

# Andrea M. Gaines

160 Commons Blvd.  
Palmyra, Virginia 22963

Mobile (434)981-1302

Office (434)591-2005  
againes@fluvannasheriff.com

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August 26, 2015

Re: Regional Advisory Council Representative – Position Opening

Dear Ms. Spears-Dean:

In response to your announcement for PSAP applications, I am forwarding my cover letter for the position of **Regional Advisory Council (RAC) Representative for Region 3**. Throughout my career, I have been commended and gained a reputation for effectively utilizing my strong analytical, communication, management and organization skills.

There are several key areas in which I have demonstrated my ability as an applicant for the RAC. First, as Governor Tim Kaine's former Senior Policy Analyst and Director of Virginia Corps, I gained working knowledge of the Commonwealth of Virginia's constituency. I traveled the state, serving as a point of contact for the Governor of Virginia's emergency preparedness and volunteer initiatives.

As Director of Virginia Corps, I developed outreach initiatives to encourage faith-based groups, community organizations, and private businesses to train and volunteer in emergency preparedness programs. I worked as a member of the Commonwealth Preparedness Working Group and assisted the Office of Commonwealth Preparedness with developing and implementing policy on funding and operational issues relating to all-hazards preparedness. I assisted the former Program Manager for Citizen Corps in developing ESF 17, which is the Volunteers and Donations function for the Virginia's Emergency Operations Center. Working in these positions encouraged me to earn both a Graduate Certificate and Master's Degree in Homeland Security and Emergency Preparedness.

Second, as an experienced broadcast journalist, I have demonstrated excellent verbal and communications skills. I have more than 10 years of experience as a television news producer and writer, and have worked in numerous leadership positions involving strategic communications and media management, while maintaining a strong background in community service. As the former elected Vice President of the Virginia Associated Press, I have always maintained working experience in communications.

Finally, as the Director of Communications/911 for the Fluvanna County Sheriff's Office, I am successfully managing a 24-hour Emergency Communications Center, which includes maintaining telecommunications equipment, preparing and managing the center's budget, coordinating staff, and developing and implementing Center policy and procedures. I also serve as the co-Director of our agency's Volunteer in Police Service program.

I believe that my diverse background qualifies me to serve as RAC representative who will offer a unique perspective; while my current position as a PSAP Director allows me to demonstrate the skills needed to offer input to the Council, my communications and emergency management skills also reinforce my ability to construct and communicate detailed work plans and policy objectives.

Thank you for considering me for this position, and please do not hesitate to contact me if you have any additional questions concerning my qualifications.

Sincerely,



**ANDREA M. GAINES**  
388 Jefferson Drive  
Palmyra, Virginia 22963  
againes@embarqmail.com

Mobile (434) 960-1560

Home (434) 589-5949

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**QUALIFIED BY:** Exceptional experience in strategic planning, implementation of advanced technical tools, developing compelling presentations, constituent development, support, and problem solving. Strong writer, and experience with creative multi-media production. Dynamic leadership, technical acumen, and strong analytical skills. Additional areas of expertise include:

- Writing/Editing
- Government Relations
- Volunteer Management
- Fundraising
- Grants Management
- Strategic Communications
- Diversity Training
- Group Facilitation
- Media Advertising

**EMERGENCY COMMUNICATIONS AND LAW ENFORCEMENT:**

***Fluvanna County Sheriff's Office, Palmyra, VA 2012 - Present***

- Serve as Commander of the agency's Emergency Communications Center (ECC).
- Staff and manage the operation of the ECC.
- Plan and coordinate the technical support of the ECC.
- Develop and implement communications procedures and dispatching policies.
- Provide 24-dispatching for law enforcement, fire and EMS.
- Prepares annual budget and monitors expenditures.
- Serve as co-Director of agency's Volunteers in Police Service program.

**Key Accomplishments:**

- Worked with Command Staff on agency policy and procedure revisions/updates.
- Within first two years of employment, secured eight grants totaling \$280,000.
- Managed and implemented new E911 phone system and new mapping system.
- Re-instituted and promoted CodeRED, a mass messaging system for emergencies in Fluvanna County.
- Assisted in securing new IT consultants for the E911 Center; consequently, overall technology and worker productivity increased due to technological improvements.
- Restructured scheduling procedures within E911 Communications Center (led to increase in overall staff morale).
- Increased specialized training for dispatchers, including CIT and Active Shooter training.
- Collaborated with county fire/rescue stakeholders; formed committee to review and revise policies and procedures pertaining to communications and overall county emergency response procedures.

**HOMELAND SECURITY AND EMERGENCY PREPAREDNESS:**

***Office of the Governor and Virginia Department of Emergency Management, Richmond, VA 2006-2010***

- Communicated Virginia Corps volunteer and community preparedness initiative with external audiences.
- Served as Volunteers and Donations staff member (ESF 17) for the Virginia Department of Emergency Management.
- Assisted in developing strategic plans for both the Secure Commonwealth Panel's Communications and Education Sub Panel Committees.
- Served as integral member of the Governor's Hurricane Evacuation and Sheltering Task Force.
- Worked with government agencies, non-profit groups, and churches to develop and implement strategies for creating emergency preparedness plans.

- Served as member of READYVA Steering Committee.
- Worked as member of Citizen Corps' Vulnerable Populations Workgroup.
- Assisted in planning annual Governor's Campus Preparedness Conference.

### **CERTIFICATIONS/TRAINING:**

#### ***Central Shenandoah Criminal Justice Training Academy, Weyers Cave, VA***

- Dec. 2013 - Active Shooter Update
- Dec. 2013 - Abandoned 911 Calls
- Dec. 2013 - Amber Alerts
- Dec. 2013 - Basic Radio Communications
- Dec. 2013 - Call Taking 101
- Dec. 2013 - Child Callers
- Dec. 2013 - Controlling the Call
- Dec. 2013 - Radio Etiquette
- Dec. 2013 - Telecommunicator Liability

### **CERTIFICATIONS/TRAINING:**

#### ***The FEMA Independent Study Program/Emergency Management Institute, Emmitsburg, MD***

- Feb. 2013 - IS – 29 Public Information Officer Awareness
- Aug. 2010 - IS-394a, Protecting Your Home or Small Business from Disaster
- Sept. 2010 - IS 546a, Continuity of Operations (COOP) Awareness
- Sept. 2010 - IS-547a, Introduction to Continuity of Operations (COOP)
- Sept. 2010 - IS-548, Continuity of Operations (COOP) Program Manager
- Sept. 2010 - ISP 520, Introduction to Continuity of Operations Planning for Pandemic Influenzas
- Sept. 2010 - IS-800b, National Response Framework, An Introduction
- Sept. 2010 - IS-821, Critical Infrastructure and Key Resources Support Annex
- Sept. 2010 - IS-860, National Infrastructure Protection Plan
- Summer 2008 - Managing Spontaneous Volunteers in Disasters training, Richmond, VA
- 2006 – 2009 - VERTEX exercises, Virginia Department of Emergency Management, Richmond, VA
- 2008-2009 - WEB EOC and Donations Management *Aid Matrix* Training, Richmond, VA

### **ADDITIONAL CERTIFICATIONS/TRAINING:**

- Virginia Department of Elections – ELECT
- National Center for Missing & Exploited Children, Missing Children's Chief Executive Officer (CEO) Training Course (CEO 148)
- CPR/First Aid Certification
- Community Emergency Response Team (CERT)
- NCIC/VCIN Operator

### **COMMUNICATIONS/MEDIA RELATIONS:**

#### ***Broadcast Television and Political Campaigns (Local, State, and National)***

- Generated press releases, news advisories and scheduled interviews for Presidential and Gubernatorial candidates.
- Compiled and presented detailed reports regarding issues and concerns gathered from constituents.
- Co-created and developed comprehensive media database used by political candidates statewide.

- Interviewed, trained, supervised, evaluated, and scheduled 40-member news staff for three news bureaus simultaneously.
- Researched, identified, and prioritized newsworthy events and special interest programming content.

## **PROGRAM MANAGEMENT/PUBLIC OUTREACH**

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### *Volunteer Management, Commonwealth of Virginia*

- Re-designed and managed Virginia Corps' website and promotional materials.
- Assisted in organizing the Commonwealth of Virginia's *United We Serve* volunteer efforts, 2009.
- Participated as member of the Governor's External Relations Committee, 2007-2009.
- Co-created the Virginia State Service Plan for volunteerism strategic plans for 2006 – 2009.
- Developed and implemented internship programs at several television news stations and political campaigns.
- Served as active member of Faith Based and Community Initiatives Advisory Council. Helped to convene statewide forums highlighting the role of faith-based groups in creating healthy communities.
- Acted as Media Consultant and External Outreach Committee member for Virginia's Civil Rights Memorial Project, 2007- 2008.
- Conceptualized and organized the 2007 Panther Preparedness Emergency Preparedness Fair at Virginia Union University.
- Served as Commissioner and Communications Co-Chair for the Governor's Advisory Board on National & Community Service, 2006-2010.

## **CHRONOLOGY:**

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Oct 2012 - Present	Fluvanna County Sheriff's Office, Director of Communications, Palmyra, VA
Apr. 2010 – Sept. 2012	Erica Arvold Casting, Casting Assistant/Office Coordinator, Charlottesville, VA
Jun. 2011 – Mar. 2012	Alzheimer's Association Central & Western VA Chapter, Volunteer Outreach Director, Charlottesville, VA
Dec. 2010- Dec. 2011	American Roentgen Ray Society, Freelance Writer, Leesburg, VA
Jan. 2006 – Jan.2010	Office of the Governor/Virginia Department of Emergency Management, Senior Policy Analyst and Director of Virginia Corps, Richmond, VA
Dec. 2004 – Dec. 2005	Kaine for Governor/Gov-Elect Tim Kaine, Deputy Press Secretary, Richmond, VA
Aug 2004 – Nov. 2004	VA Victory '04, Advance Coordinator, Richmond, VA
May 2001 – Aug. 2004	WVIR TV 29/NBC Affiliate, Assistant News Director, Charlottesville, VA

## **EDUCATION:**

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Dec. 2011	Master of Arts in Homeland Security & Emergency Preparedness, Virginia Commonwealth University, Richmond, VA
Aug. 2010	Graduate Certificate in Homeland Security & Emergency Preparedness, Virginia Commonwealth University, Richmond, VA
Dec. 1997	Master of Arts in Journalism & Communications, Norfolk State University, Norfolk, VA
May 1994	Bachelor of Arts in African American Studies, University of Virginia, Charlottesville, VA

## **PROFESSIONAL AFFILIATIONS:**

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- Association of Public Safety Communicators (APCO) International, Editorial Advisory Board, 2013-2015
- Virginia Sheriff's Association, Member, 2012 - Present
- National Grants Management Association, Member, 2014
- Virginia Emergency Management Association, Member 2013-Present, Marketing Committee, 2014.
- N911 Institute, Member, 2013-Present



*Office of the Sheriff*

August 28, 2015

**VIA E-Mail:**

[dorothy.spearsdean@vita.virginia.gov](mailto:dorothy.spearsdean@vita.virginia.gov)

Dorothy A. Spears-Dean, Ph.D.  
Public Safety Communications Coordinator  
Service Management and Delivery  
Virginia Information technologies Agency (VITA)

Dear Ms. Spears-Dean:

Re: VITA Letter of Support

It is my pleasure to write a letter in support of Andrea Gaines, Directory of Emergency Communications Center, as being an applicant for the VITA Regional Advisory Council.

Andrea is very knowledgeable regarding the VITA Program. She is committed and dedicated to partnering with this organization to acquire outstanding service and technology solutions for the Fluvanna County Sheriff's Office in its entirety.

In conclusion, I fully support the efforts of Andrea Gaines to act as the liaison in interacting with VITA to provide information technology services to the Fluvanna County Sheriff's Office. Not only will this endeavor enhance the technology of the office, but it will also afford the opportunity for personal growth and development of the employees, and enable us to better serve the citizens of the Commonwealth, as well.

Sincerely,

A handwritten signature in black ink that reads "Eric B. Hess". The signature is written in a cursive style.

Sheriff Eric B. Hess  
Fluvanna County Sheriff's Office

**Sheriff**

Eric Hess  
[ehess@fluvannasheriff.com](mailto:ehess@fluvannasheriff.com)

**Executive Assistant**

Martha Gatlin  
[mgatlin@fluvannasheriff.com](mailto:mgatlin@fluvannasheriff.com)

**Field Operations**

Captain Thomas Brennan  
[tbrennan@fluvannasheriff.com](mailto:tbrennan@fluvannasheriff.com)

**Administrative/Judicial Operations**

Captain Von Hill  
[vhill@fluvannasheriff.com](mailto:vhill@fluvannasheriff.com)

**Judicial Operations Division**

Sgt. Barbara Henson  
[bhenson@fluvannasheriff.com](mailto:bhenson@fluvannasheriff.com)

**Investigations Division**

Lt. David Wells  
[dwells@fluvannasheriff.com](mailto:dwells@fluvannasheriff.com)

**Patrol Div. – Platoon Commander 1**

Lt. Thomas Rensch  
[trench@fluvannasheriff.com](mailto:trench@fluvannasheriff.com)

**Patrol Div. – Platoon Commander 2**

Lt. Aaron Hurd  
[ahurd@fluvannasheriff.com](mailto:ahurd@fluvannasheriff.com)

**Emergency Communications Center**

Director Andrea Gaines  
[againes@fluvannasheriff.com](mailto:againes@fluvannasheriff.com)

Fluvanna County Sheriff's Office

160 Commons Boulevard

Post Office Box 113; Palmyra, Virginia 22963

Emergency: 911

Non-Emergency: (ph) 434-589-8211; (fax) 434-589-6594

Administration: (ph) 434-591-2013; (fax) 434-591-2012