

New River Valley Emergency Communications Regional Authority
Board Meeting
December 5, 2017 4:00 PM
Montgomery County Government Center – Room MP #2, Second Floor

Minutes

Attendees:

Members: Sherwood Wilson, Chair, *Vice President for Administration, Virginia Tech*; Billy Hanks, *Chief Town of Christiansburg Fire Department*, Craig Meadows, *Montgomery County Administrator*; Alan Fabian, *Joint Member*

Staff: Matt Hobson, *Executive Director*; Deborah Stump, *Operations Manager*; Sonia Ramsey, *Executive Assistant*

Guests: Chief Mark Sisson, *Christiansburg Police*

Absent: Marc Verniel, *Vice Chair, Blacksburg Town Manager*

Recorder: Sonia Ramsey, *Executive Assistant*

1. Call to Order

The Chair called the meeting to order at 4:20 PM.

2. Approval of the Agenda

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

3. Approval of Minutes

The Chair presented the minutes from the October 24, 2017 Board meeting for approval. Mr. Meadows moved to approve the minutes as presented. The motion was seconded by Mr. Fabian and passed unanimously.

4. Secretary / Treasurer's 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.

a. Revenue

Mr. Meadows discussed that Blacksburg and Montgomery County have both made their contributions to the funding of the Authority. As noted in the summary report, Virginia Tech made their payment on November 27th. Per Mr. Hanks, Christiansburg approved payment for their portion at their Council meeting last week, therefore their payment should be made soon.

b. Expenditure

The only notable item presented by Mr. Meadows for discussion was the Other Capital Outlay MTD Actual amount of \$39,352. Mr. Hobson advised that this was one of the four (4) scheduled payments to Priority Dispatch for the implementation of Emergency Medical Dispatching.

5. Director's Report

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

a. Regional Consolidated Emergency Communications Center

- i. Mr. Hobson advised there is a meeting scheduled for December 14th with our Tyler representative, John Derby, Christiansburg and Virginia Tech to discuss any items necessary with the software.
- ii. Kaspersky anti-virus software was replaced with Symantec anti-virus to reduce the possibility of hacking. Mr. Hobson stated this was not originally purchased as part of package with CAD.

b. Meetings / Discussions

- i. Ms. Stump advised that the Authority had the opportunity to send 8 employees to the training. The feedback from those employees in attendance was that the conference was very good and they were happy for the opportunity to attend and observe the latest in 911 technology.
- ii. Mr. Hobson advised that the Authority will be hosting one (1) more on-site EMD basic training for employees of the 911 Center. This will occur in the next couple of weeks. We will then host a four (4) hour Q&A training before Christmas making all necessary training being complete before the go live date of January 9th 2018.

The Chair, Mr. Wilson, questioned the case scenario of someone failing the EMD certification process. Ms. Stump advised that at this time, we have had 4 people fail (approximately 20%). Upon failing the first test, the trainee is given the opportunity to retake the test but is required at that time to score 90% rather than the initial 80% pass grade. If failed yet again, the passing test score must be 100%. Should an employee fail the test 3 times, they will be given the opportunity to retake the course. Until such time that the employee passes the course and subsequent testing, he/she will be on radio traffic duty. The course is approximately 30 hours of training and our goal is a 100% certification rate. Mr. Fabian questioned whether this would be a certification that would be required upon employment or if we would train any perspective employees. Ms. Stump advised that new employees would be trained by the Authority.

The Chair requested that a large public information promotion to include news articles and television news reports be done since this is a great accomplishment for the Authority. Mr. Meadows advised that he would coordinate this process with Jennifer Harris, Public Information Officer for Montgomery County.

- iii. The Chair, Mr. Wilson, advised in reference to the Finance Committee meeting and the next budget, a priority is to have a uniform manner in which data (statistics) are compiled. This will assist with accurately coming up with a formula to be used in determining what each agency will contribute to the revenue versus doing a 25% contribution across the board as it is done now. Mr. Wilson advised that all agencies must have the ability to come up with the same numbers when statistical requests are made. Mr. Hobson explained that due to different computer systems, it is very difficult to compare numbers between the agencies. Mr. Hanks advised that he had worked with Ms. Stump on their data and the numbers they were able to pull from the software were very close in count. Mr. Hobson explained that differences may also come in the way in which counts are done by agency, ex: calls for service versus patient count. Mr. Sisson advised that these might be decisions appropriate to be made by the Joint Advisory Committee. The Chair advised that a written protocol for the proper way to get accurate and consistent results needs to be created and

updates to this project are to be included in the monthly Director's Report. Mr. Fabian reiterated that all agencies involved will need to come to an agreement and adhere to the protocol.

- iv. Ms. Stump is continuing to work with the law enforcement to have a consistent incident type dispatch coding. A uniform list will be created to be used by dispatchers.
- v. Ms. Ramsey, Executive Assistant, was welcomed by the board to the meeting. Mr. Hobson advised we are down one (1) dispatcher at this time and recently promoted Blake Whitt to Training Officer.

6. Review of NRV 911 Monthly Performance Statistics for October and November 2017

Mr. Fabian questioned the 9 calls in October during the 19:00 hour time frame that had a 41-120 second answer time. Mr. Hanks advised that this was probably during the VT game in which there was a very large accident on Interstate 81.

7. Old Business

None

8. New Business

Mr. Hobson confirmed that members of the Public Safety Radio Sub-Committee (in addition to the Fire & Rescue personnel) as:

- Brad St. Clair – Montgomery County Sheriff's Office
- Sean Smith – Virginia Tech Police Department
- Brian Rowe – Blacksburg Police Department
- Pete Haislip – Christiansburg Radio Shop

The Chair advised that it is not a function of the Board to appoint members to sub-committees.

9. Public Comments

None

10. Board Member Comments

Mr. Meadows wished everyone "Happy Holidays".

11. Adjourn

The Chair adjourned the meeting at 5:04 PM.