

New River Valley Emergency Communications Regional Authority

Board Meeting

March 28, 2017 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*; Billy Hanks, *Chief Town of Christiansburg Fire Department*; Craig Meadows, *Montgomery County Administrator*; Alan Fabian, *Joint Member*

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

Guests: Sheriff Hank Partin, *Montgomery County Sheriff's Department*; Captain Brian Roe, *Blacksburg Police Department*; Chief Deputy Mac Babb, *Virginia Tech Police Department*

Absent:

Recorder: Karri Cridlin, *Executive Assistant*

1. Call to Order

The Chair called the meeting to order at 4:03 PM.

2. Approval of the Agenda

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

3. Secretary/Treasurer's Report

a. Approval of the Minutes

The Chair presented the minutes from the February 28, 2017 meeting for approval. Mr. Meadows moved to approve the minutes as presented. The motion was seconded by Mr. Fabian 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). Mr. Meadows reviewed the current expenditures and balance.

4. 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

Ms. Brown discussed Verizon installing copper into the diverse path of the building. She also informed members of recent issues concerning the building which include various leaks in the ceiling and plumbing issues. She expressed concern about the leaks which could damage critical equipment and how both issues impact the 24/7 operations and staff.

b. Meetings/Discussions

The members discussed the funding formula options that have been presented during the Board work sessions and meetings with the Joint Advisory Committee and Finance Committee for recommendations. She will provide updated statistics during the next board meeting. The members agreed they would like to approve a funding formula on April 25, 2017 at the regularly scheduled board meeting.

The EMD Committee members are reviewing the RFP responses and will participate in scheduled presentations from each vendor. Ms. Brown informed the members that Mr. Rogers and Ms. Stump did a great job submitting the grant request through the Rescue Squad Assistance Fund (RSAF) Grant Program. Staff will attend a grant review meeting with OEMS in Rocky Mount on August 3, 2017 to discuss the grant and agency needs.

The Director and Technology Coordinator participated in a call with Verizon on March 10, 2017 to discuss a disaster plan and various scenarios for 911 outages. An exercise drill is planned for late April to simulate various disaster scenarios. Ms. Brown addressed several questions from Board members and they discussed the need for a Continuity of Operations Plan (COOP) in the near future.

The members discussed the FOIA requests and inquired about the type of records that have been requested. Mr. Meadows asked if there is a current charge and Ms. Brown advised fees have not been implemented for FOIA requests. The members agreed they may need to establish fees in the future.

The members discussed the Law Enforcement Operations Committee meetings and the concerns raised with the Operations Manager regarding potential delays with call takers and questioning their role. Ms. Stump advised how important it is to have call takers in a consolidated center. She requested detailed information regarding concerns so she would be able to evaluate the calls and address any delay or training issues with personnel. She advised she will coordinate shift meetings and refresher training to improve any areas that are needed. Since call taking is new to many dispatch personnel, she did feel this is an area that can be improved upon. She also stated she wants to build a positive atmosphere and not a negative one for the regional center and educating everyone on operations is important.

The Communications Systems Manager attended the VITA ISP Regional Town Hall meeting in Roanoke on March 23, 2017. Mr. Rogers provided an update on the meeting topics which included funding NG-911 over the next 5 to 10 years.

c. New Hires

Ms. Brown stated four new communications officers were hired and will start employment on April 3, 2017.

d. Consolidated Center-Monthly Statistics February 2017)

Updated statistics were included for review and Ms. Brown discussed the new performance measure statistics for call taking. She also discussed the difference between the call taking and call processing standards for 911.

5. Old Business

None

6. New Business

a. FY 2016 Financial Audit Report

The members reviewed the financial audit report and letter provided by Brown Edwards.

On a motion by Mr. Verniel, seconded by Mr. Fabian and passed, the Board hereby approves the FY 2016 Financial Audit Report as presented.

AYE

Dr. Wilson

Mr. Verniel

Mr. Meadows

Mr. Fabian

Mr. Hanks

NAY

b. National Public Safety Telecommunicators Week – April 9-15, 2017 Recognition Resolution

Ms. Brown discussed the National Public Safety Telecommunicators Week (NPSTW) and requested the Board approve a resolution (Attachment C) recognizing NPSTW to honor all of the communication officers for the outstanding job they provide every day.

On a motion by Mr. Meadows, seconded by Mr. Verniel and passed unanimously, the Board hereby recognizes National Public Safety Telecommunicators Week as April 9-15, 2017 and expresses their appreciation for the 911 communication officers.

7. Public Comments

No public comments were received.

8. Board Member Comments

No Board comments were received.

9. Adjourn

The Chair adjourned the meeting at 4:52 PM.