

New River Valley Emergency Communications Regional Authority

Board Meeting

August 23, 2016 4:00 PM

Montgomery County Public Safety Building- 4th Floor Training Room

Minutes

Attendees:

Members: Sherwood Wilson, Chair, *Vice President for Administration, Virginia Tech*; Marc Verniel, Vice Chair, *Blacksburg Town Manager*; Barry Helms, *Christiansburg Town Representative*; Craig Meadows, *Montgomery County Administrator*

Staff: Donna Brown, *Executive Director*; Deborah Stump, *Operations Manager*; Karri Cridlin, *Executive Assistant*; Derek Rogers, *Communications Systems Manager*

Guests: Captain Derek Altizer, *Christiansburg Police Department*; Sheriff Hank Partin, *Montgomery County Sheriff's Office*; Chief Deputy Robert Hall, *Montgomery County Sheriff's Office*; Captain Steve Taylor, *Blacksburg Police Department*, Chief Kevin Foust, *Virginia Tech Police Department*

Absent: Alan Fabian, *Joint Member*

Recorder: Karri Cridlin, *Executive Assistant*

1. Call to Order

The Chair called the meeting to order at 4:05 PM.

2. Approval of the Agenda

The Chair requested changes to the agenda, and upon receiving none, assumed approval as presented.

Secretary/Treasurer's Report

a. Approval of the Minutes

The Chair presented the minutes from the July 26, 2016 meeting for approval. Mr. Meadows moved to approve the minutes as presented. The motion was seconded by Mr. Helms and passed unanimously.

b. Budget Report

An updated summary of the revenues and expenditures was provided to members at the start of the meeting (Attachment A). Ms. Brown reviewed the current expenditures and balance. Ms. Brown stated the revised budget report from the July 2016 meeting is attached. After meeting with the Finance Director, the discrepancy in last month's report was due to a payment from Virginia Tech for early payment toward their LERMS maintenance and a payment in the amount of \$42,000 that had not been reimbursed from BB&T for the 911 equipment lease.

3. Executive Director's Report

Ms. Brown presented the Executive Director's Report (Attachment B). There was additional discussion on the following topics:

a. Regional Consolidated Emergency Communications Center

Members discussed the overall operations since go-live. The Chair inquired about the biggest issue or challenge experienced so far. Ms. Brown stated the dispatchers are still adjusting to the radio consoles and multiple frequencies to monitor while in their new roles. Ms. Stump stated the dispatchers are still learning the new equipment and changes within the new center.

Ms. Brown and Ms. Stump provided an overview of the operations which includes a dedicated law enforcement radio dispatcher for each of the four agencies. Call takers answer emergency and non-emergency lines and enter calls for service to be dispatched by the law enforcement dispatcher. They explained the audible sound that alerts the dispatcher when a pending call is entered in the CAD system. Currently, call takers also dispatch fire and rescue calls for service as received. Once the center is fully staffed with 9 dispatchers per shift, there will be 2 dedicated call takers per shift, 3 dedicated fire and rescue and the four dedicated law enforcement. There are currently 7-8 per shift with several in training.

The Chair asked the agency representatives in attendance their input on the transition so far.

Captain Taylor with Blacksburg Police Department stated the call taker and dispatcher roles have been the biggest adjustment they have experienced, but he works well with Ms. Stump to resolve issues. Ms. Stump advised that any complaint or concern is taken very seriously and mistakes are addressed with the dispatcher and supervisor to make improvements.

Captain Altizer with Christiansburg Police Department discussed missed radio traffic but feels this has improved.

Sheriff Partin with Montgomery County stated he is very pleased overall. He advised designating the agency names before the unit number is working well and has helped with some confusion.

Chief Foust with Virginia Tech Police Department stated the main issue they have experienced is when the radio dispatcher is not actually on the phone with the caller and the officer has additional questions. This can create a delay in receiving additional information on the non-emergency calls.

b. Meetings/Discussions

Ms. Brown advised she is continuing to conduct weekly Verizon calls and she is currently addressing additional charges on the invoices that were not in previous quotes.

Ms. Brown advised Ms. Stump implemented new regional CAD templates for all communication personnel and is following up on any issues that need to be addressed. She also stated she appreciates the rapport the agencies have with the Authority and Ms. Stump and feels she could not have selected a better person for the Operations Manager due to her commitment.

Ms. Brown advised she has been working with VITA ISP representatives and will be implementing the mandatory ECaTS (Emergency Call Tracking System) by the end of 2016. The system will collect 911 data for the Commonwealth to better understand the current 911 network volume

and performance. All PSAPs must enter into a Data Sharing Agreement with the Virginia E-911 Services Board regarding the data collection to be eligible for future grants.

Ms. Stump continues to hold Operations Committee Meetings with agency representatives since this is crucial to understand needed changes and address any issues or concerns that may arise.

Ms. Brown advised the Authority purchased cameras for the Public Safety Building front door and lobby area to ensure security needs are met when the Montgomery County Sheriff's Office did not have coverage at the front desk. The original security system was not configured properly for access and there have been delays with requesting this functionality.

Ms. Brown stated July 1, 2016 marked the official date as a separate entity and she thanked the Montgomery County finance and human resource personnel who have worked hard to set up all the required programs and benefits for employees.

c. Consolidated Center - Monthly Statistics (July 2016)

Ms. Brown advised now that the Authority is fully operational, she will begin to include monthly statistics for the Board to review.

4. Old Business

a. Regional CAD/RMS Project

Ms. Brown advised they are still working on the data conversion and credits with LERMS. She was advised the CEO of Tyler Technologies (New World) has approved requested credits, but the contract amendment has not been sent showing how credits will be detailed. She anticipates having the document by the next meeting.

5. New Business

a. Media Day

Ms. Brown stated the Media Day is scheduled for Thursday, August 25, 2016 and she has contacted the local news agencies to attend. This will give the media outlets a chance to tour the Communications Center, take photographs and answer any questions they have been inquiring about since the cut overs.

6. Public Comments

No public comments were received.

7. Board Member Comments

The Board agreed to cancel the meeting scheduled for September 27, 2016. Ms. Brown stated, if received, she would need to have the New World contract amendment signed before the October board meeting.

On a motion by Barry Helms, seconded by Craig Meadows and passed unanimously the Board approved the Chair's signature on the contract amendment from New World.

8. Adjourn

The Chair adjourned the meeting at 5:00 PM