



City of Roanoke E-911 Center Memorandum



To: Sonya Roman, Department Manager

CC:

From: Beth Stephens, Operations Specialist

Date: January 25, 2016

Re: Annual Summary of Investigations 2015

Our annual summary of complaint investigations assists in identifying any potential patterns or trends that could help the department in determining the need for additional training, equipment upgrades or policy modifications. The following is a review of our departmental investigations and disciplinary actions for 2015.

Complaints received have been broken down into the following categories in order to protect the confidentiality of the employee(s) involved. Complaints are categorized as Internal or External. External are complaints received from citizens while Internal are received from other employees or City agencies.

Internal Complaints

Unprofessionalism
Failure to Relay Updated
Information
Failure to Follow Policy

Internal= 5

3 were founded
2 were unfounded

External Complaints

Failure to Follow Policy
Unprofessionalism
Failure to Relay Updated Information
Total Time to Process Call for Service

External= 6

3 were founded
3 were unfounded

Total Complaints= 11

For Comparison

2015 Complaints total 11 with 6 founded
2014 Complaints total 10 with 5 founded
2013 Complaints total 7 with 5 founded
2012 Complaints total 14 with 7 founded
2011 Complaints total 26 with 12 founded

Disciplinary Action

It is our goal to resolve all issues with the least adversarial methods using such tools as intervention, counseling, coaching and training depending upon the severity; however progressive disciplinary action does occur when those tools are deemed ineffective. The following are disciplinary actions taken for 2015 include complaints, performance and operational issues.

Counseling Statements

We had 11 issues handled by counseling; one issued to a probationary employee and the remaining to non-probationary staff due to the following reasons – failure to follow department policy, delay in dispatching a call for service and trends in quality assurance reviews.

Verbal Reprimands

Our agency had 6 verbal reprimands, all of which were issued to non-probationary staff. Issues included: unprofessionalism, failure to follow policy and delay in entering a call for service.

Written Reprimands

We had 2 written reprimands, 1 issued to probationary, the other to a non-probationary employee which included the following issue: reporting to work on time.

Suspensions

We had 2 suspensions, both resulting from failure to follow policy.

Terminations

We had one termination of a probationary employee.

Prior to receiving written reprimands, suspensions and terminations all employees are provided counseling as well as follow the agency's progressive disciplinary process.

Personnel Early Warning

The department utilizes an early warning policy which allows for proactive intervention of performance issues. Intervention can include developing an employee performance action plan or performance monitoring. In 2015 intervention was used for 1 probationary employee.

Summary

Our agency processed 164,120 calls to our 911 center in 2015.

Quality customer service, frequent training and continued quality control measures will ensure our agency continues to offer a high level of service to our responders and our citizens.