



Chesterfield County, Virginia

Emergency Communications

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Summary and Analysis of Complaints and Internal Affairs Investigations July 1, 2018 through June 30, 2019

An analysis of complaints and Internal Affairs Investigations was conducted for a year time frame from July 1, 2018 through June 30, 2019. The following is a summary of those findings:

Of the 139 complaints, 116 were internal complaints and 23 were external complaints. The numbers of complaints per shift are as follows: Days 48, Eves 50, Midnights 33, Part-time 3 and New Hire Academy 5; 9 of the 139 complaints were unfounded compared to 13 unfounded in the 2018 Summary and Analysis of Complaints report. The ECC is averaging 11.5 complaints per month which is an increase of 1.6 complaints per month from the prior reporting year.

Below is a breakdown by the type of complaint received to include founded or unfounded for FY19:

Types of Complaint	Number of complaints	Founded	Unfounded
Wrong address	30	30	0
Pertinent information not relayed via radio or message taker	5	5	0
Failure to dispatch or delay in dispatch of field providers	0	0	0
Miscellaneous Radio operator—incorrect verbiage, etc.	5	5	0
Miscellaneous Teletype operator – improper pass on, clearance errors, etc.	6	6	0
Miscellaneous Message taker—advising incorrect policy, contacting / cancelling wreckers, no field identifiers, etc.	19	17	2
Rude to a caller or co-worker	21	15	6
Other (Admin errors including tardiness, exceeding sick leave mean, dress code violations, texting, etc.)	52	51	1
Failure or Delay in answering or entering calls for service	1	1	0
Internal Affairs Complaints	0	0	0

A comparison analysis of the 2018 year and the 2019 year shows the following as it pertains to certain types of complaints:

Types of Complaint	2018	2019	Variation between 2018 and 2019
Wrong address	28	30	Increase of 2
Pertinent information not relayed via radio or message taker	4	5	Increase of 1
Failure to dispatch or delay in dispatch of field providers	4	0	Decrease of 4

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Miscellaneous Radio operator— incorrect verbiage, etc.	1	5	Increase of 4
Miscellaneous Teletype operator – improper pass on, clearance errors, etc.	0	6	Increase of 6
Miscellaneous Message taker—advising citizens incorrect policy, contacting / cancelling wreckers, etc.	3	19	Increase of 16
Rude to a caller or co-worker	22	21	Decrease of 1
Other (Admin errors including tardiness, exceeding sick leave mean, sleeping while on duty etc.)	54	52	Decrease of 2
Failure or Delay in answering or entering calls for service	3	1	Decrease of 2
Internal Affairs	1	0	Decrease of 1