



Chesterfield County, Virginia Emergency Communications

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Summary and Analysis of Complaints and Internal Affairs Investigations July 1, 2019 through June 30, 2020

An analysis of complaints and Internal Affairs Investigations was conducted for a year time frame from July 1, 2019 through June 30, 2020. The following is a summary of those findings:

Of the 118 complaints, 105 were internal complaints and 12 were external complaints. The numbers of complaints per shift are as follows: Days 43, Eves 53, Midnights 20, Part-time 1 and New Hire Academy 1; 5 of the 117 complaints were unfounded compared to 9 unfounded out of 139 total complaints in the 2019 Summary and Analysis of Complaints report. The ECC is averaging 9.75 complaints per month which is a decrease of 1.75 complaints per month from the prior reporting year.

Below is a breakdown by the type of complaint received to include founded or unfounded for FY20:

Types of Complaint	Number of complaints	Founded	Unfounded
Wrong address	32	32	0
Pertinent information not relayed via radio or message taker	7	7	0
Failure to dispatch or delay in dispatch of field providers	3	3	0
Failure or Delay in answering or entering calls for service	6	5	1
Professionalism - Rude to a caller or co-worker	14	12	2
Miscellaneous Radio operator—incorrect verbiage, etc.	4	4	0
Miscellaneous Teletype operator – improper pass on, clearance errors, etc.	7	7	0
Miscellaneous Message taker—advising incorrect policy, contacting / cancelling wreckers, no field identifiers, etc.	12	10	2
Other (Admin errors including tardiness, exceeding sick leave mean, dress code violations, texting, etc.)	33	33	0
Internal Affairs Complaints	0	0	0

A comparison analysis of the 2019 year and the 2020 year shows the following as it pertains to certain types of complaints:

Types of Complaint	2019	2020	Variation between 2019 and 2020
Wrong address	30	32	Increase of 2
Pertinent information not relayed via radio or message taker	5	7	Increase of 2
Failure to dispatch or delay in dispatch of field providers	0	3	Increase of 3

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Failure or Delay in answering or entering calls for service	1	6	Increase of 5
Professionalism / Rude to a caller or co-worker	21	14	Decrease of 7
Miscellaneous Radio operator—incorrect verbiage, etc.	5	4	Decrease of 1
Miscellaneous Teletype operator – improper pass on, clearance errors, etc.	6	7	Increase of 1
Miscellaneous Message taker—advising citizens incorrect policy, contacting / cancelling wreckers, etc.	19	12	Decrease of 7
Other (Admin errors including tardiness, exceeding sick leave mean, sleeping while on duty etc.)	52	33	Decrease of 19
Internal Affairs	0	0	No increase