

New River Valley Emergency Communications Regional Authority

Joint Advisory Committee Meeting

January 18, 2017 1:00 PM

Montgomery County Public Safety Building – NRV 911

Training Room- 4th Floor

Attendees:

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

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

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

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

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. Hanks 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 October 5, 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. Hall moved to approve the minutes. The motion was seconded by Mr. Lloyd and passed unanimously.

5. Public Comment

No public comments were received.

6. Old Business

a. Personnel/Hiring Update

Ms. Brown provided updates on recruitments and where the Authority stands. At this time there are 32 full time dispatchers, with two new hires starting on February 1, 2017. This will

put the Authority at 34 full time dispatchers, possibly 35 with another candidate in the final stages of the background process. Applicant testing was conducted on January 12, 2016 and interviews will held in the next two weeks.

Ms. Brown advised other surrounding agencies are experiencing turnover and staffing issues and if the agencies are in the same geographical area, they are competing for the same candidates.

Ms. Brown stated it is always challenging when you are a new entity with new policies and procedures. After six months into full consolidation, these issues are definitely beginning to level out. The Authority knew there would be turnover the first year of operations due to the changes with the consolidation.

b. Operations Overview and Updates

i. Fire and Rescue Meeting

Ms. Brown advised the fire and rescue operations meeting held on October 19, 2016 went well with representation from all fire and rescue agencies.

Mr. English stated everything is going well with Blacksburg Rescue and feels that Blacksburg Rescue has been responsive with the Authority's ideas on standardization.

Mr. Hanks feels it is going better with Christiansburg Fire and stated there may be discussion on second dues at the Fire and Rescue Commission meeting January 19th since there are still some concerns. Ms. Brown advised an analysis for fire and rescue response times could be prepared to show times prior to the second due protocol implementation and post implementation.

ii. Outstanding Projects

Ms. Stump continues to hold the Law Enforcement Operations Committee meetings every month with representation from each agency to discuss issues or concerns that agencies may be experiencing. There have been discussions on call types and making sure that these are coded correctly and if not, how this can be improved upon.

Ms. Stump advised she takes every concern seriously and sees where improvements can be made. At six months, Ms. Stump feels that progress is being made.

Ms. Brown stated that text to 911 will be delayed. This project was scheduled to be implemented the beginning of 2017, but due to unforeseen circumstances with the regional grant, this may now be delayed approximately three months. Text to 911 is normally a six month process from the time a request is made with the carriers. She has requested that the Authority implement as soon as feasible among the grant participants. The Authority will need to monitor this very closely due to the timing of the Emergency Medical Dispatch (EMD) implementation.

The Emergency Medical Dispatch (EMD) Committee will be in the process of advertising a request for proposal to select an EMD program. The desire is to acquire a program with fire and police protocol for future consideration.

Ms. Brown stated the Tyler Contract Amendment concerning the credits has been approved by the Board. A portion of these credits will be used for the ESO interface for the rescue agencies.

Mr. Rogers and Ms. Bopp have continued to work on the satellite backup communications for the Authority. A satellite has been installed on the roof of the Public Safety Building. This will aid the Authority if Verizon phone lines were lost. This would allow the Authority to publicize on Government Channels and through other methods, an 800 number to reach the 911 Center. This will be a huge asset to the 911 Authority for disaster recovery.

7. New Business

a. Chief Hanks – Appointment to Board of Directors

Chief Sisson stated the Town of Christiansburg has appointed Billy Hanks to replace Barry Helms on the 911 Authority Board due to Mr. Helms retirement.

Mr. Hanks advised he will be stepping down from the Joint Advisory Committee and stated he feels being on this committee was a wonderful learning experience. He also feels this knowledge will benefit him on the Authority Board. Ms. Brown stated she will discuss Mr. Hanks' replacement at the Fire and Rescue Commission meeting on January 19, 2017.

Mr. Lloyd announced that he would be stepping down from the Joint Advisory Committee, and this would be his last meeting. He feels the committee would be better served with a member more active in communications. He expressed this has been a great learning experience for him as well.

Chief Sisson stated on behalf of the committee he appreciates the services that Mr. Hanks and Mr. Lloyd have provided.

b. FY 2018 Budget

Ms. Brown stated she has been meeting with the Finance Committee regarding the FY 2018 Budget and will be presenting the FY 2018 Proposed Budget to the Board on January 26, 2017 for approval if members had no concerns. She reviewed the FY 2018 Proposed Budget and provided an overview of each line item to the members.

Ms. Brown also advised the Authority is evaluating preliminary statistics for member contributions based on the calls for service funding formula. At this time, different reports have been generated to evaluate the potential percentages once the funding formula is implemented.

8. Committee Member Comments

Chief Sisson thanked Mr. Rogers for going above and beyond on the demographic profiling module and how much he appreciates his help. He commented on how impressed he was with the operations only six months into full consolidation and how all agencies knew that there would be issues to address. He recognized the benefits during their recent critical incident the beginning of January. The agencies were able to see how well all jurisdictions worked together and to remember this is the reason for the Authority.

9. Adjourn

Mr. Hanks moved to adjourn the meeting; the motion was seconded by Mr. Lloyd and passed unanimously. Chief Sisson adjourned the meeting at 2:11pm.

Next meeting: **March 15, 2017** 1:00 - 2:30 PM at the Montgomery County Safety Building, 4th Floor Training Room.