

**New River Valley Emergency Communications Regional Authority**

**Joint Advisory Committee Meeting**

**October 5, 2016 1:00 PM**

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

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

Attendees:

**Members:** Mark Sisson, Chair, *Police Chief, Town of Christiansburg*; David English, *Chief Blacksburg Rescue*; Patrick Lloyd, *Christiansburg Rescue Squad*; Neal Turner, *Emergency Services Coordinator*; Billy Hanks, Vice Chair, *Fire Chief, Town of Christiansburg*; Hank Partin, *Sheriff Montgomery County*

**Alternate Members:** Steve Taylor, *Captain, Blacksburg Police Department*; Joey Albert, *Captain, Virginia Tech Police Department*

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

**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 1:02 PM.

**2. Roll Call of Members**

The recorder performed a roll call of members.

**3. Approval of Agenda**

Mr. Turner moved to accept the agenda as presented. Mr. Lloyd seconded the motion and it was passed unanimously.

**4. Approval of the Minutes**

The minutes of the May 18, 2016 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. Mr. Turner moved to approve the minutes. The motion was seconded by Mr. Taylor and passed unanimously.

**5. Public Comment**

No public comments were received.

## **6. Old Business**

### **a. Dispatch Personnel Updates**

Ms. Brown stated we are approximately three months into full consolidated operations. At this time, the Authority has five full time dispatch positions not filled and two part-time positions. Once these positions are filled, the center will be at full staff with thirty-six full time dispatchers. This will allow nine dispatchers per shift. The members discussed potential recruiting options throughout the region.

### **b. New World Software Updates**

Ms. Brown advised she is continuing to work with New World concerning various credits and a methodology for proper utilization of the credits. She will submit the final contract amendment to legal counsel and the Board of Directors for approval, along with recommendations on utilizing the credits. She advised a portion of the credits could be used toward the cost to implement the new ESO Interface for the rescue agencies who migrated from the Image Trend to ESO for patient care reporting. Ms. Brown stated she would like to have the contract amendment finalized so she can present to the Board during the next meeting on October 25, 2016.

## **7. New Business**

### **a. Consolidated Center – Discuss Operations**

Ms. Brown advised the Joint Advisory Committee has not met since going live in July and she wanted to open with discussion on how the agencies feel operations at the Authority are going. She stated she was aware that consolidation was going to present some challenges but feels every challenge will give the Authority an opportunity to improve. Ms. Stump stated the Operations Committee has a representative from each agency for the point of contact for any issues with the Authority. This committee meets once a month to discuss protocol and address any concerns or issues the agencies may have. Ms. Stump advised that every complaint or issue is taken very seriously. Ms. Brown stated she appreciates all the patience each agency has shown since the consolidated cutover and we will continue to make adjustments to progress in specific areas.

Mr. Hanks advised that the fire and rescue operation meetings will resume now that the center is up and fully operational. Mr. Hanks feels there are areas that can be improved upon concerning fire and rescue and what protocol dispatchers need to follow for certain calls and this will be addressed. Several calls were discussed in general and members agreed the meetings will be beneficially, along with additional training that could include future medical and fire protocol programs as well.

Ms. Brown and Ms. Stump requested agencies to notify Ms. Stump when there are concerns or operational issues as soon as possible and provide specific details such as the date, time and type of call so they can be reviewed and handled appropriately.

Chief Sisson stated he appreciates everything the Authority staff has done, and with three months into full consolidation, he feels the Authority is further along with less issues than he

expected. He feels the staff is doing a great job and wanted to thank everyone for what they do.

**b. EMD Committee**

Ms. Brown advised that the Emergency Medical Dispatch (EMD) committee has been formed. The committee consists of herself, Derek Rogers, Deborah Stump, a representative from Blacksburg, Christiansburg and Riner Rescue, and Dr. Stanley as the OMD representative for the region. The committee had their first meeting and will be reviewing and discussing various EMD programs which allow dispatchers to determine chief complaint and provide pre-arrival instructions to the caller based on guide cards or software. The Authority is very excited and anticipates implementing EMD between March and July 2017.

**c. Text to 911**

Ms. Brown advised the Authority participated in a multi-jurisdictional Virginia E-911 PSAP Grant for text to 911 and Tazewell County will be the fiscal agency. The twelve agencies involved were awarded the grant funding necessary to implement the text to 911 service which will allow citizens to text 911 from their cell phones in an emergency. The goal is to implement the service the beginning of 2017.

**8. Committee Member Comments**

No additional comments were received.

**9. Adjourn**

Mr. Lloyd moved to adjourn the meeting; the motion was seconded by Mr. Hanks and passed unanimously. Chief Sisson adjourned the meeting at 2:05pm.

Next meeting: **January 18, 2017** 1:00 - 2:30 PM at the Montgomery County Safety Building, 4<sup>th</sup> Floor Training Room.