

New River Valley Emergency Communications Regional Authority

Board Meeting

April 26, 2016 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*

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

Guests: Chief Kevin Foust, *Virginia Tech Police Department*; Captain Steve Taylor, *Blacksburg Police Department*; Sheriff Hank Partin, *Montgomery County Sheriff's Department*; Chief Deputy Robert Hall, *Montgomery County Sheriff's Department*

Absent: Marc Verniel, *Vice Chair, Blacksburg Town Manager*; Barry Helms, *Christiansburg Town Manager*

Recorder: Karri Cridlin, *Executive Assistant*

1. Call to Order

The Chair called the meeting to order at 4:07 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 March 22, 2016 meeting for approval. Mr. Fabian moved to approve the minutes as presented. The motion was seconded by Mr. Meadows 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. Public Safety Building

Ms. Brown reviewed the status of the Supervisor's Office furniture and 24x7 task chairs for the communications center. She indicated the dispatch workstations were installed and Montgomery County General Services personnel are completing the electrical requirements for each workstation.

She expressed appreciation to Steve Phillips and his personnel from the County for their hard work with the electrical issues that were discovered in the Communications Center. They have done an outstanding job to meet the deadlines required for completion of the electrical components.

b. Regional CAD/RMS System Status

Ms. Brown stated she has been working with New World over a contract amendment for the CAD to RMS export interface custom design. This will enable New World to push out an XML file for Southern Software to import into the Montgomery County and Blacksburg Police RMS system. Ms. Brown met with legal counsel to discuss this amendment as well as the entire New World contract. New World has a dispute clause that states how to properly handle such situations within the signed contract as well as termination steps for the customer and New World. Legal counsel advised there appears to be no current dispute with New World even though two agencies have gone back to legacy systems. Counsel advised issues or disputes may be determined based on discussions with the Authority and New World regarding credit allowances for work not completed or matters not resolved with the software. The CAD to RMS export amendment currently shows a fee, but legal counsel advised language should be incorporated to reflect any agreed upon credits before signing.

Ms. Brown stated she will be working with New World on the potential credits for items such as the data conversion and civil processing since Blacksburg and Montgomery County have gone back to Southern Software and their RMS data will not be converted. The civil processing will not be utilized by the two remaining RMS agencies. The additional licenses requested will also be discussed, but it is unknown how this will be handled at this time. Ms. Brown advised she will continue to work with New World and the agencies for proper resolution moving forward.

Ms. Brown advised there are additional items the Authority is working on with New World related to the fire and rescue agencies as well. Five of the six rescue agencies changed from the original Image Trend ePCR (patient care) reporting they were using when the RFP was developed to another vendor. The agencies were not happy with the changes made to the software within the state and switched to a company called ESO. The Authority is committed to working with them so data can be pushed out to the patient care reporting software properly. The Authority is also working on station alerting for Blacksburg Rescue Squad.

c. MEETINGS/ DISCUSSIONS

Ms. Brown provided a summary of various meeting and discussions during the month as indicated in her report. There was additional discussion on the following topics:

Ms. Brown advised she has been participating in weekly calls with Verizon regarding the 911 network design and installation plans. All orders were on schedule and had a due date the week of April 11th, but Verizon went on strike and a work stoppage was issued prior to the order implementation. The current Verizon project manager was relocated to a New Jersey NOC and they have no way of knowing how long the strike is going to last. Our project has been listed as a high priority, but delays are still possible. This will be determined based on how long the strike continues. Ms. Brown advised if the strike goes beyond a month or longer, this could impact our entire timeline. The current network deadline incorporates a June 7, 2016 target date for testing 911 circuits and admin lines with the 911 CPE provider.

Ms. Brown also discussed the 12 administrative lines that will be utilized for non-emergency call processing, alarm reports and other agencies contacting the regional center. The center will have one published number that will roll into six lines within a hunt group. There will also be three lines in another hunt group that will be given to alarm companies for fire, medical, bank and various other alarms. The other three lines would be for other agencies or the 24/7 operations to communicate to the regional center. This design will allow communications personnel to quickly identify the type of incoming caller and prioritize properly. The Authority will also have the County's AVAYA phone system as a backup in case our system goes down.

d. CONSOLIDATED CENTER – KEY PROJECT TIMELINES

The members discussed the Verizon issue and the affect delays would have on the overall transition of each dispatch center moving into the regional center. Virginia Tech and Blacksburg expressed concerns if the move was not complete by the first week of August. They both indicated the next practical timeline would be December of 2016 due to their increased call volume and busy season with students returning.

e. NEW HIRES

Ms. Brown reviewed the status of the new employees as indicated in her report.

5. New Business

a. Closed Session to Discuss: Employee Performance Review

The Closed Session was tabled and moved to the May board meeting so that all Board members would be present. The Chair requested the May 24th meeting be rescheduled to a date when all members would be in attendance.

6. Old Business

a. Regional CAD/RMS Project

Ms. Brown discussed this update during the Executive Director's Report and there was no additional discussion.

7. Public Comments

No public comments were received.

8. Board Member Comments

No Board Member comments were received.

9. Adjourn

The Chair adjourned the meeting at 5:01 PM