



Voice: (540) 434-4436



101 North Main Street
Harrisonburg, VA 22802



fax: (540) 434-2512

Complaint and Internal Affairs Analysis 2011

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, 2011 – December 31, 2011. 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. HRECC Administrative Guideline 32.6, Handling Complaints, requires that all complaints received against an employee of the ECC be investigated. Investigations are documented on the HRECC Internal Affairs log 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 or other means as needed.

Summary:

There were 72 complaints against ECC employees that addressed issues of improper dispatch assignment, dispatch delay, address errors, responder safety issues, return contact, suspect in CFS, tardiness, insubordination, radio procedures error, sleeping on duty, improper use of EMD, unbecoming conduct, human relations violations and attention to detail. This is compared to 59 in 2010. The increase can be attributed partially to the fact that the ECC began documenting all complaints received during 2011 as opposed to only complaints that were founded in 2010. There were 49 founded and 22 unfounded complaints during the 2011 year. The largest number of founded complaints dealt with return contact and attention to detail errors.

Findings:

There appears to be a pattern of personnel's failure to return contact to the ECC per Administrative Guideline 10.1.1, Return Contact. 12 of 14 complaints of Return Contact were founded. These violations cannot be tolerated and it is expected that employees follow this Guideline and return contact to the ECC within 30 minutes. Employees

continue to be offered wireless phone or tone/voice paging options to enable them to be quickly reached. Failure to properly follow this Guideline will continue to be a zero tolerance policy. While the ECC strives to assist employees in all ways possible, this Guideline is contingent on the employee being diligent about carrying their contact device and by returning their calls to the ECC within the time frame allotted.

There were 4 dispatch delay complaints that were founded. While this number remains low, the ECC strives to dispatch in progress events within 1 minute of reception and will continue to work to meet this goal.

There were 7 occasions where an incorrect dispatch assignment was used. This could also fall within the realm of attention to detail and personnel should work to make certain that they pay close attention to the assignment needed for each event. Several of these incorrect assignments were caught by the Shift Supervisor and were able to be corrected immediately.

It appears that responder safety continues to be a high priority for ECC personnel as there was only one 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.

The ECC continues to review 100% of EMD calls and it is noted that only 3 complaints resulted in founded status of failure to properly use EMD protocols. The annual EMD training is making for a well trained staff that can provide pre-arrival instructions to citizens as needed.

The Operations Manager will continue to maintain a full log of complaints and will 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.

2011 Complaint Totals

Complaint Type	Founded	Unfounded	Percentage Founded
Address Error	1	2	33%
Dispatch Delay	4	3	57%
Responder Safety Issue		1	0%
Return Contact	12	2	85.70%
Suspect in CFS		2	0%
Tardy	4	1	25%
Insubordination	3		100%
Radio Procedures Error	4	2	66%
Sleeping on Duty	2	2	50%
Improper Use of EMD	2	3	40%
Unbecoming Conduct	1		100%
Incorrect Dispatch Assignment	7		100%
Attention to Detail	8	3	73%
Rude behavior	1	2	33%

Totals

49

23

68%