



County of Frederick

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TO: Board of Supervisors

FROM: Paula Nofsinger, Director of Human Resources

DATE: September 2, 2014

SUBJECT: Human Resources Committee Report

The HR Committee met in the First Floor Conference Room at 107 North Kent Street on Friday, August 1st, 2014, at 8:00am. Committee members present were: Supervisor Robert Hess, Supervisor Chris Collins, Supervisor Robert Wells, Citizen Member Don Butler, and Citizen Member Dorrie Greene. Also present were: Assistant County Administrator Kris Tierney, Public Safety Communication Director LeeAnna Pyles, NRADC Superintendent Jim Whitley, and DSS Representatives Melody Williams and Delsie Butts. Citizen Member Beth Lewin was absent.

***** Items Requiring Action *****

1. None

*****Items Not Requiring Action*****

1. Presentation by the Director of Public Safety Communications, LeeAnna Pyles.

At the request of the Committee, Ms. Pyles presented an overview of the objectives and responsibilities of the Department of Public Safety Communications. The presentation also provided the Committee an understanding of her department's role, authority, projects, and topics of importance within her department. Presentation Attached.

There being no further business, the meeting was adjourned.

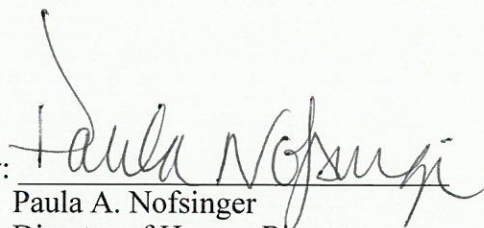
The next HR Committee meeting is scheduled for Friday, September 12th, 2014.

Respectfully Submitted,

Human Resources Committee

Robert Hess, Chairman
Robert Wells
Chris Collins
Don Butler
Dorrie Greene
Beth Lewin

By:


Paula A. Nofsinger
Director of Human Resources



Frederick County Department of Public Safety Communications

Mission Statement

The mission of the Frederick County Public Safety Communications Center is to efficiently and professionally receive and dispatch emergency services requests for fire, emergency medical service and law assistance to the citizens of Frederick County.

We realize that our one and only product is service and we strive to provide this to our citizens at the most superior level possible.

We will provide this service in a prompt, courteous, professional manner, striving for efficiency.

Public Safety Communications is a successful combination of teamwork and excellence.

History of the Emergency Communications Center

Frederick County only dispatched the Frederick County Sheriffs Department for many years. Winchester dispatched Winchester Police Dept. as well as Winchester/Frederick County fire and rescue. All 911 calls were answered by Winchester and any Frederick County calls for the Sheriffs Dept. were transferred. In 1998 Frederick County began dispatching Frederick County fire/rescue calls and answering their own 911 calls.

Unlike some other jurisdictions the Communications Department is it's own department, not under Fire/Rescue or the Sheriffs' Department.

Current Employees

Currently have 20 employees in the department. This consists of the following:

- 1- Director
- 1- Operations Supervisor
- 1- Shift Supervisor
- 8- Communications Officer III
- 1- Communications Officer II
- 4- Communications Officer I
- 2- Probationary Communications Officer
- 1- Part-time Communications Officer, also is the Training Coordinator for the Department
- 1- Secretary

Starting salary for a Communications Officer is \$31,505.84

Training needed for the Telecommunications Officer

2-3 Months in the Center in classroom environment

3 weeks of mandatory certifications conducted outside the center

- * Criminal Justice Academy
- * Emergency Medical Dispatch
- * CPR
- * VCIN/NCIC operator (Virginia Criminal Information Network/National Criminal Information Center)
- * 3 ride-alongs each with Fire/Rescue and Sheriffs' personnel

2-3 Months on the job training at the console

Dispatchers must work with a trainer on all three primary shifts

This equals to approximately 6-7 months of training before a dispatcher is usually competent to handle the job with little to no supervision.

Communications Department Responsibilities

Answer all incoming phone lines, both emergency and non-emergency

Sheriffs Office non-emergency	6
Fire Office non-emergency	2
Emergency Operations Center	3
Mutual Aid	1
Outlines	3
Direct dial lines (WMC, City, Jail)	3
9-1-1	12

In 2013 there were 33, 375 9-1-1 calls answered. Of these 25, 871 were wireless callers. There were over 230,000 non-emergency phone calls answered in 2013. That is 731 daily or 30 calls an hour.

Answer Sheriffs' Office admin lines after hours.

Answer after hours request for Frederick County Social Services, Frederick County Sanitation, Northwestern Health and Probation/Parole

Monitor security cameras at the Public Safety Building and in near future at NM tower site

Monitor ESP- electronic satellite system (GPS bait money at a couple local banks)

Monitor alarms for County owned buildings, including all schools and the County Admin Building

Law Enforcement

Receive, process and dispatch all calls for service for the following:

Frederick County Sheriffs' Office

Middletown Police Department

Stephens City Police Department

Frederick County Parks

Fire Marshalls (law enforcement calls)

Although Middletown and Stephens City are separate towns within Frederick County, they do not have their own dispatch center. All calls for service and dispatching go through the Frederick County Communications Center.

Law Enforcement Personnel:

Frederick County Sheriffs' Office	127
Middletown Police Department	6
Stephens City Police Department	4
Park Rangers	2
Fire Marshalls	4

This includes Command Staff, Civil, Investigators, Road Deputies, School Resource Officers, Traffic Division, Animal Control, Drug Task Force and Town Police Officers.

In 2013 there were 75,933 Calls for service dispatched.

Fire/EMS

Receive, process and dispatch all calls for service for the Frederick County Fire/Rescue Department

Broadcast General Announcements to fire personnel (daily and also special events)

Log all controlled/open air burnings

Fire/Rescue Companies

11

Apparatus

97 pieces

Paid Fire/Rescue

72 FT/PT

Operational Volunteers

over 200

Frederick County provides mutual aid to 8 surrounding counties, 3 in Virginia and 5 in West Virginia

There were 9472 Calls for service dispatched for Fire/Rescue in 2013.

EMD (Emergency Medical Dispatch)

Every call requiring an EMS (Emergency Medical Services) response must be processed through the Medical Priority Dispatch System (MDPS). This requires the dispatcher to question the caller for signs/symptoms to prioritize the call for either ALS (Advanced Life Support) or BLS (Basic Life Support). From the onset of the call, it takes approximately two minutes to complete the questioning.

After dispatching the appropriate response for the call, the dispatcher then gives every caller pre-arrival instructions. This includes CPR, choking, bleeding control, childbirth, securing airway, etc. Or basic as gather all medication, unlock the door, put pets away. On certain call types, or if the patient is not stable, the dispatcher will remain on the phone with the caller until an EMS unit arrives on the scene.

VCIN/NCIC

The Communications Department is responsible for all entries into the VCIN/NCIC for the Frederick County Sheriffs Office as well as Middletown Police Department, Stephens City Police Department and Lord Fairfax Community College Police. (Virginia Criminal Information Network, National Crime Information Center)

All warrants, indictments, PB-15s (probation violation) Emergency Protective orders, etc. must be entered in the VCIN/NCIC system.

All wanted persons, missing persons, stolen items (vehicles, tags, parts, guns, securities) must be entered into the system.

All modifications or clearing of entries are also the responsibility of communications.

Criminal history, driver information, vehicle information and wanted information are obtained for Law Enforcement by the dispatchers.

All of this is performed while the dispatcher is answering phones and dispatching calls.

AlertFrederickCounty

AlertFrederickCounty is a community emergency notification system. Citizens can sign-up to receive weather warnings and also to receive their notifications via cell phone.

It is the responsibility of the Communications Department personnel to notify homes and businesses in a targeted area when there is a threat to the health and safety of the residents of Frederick County.

Messages can be sent to the entire county or defined areas, down to a couple houses on a street. Messages are sent using the 9-1-1 database provided by the local telephone company. It is able to contact landline telephones, whether listed or unlisted, or if the citizen has registered a cell phone for an address.

Message types that have been sent include missing person, suicidal person, hazard incidents, shelter in place, evacuate, suspect of robbery in the area and so on.

Messages can be sent using voice, email, text and TTY/TDD.

This system is also being utilized for notification of all Frederick County employees.

Emergency Management

The Communications Center and its' personnel work in conjunction with the Office of Emergency Management during disasters and other emergency situations. The Emergency Operations Center is manned by Communications Personnel once the center has been opened.

- ❖ Assist with developing emergency plans and drills that are held in the area.
- ❖ Participate in the emergency drills.
- ❖ Maintain and update resource material.
- ❖ Notify public about openings of public shelters.
- ❖ Collaborate with other departments to apprise of damage reports in the county.
- ❖ Notify NWS of significant damage due to weather.
- ❖ Notify predetermined groups of any dam breaches.

Public Education

Communications Department personnel participate in public education functions in the area.

- ❖ Valley Health Public Safety Fair held in September of each year
- ❖ Frederick County Fair in conjunction with the Chest Pain Center and Valley Health Coach
- ❖ Scouts and other group tours of the dispatch center
- ❖ Instructors teach basic communications at the Criminal Justice Academy in Middletown

Frederick County is unique in its geographical area and terrain, along with the major roads and interstates that run through the county.

When there is an accident on I 81, whether minor or major the dispatch center becomes inundated with 9-1-1 calls. One accident can tie up one dispatcher answering the calls, while the other dispatcher sends the fire/rescue resources needed.

Frederick County has several waterways which can sometimes cause major problems with flooding and water rescues.

There are quarries, camps, caves, colleges, remote mountain subdivisions, large lakes, dams, large industrial parks, all of these present dispatchers with different situations that need dispatched on a daily basis.

Turnover in the 9-1-1 World

Due to the stressful environment that the 9-1-1 Telecommunications Officer works in, turnover in the field is extremely high and has been considered close to that of the air traffic controllers.

Dispatchers work shift work, nights, weekends, holidays and are subject to call-back at a moments notice. Unlike the field first responders the dispatchers seldom have closure on calls that are involved in. EMS-Fire-Law Enforcement personnel more then likely know the outcome of an incident. Dispatchers take the 9-1-1 calls, relate to the caller, dispatch the Units and have to go on to the next call.

While this turnover may be due to other reasons like employment elsewhere, termination or even retirement, by and large the inability to cope with the sustained daily stress of the job plays the greatest role. Compound this with other factors native to the position such as lack of appropriate rest, improper diet, family problems caused by working odd hours, etc., and you have a very stressful atmosphere in which to work.

Public Safety dispatching takes a unique person.

The person must be compassionate and persistent to assist callers who are quite possibly experiencing the worst moment in their lives.

They have to be polite and understanding no matter how badly they are being treated by a stranger on the other end of the phone.

They constantly listen to callers trapped by the emotion of the situation, fright, confusion, anger and pain, all the while they try to break through and ask questions and when necessary provide lifesaving instructions.

They are the second party to horrific situations that if not for the sake of their profession, they might never experience in their lifetime. Sometimes these situations singularly or over a period of time, take their toll on dispatchers.

When their neighbors are taking cover from inclement weather, they are driving to the center. Sometimes having to stay around the clock.

They are required to multi-task and adapt to the never ending technology brought on by the Next Generation 9-1-1.

The ones that stay, claim that the good overrides the bad.

They give comfort to the man who woke up and found that his wife of 50 years had passed away during the night.

They talk the disgruntled teenager out of ending her life.

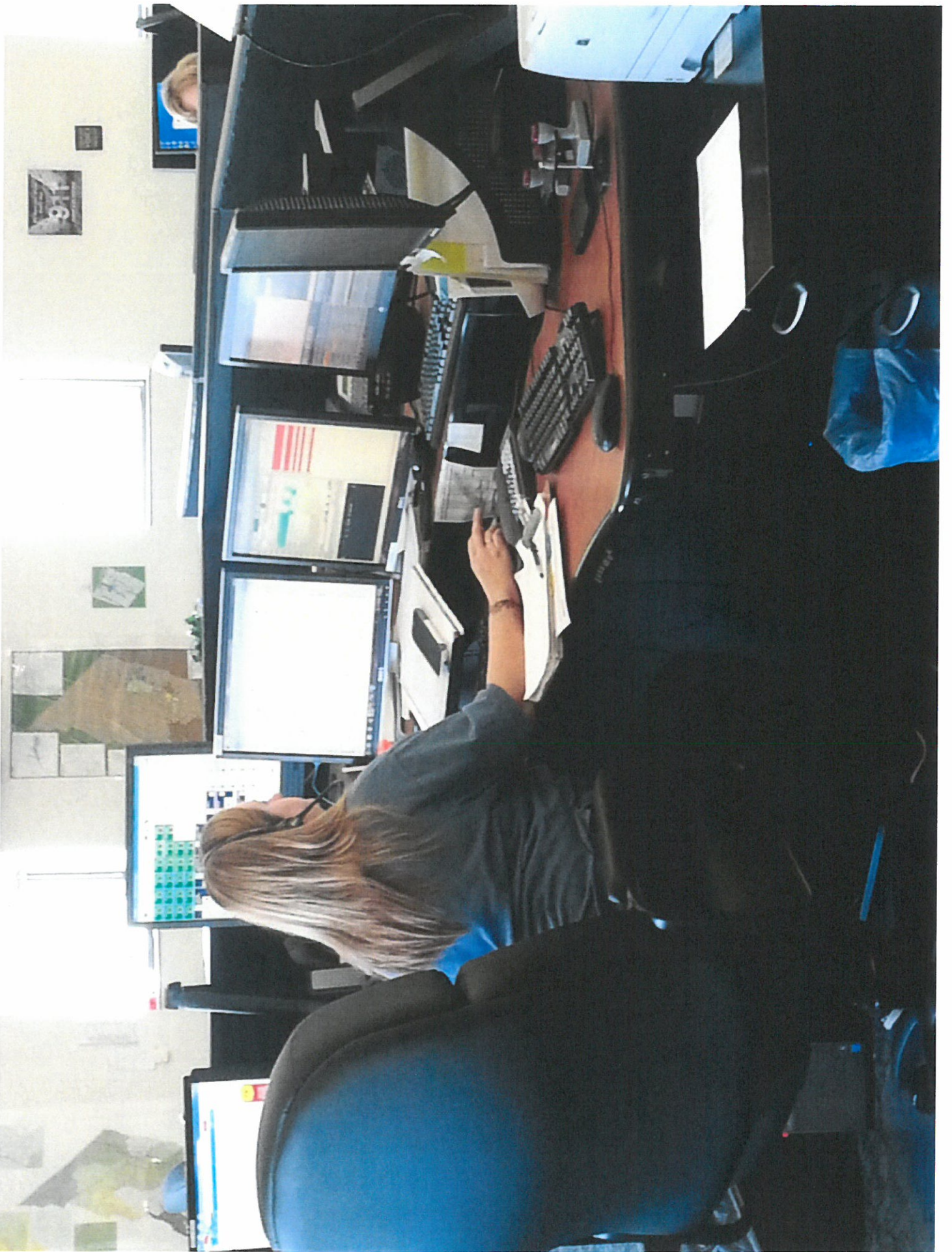
They obtain as much information as possible to ensure the scene is safe for the responding units.

The people in the center become their extended family. They watch the children of co-workers grow into adulthood. They grieve at each other's tragedies and rejoice at each other's successes.

They do the best they can do every day to hold together the world of their callers and their team.

They are truly the first responder and the unsung heroes of the public safety emergency services.





We Earn Our Wings
Every Day

911

DISPATCHERS

Questions??