

**Farmville Police Department**  
**State of Department Annual Report**  
**2022**



**Chief A. Q. Ellington, Sr.**

# TABLE OF CONTENTS

<b><u>Message from the Chief</u></b>	1
<b><u>Mission, Vision, Goals and Core Values</u></b>	2
<b><u>Organization:</u></b>	
Command Staff	3
Organizational Chart	4
Highlights:	
Awards and Accomplishments	5
Community Outreach	9
<b><u>Sections and Statistics:</u></b>	
Patrol Division Report	11
Crash Reports	12
Special Operations Reports	15
Crime Statistics	16
Emergency Custody Orders/Temporary Detention Orders	18
Calls for Service	19
<b><u>Emergency 911 Communications Center:</u></b>	
Communications 2022 Report	20
Communications Awards and Accomplishments	21
Communications Calls For Service	23
Communications Projects and Goals	24

# Message from the Chief



Chief Andy Ellington

---

Dear Farmville Community,

I am pleased to present the 2023 Annual Report highlighting the department's accomplishments, special activities, and statistical data. We consider it an honor to serve an engaged and supportive Farmville community and hope you find this report both educational and informative.

I would like to also share with you the significant challenges the Farmville Police Department has faced over the past three years, challenges that are affecting the profession on a local, state, and national scale. Law Enforcement is experiencing a crisis, the direct result of heightened anti-police sentiment that began during the recent police reform movement, increased physical attacks on law enforcement officers, working through a dangerous pandemic that claimed the lives of many first responders, and the negative portrayal of law enforcement in the media that has only deepened the crisis and critically impacted morale and the mental health of those still serving. These challenges have resulted in a mass exodus of qualified officers leaving the profession, an inability to retain, hire, and recruit qualified applicants, and a lack of proactive engagement between officers and the community.

We have been blessed in Farmville through these difficult times to have the continuous support of our community and our town leadership. In response to this support, we also never lost sight of our commitment to our core mission and that is to provide a safe and secure community through excellence in public service. While we have continued to experience a turnover of officers leaving the profession, we have maintained our standards and hired some amazing officers, and professional staff, who have brought renewed energy, fresh ideas, a compassion for victims and those in need, and a desire to make a difference in the community. Hopefully, by June of 2023, we will once again be back at full staff.

When one reviews this report, it can be quickly be determined that "The Department" has had an exceptionally successful year. However, there are dangerous situations appearing more frequently throughout the country, particularly in Virginia, that require specific additional training for "all " first responders. The increased number of "Active Shooter" incidents within Virginia's schools for the past several years requires new and effective responses by law enforcement officers. I am proud to inform you that myself and our local Law Enforcement, Fire, and EMS constituents have recently completed a Memorandum of Understanding (MOU) outlining how each Agency will respond to an Active Shooter situation. To ensure a smooth Chain of Command during a critical incident, there must be a MOU among all local agencies with potential first responding units. In the near future we will begin Roundtable discussions using various scenarios to prepare all involved for a full fledge mock exercise.

As Chief of the Farmville Police Department, I am committed to providing well trained, professional, progressive, officers to this community. We will continue to work diligently to ensure the safety of our citizens and promote a police/community relationship built on trust, transparency, and mutual respect.

## ***Mission, Vision, Goals, and Core Values***

### **Mission:**

*“To Provide a Safe and Secure Community through Excellence in Public Service.”*

### **Vision:**

To maintain a close working relationship with the citizens, businesses, Longwood University, and other law enforcement agencies to provide professional and unbiased service to the community. This department will constantly pursue advanced technologies while improving our quality of training, and demonstrating innovation and operational flexibility.

### **Goals:**

*To increase citizen safety and perception of safety.*

*To be the premier law enforcement agency of this region.*

*To establish, maintain, and enhance community partnerships.*

### **Core Values:**

*Integrity, Community Safety, Service, and Quality.*

### **VLEPSC ACCREDITED AGENCY**

The Farmville Police Department’s commitment to law enforcement excellence is evidenced by their successful completion of the certification process for the Virginia Law Enforcement Professional Standards Commission. All accreditation programs are designed to measure and confirm compliance of the participating agency with the professional standards in whatever discipline or profession they are involved. It is one of the only means by which citizens and government leaders can be assured that an agency is maintaining the high-performance marks to which the community has a right. The Town of Farmville has demonstrated their commitment to professionalism and their willingness to be measured by and compared to the best in the profession. Virginia’s program was started in the early 1990’s with the creation of a twelve-member Commission of representatives from the Virginia Sheriff’s Association and the Virginia Association of Chiefs of Police. VLEPSC provides law enforcement agencies in the Commonwealth with an avenue for demonstrating that they meet nearly 200 accepted standards for efficient and effective agency operation. The Virginia Department of Criminal Justice Services (DCJS) administers the program for VLEPSC. To obtain accreditation, a law enforcement agency must meet all applicable program standards, maintain their accreditation files on an on-going basis, and provide annual verifications for Compliance as required by the Commission. On-site assessments by specially trained program assessors assure consistency and full compliance of all accredited agencies. The Farmville Police Department is currently on its ninth year as a state-accredited agency.

## Organization and Structure

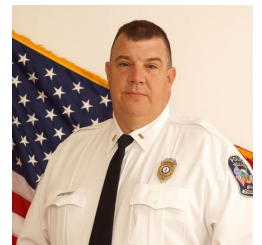
The Farmville Police Department employs 27 sworn officers and two civilian employees. It is located at 116 North Main Street in Farmville, Virginia. The Farmville Police Department provides professional Law Enforcement Services to the citizens of the Town of Farmville 24 hours a day, 7 days a week, 365 days a year. Administrative offices are open Monday through Friday 8:00 a.m. to 5:00 p.m.

The Farmville Police Department is led by Chief A. Q. “Andy” Ellington, Sr. Chief Ellington joined the Farmville Police Department in 1989 as a patrolman and has since worked in every supervisory role within the department. Appointed to the Chief’s position in October 2016, Chief Ellington is celebrating 33 years of service to the Farmville Community.



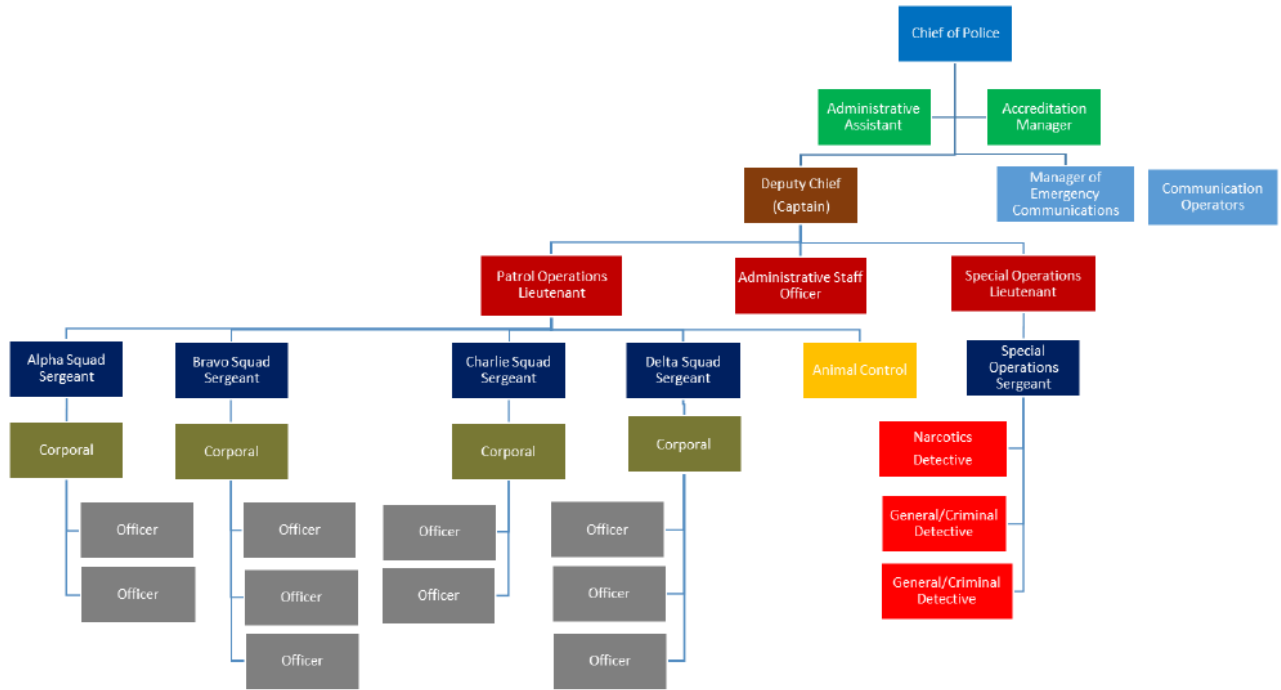
William H. “Bill” Hogan serves as Deputy Chief of Police (Captain), responsible for daily activities of the agency and reports directly to the Chief of Police. The Assistant Chief is second-in-command and has responsibility for and authority over operations, administration, and training for the agency. The Assistant Chief of Police serves as the Acting Chief of Police in the absence of the Chief of Police.

Lieutenant Bobby Ragland serves as Patrol Division Commander, responsible for and has authority over all activities of the patrol operations of the agency. The Patrol Lieutenant delegates authority to supervisory staff and coordinates uniformed law enforcement services, crowd control response, and critical incident response of the agency. The Patrol Lieutenant reports directly to the Deputy Chief of Police.



Lieutenant Chris Moss serves as Special Operations Division Commander, responsible for and has authority over all activities of the Special Operations Division of the agency. The Special Operations Lieutenant delegates authority to supervisory staff and coordinates the activities of the Criminal Investigations Section, Narcotics Investigations Section, Emergency Planning, Crime Prevention, and the Evidence Room. The Special Operations Lieutenant reports directly to the Deputy Chief of Police.

# Organizational Chart



## Agency Awards and Accomplishments

### 2022 Police Officer of the Year: Rachel Herndon



The Officer of the year status is awarded to an officer who has been voted upon by the Command Staff. Requirements shall include Community involvement, commitment to the agency, and superior performance with a specific difficult task and/or a complete and consistent body of work throughout the year that exceeds normal expectations. Submissions are reviewed by Command Staff and to determine which officer has exhibited excellence in their position and has gone above and beyond the call of duty. This is the third highest award the department can bestow on a member and is accompanied by a uniform pin that may be worn throughout the year. The Officer of the Year recipient will also be the Departments nominee to receive the VFW Law Enforcement Award

Cpl. Herndon receives Officer of the Year award with Chief Ellington

Rachel began her journey with the Farmville Police Department June 26, 2017. Rachel as promoted to Corporal March 20<sup>th</sup>, 2022. From the first day of her career Rachel has been the officer that has the desire to accel and to achieve at her goals. She is the officer that is quick to learn from her mistakes and to move on, never to make the same mistake twice. She has always been eager to take on any assignment given to her. But there are several things that this year, she has gone "Above and Beyond" her normal duties, that sets her apart for this award.

Rachel is very active in our community policing program. In June of 2022, Corporal Herndon planned a First Responders Day at the Barbara Rose Johns Farmville - Prince Edward Community Library. This event saw over 200 people in attendance, and incorporated support from the Virginia State Police Aviation Unit, Local Fire Depts, EMS, and Law Enforcement. Corporal Herndon also spear headed our Operation blue Christmas event. This event

And finally, over the past several years, Corporal Herndon has aligned herself with the necessary training and secured the proper equipment to conduct investigations into online internet crimes involving children. Many of these investigations are complex and involve many hours of research and multiple types of legal process to collect the necessary evidence to successfully prosecute the case.

With each task assigned, Corporal Herndon works toward carrying out the mission statement of the Farmville Police Department by providing a safe and secure community through excellence in public service. I have enjoyed watching her grow as a Police Officer and into her current position as a Corporal. I feel her determination and commitment to excellence will continue to excel her through the ranks of the Farmville Police Department.

## Agency Awards and Accomplishments

### **2022 “Stuart O. Dunnivant” D.U.I Enforcement Award: Officer Derrick Thompson**



The D.U.I. Enforcement Award is named in honor, and in memory, of former Farmville Police Chief Stuart O. Dunnivant. The award recognizes the department member who demonstrates an outstanding commitment to the prevention, detection, and enforcement of the driving under the influence laws, and for ensuring the safety of the public by removing impaired drivers from the streets of the Town of Farmville. This years recipient is Officer Derrick Thompson, with 11 arrests in 3-month period. Thank you Derrick for your enforcement efforts that help keep our streets safe.

Officer Derrick Thompson receives award from Chief Ellington

---

### **Years of Service Award Recipients**

Cpl. Rachel Herndon—5 Years

Ofc. Gary Williams—10 Years

Sgt. B. H. Paulette—15 Years

Lt. Bobby Ragland—20 Years

### **Life Saving Award—Sgt. Danny Bowman**

Sgt. Danny Bowman received our Life Saving Award for the quick and heroic actions he took while on patrol and noticed a subject in a vehicle attempting to take their own life. Sgt Bowman was able to get to the subject quickly, prevent the incident from happening, and get prompt medical attention to the patient that in turn saved his life. We cannot be more proud of the rapid and heroic actions from Sgt. Bowman and for this reason he received our Life Saving Award.



## 2022 Accomplishments



We started a project in 2022 to become live on social media. We achieved that goal in January of 2023. We have two goals with our social media initiative: To push out immediate safety information and inform the public regarding critical incidents of which they need to be aware, and to be transparent with the public and allow for interaction between us and the citizens in the place they are communicating. Policing has taken large reputation hits in recent years, and it is our hope by communicating directly with citizens we will be able to foster better relationships with our public, show a human side and compassion from our department, and being as open, honest, and transparent as we can be to meet the public where they are at, learn from each other, and always continue to grow.

One big accomplishment we were able to complete this year was raising the starting salary for our officers and dispatch staff. Doing this allowed us to offer a more competitive wage and recruit new members of our team in both officers and in our communications center. As a result, as of this writing, our department is only down one officer with hopes to be fully staffed with officers on the road and out of field training close to the end of 2023.



## 2022 Patrol Division Report

### **By Lieutenant Bobby Ragland**



Lt. Bobby Ragland

---

During 2022, the patrol division of the police department began filling its ranks from personnel shortages that plagued us in 2021. Those personnel changes led to promotions and movement in the department, which strengthened our division and enabled our squads to perform their duties more effectively.

The department began a lease program for vehicles and, despite shipping and assembly issues from the vehicle manufacturers, this lease program will enable the department to turn its fleet over more effectively and get the most out of its vehicles while getting them out of the fleet while they still hold a resale value.

Two vehicles were obtained so far on the lease program, with three still due to reach us this fiscal year.

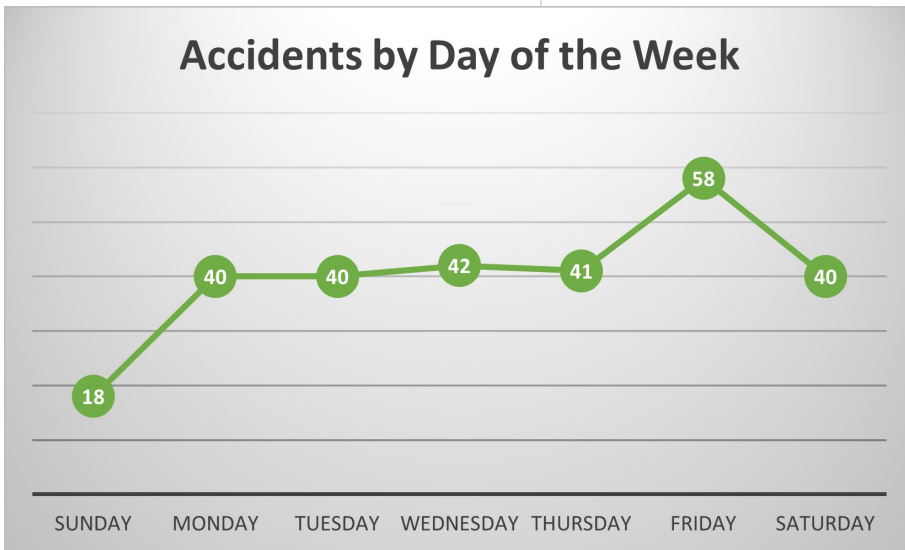
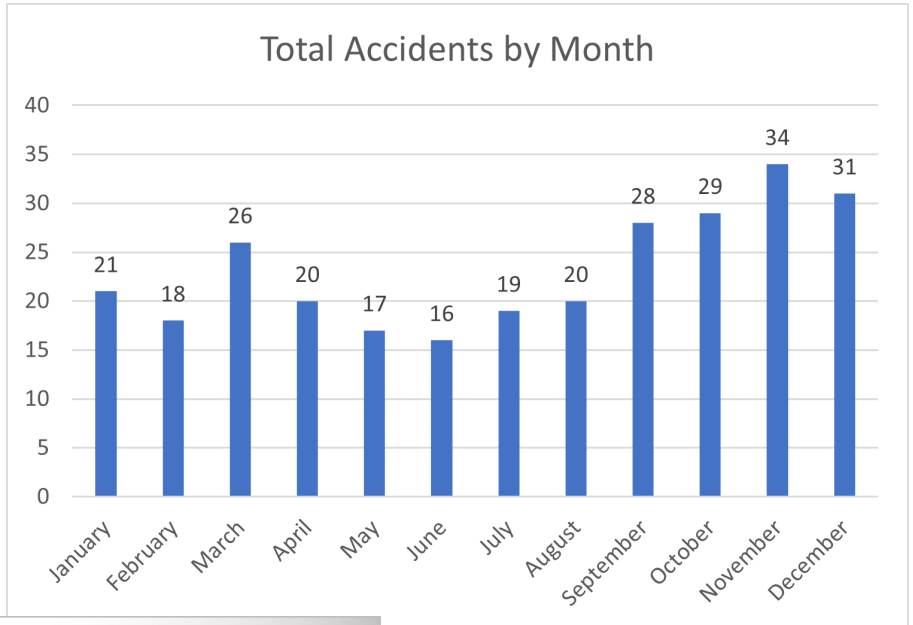
New body cameras were purchased this year and they feature a cloud-based storage system. The system has worked well for us so far this year and is a huge upgrade from the cameras that we previously used. We were able to purchase several new radar units through grant funding over the past year, further upgrading the equipment as we move into newer fleet vehicles. GPS units were also installed in the patrol vehicles that can assist in monitoring patrol functions, citizen complaints, and improving our patrol strategies.

Officers participated in many community events during the year, including Blue Christmas, National Night Out, and a new career day event organized by one of our officers that gave the youth and citizens an opportunity to learn more about careers in police, fire, and EMS branches of service. Our DARE program was also put back into place at Fuqua School this year as well.

During the course of the year, officers responded to over 11,000 calls for service, made over 200 arrests, conducted 3,172 traffic stops, issued 2,441 summonses, issued 949 parking tickets (640 by ONE officer), conducted 5,355 area checks, arrested 43 intoxicated drivers, and handled 50 ECO/TDO calls.

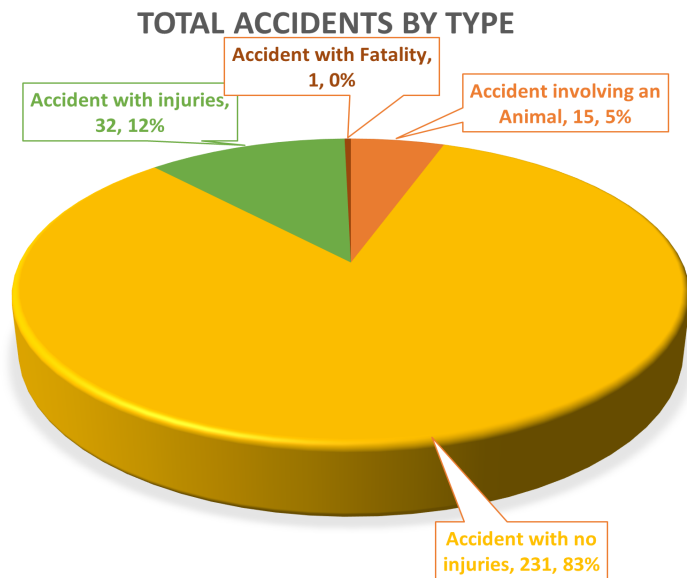
## 2022 Motor Vehicle Crash Report

Most crashes in 2022 occurred in the Fall and Early Winter, with November and December having the most in a month with 34 and 31, respectively.



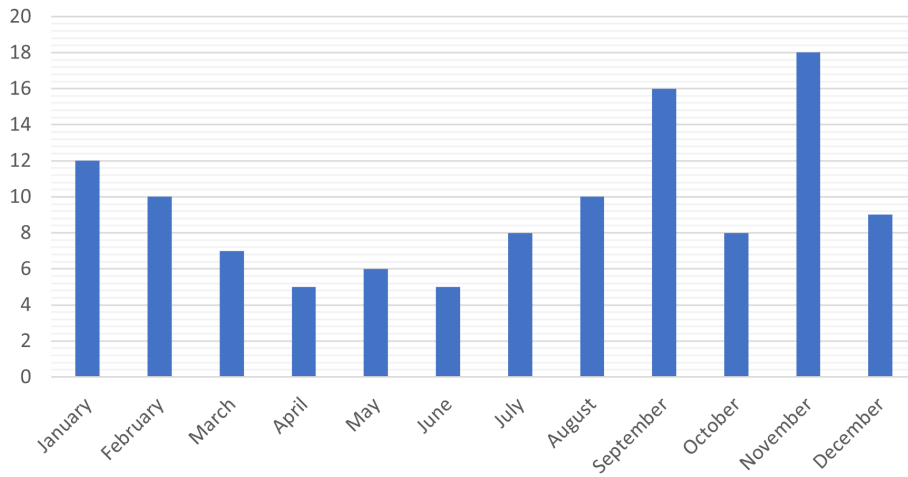
Friday was the day with the most crashes, having a total of 58 that occurred on that day of the week. Wednesday was second with 42, and Thursday just narrowly in third with 41.

Most of our crashes were no injuries. We did have a total of 32 crashes with injuries this year and sadly, one fatality crash.



## 2022 Reportable Motor Vehicle Crash Report

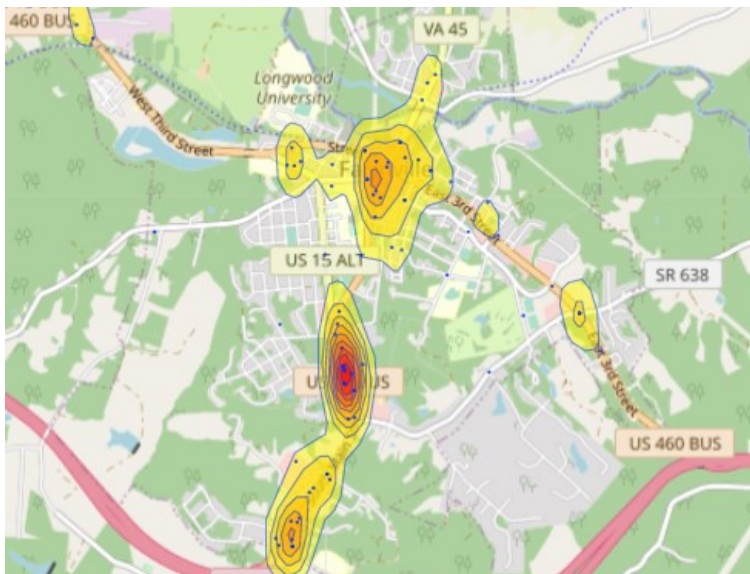
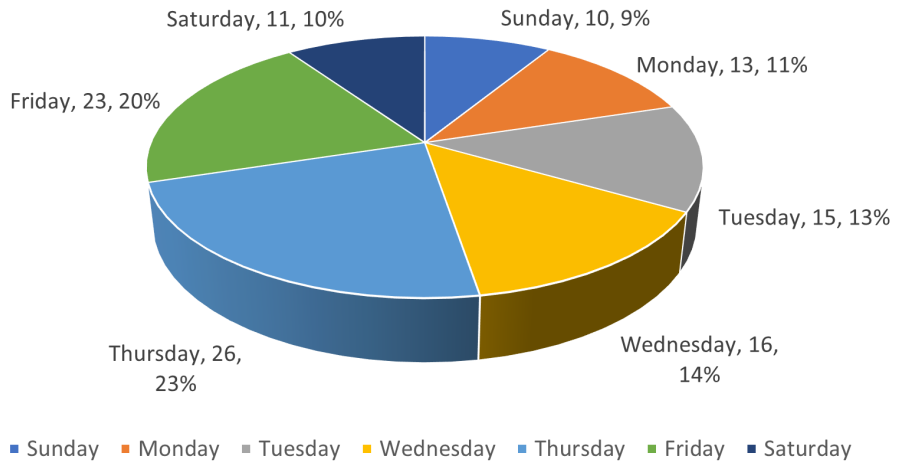
### Reportable Accidents by Month



Reportable accidents are ones that have \$1,500 in damage or any type of injury involved. In 2022, we had a total of 114 reportable accidents with most occurring in September (16) and November (18). The total damage for reportable accidents in 2022 is \$1,079,500.00.

Thursday was the day with most reportable crashes in 2022 with 26 crashes occurring on that day. Friday was closely behind it with 23 crashes.

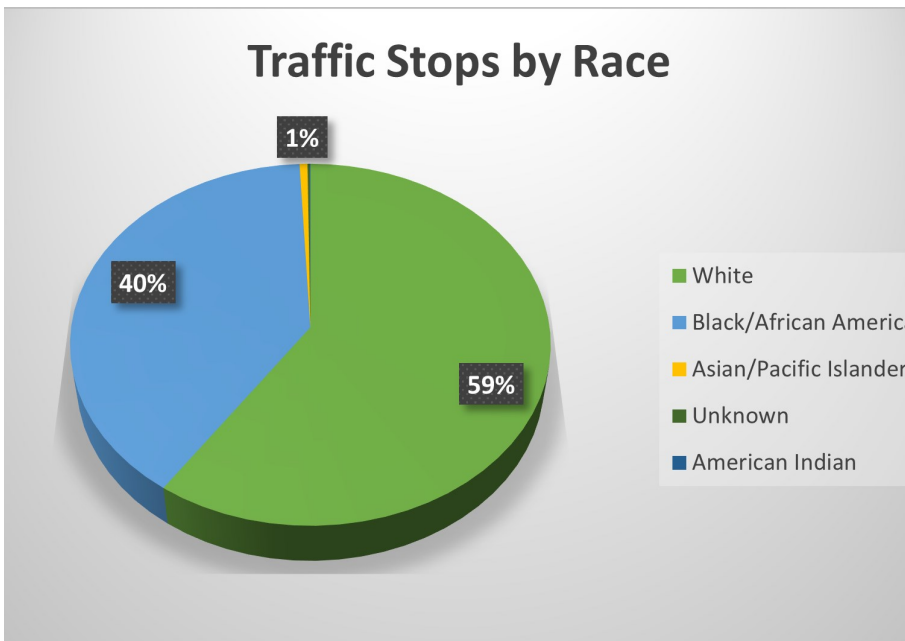
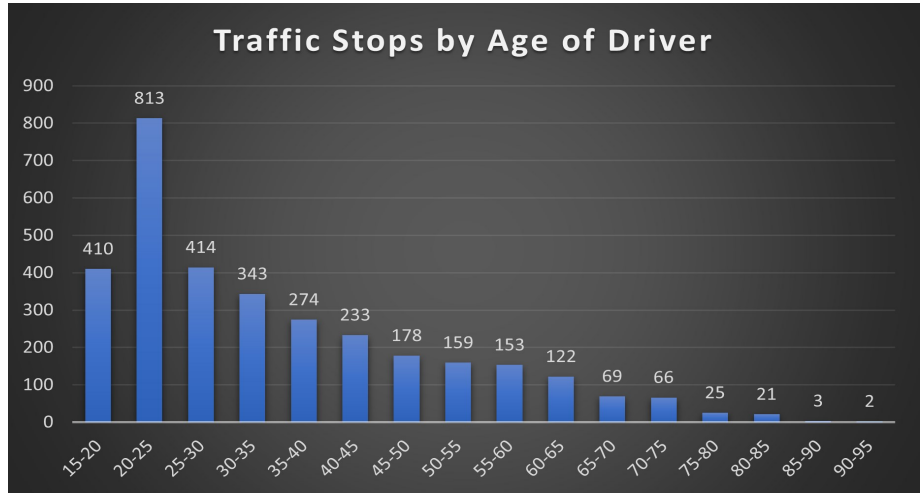
### Reportable Accidents by Day of the Week



This map shows the location of our reportable accidents in 2022. Most accidents occurred in the area of South Main St between the intersections of Spottswood Dr and Gilliam Dr, as well as S Main St, Clark, and Williams St (The intersection at Sheetz).

## 2022 Traffic Stop Report

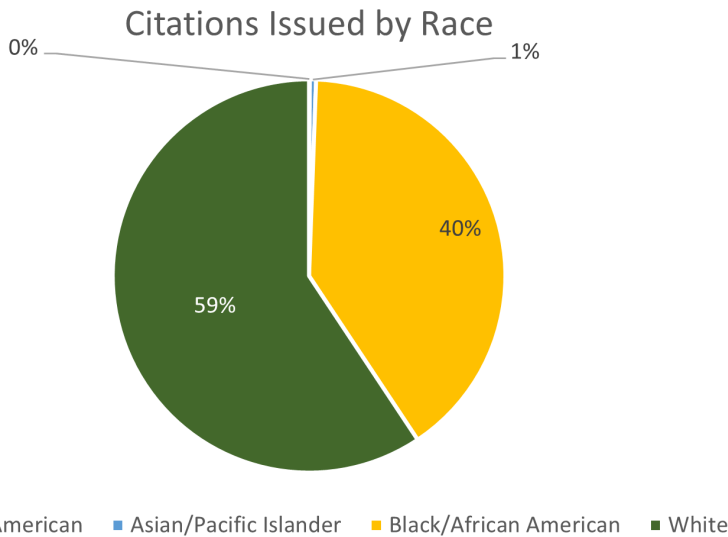
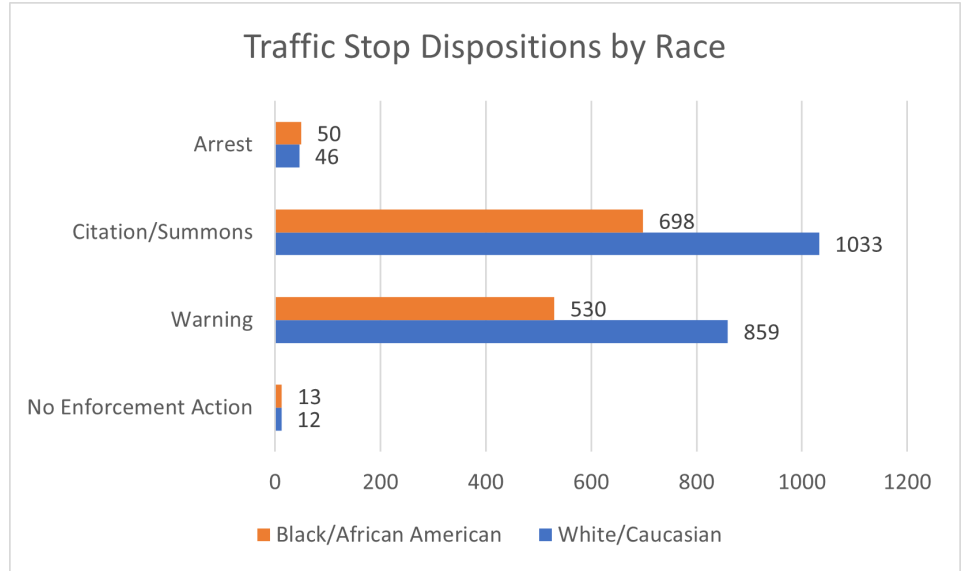
The Code of Virginia requires Police Departments to obtain demographic data of every traffic stop conducted. These results are sent to the state reporting center and then to the governor's office. This chart shows the number of stops by age group from 2022, with those under 30 ranking the highest amount of stops conducted.



In 2022, 59% of our traffic stops involved a White driver, and 40% of our stops involved a Black/African American driver. In total, we had 3,176 traffic stops in 2022.

## 2022 Traffic Stop Report

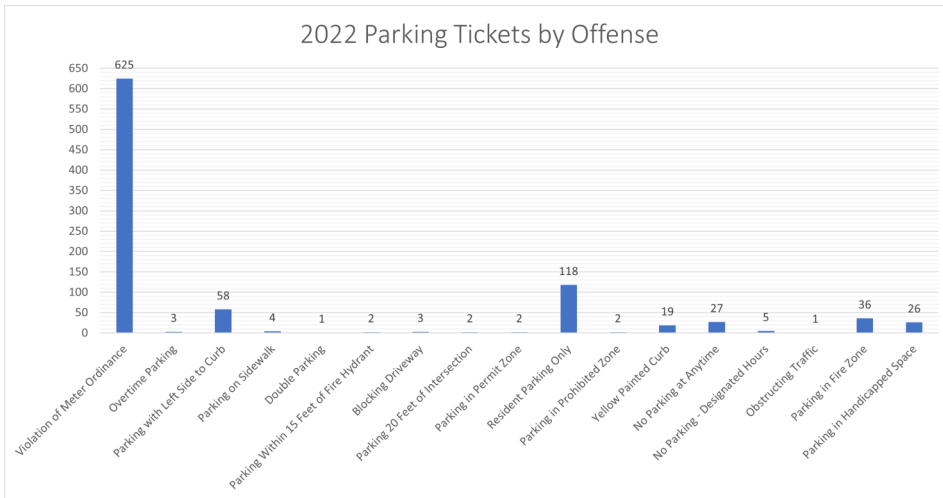
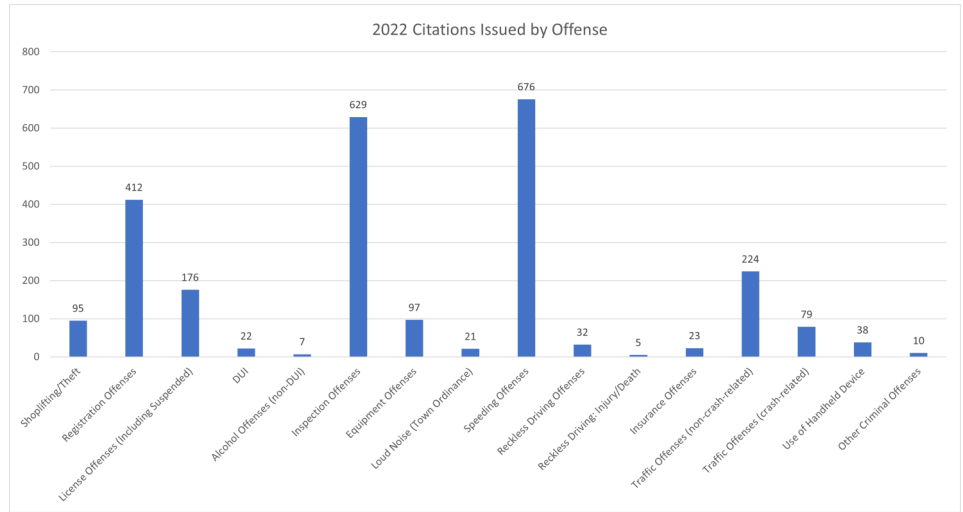
Dispositions are the final result of a traffic stop. They can be no action taken, a warning, a summons (ticket), or an arrest. The chart on the right contains the breakdown by race of each disposition from the traffic stops conducted by our department. Traffic stops led to 1,389 warnings, 1,731 summons issued, and 96 arrests.



Our citations issued followed the percentage of drivers stopped, with 59% of citations issued to White drivers and 40% issued to Black/African American drivers.

## 2022 Citation and Parking Offenses

In 2022, we issued a total of 2,547 citations. Most offenses were from speeding and inspection offenses. We had a total of 22 DUIs, 11 of which were from one officer in the course of three months.



In 2022, meter violations were the largest source of parking tickets we issued. We issued a total of 949 parking tickets .

# 2022 Special Operations Division Report

## By Lieutenant Chris Moss



Lt. Chris Moss

It is hard to believe 2022 is over. It seems as if it just started yesterday and , now, we are in 2023.

### Community Policing

In 2022, we were fortunate enough to bring back our Citizen’s Police Academy. We hosted ten students in this year’s class and had a graduation ceremony in May with a catered meal afterwards.

A considerable amount of time was spent during the first half of 2022 preparing for a different approach to National Night Out. I personally felt that, after doing things the same way since 2010, National Night Out was getting “stale.” Thought were tossed



around for “One Main Event” for our 2022 National Night Out celebration and our Citizens Advisory Board took the reins and started the arduous task of planning. The challenging work paid off and, on August 2nd, Farmville held its first centralized National Night out event at Riverside Park. There were multiple vendors, a DJ, informational booths, public safety displays, and food trucks on hand and other than the heat, no complaints were heard. In December, we learned that we were ranked 11th in our awards category.



The Heart of Virginia Festival saw a comeback in 2022 with a September festival this year, and officers staffed an informational booth to interact with citizens. The year ended with Corporal Rachel Herndon and Detective Sergeant David Ragland coordinating Operation Blue Christmas and helping ten local children have the Christmas they deserved.

### Investigations

A new addition to our equipment arsenal are license plate reader cameras (LPRs). Although we are still fine-tuning the system, it is obvious this technology will be a game changer when it comes to solving crimes and apprehending criminals. The addition of the Flock Safety management software will make the information available to us anytime, anywhere.

The PRNG Task Force wrote its closing chapter in 2022. With the promotion of the coordinator to another position, and no interest from and State Police personnel for the position, the task force was disbanded. The Farmville Police Department and Prince Edward County Sheriff’s Dept.. have joined together to form a local task force. Both, the Town and County has secured funding for narcotics purchases and information. Hopefully, 2023 will see an increase in narcotics-related cases as things stabilize and our new Narcotics Detectives will be able to work with other investigators from other counties, to include the Virginia State Police, Drug Enforcement Administration (DEA) and Alcohol and Tobacco Administration (ATF).

# **2022 Special Operations Division Report**

## **By Lieutenant Chris Moss**

Below is a list of cases by month, case totals for the past two years, and clearance rates for the past two years:

<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
9	29	10	21	10	8	9	11	6	10	5	3

**Total cases for 2022—140**

**Total cases for 2021—163**

**Clearance Rate at 2022 year end—69%**

**Clearance Rate at 2021 year end—67%**

### **Application and Hiring Process**

The hiring process continues to be fine-tuned, and we found ourselves able to hire two certified law enforcement officers in 2022. We had two police recruits graduate from the criminal justice academy as well and have since completed the field training process. That makes for four officers added to the department this year and a fifth hired who will begin the academy in 2023. For the first time in several years, we have only one opening and, with 19 applicants scheduled to take the written test in January 2023, we feel optimistic that we may be fully staffed before the end of 2023.

## Selected Crime Numbers for the Past Five Years

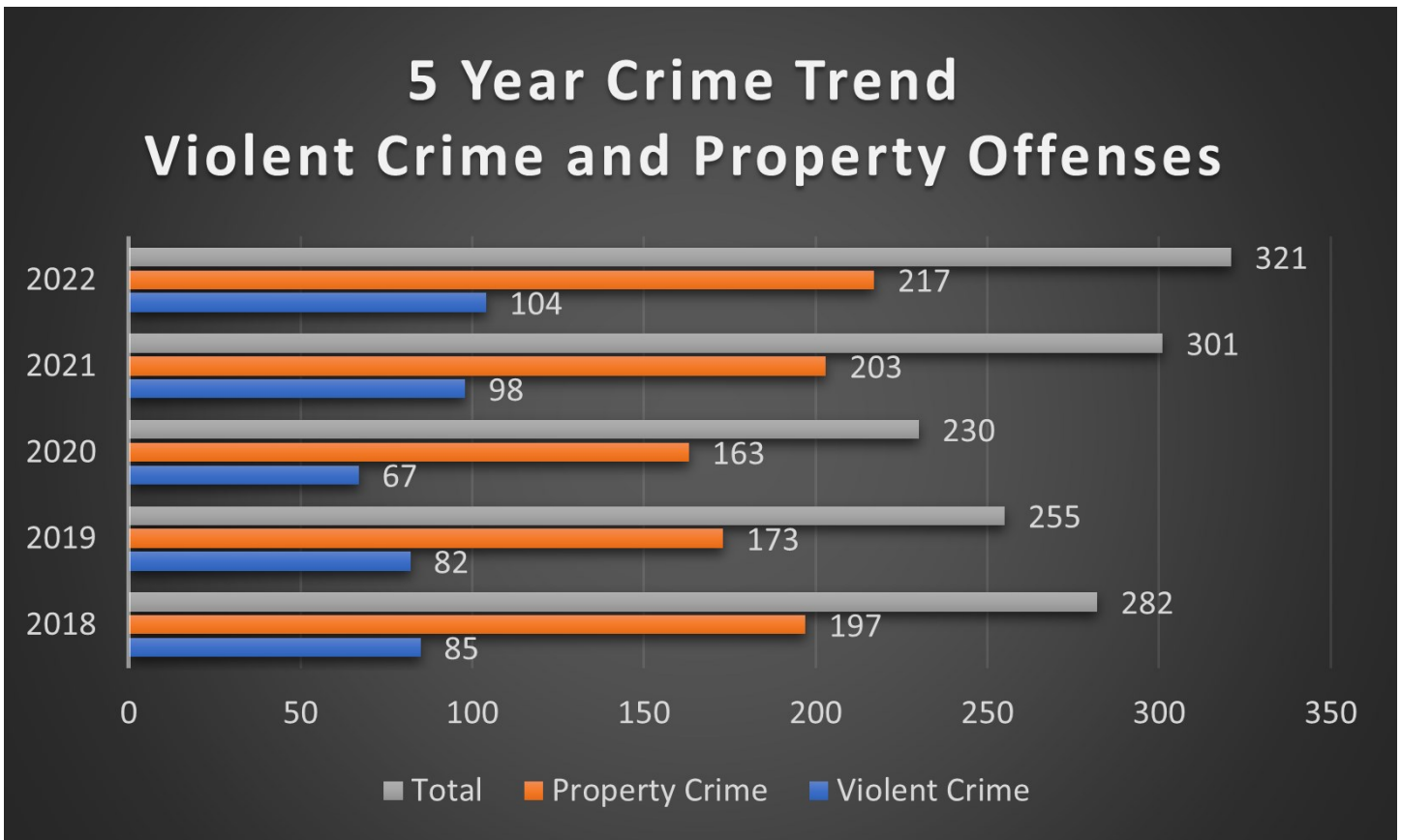
<u>VIOLENT CRIMES</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>
Simple Assault	73	70	47	53	69
Aggravated Assault	23	18	14	15	9
Homicide	1	0	0	0	1
Rape	3	5	4	6	4
Forcible Fondling/Sodomy	3	5	2	5	2
Robbery	1	0	0	3	0
<b>SUBTOTAL</b>	<b>104</b>	<b>98</b>	<b>67</b>	<b>82</b>	<b>85</b>
<u>PROPERTY CRIMES</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>
Burglary	9	6	3	17	18
Larceny	206	193	157	150	166
Motor Vehicle Theft	1	3	2	5	13
Arson	1	1	1	1	0
<b>SUBTOTAL</b>	<b>217</b>	<b>203</b>	<b>163</b>	<b>173</b>	<b>197</b>
<b>TOTAL</b>	<b>321</b>	<b>301</b>	<b>230</b>	<b>255</b>	<b>282</b>

**Note:**

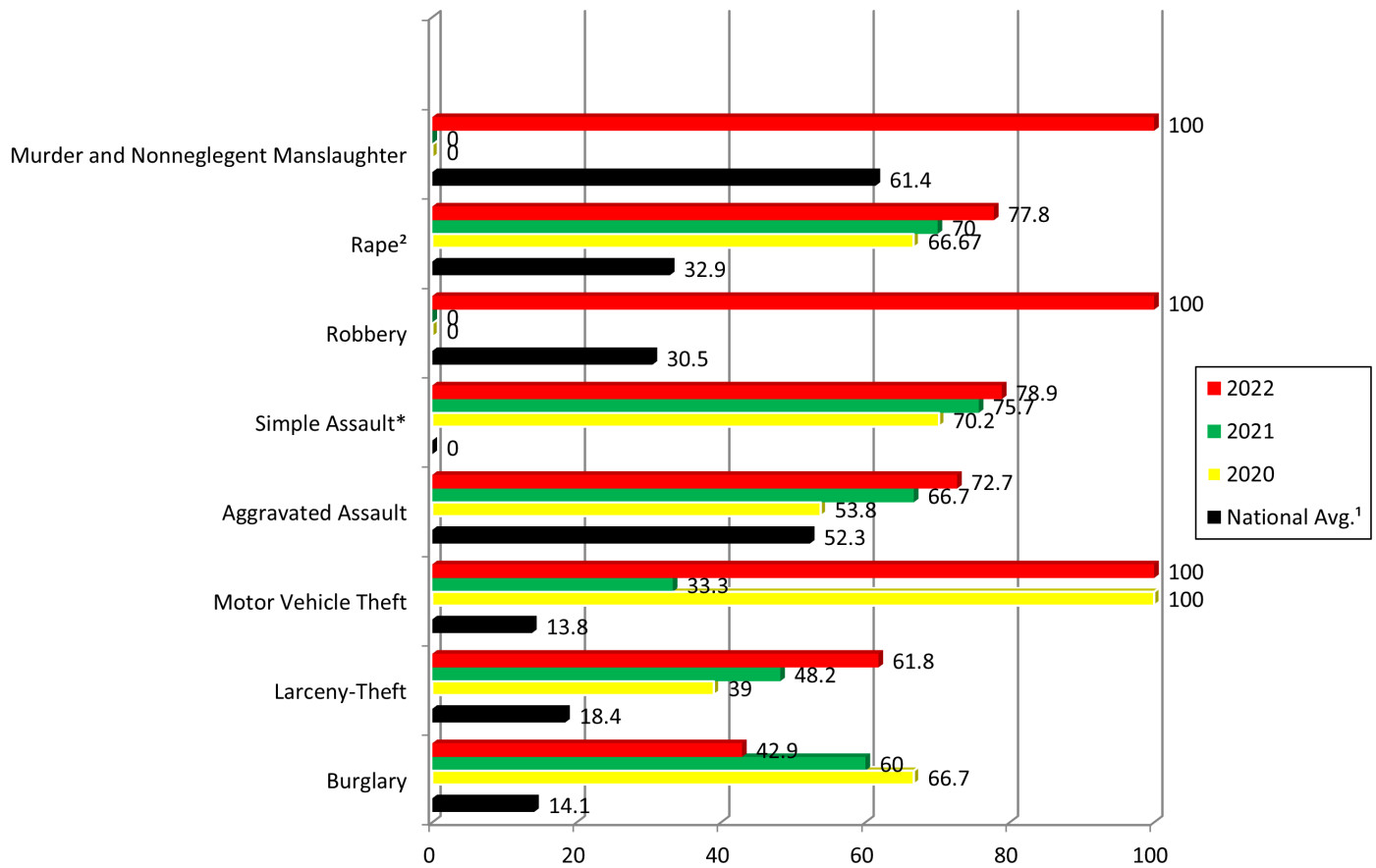
Violent Crime, which includes simple assault, increased by 6 offenses as compared to last year. Overall crime is slightly trending upward, Forcible fondling/Sodomy and Robbery Cases decreased

## Selected Crime Numbers for the Past Five Years

The COVID-19 pandemic and safer at home orders gave us a much lower crime rate in 2020 compared to other years. As businesses reopened and we emerged from the shutdown, crime started rising and increased in 2021 and continued to do so in 2022. We saw a 6.6% increase in totals from 2021, most of which were larcenies. With a different economic climate compared to before the pandemic, we are now seeing crime rise well beyond pre-pandemic levels.



## Farmville Police Department 2022 Clearance Rates



1. National Average is based on latest available figures from FBI: Crimes in the U.S. (2019)

2. Rape includes forcible sodomy and forcible fondling offenses

**\*The FBI does not consider simple assault a violent crime and does not provide a clearance rate.**

### **Emergency Custody Orders**

	<u>2022</u>	<u>2021</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>
Number of Calls	33	54	68	65	82
Total Man-Hours	237.25	675	512	521	632.5
Avg. Hours per Call	7.2	12.5	7.5	7.18	7.7

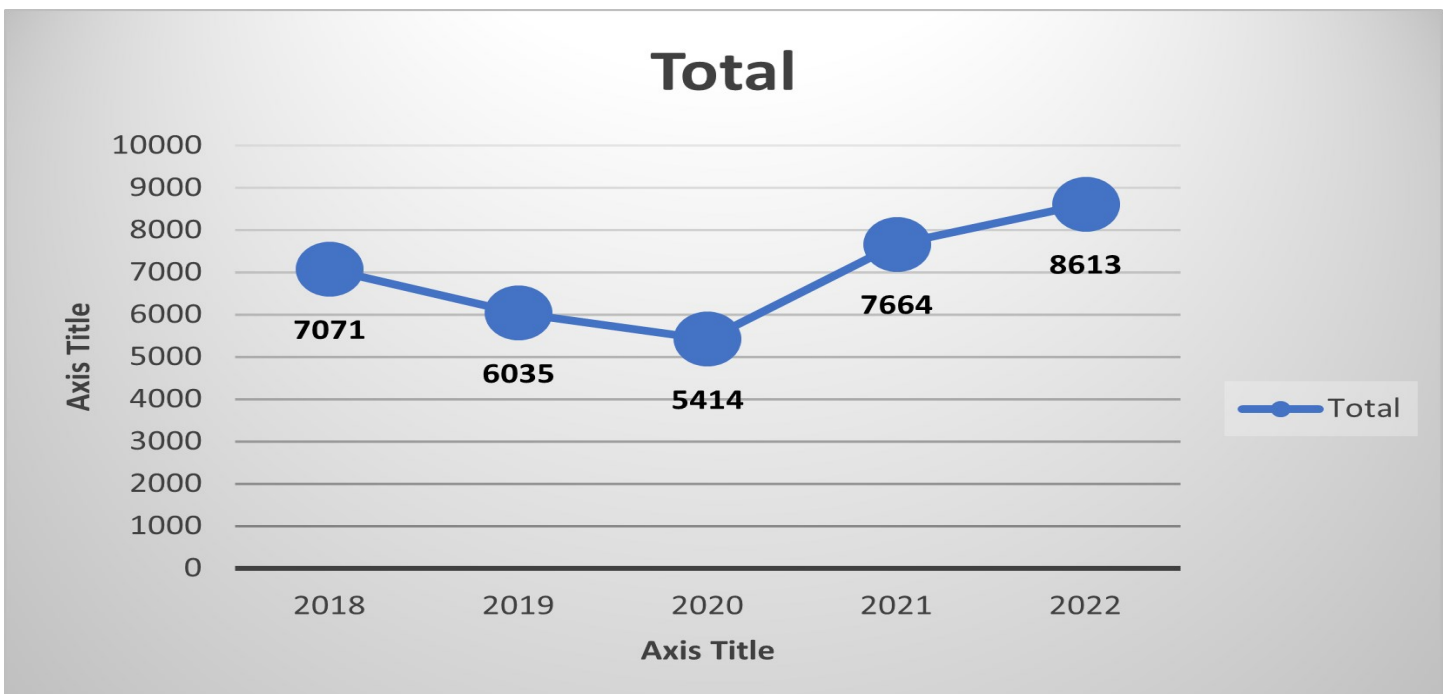
### **Temporary Detention Orders (*transports only; does not include medical TDO*)**

	<u>2022</u>	<u>2021</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>
Number of Calls	17	11	11	13	8
Total Man-Hours	246.5	311.7	34.5	29	38.5
Avg. Hours per Call	14.5	28.32	3.84	2.23	4.81

483.75 total man-hours committed by officers to mental health.

## Call For Service Demands

Answering Calls For Service (CFS) is a major function of the agency. Call demand is a strong indication of the public need for police. Ultimately, a goal of the agency is to show a reduction of Calls For Service combined with a reduction in overall crime numbers. In 2022, our overall crime numbers decreased, and the demand for Calls For Service increased by 31.5% from the previous four-year average.



## 2022 Farmville Emergency Communications Annual Report

*Prepared by Jackie Gilbert, Emergency Communications Manager*



The Farmville Emergency Communications Center is the Public Safety Answering Point (PSAP) for the Farmville area. Our center answers 911 calls for the Town of Farmville and Price Edward County. The center dispatches the Farmville Police Department, Hampden-Sydney Police Department, Longwood Police Department, Price Edward and Meherrin Rescue Squads, seven in-county fire departments and Public Works for the Town of Farmville. The Farmville Chief of Police is responsible for the overall management of the Emergency Communications Center. The center employs 18 full-time and 3 part-time Communications Operators.

## Agency Awards and Accomplishments

### **2021 Telecommunicator of the Year: Cody Hudgins**



[Caption the picture here]

---

During National Public Safety Telecommunications Week each year, beginning in 2017, our center presents a Telecommunicator of the Year Award to a Communications Operator that has gone above and beyond his or her scope of duties and has garnered the attention of their co-workers. On April 13, 2022, Communications Operator Cody Hudgins was selected as the Telecommunicator of the Year.

Cody was given the award after being nominated by his peers for often going above and beyond what is required and for his ability to stay calm in stressful situations. Cody has been with our center for a little over 11 years.

### **2022 Telecommunicator of the Year: Ethan Whaley**

In 2021, the Communications Center was organizationally placed under the Police Department. Due to this change, the awards given during National Public Safety Telecommunications Week were given out during our department's annual Banquet, which was held Jan 26, 2023, in which we honored all of these achievements from 2022. For this year, the award went to Communications Supervisor Ethan Whaley.

Ethan was recognized by his co-workers for his leadership and mentoring abilities. He was also recognized for the actions he takes in the center, and his ability not only to handle calls for service under pressure, but to also effectively lead his shift to accomplish that goal together. Ethan has been leading the charge to increase morale in our center for a while now, and for all of those reasons, Ethan is our Telecommunicator of the Year.



[Caption the picture here]

---

## Agency Awards and Accomplishments

### Life Saving Award: Crystal Barton



[Caption the picture here]

Calls answered in the Communications Center can vary between routine information requests all the way to the death and trauma of a dying loved one. The latter creates a high-stress situation in the Center and requires intervention. Crystal Barton answered that call one day for that very thing in a neighboring jurisdiction and kept the caller on the line, providing CPR instructions that ultimately saved that person's life. Therefore, at our banquet, Crystal was awarded the first Life Saving Award since we began Emergency Medical Dispatch in 2021. We cannot be more proud of our dispatchers for the job they do!



### National Public Safety Telecommunications Week

During National Public Safety Telecommunications Week, Chief Ellington coordinated with the Citizen's Advisory Board to have food delivered throughout the week for all shifts. The Farmville Fire Department provided lunch on Wednesday from Chik-Fil-A and on Thursday, Lt. Chris Moss and Detective Sam Entrekin cooked hamburgers and hot dogs for our staff.



[Caption the picture here]

## Training, Training, and More Training!

Continuous education and training is important and necessary. In the 911 industry, technology is constantly and, as a center, we have to stay up-to-date with new technologies, techniques, and procedures. Throughout the year, Communication Operators recertify in VCIN, CPR, and their Emergency Medical Dispatch certifications. Several of our operators recertified in 2022, keeping them certified through 2024.

New Communication Operators completed courses that offered guidance on controlling the call, radio etiquette, and courses detailing what our role is in public safety as telecommunicators. Supervisors were also enrolled in courses that were about dealing with employee conflict, leadership and ethics, and how to be the best and effective leaders.

During the Spring and Fall, if staffing allows, several operators attended conferences in Roanoke and Virginia Beach that allow them to network with other operators and see what is new and on the horizon in communications.



In Public Safety Communications, there are a few nationally recognized certifications that one can acquire if one wants to challenge themselves and desire to learn more about the 911 industry. One of those challenges is the Emergency Number Professional (ENP) certification. The ENP course is a comprehensive body of knowledge that details how 911 and its affiliated systems physically work; promotes a standard of competency for Emergency Number Professionals; ensures awareness of current issues and developments in the 911 profession; and provides formal recognition of professional achievement.

As the Emergency Communications Manager, I know how important attaining this certification was to my current role and the growth of the center. I was able to certify as an ENP in October of 2017 and recertified in October 2021. Supervisor Crystal Barton accepted the challenge of attempting the ENP course and, after participating in a study group for several months and many course reviews, practice tests and zoom calls, she was able to obtain her certification as well. We are proud to be on of the smallest 911 Centers in the Commonwealth to have certified ENPs on staff!



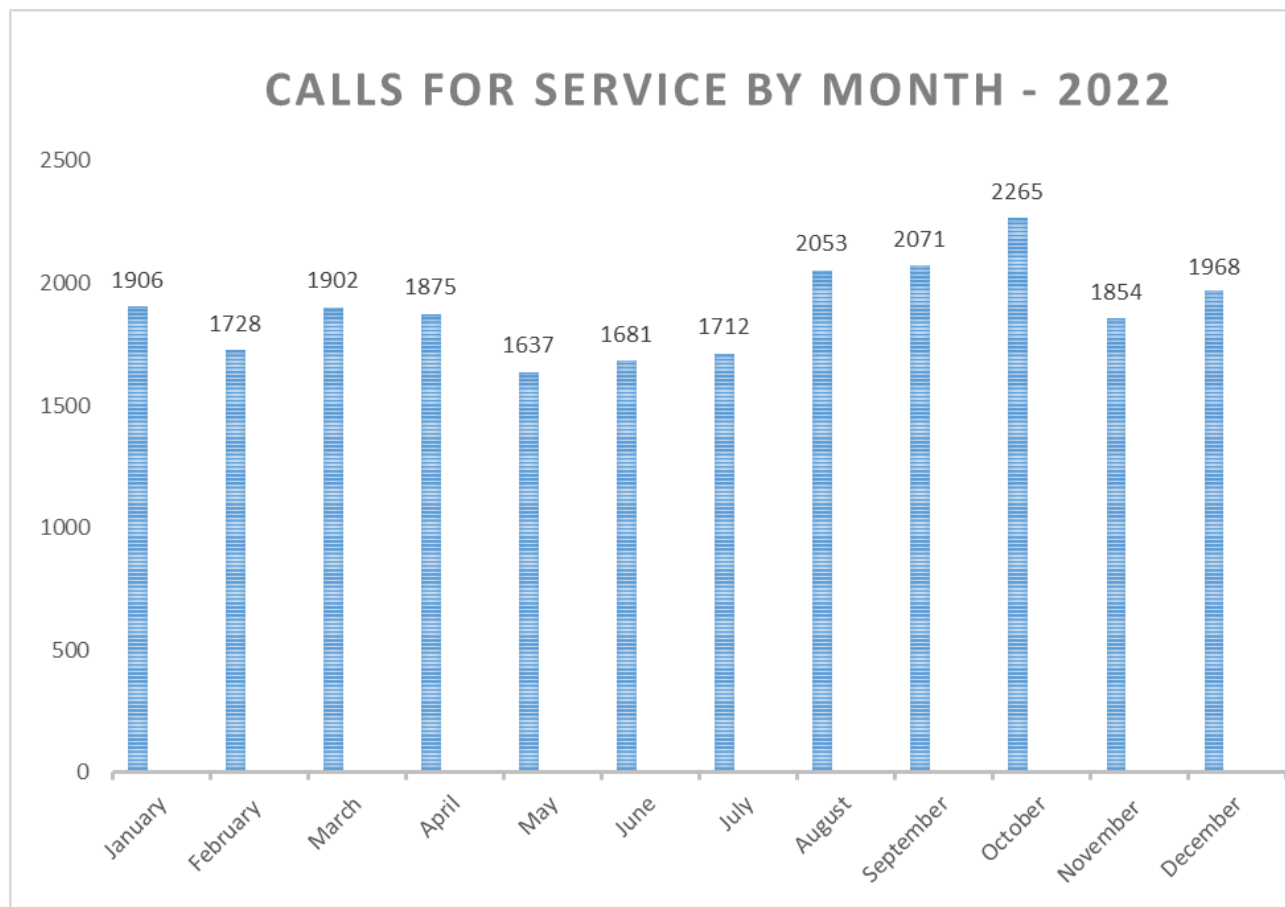
## Current Projects in Progress

### Radio Upgrade

Our radio upgrade from analog to digital is in the final stages of installation and should be operational by March of 2023.

### Automatic Vehicle Location (AVL)

Our CAD map is currently being upgraded to show the locations of Farmville PD units. This added technology will allow Communication Operators to dispatch the closes unit to the call for service and will shorten the amount of time it takes for an Officer to arrive on scene.



**Total Calls for Service: 22,523**