

New River Valley Emergency Communications Regional Authority

Board Meeting

October 23, 2018 4:00 PM

Montgomery County Public Safety Building – 4th Floor Training Room

Minutes

Attendees:

Members: Sherwood Wilson, Chair, *Vice President for Administration, Virginia Tech*; Craig Meadows, *Montgomery County Administrator*; Alan Fabian, *Joint Member*; Randy Wingfield, *Town Manager, Town of Christiansburg*; Marc Verniel, *Town Manager, Town of Blacksburg*

Staff: Matt Hobson, *Executive Director*; Deborah Stump, *Operations Manager*; Derek Rogers, *Communications Systems Manager*

Guests: Sheriff Hank Partin, *Montgomery County Sheriff's Department*; Chief Kevin Foust, *Virginia Tech Police Department*; Chief Mark Sisson, *Christiansburg Police Department*; Chief Anthony Wilson, *Blacksburg Police Department*

Absent:

Recorder: NRV 911 Staff

1. Call to Order

The Chair called the meeting to order at 4:02 PM.

2. Approval of the Agenda

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

3. Approval of the Minutes

The Chair presented the minutes from the August 28, 2018 Board Meeting. August 31, 2018 and October 11, 2018 Special Board meetings (Attachment A) for approval. Mr. Meadows moved to approve the minutes as presented. The motion was seconded by Randy Wingfield and passed unanimously.

4. Secretary/Treasurer's Report Budget Report

An updated summary of the revenues and expenditures (Attachment B) was provided to members at the start of the meeting (Attachment A). Mr. Meadows reviewed the current expenditures and balance. Mr. Meadows advised all four localities have paid first quarter of funding for the year.

5. Executive Director's Report

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

a. Regional Consolidated Emergency Communications Center

Mr. Hobson gave call stats for EMD call processing. Mr. Hobson advised two of our call-taker /dispatchers Anthony Harmon and Andrew Raines received the Golden Heart Award from Christiansburg Rescue Squad for their instrumental role in the survival of a Montgomery County resident suffering a heart attack in July.

Mr. Hobson advised that Text-to-911 server configuration will be the week of November 12. Internal testing is anticipated to begin November 29. Mr. Hobson answered questions from the board reference to the process and how it will work in the center.

b. Meetings/Discussions

Mr. Hobson explained the migration proposal from VITA regarding scheduled change over to state wide ESInet. VITA is looking for ways to negotiate the cost down on behalf of all the PSAP's. Mr. Meadows asked does VITA recognize the challenge this brings for the centers. Mr. Hobson advised he has discussed this with VITA and expressed his reservations about the ability of staff to handle the technology as well as the cost and not having more choices on who provides the services.

Mr. Hobson advised there was a meeting held with the Chiefs and Sheriffs to continue a dialogue and receive input as to how we can better serve law enforcement. A discussion was had about staffing and hiring.

c. Personnel Report

Mr. Hobson We have completed testing and interviews and are in the progress of background investigations for four new communications officers. One is a re-hire, one comes to us from Twin County 911 with 15 years of experience and two are new to 911. If all are successful, this will put us full staffed until November 29th when a current employee intends to resign to move out of state.

Ms. Sonia Ramsey's last day as our Executive Assistant was October 19th. We have received 26 applicants for her position. After reviewing the applications, 8 of the best applicants will begin the interview process this Friday, the 26th.

Mr. Fabian asked questions about if the person being recruited is given a view of what the job will be. Mr. Hobson discussed or process from testing and interviews. Mr. Wilson asked about the applicant pool. Discussion was had about the quality and quantity of applicants.

Dr. Wilson asked about a National Association for dispatchers that keeps numbers on turnover. Mr. Hobson advised we are going to the national conference this week. That will address standards and issues in the industry.

6. Review of NRV 911 Monthly Performance Statistics for November 2018 (Attachment D)

Mr. Hobson presented the stats to the board. There was further discussion on the phone call load for the center outside of 911 calls. Mr. Hobson advised there is a huge amount of admin calls per month that the center handles.

7. Old Business

a. Discussion of a Funding Formula for NRVECRA

It was decided no discussion was needed about the funding formula.

8. New Business

Dr. Wilson asked if the consultant had contacted the center. Mr. Hobson advised he is now the contact for her since Sonia had resigned. Mr. Meadows advised he was impressed with the staff in the shift meetings.

9. Public Comments

No public comments

10. Board Member Comments

No Board Member comments received.

11. Adjourn

The Chair adjourned the meeting at 5:08PM