

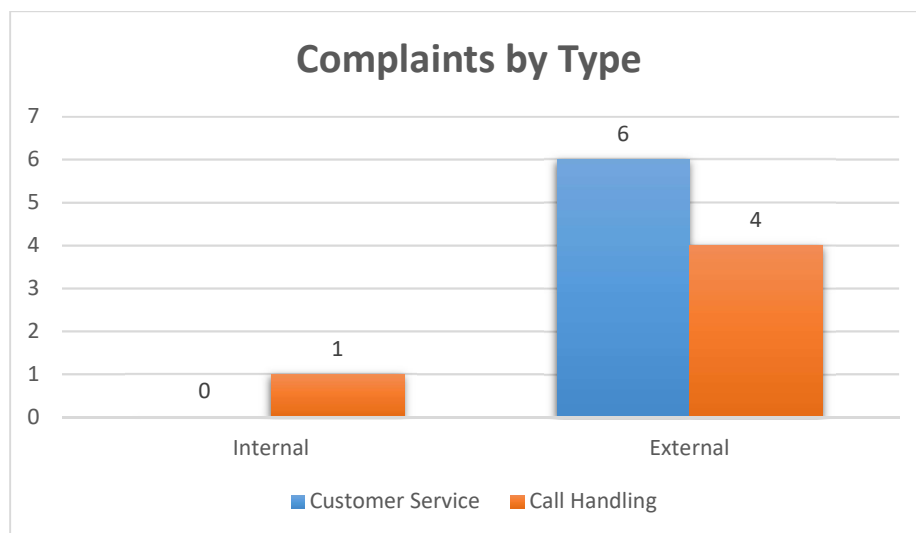


MEMORANDUM

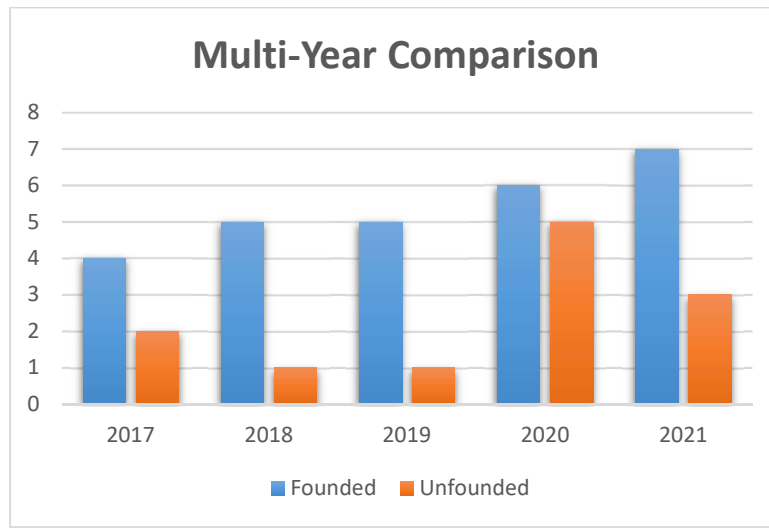
To:	Sonya Roman, E-911 Manager
CC:	E-911 Staff, Public
From:	Ashley Shepherd, Operations Specialist
Date:	7/7/2022
Re:	Annual Summary of Investigations 2021

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 2021.

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 = 11 Total Founded Complaints = 5



Disciplinary Action:

It has always been our goal to resolve all issues with the least adversarial methods. This is accomplished by using tools such 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 2021 (which encompasses complaints, performance and operational issues, etc.).

Counseling Statements:

Our department issued 14 Counseling Statements in 2021 – 1 less than 2020. These were given to both probationary and non-probationary staff due to the following reasons: Call Handling, Radio Traffic, Officer Safety, Late to Work and Supervisor Duties.

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.

Verbal Reprimands:

There were seven Verbal Reprimands issued in 2021 – the same amount as 2020. These were issued to both probationary and non-probationary staff due to the following reasons: Call Handling and Policy Violations.

Written Reprimands:

There were three Written Reprimands issued in 2021 – 1 less than 2020. These were issued to both probationary and non-probationary staff due to: Policy Violations and Late to Work Occurrences.

Suspensions:

There was 1 suspension in 2021 as the result of an investigation.

Caching 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 2021, there were three employees placed on Coaching Plans as a means to address performance related deficiencies.

Summary

Overall, our agency saw a decrease in the total number of complaints registered when compared to the previous year. It is to also be noted that there was a slight decrease in the number of Counseling Statements issued. While the number of Verbal Reprimands stayed the same, the number of Written Reprimands decreased as well. The amount of employees placed on a Coaching Plan also decreased. Effected 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.