

# Public Safety

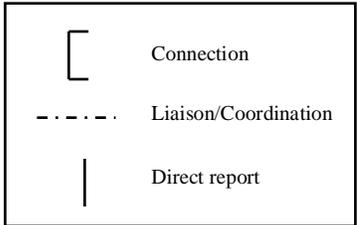
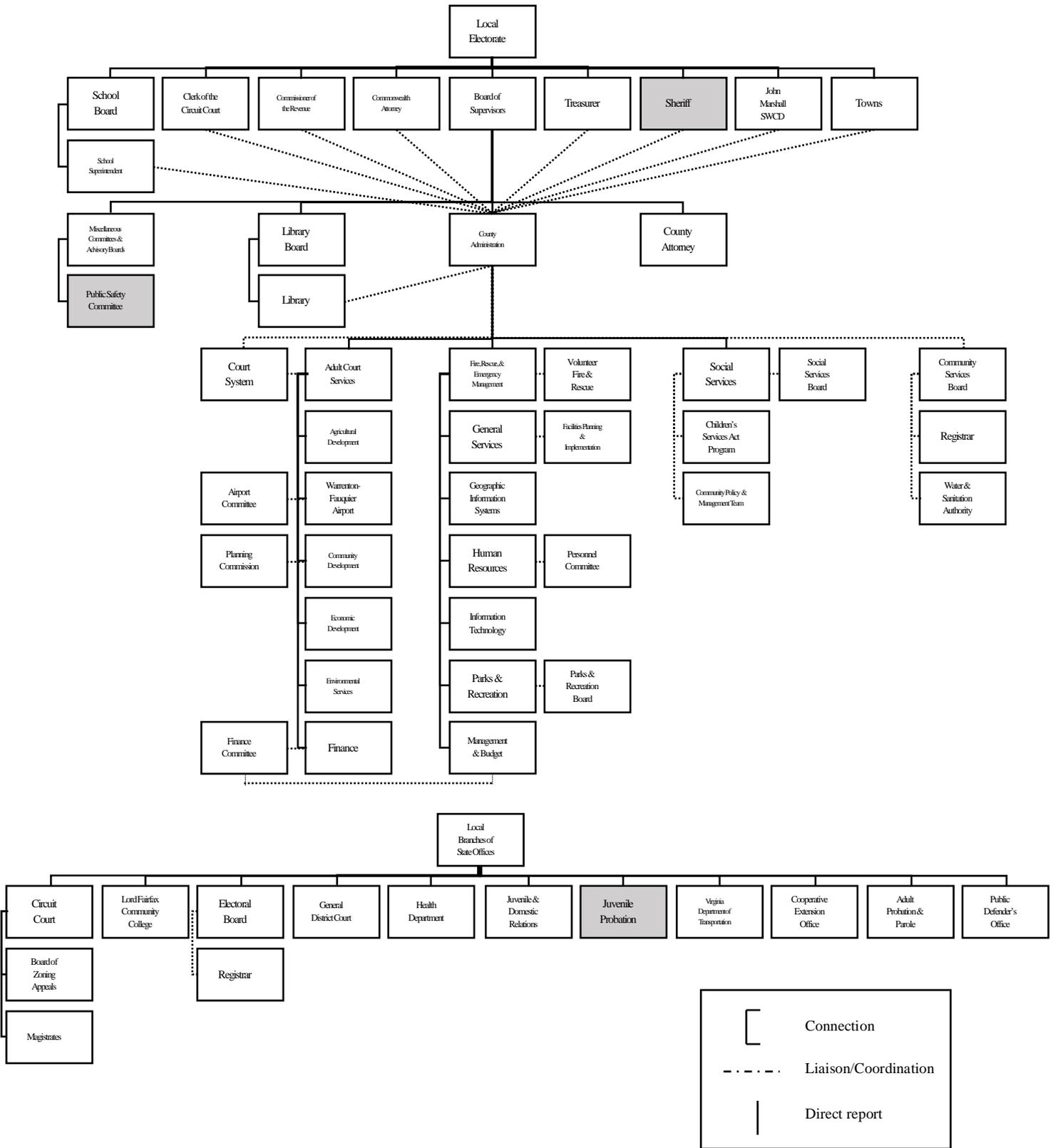
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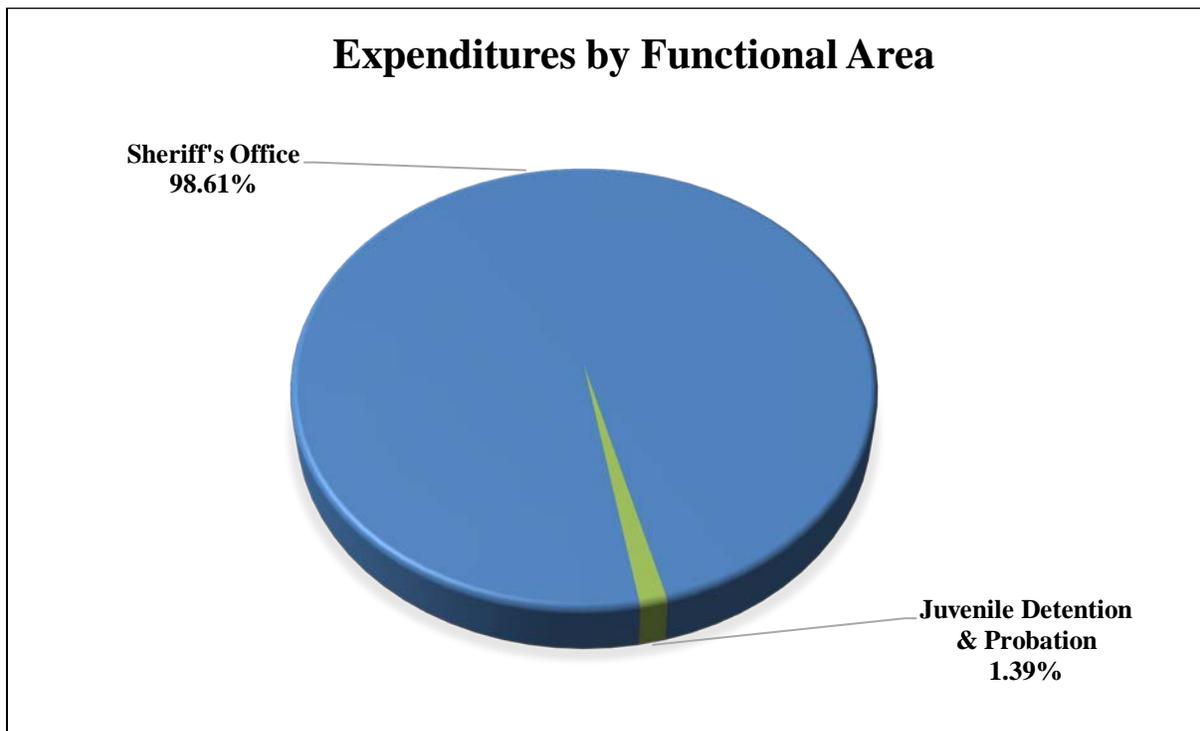
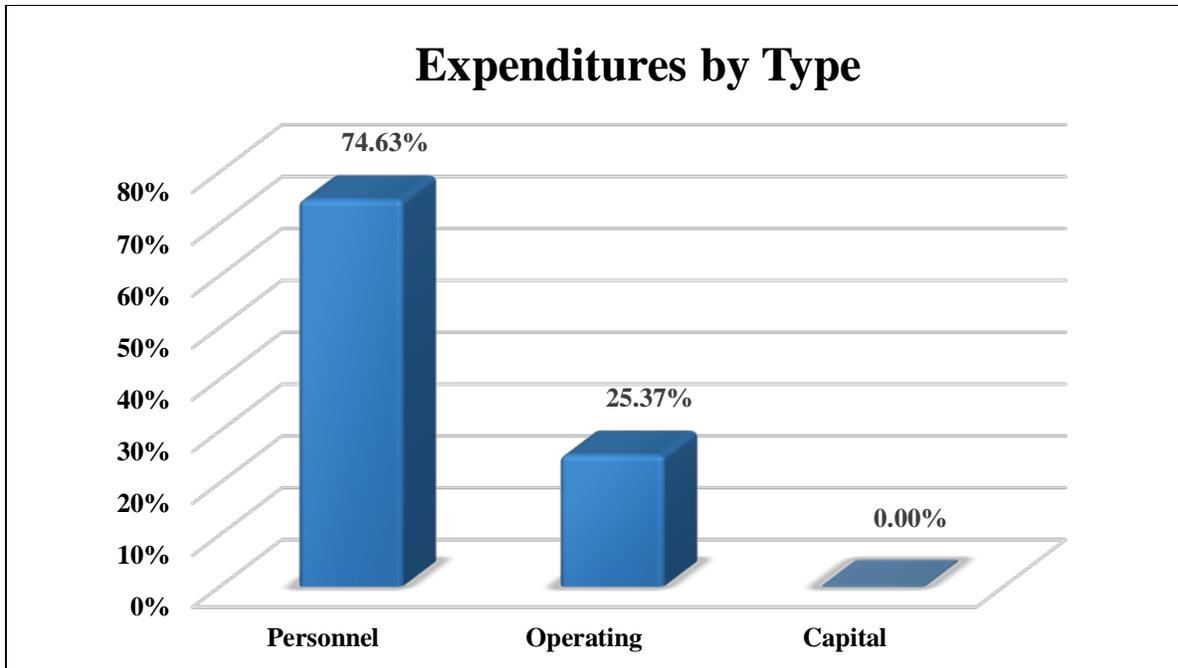
Fauquier County Sheriff's Office  
Warrenton, Virginia

<u>Department/Agency</u>	<u>Amount</u>
Juvenile Detention & Probation	\$ 309,532
<u>Sheriff's Office</u>	<u>22,016,944</u>
<b>Total</b>	<b>\$ 22,326,476</b>

# Public Safety



# Public Safety



# Juvenile Detention and Probation

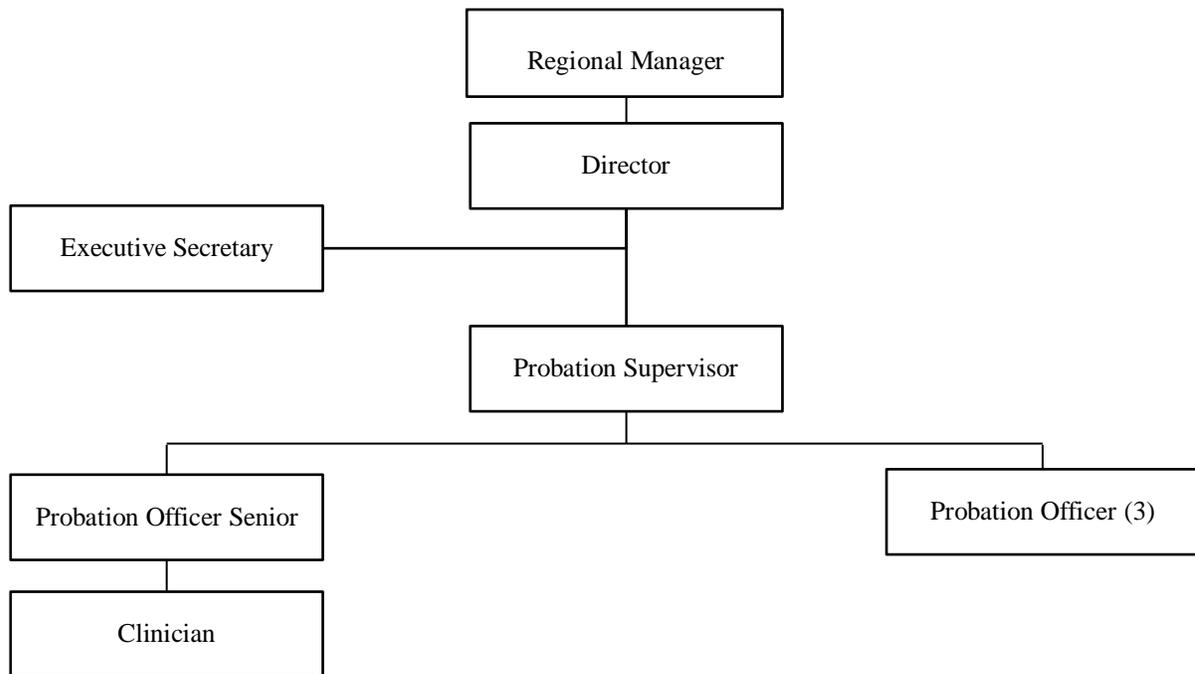
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## ORGANIZATIONAL PURPOSE:

The Division of Juvenile Probation and Detention Services adhere to the Mission and Vision statement of the Department of Juvenile Justice. As the mission and vision statements state, the mission of the Virginia Department of Juvenile Justice protects the public by preparing court-involved youth to be successful citizens and the Vision is committed to excellence in public safety by providing effective interventions that improve the lives of youth, strengthening both families and communities within the Commonwealth.

The Juvenile Detention program provides secure detention is reserved for juveniles that have committed a felony or Class 1 misdemeanor if committed by an adult, or have violated terms of probation or parole. Secure detention is also reserved for those juveniles that are considered a threat to themselves or others, or have threatened to abscond, or violated terms of conditions of release, or absconded from a detention home or facility. It is also reserved for juvenile fugitives from outside of Virginia.

The Juvenile Probation program provides access to evidence-based early intervention, supervision, treatment and secure care for youth so they can learn accountability and responsibility, families are strengthened and community safety is enhanced.



*All Juvenile Detention and Probation positions are State-funded positions.*

# Juvenile Detention and Probation

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## GOALS:

- In order to make a positive difference in the lives of juveniles and the community, it is necessary to establish and maintain positive relationships with juveniles, families, and the community.
- We value the juveniles and families we work with and maximize their self-worth by treating them with dignity and respect.
- Engage and involve families in our work with juveniles to optimize the chance for success. We do this through family-centered and strength-based interactions with them.
- Employs the RNR (Risk, Need, Responsivity) Model for Offender Assessment and Rehabilitation.
  - Risk – Match the level of service to the offender’s risk to reoffend; target moderate and high risk.
  - Need - Assess criminogenic needs and target them in treatment.
  - Responsivity - Maximize the offender’s ability to learn from a rehabilitative intervention by providing cognitive behavioral treatment and tailoring the intervention to the learning style, motivation, abilities and strengths of the offender.
  - Form working partnerships with agencies and community groups to promote public safety, i.e., police, sheriff, Commonwealths Attorney, Public Defender, community groups, schools, etc.

## KEY PROJECTS FOR FY 2021:

- Vendors will develop quarterly Lunch-and-Learn Trainings for staff development
- Court Services Unit (CSU) will collaborate with stakeholders to organize a Family Engagement Project.
- Diversion programming will continue to be developed and utilized by Intake Department in lieu of filing formal complaints.
- Utilize National Center for Technology Innovation (NCTI) Training for skill building programs (behavioral, cognitive, social, academic, and job skill training).
- Develop a volunteer intern position that will support the full time staff in insuring the juveniles within our program are positively changing their behaviors.

## KEY PROJECTS FOR FY 2022:

- Bi-annual planning meeting for Virginia Juvenile Crime Control Community Act (VJCCCA). Meeting to include local county department heads to discuss current services and programs, outcomes, trends, and amendments.

# Juvenile Detention and Probation

**BUDGET SUMMARY:**

	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Adopted</b>	<b>FY 2021 Adopted</b>	<b>FY 2022 Projected</b>
Expenditure Summary:					
Personnel	\$0	\$0	\$1,841	\$1,841	\$1,841
Operating	135,218	125,475	307,691	307,691	307,691
Capital	0	0	0	0	0
<b>Total</b>	<b>\$135,218</b>	<b>\$125,475</b>	<b>\$309,532</b>	<b>\$309,532</b>	<b>\$309,532</b>
Revenue	\$36,836	\$36,836	\$36,836	\$36,836	\$36,836
<b>Net Local Revenue</b>	<b>\$98,382</b>	<b>\$88,639</b>	<b>\$272,696</b>	<b>\$272,696</b>	<b>\$272,696</b>
<b>Full-time Equivalents</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

**BUDGET ANALYSIS:**

The FY 2021 Adopted Budget and FY 2022 Projected Budget for the Juvenile Detention and Probation includes no budgetary adjustments in comparison to prior years.

**PROGRAM 1: *Detention and Virginia Juvenile Justice Community Crime Control Act (VJCCCA) Services***

The Department of Juvenile Justice endorses the Balanced Approach to juvenile justice. This framework includes three components in meeting the needs of communities, victims and offenders. The three components include public safety, accountability and competency development. The Balanced Approach lends itself well to the intent of the VJCCCA to provide a “community-based system of progressive intensive sanctions and services that correspond to the severity of offense and treatment needs” (§ 16.1-309.2 of the Code of Virginia).

In accordance with the Balanced Approach model, all VJCCCA programs must:

- 1) Promote community protection
- 2) Hold juveniles accountable for their behavior and restore the losses suffered by victims
- 3) Provide opportunities for juveniles to acquire or build on interpersonal, cognitive and behavioral skills and strengths at home, in school, and at work

<b>SERVICE VOLUME</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Projected</b>	<b>FY 2021 Projected</b>	<b>FY 2022 Projected</b>
Youth detained	19	12	20	20	20
Child Care days	2.0	4.5	3.0	3.0	3.0
VJCCCA service clients	80	94	100	110	120

# Juvenile Detention and Probation

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## PROGRAM 2: *Probation and Parole*

Provide probation and parole services for juveniles of Fauquier County.

SERVICE VOLUME	FY 2018 Actual	FY 2019 Actual	FY 2020 Projected	FY 2021 Projected	FY 2022 Projected
Probation and paroles per month	50	15	30	30	35
Intakes	1,283	928	1,000	1,050	1,100

### OBJECTIVES:

- Research and develop alternatives to detention while providing protection for the public.
- Maintain and enhance communications with stakeholders
- Utilize risk based approach and focus on moderate-high risk cases.
- Improve officer safety and increase specialized training.

OUTCOME MEASURES	FY 2018 Actual	FY 2019 Actual	FY 2020 Goal	FY 2021 Goal	FY 2022 Goal
Electronic Monitoring with GPS tracking provided through TrackGroup October 2018.	100%	100%	100%	100%	100%
Regular meetings with CAs office, PDs officer, SROs and VJCCCA vendors.	100%	100%	100%	100%	100%
Pilot site for Standardized Decision Making (SDM) and program initiated state wide, effective January 2020.	100%	100%	100%	100%	100%
Seek trainings throughout the region that will focus on Gangs, Trauma, Sex-Offenders and human trafficking. Participate annually in safety and security training.	100%	100%	100%	100%	100%

# Sheriff's Office

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## **ORGANIZATIONAL PURPOSE:**

The Fauquier County Sheriff's Office (FCSO) provides professional public safety services in conformance to Article VII, Section 4 of the Constitution of Virginia and the prescribed ordinances of Fauquier County as defined by the governing body. It is the mission of the Sheriff's Office to provide quality service to our citizens and community through honor, professionalism, commitment, compassion, and accountability. The Sheriff's Office consists of six programs, the Patrol Division, the Criminal Investigations Divisions (CID), the Adult Detention Center (ADC), Professional Standards, The Civil Process/Court Security Division and the Joint Communications Center.

## **GOALS:**

- Provide enhanced, proactive, public safety services to the residents of Fauquier County.
- Provide quality public safety, court security, civil process, correctional control, animal control, and rehabilitation through updated methodologies and personnel allocations.
- Execute these goals and responsibilities efficiently and effectively.
- Provide the necessary housing, security, and safety for incarcerated individuals. Evaluate and adjust confinement for arrestees awaiting trial, sentencing, or transfer to other facilities.
- Improve overcrowded conditions of the ADC through innovative solutions.
- Employee Retention through career ladder improvements.
- Leadership and Crisis Intervention Training.
- Continue to improve E-911 service by investigating in new technologies.
- Dispatch the appropriate emergency response in accordance with established protocols.

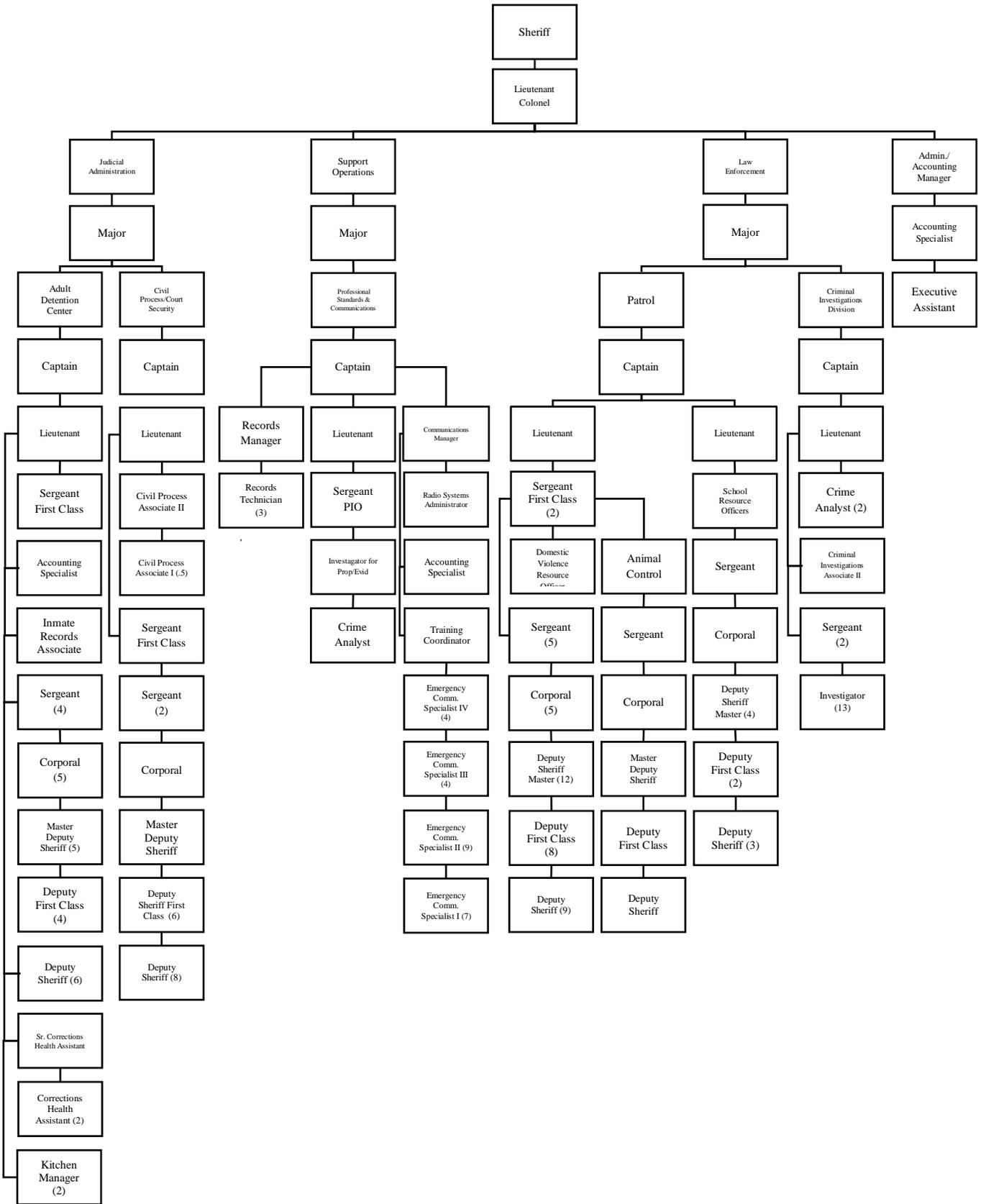
## **KEY PROJECTS FOR FY 2021:**

- Implement Intelligence-Led policing.
- Implement Leadership Development Program.
- Implement Next Generation 911 (NG9-1-1).

## **KEY PROJECTS FOR FY 2022:**

- Improve effectiveness of Judicial Operations.
- Improve effectiveness of Law Enforcement Operations.

# Sheriff's Office



# Sheriff's Office

## BUDGET SUMMARY:

<b>Department Total</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Adopted</b>	<b>FY 2021 Adopted</b>	<b>FY 2022 Projected</b>
Expenditure Summary:					
Personnel	\$14,919,569	\$15,993,696	\$15,933,616	\$16,659,607	\$16,748,434
Operating	4,674,454	4,905,959	5,192,996	5,357,337	5,395,777
Capital	224,472	30,899	0	0	0
<b>Total</b>	<b>\$19,818,495</b>	<b>\$20,930,554</b>	<b>\$21,126,612</b>	<b>\$22,016,944</b>	<b>\$22,144,211</b>
Revenue	\$5,293,302	\$4,998,478	\$5,185,368	\$5,422,984	\$5,346,638
<b>Net Local Revenue</b>	<b>\$14,525,193</b>	<b>\$15,932,076</b>	<b>\$15,941,244</b>	<b>\$16,593,960</b>	<b>\$16,797,573</b>
<b>Full-time Equivalents</b>	<b>181.50</b>	<b>184.50</b>	<b>185.50</b>	<b>185.50</b>	<b>185.50</b>

<b>Sheriff</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Adopted</b>	<b>FY 2021 Adopted</b>	<b>FY 2022 Projected</b>
Expenditure Summary:					
Personnel	\$10,123,740	\$10,926,910	\$10,977,274	\$11,306,878	\$11,365,177
Operating	1,331,998	1,505,599	1,567,915	1,592,151	1,627,291
Capital	224,472	30,899	0	0	0
<b>Total</b>	<b>\$11,680,210</b>	<b>\$12,463,408</b>	<b>\$12,545,189</b>	<b>\$12,899,029</b>	<b>\$12,992,468</b>
Revenue	\$4,804,469	\$4,515,332	\$4,758,125	\$5,013,926	\$4,941,907
<b>Net Local Revenue</b>	<b>\$6,875,741</b>	<b>\$7,948,076</b>	<b>\$7,787,064</b>	<b>\$7,885,103</b>	<b>\$8,050,561</b>
<b>Full-time Equivalents</b>	<b>118.50</b>	<b>121.50</b>	<b>123.50</b>	<b>121.50</b>	<b>121.50</b>

<b>Communications</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Adopted</b>	<b>FY 2021 Adopted</b>	<b>FY 2022 Projected</b>
Expenditure Summary:					
Personnel	\$2,084,109	\$2,173,392	\$2,261,848	\$2,456,565	\$2,470,875
Operating	609,033	586,046	754,525	754,675	754,858
Capital	0	0	0	0	0
<b>Total</b>	<b>\$2,693,142</b>	<b>\$2,759,438</b>	<b>\$3,016,373</b>	<b>\$3,211,240</b>	<b>\$3,225,733</b>
Revenue	\$159,522	\$231,481	\$122,716	\$154,000	\$154,000
<b>Net Local Revenue</b>	<b>\$2,533,620</b>	<b>\$2,527,957</b>	<b>\$2,893,657</b>	<b>\$3,057,240</b>	<b>\$3,071,733</b>
<b>Full-time Equivalents</b>	<b>29.00</b>	<b>29.00</b>	<b>29.00</b>	<b>30.00</b>	<b>30.00</b>

# Sheriff's Office

Adult Detention Center (ADC)	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	FY 2021 Adopted	FY 2022 Projected
Expenditure Summary:					
Personnel	\$2,711,720	\$2,893,394	\$2,694,494	\$2,896,164	\$2,912,382
Operating	464,075	474,534	560,483	568,678	571,795
Capital	0	0	0	0	0
<b>Total</b>	<b>\$3,175,795</b>	<b>\$3,367,928</b>	<b>\$3,254,977</b>	<b>\$3,464,842</b>	<b>\$3,484,177</b>
Revenue	\$329,311	\$251,665	\$304,527	\$255,058	\$250,731
<b>Net Local Revenue</b>	<b>\$2,846,484</b>	<b>\$3,116,263</b>	<b>\$2,950,450</b>	<b>\$3,209,784</b>	<b>\$3,233,446</b>
<b>Full-time Equivalents</b>	<b>34.00</b>	<b>34.00</b>	<b>33.00</b>	<b>34.00</b>	<b>34.00</b>

Northwest Regional Detention Center	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	FY 2021 Adopted	FY 2022 Projected
Expenditure Summary:					
Personnel	\$0	\$0	\$0	\$0	\$0
Operating	2,269,348	2,339,780	2,310,073	2,441,833	2,441,833
Capital	0	0	0	0	0
<b>Total</b>	<b>\$2,269,348</b>	<b>\$2,339,780</b>	<b>\$2,310,073</b>	<b>\$2,441,833</b>	<b>\$2,441,833</b>
Revenue	\$0	\$0	\$0	\$0	\$0
<b>Net Local Revenue</b>	<b>\$2,269,348</b>	<b>\$2,339,780</b>	<b>\$2,310,073</b>	<b>\$2,441,833</b>	<b>\$2,441,833</b>
<b>Full-time Equivalents</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

## BUDGET ANALYSIS:

The FY 2021 Adopted Budget for the Sheriff's Office includes an adjustment to personnel expenditures due to changes in benefit costs, FY 2020 2.0% compensation increase, salary scale, and compression adjustments for permanent staff, and jurisdictional funding formula increases for the Northwest Regional Adult Detention Center. The FY 2022 Projected Budget includes personnel expenditure adjustments related to rising benefit costs. Revenue increases for the Sheriff's Office include increases in Compensation Board funding allocations based on the Commonwealth's approved budget.

## PROGRAM 1: *Patrol*

The Patrol Division Deputies are the County's public safety and security first responders providing coverage for Fauquier County's 651 square miles. Patrol provides 24-hour/7 day a week response by uniformed deputies to all types of calls for service received through our Emergency Communications Center. These calls may include, but are not limited to: safety and security checks, preliminary criminal investigations, traffic control, motor carrier safety enforcement,

# Sheriff's Office

traffic enforcement and crash investigation. The patrol division also is responsible for the Sheriff's Office K-9 program and School Resource Officer Unit.

The Animal Control Unit (ACU) Deputies provide coverage for calls regarding animal complaints throughout Fauquier County. While the primary mission is to provide coverage in response to calls involving domesticated animals, ACU deputies are often tasked with response to wild/exotic animal calls for service. Animal Control responds to calls involving owned, stray, injured, at-large, and neglected animals. Animal Control also handles bite reports, license violations, humane investigations and other animal-related calls. Animal Control deputies also provide direct law enforcement support to Patrol Units and are subject to Mutual Aid request from neighboring jurisdictions.

The School Resource Unit/Deputies are directly responsible for the day to day safety and security within the Fauquier County Public School System. Working in collaboration with School Staff, Administration and the FCSO, the School Resource Officer/Deputy program is intended to ensure that no student's right to receive an education is abridged by violence or disruption. The SRO's with support from the School Board's Safety and Security Officer serve a student population of 11,287.

<b>SERVICE VOLUME</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Projected</b>	<b>FY 2021 Projected</b>	<b>FY 2022 Projected</b>
Patrol Calls for service	24,839	24,866	25,000	25,000	25,100
Animal Control Calls for service	3,986	3,898	4,000	4,100	4,150
Patrol Arrests – misdemeanor and felony	1,861	1,596	2,100	2,150	2,200
Animal Control Arrests – misdemeanor and felony	11	105	110	115	130
Traffic summons issued	9,564	7,665	8,500	9,000	9,500
Animals transported	799	719	875	880	900

## OBJECTIVES:

- To maintain average response time to calls for service.
- Reduce traffic related deaths and injuries by increased traffic enforcement.
- Increase enforcement of animal welfare laws.

<b>OUTCOME MEASURES</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Goal</b>	<b>FY 2021 Goal</b>	<b>FY 2022 Goal</b>
Patrol Average Response time (in minutes)	14:47	13:36	15:00	13:30	13:00
Percentage of crashes with injury or death	45%	45%	42%	40%	38%
% of animal welfare cases closed by arrest/summon	>1%	3%	2%	5%	7%

# Sheriff's Office

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## **PROGRAM 2: *Adult Detention Center (ADC)***

The ADC provides safe and secure housing for incarcerated individuals, maintains inmate records, calculates length of inmate sentences and reviews court orders to ensure court dates are met. This division manages trustee work programs, assigns work where required and facilitates inmate movement for video arraignments while ensuring the security needs are met. This division provides medical treatment in accordance with State health requirements to include administering prescribed medications, and ensures controlled substances provided by physicians are secure. The ADC provides immediate emergency care and maintains a secure in-house emergency facility. This division meets required health and dietary needs as defined by State and County ordinances, as well as special dietary needs required due to physical conditions, religious beliefs, etc. This division is responsible for the supervision of the Work Release Program by monitoring employment attendance and compliance with electronic incarceration programs. They also provide transportation as needed to court and other facilities.

<b>SERVICE VOLUME</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Projected</b>	<b>FY 2021 Projected</b>	<b>FY 2022 Projected</b>
Prisoner Transports	6,680	6,338	7,000	7,000	7,100
Work Release/Home Incarceration (EIP) Average Daily Population	15.3	6.0	10.0	10.0	10.0
Temporary Detention Orders (TDO) Transports	70	107	110	120	130

### **OBJECTIVES:**

- Maintain the daily average participation of active inmates on the Work Release/Home Incarceration (WR/HI) Program at 10.
- Maintain the average daily inmate population at 95 inmates.

<b>OUTCOME MEASURES</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Goal</b>	<b>FY 2021 Goal</b>	<b>FY 2022 Goal</b>
WR/HI average daily participation	15.3	6.0	10.0	10.0	10.0
WR/HI average daily difference	(4.7)	(14.0)	0.0	0.0	0.0
Average daily population	86	70	95	95	95
Average daily population difference	(9)	(25)	0	0	0

# Sheriff's Office

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## **PROGRAM 3: Criminal Investigations Division (CID)**

**Criminal Investigations** The Criminal Investigations Division is responsible for the investigation of all major crimes reported such as drug offenses, robberies, burglaries, larcenies, arsons, death investigations, sex crimes, crimes against children, internet crimes, fraud, gang crimes and activity, as well as providing investigative support, resources and guidance to all divisions within our agency. CID maintains professional relationships with many Local, State and Federal partners. Detectives assigned to CID are tasked with participation on numerous State and Federal Task Forces which enhance our ability to provide current, accurate information regarding crime trends and threats to our community. These Task Forces provide invaluable direct access to State and Federal resources and intelligence without undue delay. CID is responsible for the analysis of criminal intelligence and information. The Crime Analyst interprets this data which is used to create documents which are then used as part of our decision making process. CID has a number of specialties embedded within our supervisory control which include Sheriff's Emergency Response Team, Crime Scene Evidence Collection Technicians, Mobile Forensics Detectives, and Crime Analyst.

<b>SERVICE VOLUME</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Projected</b>	<b>FY 2021 Projected</b>	<b>FY 2022 Projected</b>
Total Cases Assigned to/Initiated by Criminal Investigation Division	783	733	756	779	802
Total number of cases closed by arrest	154	128	154	180	206
Total number of investigations closed by Exceptional Means	307	323	307	291	275
Total number of investigations suspended	325	255	252	250	248

### **OBJECTIVES:**

- Increase cases closed by arrest by 2%.
- Decrease cases suspended by 1%.
- Decreases cases closed by Exceptional Means by 1%.

<b>OUTCOME MEASURES</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Goal</b>	<b>FY 2021 Goal</b>	<b>FY 2022 Goal</b>
Total Cases Closed	786	706	620	632	645
Percentage of Cases Closed by Arrest	19.5%	17.5%	19.5%	21.5%	23.5%
Percentage of Cases Closed by Exceptional Means	39.2%	44.0%	43.0%	42.0%	41.0%
Percentage of Cases Closed by Suspended	41.3%	34.8%	33.8%	32.8%	31.8%

# Sheriff's Office

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## **PROGRAM 4: Professional Standards**

Professional Standards is responsible for maintaining all official records for the Sheriff's Office, as well as responding to requests for incident/crash reports, background checks and FOIA. Professional Standards ensures compliance with Commonwealth of Virginia Department of Criminal Justice Services accreditation and training requirements. Professional Standards also performs functions related to grants, firearms and personnel hiring and selection.

Data entry of public safety records includes: verifying incident-based reporting compliance before submitting to the Virginia State Police; entering non-booking arrests, summonses, VCIN validation supplements, producing daily activity reports, RMS name candidating, and suspension notices; preparing Commonwealth Attorney case packets, and complying with court orders.

<b>SERVICE VOLUME</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Projected</b>	<b>FY 2021 Projected</b>	<b>FY 2022 Projected</b>
Data Entry of Public Safety Records	21,998	22,181	22,402	22,402	22,626
Requests for Public Safety Information	3,249	905	905	905	905
Training Actions (Classes, Ranges, etc.)	220	92	100	100	100
Accreditation Actions (Directives written/revised, audits, etc.)	731	784	800	800	800
Applicants processed	192	591	600	650	650

## **PROGRAM 5: Civil Process/Court Security Division**

The Civil Process/Court Security Division (CP/CS) is a Virginia Constitutionally bound and dual service division. CP/CS must ensure service of all legal documents, arrest warrants, extraditions, and provide enhanced courthouse/courtroom security. CP/CS maintains many daily statistics to include the total number of issued, executed and returned documents confirming legal compliance. CP/CS manages all civil process documents to include writs, levies, notices for unlawful detainer and eviction. CP/CS is responsible for the FCSO "Most Wanted" weekly and quarterly publications. CP/CS administers the Fugitive Apprehension & Extradition Program in accordance to the law. CP/CS manages, executes and maintains all local arrest warrants for wanted persons. CP/CS provides courthouse and courtroom security for three (3) separate buildings. CP/CS is responsible for screening all visitors to each courthouse facility to include regular security sweeps for explosives with a newly acquired K-9. CP/CS manages VCIN applications to include Permanent Protective Orders and Concealed Weapons Permits for processing. CP/CS operates two Live-Scan stations for both criminal submission to local, state and federal authorities as well as "applicant only" latent prints.

## Sheriff's Office

SERVICE VOLUME	FY 2018 Actual	FY 2019 Actual	FY 2020 Projected	FY 2021 Projected	FY 2022 Projected
Civil Papers Served	16,065	17,032	17,000	17,500	18,000
Extraditions Completed	25	16	18	20	22
Warrants Served by Civil Process of "Hard to Find File" from Patrol/CID	101	102	100	105	110
Security Check Point Traffic (Combined Courts)	203,013	177,900	175,000	180,000	185,000
Live Scan Prints Completed (GDC & CP/CS Office Only)	998	1,218	1,300	1,400	1,500

### OBJECTIVES:

- Ensure safety and security of all court facilities with no preventable incidents.
- Timely return of civil process documents back to the courts.
- Maintain the percentage of warrants served at <93% each fiscal year.
- Ensure accuracy and timeliness through continued records review prior to Virginia Criminal Information Network (VCIN) audits.

OUTCOME MEASURES	FY 2018 Actual	FY 2019 Actual	FY 2020 Goal	FY 2021 Goal	FY 2022 Goal
Civil Papers Received	16,114	17,126	18,000	18,500	19,000
Civil Papers Served	16,065	17,032	18,000	18,500	19,000
Percentage of Papers Served versus Papers Received	99.7%	99.5%	100.0%	100.0%	100.0%

### PROGRAM 6: *Communications*

Answers 9-1-1 and business line calls for requests for service for the Sheriff's Office, Warrenton Police Department, and Fire and Rescue Services County-wide, and provides all radio communications for same.

SERVICE VOLUME	FY 2018 Actual	FY 2019 Actual	FY 2020 Projected	FY 2021 Projected	FY 2022 Projected
Telephone Calls Processed	144,712	146,111	158,006	160,722	162,313
Calls for Service	126,864	118,019	137,217	138,575	139,946
Dispatch Actions Performed	1,001,636	967,744	1,062,636	1,073,156	1,083,780
Mobile Data Terminal (MDT) messages	968,528	693,081	1,027,511	1,037,683	1,047,956

# Sheriff's Office

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## OBJECTIVES:

- Provide E-911 services and emergency radio communications at or at least equal to National Fire Protection Association (NFPA) Standard 1221.
- Maintain employee turnover rate close to the national average of 42%.

<b>OUTCOME MEASURES</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Goal</b>	<b>FY 2021 Goal</b>	<b>FY 2022 Goal</b>
Answer 99% of 911 calls less than 40 seconds- NFPA Standard	98%	100%	99%	99%	99%
Answer 95% of 911 calls less than 15 seconds- NFPA Standard	97%	100%	95%	95%	95%
Fire & Rescue calls: Process 90% within 64 seconds of receipt	81%	81%	90%	90%	90%
Fire & Rescue calls: Process 95% within 106 seconds of receipt	98%	82%	95%	95%	95%
Maintain staff turnover at 40% or less	8%	25%	30%	40%	40%
Quality Assurance/Quality Improvement: 2% of all calls	1%	1%	2%	2%	2%