



Minutes of the Eastern Shore of Virginia 9-1-1
October 2025 Commission Meeting
Thursday, October 30th, 2025 @ 1730 hours
Accomack EOC – Melfa

COMMISSIONERS PRESENT: Bill McCready, *Chairman, Atlantic Volunteer Fire Company*
AJ Ferebee, *Vice-Chairman, Captain, Northampton County Sheriff's Office*
Jeff Renas, *Area 31 1st Sergeant, Virginia State Police*
Ben Byrd, *Wachapreague Volunteer Fire Company*
Donald Hart, *Accomack County Board of Supervisors*
Greg DeYoung, *Northampton County Department of EMS*
Charlie Kolakowski, *Northampton County Administrator*
Mike Mason, *Accomack County Administrator*
Ernest Smith, *Northampton County Board of Supervisors*
Coty Hodgson, *Sergeant, Accomack County Sheriff's Office*
Adam Zieger, *Eastville Volunteer Fire Company*

OTHERS PRESENT: Scott Chandler, *ESVA 9-1-1 Consultant*
Jeff Flournoy, *ESVA 9-1-1 Director*
Krista Kilmon, *ESVA 9-1-1 Deputy Director*
Katie Brewster, *ESVA 9-1-1 Supervisor/ Recording Secretary*

COMMISSIONERS ABSENT: Jeff Parks, *Accomack County Board of Supervisors*

REMOTE PARTICIPATION: None

OTHERS ABSENT: None

CALL TO ORDER: Chairman Bill McCready called the meeting to order at 17:30.

INVOCATION: Chairman Bill McCready delivered the opening invocation.

PLEDGE OF ALLEGIANCE: Chairman Bill McCready led the reciting of the Pledge of Allegiance.

PUBLIC PARTICIPATION: There was no public participation at this meeting.



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MINUTES:

A motion to accept the minutes from the September 2025 Commission Meeting was made by Commissioner Ben Byrd with a second from Vice-Chairman AJ Ferebee. There were no oppositions and the motion was carried.

CONSENT AGENDA:

There was no consent agenda items at this meeting.

BUDGET REPORT:

Director Flournoy reported that there are no anomalies or concerns with the revenue. The 9-1-1 Wireless Surcharge is coming in slightly over what was anticipated and the Communications Tax is coming in slightly under what was anticipated. The second quarter has been requested from Accomack. The expenditures show from July through September: 21% of the personnel costs and 30% of the operations costs have been spent, totaling about 24% of the budget used. The final FY25 and fund balance are planned to be completed to report next month.

A motion to approve the budget report was made by Commissioner Jeff Renas with a second from Commissioner Ben Byrd. There were no oppositions and the motion was carried.

DIRECTOR'S REPORT:

Operations: Meetings- On 10/10 Supervisor Hodgson and CO Hall went to WESR to talk about what we do at the 9-1-1 Center and Niasia. On 10/14 Director Flournoy attended a meeting regarding the Craddockville incident that occurred in August. On 10/15 Director Flournoy, Supervisor Hodgson, and Chairman McCready completed the annual FOIA training. Staffing- Currently, ten of the eleven F/T 9-1-1 CO positions are filled and released, and we have three P/T 9-1-1 COs released, with one out on a medical leave of absence. Resignations from Beverly Mason and Kirstin Gray are included. Budget- Accomack County has requested capital budget requests and expect they will request FY27 operational requests later in November. 9-1-1 Commission Resolution/Charter- It is understood the Accomack County BOS and the Northampton County BOS approved the same changes to the ordinance for the 9-1-1 Commission. With this approval, the needed communication was sent to Northampton County Finance Department to provide the full 9% salary increase that had been withheld from 9-1-1 Commission staff and provide retroactive pay to 9-1-1 Commission staff. It is noted that there was a great effort from the Northampton County Finance Department with between 15-18 man-hours devoted. Other- There have been notable issues with Verizon impacting the 9-1-1 Center capabilities to make out-going phone calls; this intermittent issue has been resolved. All staff are currently completing the annual IT security training. Recent effort related to upgrading numerous computers at the 9-1-1 Center from Windows 10 to Windows 11. There has been recent discussion between state GIS personnel and the CAD vendors for the Sheriff's offices on the updating of the Law Enforcement dispatch centers CAD mapping. There was a request from Station 4 to discontinue their alerting as an EMS agency as it is understood they will no longer have an EMS license, effective October 31st; this is because of their call volume decreasing with ACDPS staffing increasing.



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Radio Infrastructure: An insurance claim was submitted to VACO for the equipment repair/replacements from the flooding at the ACSO tower in late August. We are awaiting an update from that claim.

Deputy Director Report: Director Flournoy then turned the meeting over to Deputy Director Kilmon to provide her report. ECW- Frustration with our tickets not being handled in a timely manner has been expressed. Since then, one open ticket was resolved and the other two are on-going. A new ticket was opened for the stuck-transfer issue and there has not been any movement. Dispatch Failsafe- Supervisor Brewster scheduled a meeting with Michal for 10/31 to review the most updated version. Premises- Supervisor Brewster finalized the completion of these on 10/30. 9-1-1 Back-Up Center Relocation- Northampton I.T. advises that they have all the material but just need to find the time to install the lines and phone jacks. Vice-Chairman Ferebee stated that they were there today beginning the installations. ESVARRS- Deputy Director Kilmon stated that she has continued to assist with various tasks for the project. ANPDC Committee- The next meeting is set for mid-November. Hiring Process- We have begun advertising for our open full-time position. A schedule has been set and an anticipated start date for training is currently set for the week of 12/28/2025. NOMAD- Both NOMAD devices are working and Deputy Director Kilmon provided an overview and demonstration on how they work. The next steps are to sign the final acceptance and create documents/policies on how to use.

ESVARRS: Deputy Director Kilmon then turned the meeting back over to Director Flournoy to provide an update on the ESVARRS project. Funding- Sixteen drawdown requests have occurred using the ASAP reimbursement system, for a total withdraw of about \$7,550,000; about \$680,000 remains available for use toward the project. USDA Grant- L3 Harris submitted an invoice for \$75,000 related to dispatch console work. All needed information/documents are now available to submit the reimbursement request however, when attempted to work with USDA staff, messages and responses indicated that they are unavailable due to the federal government partial shut-down. Subscriber Radios- Numerous portable radios have been provided to field personnel; to trainers and to Fire/EMS apparatus. The expectation is the portables radios provided to trainers remain on the new radio system for training and practice and the portable radios installed in chargers on apparatus remain on the current radio system. The new mobile radios continue to be used for Fire/EMS/Law Enforcement operations. Numerous Train the Trainer Labs have been set up to allow field personnel to practice/test the operations of the portable radios and to allow dispatch staff to become more familiar with console operations. Interoperability- In September, NASA/WFF was re-engaged regarding interoperability solutions. It had been understood from previous meetings that they would be responsible for covering any costs associated with subscriber radios. However, not sure this continues to be accurate as recent attempts in dialogue show that many of the staff we had previously been working with are no longer employees. Installations- The mobile radios, outside of NCPS radios, on units/apparatus and control stations are overall completed, with Station 21's set to be completed soon. The NCPS control station installations are currently being planned/scheduled. RF Sites- At the Belle Haven site, the new generator commissioning has been delayed due to a generator issue. The site currently only has ESVBA fiber connectivity; the addition of the microwave connectivity occurring before or after cutover is an ongoing discussion. While the Northampton County Water Tower is not an RF site, Willimas is preparing to move the existing generator from the current Cape Charles site to here for back-up power to the microwave cabinet. Field Acceptance Testing began in early September. Additional efforts occurred between October 20th-22nd, with some still continuing. Timelines- The current timeline for cutover to ESVARRS system for Fire/EMS/LE is the week of December 8th, 2025 and for NCPS is the week of December 15th, 2025. Immediate project timelines include punch-list work, additional



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formal testing, programming of portable radios, finalizing programming of pagers, installation of chargers, planning for cutovers, and continuing efforts on other critical aspects. Moving forward, a critical aspect is the 30-Day Burn-In Period, which began today at 1300 hours. Coverage testing- The draft report has been provided by L3 Harris and once finalized, will become a part of the project records. Trainings- Dispatch Console User Training occurred September 29th-October 1st; staff from ESVA 9-1-1, CPD, NCSO, and ACSO participated. Radio User Train-the-Trainer Sessions occurred September 26th-29th where approximately fifty individuals from stations/agencies, that may serve as trainers, attended. Radio User Trainings are planned for December 1st-5th, just before cutover. Potential Cutover Schedule- ISSI and Dragon Force are still a work in progress. Cutover is planned the week of December 8th, 2025 and it's reminded that system cutover will not happen until appropriate: needed trainings, remaining installs, other punch-list items completed. Other- There has been ongoing outreach to VACORP on insurance needs/discussions for ESVARRS equipment. The Exacom recorder is now integrated. Accessibility by other dispatch centers and additional configuration efforts are ongoing. Change Orders- The following are included in this report, totaling about \$10,700: (1) equipment needed - VDOT interoperability gateways (2) additional vehicular chargers needed (3) antenna equipment needed - ORION radio gateway (4) computers needed - Dragon Force and system monitoring.

A motion to approve the Director's report was made by Commissioner Donald Hart with a second from Commissioner Charlie Kolakowski. There were no oppositions and the motion was carried.

ACTION ITEMS:

A. Additional Holidays – Thanksgiving/Christmas Periods

It is understood that the following have been approved as additional holidays by Northampton County, and are not 9-1-1 Commission holidays: November 26th, 2025 – Thanksgiving Eve (half day-4 hours), December 24th, 2025 – Christmas Eve (half day-4 hours), December 26th, 2025 – Day after Christmas (full day-8 hours). This provides an additional 16 hours of holiday time for Northampton County personnel. Director Flournoy requested approval for the Day after Christmas to be an added holiday, with 12 hours of holiday time for 9-1-1 Commission personnel.

A motion to approve this action item was made by Commissioner Donald Hart with a second from Commissioner Greg DeYoung. There were no oppositions and the motion was carried.

B. Commission Meetings – November and December 2025

It is noted that the November 2025 meeting is currently scheduled for November 27th, 2025 (Thanksgiving Day) and the December 2025 meeting is currently scheduled for December 25th, 2025 (Christmas Day). While we typically combine the two meetings into one, with cutover to ESVARRS currently planned for early December, maintaining the two meetings may be appropriate due to critical activity ongoing. Director Flournoy sought direction from the Commission staff and it was ultimately decided to move each meeting to the prior Thursday. November 2025 meeting would then be on November 20th, 2025 @ the EOC in Melfa @ 1730 hours and the December 2025 meeting would then be on December 18th, 2025 @ Northampton County Chambers Board @ 1730 hours.

A motion to approve this action item was made by Vice-Chairman AJ Ferebee with a second from Commissioner Donald Hart. There were no oppositions and the motion was carried.



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C. Direction – Starting Salary – 9-1-1 Communications Officers

It is understood that 9-1-1 Commission staff is required to be commensurate with similar staff in Northampton County. Director Flournoy sought direction from the 9-1-1 Commission on the starting salary for a new 9-1-1 Communications Officer. After numerous discussions with the Finance Director of Northampton County, it's understood that the starting salary for a NCSO dispatcher is now annually \$40,419 (\$19.43 hourly). It was initially planned to use this as the new starting annual salary for a 9-1-1 Communications Officer (with a higher hourly rate). In discussions, it is understood that NCSO starting salary is based on 2080 (40/40) annual hours, with ESVA 9-1-1 based on 1976 (38/40-8 hours of OT if they work the 48) annual hours. Using the same annual salary would equal an hourly rate of \$20.45, creating disparity in the hourly rate. In early 2015, after a lengthy trial period, the 9-1-1 Commission approved the compensation/payroll changes used today. In discussions with the Finance Director many topics/options were covered, including potential VRS benefits if employees work 2080 hours, potential 9-1-1 Commission costs if increase other 9-1-1 Commission staff salaries, and depending on what their starting salary may end up being that may be higher or close to the existing salaries of several already employed staff. The existing schedule plan has overall worked for our 9-1-1 Center for over a decade. While there may be other options to consider, the following were included: (A) the 9-1-1 Center's non-exempt staff continuing with the current 1976 schedules; making less annually than NCSO dispatch staff (with same hourly rate). (B) the 9-1-1 Center continuing with the same 1976 schedules with the same annual salary (higher hourly rate). (C) Current staff transitioning to a new 2080 schedule with the same annual and hourly rate as NCSO dispatch staff. With the recruitment underway it has been advised to supervisory staff that the new annual salary for the 9-1-1 Communications Officer will be between \$38,400-\$40,419. Direction on the starting salary to use for a new 9-1-1 Communications Officer was requested from the 9-1-1 Commission.

After a lot of discussion amongst 9-1-1 Commissioners and 9-1-1 staff, it was ultimately voted on option A (*the 9-1-1 Center's non-exempt staff continuing with the current 1976 schedules; making less annually than NCSO dispatch staff (with same hourly rate)*). It was agreed upon several persons that equality would be the hourly rate remaining the same rather than the annual salary as the employees are not salaried positions, but hourly positions. The motion made was to follow option A and then it was suggested for Director Flournoy to look into other 2080 scheduling options as he sees necessary.

A motion to approve this action item was made by Commissioner Mike Mason with a second from Commissioner Charlie Kolakowski. There were no oppositions and the motion was carried.

CONSULTANT'S REPORT:

Consultant Chandler reported that in addition to his routine administrative duties, he has been highly involved in the ESVARRS project this month. He attended several weekly and monthly project reviews, spent time reconciling pager requisitions for duplicate and programming assignments, updated the UAS workbook with additional talk groups and updates on names, and reviewed radio personalities that the RRSN programmed. Most recently he has been creating the pager personality order and working on being able to coordinate with the vendor, along with several other meetings, trainings, and installations.

A motion to accept the 9-1-1 Consultant's report was made by Commissioner Donald Hart with a second from Vice-Chairman AJ Ferebee. There were no oppositions and the motion was carried.



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CHAIRMAN'S REPORT:

Chairman McCready had nothing to report.

OTHER BUSINESS:

There were no other business items at this meeting.

PAYABLES:

A motion to pay the bills was made by Chairman Donald Hart with a second from Commissioner Mike Mason. There were no oppositions and the motion was carried.

ADJOURNMENT:

Vice-Chairman AJ Ferebee made a motion to adjourn the meeting with a second from Commissioner Adam Zeiger. There were no oppositions and the meeting was adjourned by at 18:54.

Respectfully Submitted,

Katie Brewster, *ESVA 9-1-1 Supervisor / Recording Secretary*