addresses several factors affecting dispatcher ability to serve units assigned to a dispatch position. When trying to discern the differences in workloads by center size, agency type, even time frame of individual dispatch shifts, it is important to closely review the non-radio responsibilities of individual positions.

ECCs offer a range of public services. These include essential emergency services, such as law enforcement, EMS, and fire, as well as a host of supplementary non-emergency services (e.g., animal control, public utilities assistance, and weather notifications). Some ECCs provide both calltaking and dispatch for their services, while others only provide dispatch. PST workload levels result from the combination of how many units, channels, and frequencies are monitored. These, in turn, are highly dependent upon factors such as call, incident volume, dispatcher experience, and total staffing.

Virtually all ECCs provide both calltaking and dispatch services for law enforcement (97%), fire (88.3%) and EMS (81.2%). Most ECCs also

provide administrative calltaking and dispatch (92.9%), and many also provide calltaking and dispatch for animal control (75.7%) and after hours calls (62.1%).

Survey findings from the RETAINS 2018 study underscore the differences between dispatcher work requirements in centers of different sizes and settings. Specialization is a very important consideration because PSTs covering a variety of disciplines are likely to experience greater job complexity. In terms of specialization, small ECCs have a rate of specialization of 13.87 percent, medium ECCs specialize at a rate of 10.61 percent, and large ECCs average a rate of 42.96 percent.

One difference that presents itself here is that small ECCs have seemingly increased their rates of specialization since the last report. In 2017, 40.1 percent of ECCs report that their dispatch positions cover only one discipline at a time, such as law enforcement or fire, meaning that close to 60.0 percent of ECCs—a sizeable majority—have their dispatch positions handle multiple disciplines at a time. Here, too, there are significant differences between ECCs of different sizes.

Nearly all large ECCs (91.7%) report that their dispatch positions only focus on one discipline at a time. A majority of medium ECCs report this to be the case (55.5%), although less than a quarter of small ECCs indicate this to be true. Indeed, in small ECCs, fully 76.0 percent of dispatch positions are working with multiple disciplines at one time compared to 44.5 percent of medium ECCs and just 8.3 percent of large ECCs. These findings echo those of the 2009 report, where 71.0 percent of large ECCs, 47.0 percent of medium ECCs, and 17.0 percent of small ECCs had their dispatch positions handle only one discipline at a time.

It is clear from the data that there is a strong positive relationship between increasing ECC size and increasing rates of specialization. Given the data on the quantity of disciplines covered by ECCs and the divergent rates of specialization within ECCs of different sizes, it is important to examine the quantity of units that PSTs handle at a given time to determine the average workload for the dispatch position.

There are statistically significant differences between the average workloads of the dispatch position across ECCs of different sizes. PSTs at large ECCs handle a higher proportion of both law enforcement units and fire units at once, averaging 26 and 14, respectively. PSTs in medium ECCs average 16 law enforcement units and 11 fire units at once, and PSTs in small ECCs average just 8 law enforcement units and 5 fire units at once.

ECC size is not significantly related to the number of primary or secondary radio channels managed.

Medium ECC Comparison	Data from RETAINS 2018 Report	Your Emergency Communications Center
Number of Primary Radio Channels per PST	3	1
Number of Secondary Radio Channels per PST	3	2
Average number of Law Enforcement Units monitored per PST	16	16
Average number of Fire / EMS Units monitored per PST	11	11

Following is a comparison of the data from the 2009 RETAINS NG Study and the 2018 RETAINS Report			
Dispatcher workload reported by ECC Directors of Medium ECCs	2009	2018	
Average law enforcement units a dispatcher handles at one time	28	16	
Average fire/EMS units a dispatcher handles at one time	25	11	
Number of primary radio channels a dispatcher is responsible for	3	3	
Number of secondary radio channels a dispatcher is responsible for	5	3	

Following is a comparison of the data from the 2009 RETAINS NG Study and the 2018 RETAINS Report

Dispatcher workload reported by ECC Directors of Medium ECCS	2009	2018
Number of voice transactions required to see an incident through for law enforcement	7	N/A
Number of voice transactions required to see an incident through for fire or EMS	8	N/A
Total number of radio transactions per hour	260	N/A

Frederick County Public Safety is the link between citizens and all Law Enforcement/Fire & Rescue emergency and non-emergency services. Call takers are trained to handle the enormous variety in call content such as calls about illegally parked vehicles, domestic disturbances, traffic accidents, and life-saving medical calls.

If it is determined that a call for service is necessary, a call will be entered into our Computer Aided Dispatch (CAD) system. The system contains detailed GIS mapping for Frederick County.

The law enforcement dispatcher is responsible for maintaining unit locations while responders perform their varying duties such as traffic stops, assists, or investigations, and assigning the incoming calls for service to the appropriate responding unit, following up on license plates to ensure vehicles are not stolen, and sending a backup unit when needed. Law enforcement dispatchers are also responsible for assisting deputy's with warrant checks on persons and querying stolen property. They are trained to read specialized computer returns to ensure thorough and correct information is relayed to field responders. During their dispatching duties, they are also required to assist with wrecker request, sending emergency bulletins (BOLOs) to units in the field, as well as neighboring agencies.

The fire & rescue dispatcher can operate several radio channels at any given time. They are responsible for the timely dispatching of fire & EMS calls not only for Frederick County but sending assistance to our surrounding partner jurisdictions.

## Job Descriptions

### Director

Directs, coordinates, and reviews the organization, staffing, budgets, and operational activities for the Public Safety Communications Center -- including call taking and dispatching services and activities.

- Develops and prioritizes goals; identifies core performance measures; and participates in strategic planning activities.
- Ensures staff receive ongoing and relevant training, there are consistent policies in place, and they are communicated to staff in a timely manner.
- Reviews all inquiries and complaints received at the communications center and signs off on dispositions.
- Maintains an in-depth knowledge of emergency communications coordination regulations, thorough knowledge of public safety equipment including computer aided dispatch (CAD) system, and evaluates equipment needs.
- Ensures highly reliable performance is maintained through support of training programs, quality improvement, and call review.
- Reviews and analyzes pertinent statutes, regulations, ordinances, and policies in terms of impact to communication center performance; ensures compliance.
- Participates in the accreditation process for the Communications Center; ensures development and maintenance of policies and procedures and the quality assurance program required for accreditation.
- Plans and implements the department's short- and long-range goals and objectives.
- Provides 24-hour on-call response to emergency situations.

### Operations Supervisor

Supervises assigned employees; prioritizes and assigns work, and conducts performance evaluations to ensure staff are sufficiently trained.

- Facilitates employee relations, to include mediating workplace conflicts, recommending and assisting in the resolution of grievances, and participating and advising in employee performance management processes.
- Assesses daily activities of direct reports, reviews dispatch audio recordings, and counsels and mentors assigned employees as needed.
- Monitors equipment and works with staff and vendors to resolve equipment failures.
- Participates in the development and review of policies, procedures, long- and short-range plans and strategy guidelines for operations to ensure reliable emergency communications.
- Responds to critical issues during non-business hours.
- Maintains high level of confidential and sensitive information in a discrete and professional manner.



- Perform duties of Operations Shift Supervisor or Emergency Communications Officer functions to assist with daily operations as needed.
- Serves as Agency Terminal Agency Coordinator (TAC).
- Punctual and regular attendance to work;
- Performs other duties as assigned.

## Shift Supervisor

Supervises and coordinates Emergency Communication Officers (ECO) engaged in the answering of emergency and non-emergency calls for law enforcement, fire and emergency medical assistance; and ensures information input or retrieved from criminal databases is accurate and meets requirements or standards.

- Monitors staff for performance, training, and compliance with guidelines and standards.
- Serves as subject matter experts as needed including de-escalating situations or identifying opportunities for improvements to policies and procedures.
- Provides technical assistance by monitoring various systems such as: the radio system, the phone system, the Computerized Aided Dispatching (CAD) system, and others.
- Notifies appropriate staff of malfunctions, recommends corrective action, and documents appropriately.
- Reviews scheduling and ensures proper coverage, assigns overtime as needed; re, and reviews timekeeping records
- Partners with management and training coordinator to continuously monitor and improve performance, processes, and procedures; conduct quality assurance reviews on radio traffic, calls, etc. as needed.
- Prepares various documents and reports to include shift reports, incident summaries, and other administrative paperwork.
- Assists with performance reviews for staff, closely supervises and provides counseling for staff on performance • Performs ECO functions to assist with daily operations as needed.
- Supports the relationship between the Frederick County Public Safety Communications and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and Frederick County staff.
- Maintains high level of confidential and sensitive information in a discrete and professional manner.
- Demonstrates a strong leadership presence that promotes the mission of Frederick County Public Safety Communications. • Punctual and regular attendance to work. • Performs other duties as assigned.

## Emergency Communications Officer I

- Answers emergency and non-emergency calls requests for service for law enforcement, fire, and emergency medical assistance.
- Prioritizes and dispatches emergency responders and appropriate resources.
- Relays pertinent information to public safety personnel (law enforcement, fire, medical) via radio in a concise, organized, and understandable manner; monitors radio traffic and provides immediate information and assistance.
- Utilizes the Computer Aided Dispatch (CAD) system to maintain status and awareness for variety of public safety and personnel (law enforcement, fire, medical), resources and incidents; documents update and changes in the CAD system as required; and notifies key supervisory and management personnel on critical incidents.
- Coordinates with other agencies, citizens, and businesses to gather information, make referrals, or dispatch assistance.
- Conducts computer searches through local, state, and national databases for possible wanted persons or stolen property, and interprets and provides information to the requesting field responder; confirms stolen property, wanted persons, and missing persons; enters data into Virginia Criminal Information Network (VCIN) as requested; sends and receives teletypes.
- Performs other duties as assigned.
- Supports the relationship between communications and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, Frederick County staff; maintains confidentiality of work related issues and Frederick County Communications information.
- Punctual and regular attendance to work.
- Must be able to work: days, nights, holidays, and irregular hours on short notice.
- Performs other duties as assigned. • All applicants will be required to participate in a background investigation to include criminal history check, history of drug use and a polygraph examination.

## Emergency Communications Officer II

- Answer emergency and non-emergency calls requests for service for law enforcement, fire, and emergency medical assistance.
- Prioritizes and dispatches emergency responders and appropriate resources.
- Relays pertinent information to public safety personnel (law enforcement, fire, medical) via radio in a concise, organized, and understandable manner; monitors radio traffic and provides immediate information and assistance.
- Utilizes the Computer Aided Dispatch (CAD) system to maintain status and awareness for variety of public safety and personnel (law enforcement, fire, medical), resources and incidents; documents update and changes in the CAD system as required; and notifies key supervisory and management personnel on critical incidents.
- Coordinates with other agencies, citizens, and businesses to gather information, make referrals, or dispatch assistance.
- Conducts computer searches through local, state, and national databases for possible wanted persons or stolen property and interprets

and provides information to the requesting field responder; confirms stolen property, wanted persons, and missing persons; enters data into Virginia Criminal Information Network (VCIN) as requested; sends and receives teletypes.

- Supports the relationship between communications and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, Frederick County staff; maintains confidentiality of work related issues and Frederick County Communications information.
- Punctual and regular attendance to work.
- Must be able to work days, nights, holidays, and irregular hours on short notice.
- Performs other duties as assigned.
- All applicants will be required to participate in a background investigation to include criminal history check, history of drug use and a polygraph examination

## Emergency Communications Officer III

Answers emergency and non-emergency calls requests for service for law enforcement, fire, and emergency medical assistance.

- Prioritizes and dispatches emergency responders and appropriate resources.
- Relays pertinent information to public safety personnel (law enforcement, fire, medical) via radio in a concise, organized, and understandable manner; monitors radio traffic and provides immediate information and assistance.
- Utilizes the Computer Aided Dispatch (CAD) system to maintain status and awareness for variety of public safety and personnel (law enforcement, fire, medical), resources and incidents; documents update and changes in the CAD system as required; and notifies key supervisory and management personnel on critical incidents.
- Coordinates with other agencies, citizens, and businesses to gather information, make referrals, or dispatch assistance.
- Conducts computer searches through local, state, and national databases for possibly wanted persons or stolen property and interprets and provides information to the requesting field responder; confirms stolen property, wanted persons, and missing persons; enters data into Virginia Criminal Information Network (VCIN) as requested; sends and receives teletypes.
- Supports the relationship between communications and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, Frederick County staff; maintains confidentiality of work related issues and Frederick County Communications information.
- Punctual and regular attendance to work.
- Participates in all aspects of training including on the job, classroom and other training deemed necessary by the Director and/or Operations Supervisor.
- Acts as the on-duty Operations Shift Supervisor in the absence of the assigned Operations Shift Supervisor
- Maintain confidentiality
- Punctual and regular attendance to work.
- Must be able to workdays, nights, weekends, holidays, and irregular hours on short notice.
- Performs other duties as assigned.
- All applicants will be required to participate in a background investigation to include criminal history check, history of drug use and a polygraph examination.