

New River Valley Emergency Communications Regional Authority

Joint Advisory Committee Meeting

April 14th, 2026

Montgomery County Public Safety Building

Minutes

Attendees:

Members: Michael Geary, *Chair, Chief, Montgomery County Fire-EMS*; Jessica Moye, *Vice Chair, Services Captain, Blacksburg Police Department*; Dave English, *Chief, Blacksburg Rescue*; Sean Smith, *Operations Captain, Virginia Tech Police Department*; Chris Ramsey, *Chief, Christiansburg Police Department*; Dr. Eric Stanley, *OMD, New River Valley Emergency Communications Regional Authority*; Billy Hanks, *Chief, Christiansburg Fire Department*; Brandon Marshall, *Support Services Lieutenant, Montgomery County Sheriff's Office*

Absent: Andrew Marinik, *Executive Director for Emergency Management, Virginia Tech*

Staff: Jason Milburn, *Executive Director*; Derek Rogers, *Communications Systems Manager*; Deborah O'Brien, *Operations Manager*; Amber Pratt, *Executive Assistant*

Guests: None

Recorder: Amber Pratt, *Executive Assistant*

1. Call to Order

The Chair called the meeting to order at 1:03pm.

2. Approval of Agenda

The Chair presented the agenda for approval. A motion was made by Mr. Smith and seconded by Mr. Hanks and passed unanimously.

3. Approval of the Minutes

The Chair presented the minutes from the January 20th, 2026 JAC Meeting (attachment a) for approval. A motion was made by Mr. Hanks and seconded by Mr. Smith and passed unanimously.

4. Old Business

a. Radio Project Update

Mr. Milburn advised that the Radio System Project DDR was successful. He noted that site and lease agreements are still being finalized before the project moves forward. The current estimate for project completion is early 2028.

5. New Business

a. Fire/EMS Procedures for MVCs & Structure Fires

Mr. Geary advised that several response plans have been reviewed to help ensure more adequate and timely responses.

Regarding interstate motor vehicle crashes, Mr. Geary noted that further coordination with Virginia State Police will be needed. He inquired with the committee's law enforcement representatives regarding their expectations for Fire/EMS response. No specific concerns or issues were noted regarding the current response plans.

Mr. Geary also advised that subsets of the structure fire call type are being considered to allow for a more appropriate response based on the nature of the incident.

Additionally, an MCI response plan is in the process of being drafted. Mr. Geary advised committee members to notify him of any additional call types or procedures they feel could be improved, noting that the items discussed are part of the beginning of a more comprehensive review.

b. CrewForce Software

Mr. Milburn advised that the CrewForce project kickoff is scheduled to begin next week. He noted that implementation is expected to move quickly following kickoff in order to allow agencies to make decisions regarding devices prior to the end of the fiscal year.

c. 'Mobile Alarm' Call Type

Mrs. O'Brien provided an overview of the request to create a new 'Mobile Alarm' call type due to an increase in mobile alarm activations, such as those received through rideshare or similar applications. She advised that the purpose of the call type would be to indicate that the alarm is not associated with a fixed location.

d. TLO Software Use

Mrs. O'Brien advised that, due to the limited number of dispatchers with access to TLO software, further discussion is needed to define appropriate usage to ensure we are in compliance with Transunion acceptable use policies

Mrs. Moyer advised that, for their access holders, use is permitted for CID purposes only. Mr. Marshall noted that the number of new personnel may have contributed to an increase in potentially inappropriate usage requests. He advised

that the goal is to ensure all personnel have a shared understanding of appropriate use so that improper requests are not made.

Mr. Ramsey advised that he feels law enforcement requests are appropriate when the information is needed for law enforcement purposes, such as obtaining contact information for vehicle owners or subjects.

It was concluded that the Terms of Use will be further reviewed to develop and confirm the appropriate scope of use. In the meantime, it was agreed that requests from law enforcement personnel may continue to be considered as appropriate.

e. Panic/Other Alarm Policy Review

Mrs. Moyer provided an overview of the reason for the discussion regarding panic and other alarm procedures. She noted a preference for dispatchers to be responsible for attempting contact rather than relying on the alarm company to make contact.

Mr. Smith advised that Virginia Tech Police Department's policy is for their Security Center to attempt contact for any alarm.

Representatives from Christiansburg Police Department and Montgomery County Sheriff's Office noted no concerns with the current procedures. Mr. Ramsey advised that the general preference is for contact to be made as quickly as possible.

Mrs. O'Brien advised that she does not see an issue with dispatch attempting contact for daytime panic alarms as standard procedure.

6. Public Comments

None

7. Committee Member Comments

Mr. Marshall advised that, due to the increased complexity and frequency of critical call types, he would like to extend an invitation for pertinent NRV 911 personnel to attend applicable debriefings and informational sessions held as a result of those incidents.

8. Adjourn

JAC meeting adjourned at 1:48pm.