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Complaint and Internal Affairs Analysis 2013

Purpose:

The purpose of this report is to review and analyze all complaints against ECC employees from citizens, responders and other ECC personnel. This includes the failure to follow ECC Guidelines for the period of January 1, 2013 – December 31, 2013. The analysis was completed to identify patterns or trends which could indicate training needs, equipment issues or the need for Guideline modification.

Method:

This analysis was completed by reviewing all complaints made against ECC employees during the above stated time period as well as a review of the processing times for calls for service, CAD accuracy and quality control and assurance results. HRECC Administrative Guideline 32.6, Handling Complaints, requires that all complaints received against an employee of the ECC be investigated. Investigations are documented and in each case a Supervisor, Operations Manager or ECC Director has reviewed and fully investigated the complaint. This investigation may include a review of recordings, CAD reports, interviews with employees, interviews with outside agency personnel, interviews with citizens, interviews with the employee(s) involved or other means as needed.

Summary:

There were 47 complaints on ECC employees in 2013. Of those, there were 27 disciplines issued (not to include oral counseling sessions), 17 of those were related to employee behavior and conduct and included tardiness, gossiping, and overall unbecoming conduct.

The remaining 10 disciplines were related to performance and operational matters. This included 2 EMD violations, 3 Fire and EMS errors, 2 telephone/call taking procedure violations, 1 failure to properly notify an outside agency and 2 for miscellaneous errors related to operational guidelines.

Operational errors were less with the largest issue surrounding Fire and EMS dispatching errors. In an effort to correct this deficiency the ECC is conducting a Fire and EMS dispatching class in February 2014 and all operations employees are required to attend. The largest area of Fire and EMS complaints surrounded around the failure of personnel to follow dispatching assignments, most commonly as it related to the notification of the Duty Officer for a Department.

100% of EMD calls are reviewed for quality control and 6 were found to require a counseling session with the employee for a small deviation and 2 merited a notice of error. ECC Call Takers performed EMD 250 times in 2013 and only 8 errors were found. This is an excellent ratio but the ECC will continue to strive for 100% accuracy through training and reviews with all operations personnel. It should be noted that EMD instructions were up from 198 during 2012 to 250 during 2013. The EMD program will undergo a review by the agency Medical Director in the first quarter of 2014.

There was 1 terminated employee and one demotion during this timeframe.

There were 33 employee commendations in this analysis period.

Findings:

Most all of the Fire and EMS errors related to dispatch assignment failures were sustained and resulted in disciplinary action. Weekly training in this area has been instituted by the HRECC in order to help alleviate this training deficiency. A Fire and Rescue 4 hour classroom refresher training is being conducted with each member of the operational staff. The CAD SOP has also been modified to assist the Communicator in recognizing special personnel or equipment that is needed on a specific event.

The human resource violations have been harshly dealt with and resulted in 1 demotion, 3 suspension, 2 letters of reprimand and 2 disciplinary probations. The staff has been made aware by the ECC Director and Operations Manager that human resource violations will not be tolerated and all violations are reported and dealt with accordingly.

It is determined that the largest problem that was faced in the ECC during 2013 was the issue with gossip and employee conduct as it relates to gossip and aggressive behavior. Each offense was handled with action. In the coming year this will continue to be a point of focus as we move towards more significant elimination of this negative action. All management team members are tasked with policing this behavior and reporting violations through the organizational structure.

Responder safety continues to be a high priority for ECC personnel as there were no founded complaint involving safety. Personnel are commended for their efforts to ensure the safety of each responder. Solid call taking and status checks should continue to ensure this trend as well as the use of the CAD monitoring system.

The Operations Manager will continue to ensure that all complaints received are investigated. This aids in the service that can be provided to our citizens and identifies any issues that should be addressed.

Complaint Type	Founded	Reported	Percentage Founded
Address Error	4	113	4%
Dispatch Delay	3	27	11%
Responder Safety Issue	0	3	0%
Dispatch Assignment	3	22	14%
Suspect in CFS	0	0	0%
Tardy	6	8	75%
Insubordination	0	0	0%
Sleeping on Duty	0	0	0%
Improper Use of EMD	2	250	1%
Unbecoming Conduct	4	6	67%
Attention to Detail	8	17	47%