



City of Roanoke E-911 Center

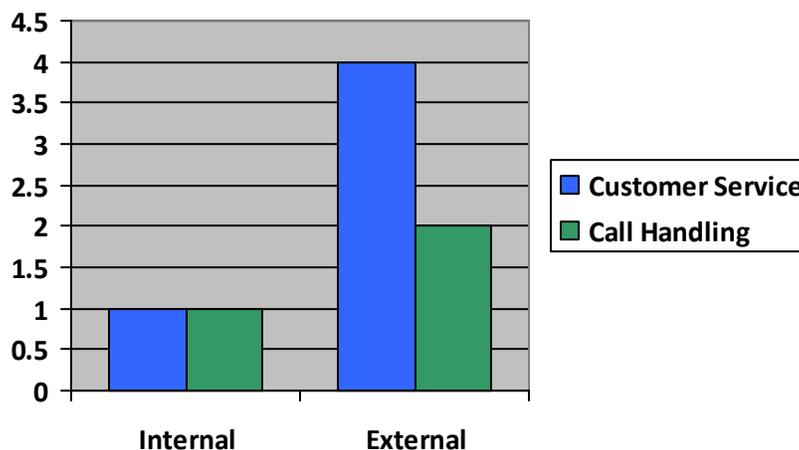
Memorandum



To: Sonya Roman, E-911 Manager
CC:
From: Ashley Shepherd, Operations Specialist
Date: 11/18/2021
Re: Annual Summary of Investigations 2020

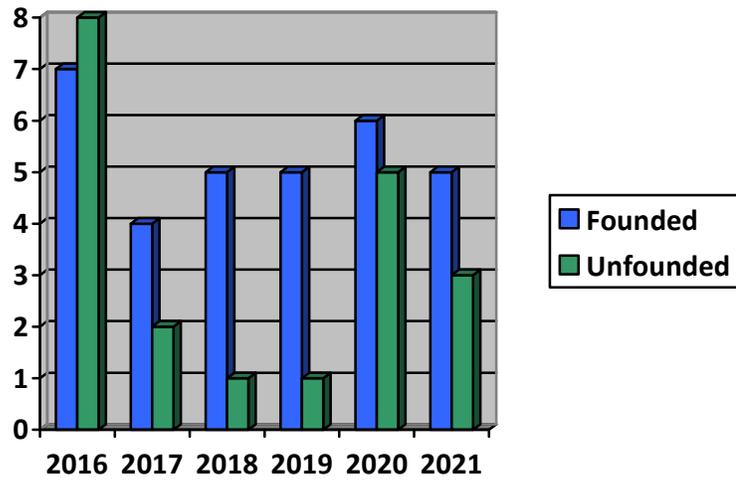
Our annual summary of complaint investigations assists in identifying any potential patterns or trends that could help the department in determining the need for additional training, equipment upgrades or policy modifications. The following is a review of our departmental investigations and disciplinary actions for 2020.

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 complaints are received from citizens while internal complaints are received from other employees or City agencies.



Total Complaints = 8 Total Founded Complaints = 5

Multi-Year Comparison



Disciplinary Action

It has always been 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. Discussed below are counseling and disciplinary actions taken for 2020 (which encompasses complaints, performance and operational issues, etc.):

Counseling Statements:

Our department issued 15 Counseling Statements in 2020 – 6 less than 2019. These were given to both probationary and non-probationary staff due to the following reasons: Call Handling, Inattention to Detail, Unprofessionalism and Administrative.

Verbal Reprimands:

There were seven Verbal Reprimands issued in 2020 – an increase of three from 2019. These were issued to both probationary and non-probationary staff due to the following reasons: Call Handling, Unprofessionalism, and Electronics/Social Media Usage.

Written Reprimands:

There were four Written Reprimands issued in 2020 – an increase of three from 2019. These were issued to both probationary and non-probationary staff due to: Call Handling.

Suspensions:

There were no suspensions in 2020.

Terminations:

There were no terminations as the result of the findings from an internal investigation in 2020.

Prior to receiving any form of disciplinary action, it is a departmental practice that all employees are provided counseling (which is not considered a formal disciplinary action). Counseling is a means to coach employees in areas where deficiency is noted and to provide them with the necessary tools and assistance to improve performance moving forward. If the action is deemed egregious or a violation of the law, it may warrant progressing to another step in the process.

Coaching Plans/Personnel Early Warning:

The department utilizes an early warning policy, which allows for proactive interventions of performance issues. Intervention can include developing an employee Coaching Plan. In 2020, there were five employees placed on Coaching Plans as a means to address performance related deficiencies.

Summary

Overall, our agency saw a decreased in the total number of complaints registered when compared to the previous year. It is to also be noted that there was a decrease for Counseling Statements issued. However, the number of Verbal and Written Reprimands did increase. The amount of employees put on a Coaching Plan remained the same. Affected employees have received various forms of remedial training and coaching to address specifically identified issues. As always, the goal is to ensure that such instances do not occur again in the future.

We continue to believe quality customer service, frequent training and continued quality control measures will help ensure our agency continues to offer the highest level of service to our responders and our community.