

**New River Valley Emergency Communications Regional Authority**

**Joint Advisory Committee Meeting**

**January 20, 2016 1:00 PM**

**Montgomery County Public Safety Building – NRV 911**

**Training Room- 4<sup>th</sup> Floor**

Attendees:

**Members:** Mark Sisson, Chair, *Chief of Police, Town of Christiansburg*; Billy Hanks, Vice Chair, *Fire Chief, Town of Christiansburg*; Kevin Foust, *Chief of Police, Virginia Tech*; Hank Partin, *Sheriff, Montgomery County*; David English, *Chief, Blacksburg Rescue*; Patrick Lloyd, *Christiansburg Rescue Squad*

**Alternate Members:** Steve Taylor, *Captain, Blacksburg Police Department*; Robert Hall, *Chief Deputy, Montgomery County*

**Absent:** Michael Mulhare, *Director of Emergency Management, Virginia Tech*; Anthony Wilson, *Chief of Police, Town of Blacksburg*; Neal Turner, *Emergency Services Coordinator*

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

**Recorder:** Karri Cridlin, *Executive Assistant*

**1. Call to Order**

The Chair called the meeting to order at 1:05 PM

**2. Roll Call of Members**

The recorder performed a roll call of members.

**3. Approval of Agenda**

Chief Foust moved to accept the agenda as presented. Chief Hanks seconded the motion and it was passed unanimously.

**4. Approval of the Minutes**

The minutes of the November 18, 2015 Joint Advisory Committee meeting were sent to all members via electronic mail for review prior to the meeting with a request that corrections be sent to the Recorder. No corrections were sent to the Recorder. Chief Hanks moved to approve the minutes. The motion was seconded by Patrick Lloyd and passed unanimously.

**5. Public Comment**

No public comments were received.

## **6. New Business**

### **a. FY 2017 Budget**

Ms. Brown advised she would be meeting with the Finance Committee on January 21, 2016 to finalize the FY 2017 Budget. She reviewed the proposed budget and each line item. She elaborated on the salary and benefits which includes the 6 administrative staff, 36 full-time dispatch personnel and 2 part-time positions to assist with proper coverage. She also explained additional funds for overtime and temporary wages were also included to leverage dispatch staff who may not transition over, but could offer valuable training or coverage during the first critical year.

### **b. Equipment/Technology Timelines for Regional Center**

Ms. Brown advised the June/July timeline is still on schedule to begin the phased transition into the consolidated center. She stated that if one vendor falls behind on the project schedule, it could affect the overall timeline and cause a delay. She is currently concerned about the Verizon 911 network since there has been a dramatic increase in electronic equipment required for the diversity of the network. She is still waiting on a breakdown of the cost from Verizon due to the increase in the original amount.

Ms. Brown advised the furniture for the dispatch center is scheduled for delivery in April and the 911 CPE contract is ready for signature. The Authority is also working with Professional Communications regarding Telex IP radio consoles and the antenna system required for the Public Safety Building.

Chief Deputy Hall inquired about the Authority taking over certain radio towers and Ms. Brown advised this was the original plan several years ago when all law enforcement migrated to the UHF spectrum. However, the current budget does not include funding for this at this time, due to the costs of implementing the consolidated 911 center and the goal to keep member contributions down. Ms. Brown advised she still hopes this can be accomplished in the future since funds have already been utilized to improve the Price Mountain tower site. The members discussed the improvements which included a security fence, air conditioning, and FCC/FAA required tower lighting. The members also discussed the generator needs for the site and Chief Hanks advised he would be checking on some possibilities.

## **7. Old Business**

### **a. Regional CAD/RMS Update since Go-Live**

Ms. Brown stated there are still bugs and issues with the software and most of them appear to be related to the records management system, while some have been identified on the CAD side as well. She also stated due to the type of issues she is holding payments to New World and drafting an email to them addressing the concerns, but wanted input from the group. The members discussed their various concerns or issues. Chief Sisson advised the accident module has had issues, but they are working through them. Sheriff Partin stated they are having issues with the Civil Module and Chief Deputy Hall advised his deputies are experiencing issues with the mapping. They dislike not seeing driveways and are unable to quickly see officers on AVL.

Ms. Brown advised they need to work together on the issues and some issues can be corrected such as the inclusion of various GIS data which is not a New World specific issue. Chief Foust advised he is not hearing a lot of complaints or major issues.

The members agreed it would be beneficial to schedule two user-group meetings (LERMS and mobile) with representatives from each agency to discuss and document their issues and concerns with the software. Ms. Brown advised this would also allow them to determine if the issue was related to training, hardware or the actual software.

Ms. Stump advised CAD refresher training will be held for all dispatchers on February 3<sup>rd</sup> and 4<sup>th</sup> to go over the CAD functionality again.

**b. Dispatch Hiring / Transition Update**

Ms. Brown stated that interviews have been conducted and backgrounds are in the process so new dispatch personnel can be hired. Ms. Stump stated that she has been working with Cardinal Academy for the next dispatcher school which will be April 11-14, 2016. Ms. Brown stated she would like to know how many positions each agency plans on keeping, so she has a better idea of how many dispatchers she will need to hire.

**c. MOU with Law Enforcement Chiefs/Sheriff**

Ms. Brown inquired about any changes to the MOU regarding the regional software so legal counsel can review. It was agreed an email will be sent out with an electronic copy of the MOU and due date for changes or comments.

**8. Committee Member Comments**

Chief Sisson stated that he feels everyone has great relationships and would like to see this continue, and he appreciates everyone.

Chief English advised that Blacksburg, Long Shop McCoy, and Shawsville rescue agencies are switching to new ESO software due to issues they have experienced with the updated Image Trend software. Christiansburg Rescue will continue to utilize Image Trend. He advised that ESO has worked with New World and they do not foresee any issues.

Chief Hanks advised they will be installing FireHouse software tomorrow. Derek Rogers has been in contact with the Christiansburg IT staff regarding the process and the New World interface. He also advised that the mutual aid implemented for second due on specific fire call types is not always being done by dispatch. Ms. Stump advised this will be addressed during the upcoming CAD refresher training.

**9. Adjourn**

Patrick Lloyd moved to adjourn the meeting; the motion was seconded by Chief Foust and passed unanimously. Chief Sisson adjourned the meeting at 2:35pm.

Next meeting: **March 16, 2016** 1:00 - 2:30 PM at the Montgomery County Safety Building, 4<sup>th</sup> Floor Training Room.