

Recognizing the Best in County Government Programs!



2011 Achievement Awards

ATTN: 2011 Achievement Awards Program
Virginia Association of Counties
1207 East Main Street, Suite 300
Richmond, Va. 23219-3627

Call for Entries



2011 VACo Achievement Awards

Deadline: June 1, 2011

Application Form

All applications must include the following information. Separate applications must be submitted for each eligible program. Deadline: June 1, 2011.

Program Information

Locality Hanover County, Virginia
Program Title Pneumatic Tube Document System
Program Category Criminal Justice & Public Safety
Population Category 50,001 - 100,000

Contact Information

Name Charles W. Udriet
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Signature of county administrator or chief administrative officer

Name Cecil R. Harris, Jr.
Title County Administrator
Signature* Cecil R. Harris

*Entries without this signature will not be accepted.



EMERGENCY COMMUNICATIONS PNEUMATIC TUBE DOCUMENT SYSTEM

VACo ACHIEVEMENT AWARD APPLICATION

PROGRAM CATEGORY: Criminal Justice and Public Safety
POPULATION CATEGORY: 50,001-100,000

May 2011



1. **Abstract of the Program**

When designing the new 911 Emergency Communications Center in 2009 input was solicited from all personnel. During these working design sessions, emergency communications officers suggested having a pneumatic tube system installed to make it easier and safer to pass documents (such as warrants) back and forth in a secure and efficient manner. When the new facility opened in August 2010, it included a Diebold pneumatic tube document retrieval system, which has helped relay paperwork to and from law enforcement personnel who have prisoners in custody. The purpose of this system is to reduce time and workload. It saves the communications officer from having to get up from their console and going outside to collect and/or distribute paperwork.

2. **The Problem/Need for the Program**

Hanover County's Emergency Communications Department is the warrant repository for the Hanover County Sheriff's Office and the Town of Ashland's Police Department. Emergency Communications is responsible for maintaining all active warrants that are on file regarding any persons wanted by the Sheriff's Office or the Town Police. At the request of a Deputy or Town Police Officer, the emergency communications officer working the Service Radio position checks the computer aided dispatch (CAD) records system to see if an individual has any active warrants on file. If the CAD records indicate an active warrant is on file they must

check the file system to ensure that the warrant is actually in hand before law enforcement will place the individual under arrest. After the individual has been placed in custody, the Deputy or Town Police Officer goes to Emergency Communications to obtain the warrant to be served on the wanted subject.

In these situations, deputies or Town officers are unable to leave their vehicle to pick up paperwork because of their prisoner and many times communications officers are too busy to relay the paperwork to them. This creates a problem when they need to serve the warrant and get the prisoner to jail as quickly as possible. This situation created the need for the pneumatic tube system and it has been very successful in sending the required paperwork back and forth in a timely and efficient manner. It has also eliminated a safety or security issue that could have resulted from a communications officer having to go outside during hours of darkness.



3. Description of the Program

The pneumatic tube transport system consists of a cylindrical container that is propelled through a tube network by compressed air or partial vacuum. A main control station located within the communications center has voice and video contact with a tube terminal located in the back parking lot of the emergency communications center. This allows for two-way communications in passing paper work back and forth between the officers and communications personnel.





4. The Cost of the Program

Hanover County spent \$25,589 for the Diebold system, plus \$2,000 for pneumatic tube installation, for a total of \$27,589. It reduces the work load for our communications officers. It also has given them a sense of accomplishment and 'ownership' since it was their idea.

5. The Results/Success of the Program

Hanover County's Emergency Communications Department Pneumatic tube document retrieval system has been a great success. It is a system that has saved time and proven to be cost-effective. It has proven itself by reducing man-hours that would have been used to physically pass documents back and forth between the center and field users. By not having our officers be forced to go outside during hours of darkness, it has also improved safety.

This program was a simple idea that is seen and used at banks, credit unions, hospitals and other businesses but not to our knowledge in our profession. Converting these devices to our uses has enabled Hanover County to save time and effort in sending important criminal history information, warrants of arrest and other documents needed by our public safety field units.