



City of Roanoke E-911 Center Memorandum



To: Sonya Roman, Department Manager

CC:

From: Beth Stephens, Operations Specialist

Date: 6 June 2018

Re: Annual Summary of Investigations 2017

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 2017.

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= 1
1 were founded

External Complaints

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

External= 5
3 were founded
2 were unfounded

Total Complaints= 6

For Comparison

2017 Complaints total 6 with 4 founded
2016 Complaints total 15 with 7 founded
2015 Complaints total 11 with 6 founded
2014 Complaints total 10 with 5 founded
2013 Complaints total 7 with 5 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 2016 include complaints, performance and operational issues.

Counseling Statements

We had 5 issues handled by counseling (down from 6 the year prior); all were issued to non-probationary staff due to the following reasons – unit status marked incorrectly, policy failure and unprofessionalism.

Verbal Reprimands

Our agency had 4 verbal reprimands (down from 6 the year before), all were issued to non-probationary staff. Issues involved failing to follow policy, responding to emergency requests in a timely manner and unprofessionalism.

Written Reprimands

We had 1 written reprimand (down from 3 from 2016). The reprimand was issued to a probationary employee for failing to report to work on time.

Suspensions

We had one suspension (up from none the year previous) which involved unprofessionalism.

Terminations

We had one termination (up from none in 2016).

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 2017 there were no situations that warranted placing an employee under the department's Personnel Early Warning system.

Summary.

Overall, our agency saw fewer instances of both complaints and disciplinary action compared to 2016. We believe that quality customer service, frequent training and continued quality control measures will ensure our agency continues to offer the highest level of service to our responders and our citizens.