



Chesterfield County, Virginia

Emergency Communications

P.O. Box 40 – Chesterfield, VA 23832

Phone: (804) 748-1556 – Fax: (804) 717-6610 – Internet: chesterfield.gov

Thomas W. Tucker
Co-Director

Wes Fertig
Co-Director

Summary and Analysis of Complaints and Internal Affairs Investigations

July 1, 2017 through June 30, 2018

An analysis of complaints and Internal Affairs Investigations was conducted for a year time frame from July 1, 2017 through June 30, 2018. The following is a summary of those findings:

Of the 119 complaints, 101 were internal complaints and 18 were external complaints. The numbers of complaints per shift are as follows: Days 32, Eves 58, Midnights 22, Part-time 3 and New Hire Academy 4; 13 of the 119 complaints were unfounded compared to 14 unfounded in the 2017 Summary and Analysis of Complaints report. The ECC is averaging 9.9 complaints per month which is a decrease of 1.2 complaints per month from the prior reporting year.

Below is a breakdown by the type of complaint received to include founded or unfounded for FY18:

Types of Complaint	Number of complaints	Founded	Unfounded
Wrong address	28	28	0
Pertinent information not relayed via radio or message taker	4	4	0
Failure to dispatch or delay in dispatch of field providers	4	4	0
Miscellaneous Radio operator—incorrect verbiage, etc.	1	1	0
Miscellaneous Message taker—advising citizens incorrect policy, contacting / cancelling wreckers, etc.	3	2	1
Rude to a caller or co-worker	22	11	11
Other (Admin errors including tardiness, exceeding sick leave mean, sleeping while on duty, etc.)	54	54	0
Failure or Delay in answering or entering calls for service	3	2	1
Internal Affairs Complaint	1	0	1

A comparison analysis of the 2017 year and the 2018 year shows the following as it pertains to certain types of complaints:

Types of Complaint	2017	2018	Variation between 2017 and 2018
Wrong address	38	28	Decrease of 10
Pertinent information not relayed via radio or message taker	7	4	Decrease of 3
Failure to dispatch or delay in dispatch of field providers	0	4	Increase of 4
Miscellaneous Radio operator—incorrect verbiage, etc.	0	1	Increase of 1
Miscellaneous Message taker—advising citizens incorrect policy, contacting / cancelling wreckers, etc.	9	3	Decrease of 6
Rude to a caller or co-worker	21	22	Increase of 1
Other (Admin errors including tardiness, exceeding sick leave mean, sleeping while on duty etc.)	54	54	No variance
Failure or Delay in answering or entering calls for service	4	3	Decrease of 1
Internal Affairs	1	1	No change