

3. Approval of Minutes

Doug Lawrence, moved to approve the July 11, 2019 minutes with inclusion of Mr. Burn's public comment letter. The motion carried by the following voice vote:

Bryan Conrad	-	Aye
Jay Grim	-	Aye
Diane Harrison	-	Aye
Matt Hoff	-	Aye
Doug Lawrence	-	Aye
Andrew Nicholson		Absent
Tony Roper		Aye
David Weiss		Aye

4. Committee Reports

Standards

Highlights from Brian Lichy:

DISPATCH RESPONSE INFORMATION 2019 JULY

	Dispatch to Enroute	Dispatch to On Scene	Dispatch to Hospital
Blue Ridge - Rescue	6.43	13.29	60.44
Blue Ridge - Fire	5.44	15.38	NA
Boyce - Rescue	3.44	11.39	59.53
Boyce - Fire	3.48	9.43	NA
Enders - Rescue	2.45	6.47	48.01
Enders - Fire	5.34	12.32	NA
Average (all)	4.43	11.38	NA
Average (Rescue)	4.11	10.38	55.99
Average (Fire)	4.75	12.38	NA

DISPATCH RESPONSE INFORMATION - ALL MONTHS

		DISPATCH RESPONSE INFORMATION - ALL MONTHS					
		Blue Ridge - Rescue	Blue Ridge - Fire	Boyce - Rescue	Boyce - Fire	Enders - Rescue	Enders - Fire
JUN	Dispatch to Enroute	6.23	6.9	5.26	7.13	3.46	5.28
	Dispatch to On Scene	15.73	19.16	10.8	13.05	9.21	14.65
JUL	Dispatch to Enroute	5.8	8.01	4.36	3.3	3.15	5.13
	Dispatch to On Scene	12.1	15.6	9.1	11.6	8.42	12.8
AUG	Dispatch to Enroute	5.53	5.63	5.06	4.45	3.13	5.42
	Dispatch to On Scene	9.7	8.58	20.9	7	7.52	14.42
SEPT	Dispatch to Enroute	6.33	6.26	3.96	4.4	3.01	5.5
	Dispatch to On Scene	11.18	16.13	9.3	10.45	9.16	10.53
OCT	Dispatch to Enroute	5.23	ERROR	4.83	6.15	2.93	4.78
	Dispatch to On Scene	11.58	5.55	11.26	12.55	7.55	11.08
NOV	Dispatch to Enroute	5.75	5.51	4.83	6.08	3.51	4.93
	Dispatch to On Scene	16.43	15.71	12.13	10.96	7.3	16.55
DEC	Dispatch to Enroute	6.65	3.22	4.95	6.65	3.12	8.12
	Dispatch to On Scene	15.65	14.48	11.4	11.55	8.12	11.75
JAN 2019	Dispatch to Enroute	5.55	5.31	5.58	4.15	3.15	5.43
	Dispatch to On Scene	13.06	15.58	13.43	12.96	7.61	10.16
FEB	Dispatch to Enroute	5.36	5.55	4.16	5	3.32	5.66
	Dispatch to On Scene	11.92	15.96	10.15	15.7	7.65	14.45
MAR	Dispatch to Enroute	6.89	6.88	4.64	6.05	3.49	5.2
	Dispatch to On Scene	12.97	12.22	10.61	12.32	8	14.71
APR	Dispatch to Enroute	6.45	7.62	5.226	4.64	4.39	2.86
	Dispatch to On Scene	14.86	17.01	11.97	12.08	6.72	8.91
May	Dispatch to Enroute	5.52	5.98	4.63	3.92	2.98	5.32
	Dispatch to On Scene	12.02	23.13	12.05	11.37	7.83	13.77
Jun	Dispatch to Enroute	4.59	3.36	3.13	5.21	2.47	5.12
	Dispatch to On Scene	11.35	12.55	11.28	11.45	7.1	12.36
Jul	Dispatch to Enroute	6.43	5.44	3.44	3.48	2.45	5.34
	Dispatch to On Scene	13.29	15.38	11.39	9.43	6.47	12.32
	Average Enroute	5.88	5.82	4.58	5.04	3.18	5.29
	Average On Scene	12.99	14.79	11.84	11.61	7.76	12.75

Average all Enroute- 4.97
 Average all On Scene- 11.96
 Avg. Enroute Rescue- 4.55
 Avg. Enroute Fire- 5.39
 Avg. On Scene Rescue- 10.86
 Avg. On Scene Fire- 13.05

DISPATCH TO ON SCENE WITH CREW STANDARD

	EMS 8 MIN-	EMS 10 MIN-	EMS 15 MIN-	FIRE 10 MIN-	FIRE 15 MIN-	FIRE 20 MIN-
NA	57.85%	79.55%	NA	52.17%	62.50%	
NA	56.91%	73.68%	NA	56.25%	68.75%	
NA	72.00%	92.00%	NA	57.14%	69.23%	
NA	66.39%	86.07%	NA	60.00%	88.89%	
NA	63.19%	82.79%	NA	29.41%	41.18%	
NA	63.78%	81.10%	NA	17.65%	33.33%	
NA	66.38%	86.96%	NA	61.54%	61.54%	
NA	68.28%	86.90%	NA	42.11%	52.63%	
NA	72.44%	86.51%	NA	69.23%	84.62%	
NA	65.49%	85.71%	NA	50.00%	66.67%	
NA	71.07%	84.91%	NA	33.33%	33.33%	
NA	70.00%	88.67%	NA	60.00%	60.00%	
NA	68.53%	83.22%	NA	38.46%	53.85%	
NA	67.94%	87.02%	NA	27.27%	50.00%	
NA	66.45%	84.65%	NA	46.75%	59.04%	
NA	NA	NA	NA	NA	NA	

- Director Lichy handed out the dispatch response report.

STANDARDS SUBCOMMITTEE RESPONSE EVALUATION

Month: Jul-19

Total responses in question for month-	19		
11 Minute-No response(True Fail)-	15	Percent of total in question-	78.9%
Delayed Response-	0	Percent of total ALL CALLS-	5.9%
Overburden-	4		
Removed-	0		

DEFINITIONS

11 Minute-No response -Prime requested unit did not respond within 11 minutes
Overburden -Multiple units for single incident from same Company requested; not

Total Responses for Month (all Companies)-	256
Total responses in question for month-	19
Percentage of Responses for Month-	7.4%

Blue Ridge Vol. Rescue	
Total Responses-	34
11 Minute-No Response-	3
Percentage of total responses-	8.8%
Overburden-	1

Blue Ridge Vol. Fire	
Total Responses-	9
11 Minute-No Response-	1
Percentage of total responses-	11.1%
Overburden-	2

Boyce Vol. Rescue	
Total Responses-	47
11 Minute-No Response-	4
Percentage of total responses-	8.5%
Overburden-	0

Boyce Vol. Fire	
Total Responses-	15
11 Minute-No Response-	1
Percentage of total responses-	6.7%
Overburden-	1

Enders Vol. Rescue	
Total Responses-	123
11 Minute-No Response-	5
Percentage of total responses-	4.1%
Overburden-	0

Enders Vol. Fire	
Total Responses-	28
11 Minute-No Response-	1
Percentage of total responses-	3.6%
Overburden-	0

OB	Overburden	4
TU	True Failure	15
DR	Delayed Resp.	0
RE	Removed	0
TOTAL		19

*This report reflects a system analysis **ONLY**, All calls for service where answered

- Standards Subcommittee Response Evaluation
 - After review: 7.4% Responses for month
 - 19 calls in question for month

MUTUAL AID RESPONSES

	SEPT	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19
Mt. Weather-EMS	27	0	0	0	0	0	0	0	0	0	2
FIRE		0	0	0	0	0	0	0	0	0	0
MA-Given/Request					1	1	2	2	0	2	1
Warren Co.-EMS	12	14	20	12	12	12	24	18	2	20	6
FIRE					3	3	4	3	2	5	2
MA-Given/Request					1	1	0	0	0	0	0
Frederick Co.-EMS	6	22	17	16	22	11	18	14	14	17	8
FIRE					3	3	3	1	1	3	0
MA-Given/Request					7	8	5	4	7	3	10
Fauquier Co.-EMS	3	11	10	4	3	5	6	7	3	12	6
FIRE					2	0	0	1	1	2	0
MA-Given/Request					1	0	0	0	0	1	0
Loudoun Co.-EMS	0	3	9	5	2	4	5	5	4	6	1
FIRE					2	2	0	1	1	4	1
MA-Given/Request					3	11	6	3	5	10	7
TOTAL(MA REC)-	48	50	56	37	49	40	60	50	28	69	26
TOTAL CALLS MO.-	300	272	243	243	305	397	279	274	275	300	256
% OF TOTAL CALLS-	16.0%	18.4%	23.0%	15.2%	16.1%	10.1%	21.5%	18.2%	10.2%	23.0%	10.2%

- Mutual Aid Responses
 - Total call: 256 this month vs. 300 the previous month



Division of Fire and Rescue Services

Response Review Report

July 1, 2019 – July 31, 2019

Station	AM Count	PM Count	WK Count	Total Count	AM Fail Count	PM Fail Count	WK Fail Count	Total Fail Count	AM Pct.	PM Pct.	WK Pct.	Total Pct.
Enders-Fire	10	9	9	28	1	0	0	1	10%	0%	0%	3.6%
Enders-EMS	54	30	39	123	2	1	2	5	3.7%	3.3%	5.1%	4.1%
Boyce-Fire	3	4	8	15	0	2	0	2	0%	50%	0%	13.3%
Boyce-EMS	23	9	15	47	1	2	1	4	4.4%	22.2%	6.7%	8.5%
Blue Ridge-Fire	3	3	3	9	0	0	3	3	0%	0%	100%	33.3%
Blue Ridge-EMS	12	11	11	34	0	2	2	4	0%	18.2%	18.2%	11.8%

- Response Review Report - before Standards Sub-Committee review



Division of Fire and Rescue Services

Response Review Report

Year to Date 2018-2019

EMS - Month	Total Count	Total Fail Count	Total Pct.
May 2018	175	10	5.7%
June 2018	208	22	10.5%
July 2018	214	27	12.6%
August 2018	231	15	6.5%
September 2018	222	19	8.5%
October 2018	213	17	7.9%
November 2018	185	19	10.2%
December 2018	181	15	9.9%
January 2019	234	11	4.7%
February 2019	214	11	5.1%
March 2019	220	13	5.9%
April 2019	221	14	6.3%
May 2019	225	14	6.2%
June 2019	229	18	7.8%
July 2019	204	12	5.8%

Fire - Month	Total Count	Total Fail Count	Total Pct.
May 2018	83	10	12.0%
June 2018	79	4	5.0%
July 2018	74	5	6.8%
August 2018	60	4	6.6%
September 2018	78	5	6.4%
October 2018	59	6	10.1%
November 2018	60	7	11.6%
December 2018	62	3	4.8%
January 2019	71	4	5.6%
February 2019	78	4	5.1%
March 2019	59	4	6.7%
April 2019	53	4	7.5%
May 2019	50	3	6.0%
June 2019	71	7	9.8%
July 2019	52	3	5.7%

**This report reflects changes made by the Standards Sub-Committee*

- Response Review Report after Standards Sub-Committee review and updates.

Highlights from the Board

- Vice Chair, Diane Harrison questioned why Blue Ridge for rescue is higher than fire but the others are higher for fire than rescue.
 - Jay Grimm spoke on behalf of Blue Ridge stating that location proximity and who is available to run the calls will inflate those numbers.
- Doug Lawrence concerns with mutual aid:

- This month Clarke asked 26 times for mutual aid from surrounding areas and they only asked for help 18 times.
- Totals from January to June were 322 times Clarke asked vs. 102 surrounding counties asking Clarke or a 3:1 ratio.
- Warren County for the first half of the year is 106 times that Clarke asked for their help vs. 2 times of them asking us.
- Bryan Conrad stated that Warren County does not use mutual aid unless it is in desperate need. Per their policy, Warren will send their other surrounding counties before calling Clarke.
- Doug Lawrence concerns with dispatch and mutual aid:
 - Brian Lichty stated that this was on the agenda under Director's Report; but, it could be discussed now, and then proceeded to hand the floor over to Tony Roper and Pam Hess.
 - Examples from Doug Lawrence:
 - First situation: did not know that mutual aid was coming, we had first responders from Enders and a Medic coming from station 8. If we would have known that mutual aid with ALS was called, then we could have put them in service.
 - Second situation: Responding to a call and did not mark mutual aid in service until they stated that they were coming. If we knew that they were coming, then we could tell dispatch to put them in service right away if it is a call that we can handle so they are not getting in the truck.
 - Brian Lichty stated that on this particular call he was one responding; and, in that instance as the AIC or highest level provider, he personally tries not to place anything in service until on scene and the situation is accessed, then quickly unplace any unneeded resources in service.
 - Brian Lichty stated that last month included the units on monitoring page and the CAD monitoring system.
 - Brian Lichty expressed that box numbers were addressed in Pam Hess's response; and, if a mutual aid company marks up before our stations are in route, then the dispatchers should be stating what mutual aid is in route.
 - Brian Lichty stated that the majority of the time our stations are in route before mutual aid marks up so you should hear when the mutual aid marks up.
 - Doug Lawrence stated that not all mark ups are heard because they may mark up on a different channel. If dispatcher were able to state, everyone that has been asked to come in the initial report there would be clearer communication.
 - Pam Hess clarified the when the changes were made to drop off mutual aid companies we have that assignment; therefore, the mutual aid assignment does not change. When chiefs made box numbers, they all agreed to go to the box dispatching system because then the members know what those mutual aid assignments are, based on the box number.
 - Pam Hess also stated that calling off all mutual aid was taken off because it is time saving and allows getting off the radio and getting to the other jurisdiction. From operations standpoint, the most important task would be to communicate who is responding not who we are asking to respond.
 - Jay Grimm asked if dispatch over IAR is automated; Pam Hess affirmed. Jay Grimm then stated that it does not seem to be consistent where the units are listed in the message. Two pages come

over on IAR: one has mutual aid companies, and one does not, sometimes right after the incident id, and other times, it is the bottom line.

- Pam Hess stated that it depends on what all is in the message.
- Jay Grimm then asked if there was any way to make that consistent that it is the bottom line on all messages.
- Pam Hess affirmed that this could be looked at.
- o Doug Lawrence stated they he will get more clarification.
- o Brian Lichty has heard the concerns and asked if this affects our ability to manage the incident or is just for your information.
- o Doug Lawrence expressed that personally he feels it affects the 3:1 ratio on mutual aid.
- o Jay Grimm added that more so it could affect patient care in other jurisdictions.
- o Brian Lichty stated that the personnel responding to that call should be focused. Without focus on the call can cause problems. Concerned if the new equipment that was put into place has been properly evaluated. Reviews of this equipment needs to be communicated in order to make the equipment more effective.
- o Brian Lichty explained that until our stations are staffed fully 24/7, 365, mutual aid will be relied upon.
- o David Weiss stated that the money paid to Warren County is in order to take care of that side of the county not all specific to mutual aid. Bryan Conrad added that some of the calls that we are classifying as mutual aid are not mutual aid; it is just Warren County handling that area.

Technology – Nothing to Report

Budget/Preparation - Nothing to report

5. Unfinished Business

Incentive Program Review

FY 2020 INCENTIVE PROGRAM EVALUATION SHEET

	QUARTER 1				QUARTER 2				QUARTER 3				QUARTER 4			
	JUL	AUG	SEPT	Qtr Avg	OCT	NOV	DEC	Qtr Avg	JAN 19	FEB	MAR	Qtr Avg	APR	MAY	JUN	Qtr Avg
ENDERS	95			95												
BOYCE w/pt	281.75			281.75												
BLUE RIDGE	198.5			198.5												
Total All	575.25	0	0		0	0	0		0	0	0		0	0	0	
# FT Crew	1.38															

Receive Incentive of \$1250.00 per quarter, minimum avg hours-120

	Qrt 1	Qrt 2	Qrt 3	Qrt 4
ENDERS				
BOYCE				
BLUE RIDGE				

*-With avg. & w/pt

- Added in number of FT Crew – shows that it would equal out to 1.38 people based on total monthly hours.
 - o Jay Grimm complimented Boyce for amount of hours in July.

Strategic Plan Review – Goal 2, Part 1 of 2

2 **Evaluation Structure**

- ▶ Ongoing – The status is continuous, there may be current actions and future actions planned.
 - ▶ Planned – The status is planned for future actions, there may or may not have been actions taken, however the primary action is planned for the future.
 - ▶ Complete – The status is complete and there is no further actions indicated.
 - ▶ Future – Actions of this status are set for future actions. There may or may not have been actions already taken, however the primary action is for the future.
- There may also be a combination of the above listed categories.

3 **Strategy 1-Ensure that sufficient staff is available to have timely and effective response to fire and EMS calls.**

- ▶ Action 1 – Standardize duty crews across all volunteer companies.
 - ▶
 - ▶ Status – Planned/Ongoing- Some actions have been taken to include creating an incentive program that requires 2 personnel to be on duty at the same time able to respond within 5 minutes. Additionally an IAR policy was adopted that standardized the information departments put into it such as how they staff- FF/ALS, FF/BLS, Fire only, etc. However additional work still needs to be done on this action to develop methods for bringing crew staffing into the stations.
- David Weiss stated that from the Board of Supervisors perspective, the incentive report shows many hours and its effectiveness. A priority for both the Commission and the stations should be to make real duty crews on a consistent basis.
 - Vice Chair Diane Harrison expressed that if members know that they have those hours it gives more opportunity to schedule.
 - Bryan Conrad added that if there is a duty crew and other members know it is not their night then you do not have to go.
 - Jay Grimm stated that one challenge at Blue Ridge was only having one driver that was not a career firefighter at another jurisdiction. Therefore, there have been times that there was a full crew at the station but no driver. In the near future, that will not be an issue because more members have their DPO.

4 Strategy 1-Ensure that sufficient staff is available to have timely and effective response to fire and EMS calls.

▶ Action 2 – Use IAMRESPONDING (IAR) or similar electronic templates across the Department.



▶ Status - Ongoing- Each of the volunteer departments are using IAR for responding to calls, staffing etc. Additionally an IAR policy was adopted that standardized the information departments put into it such as how they staff- FF/ALS, FF/BLS, Fire only, etc. However additional work still needs to be done on this action to develop methods for bringing crew staffing into the stations. There are questions on how the systems are managed since there is no one single oversight for the entire system. This system is current managed by each of the 3

individual departments.

- Doug Lawrence asked if in the future the information would be sent to the CAD.
- Brian Lichty expressed that since CAD is a secured system the problem may be that it is easy to send information from the CAD but hard to send information to the CAD. He believes that the MDT implementation will help with that portion.

5 Strategy 1-Ensure that sufficient staff is available to have timely and effective response to fire and EMS calls.

▶ Action 3 – Develop a plan for adequate housing at all volunteer stations to facilitate 24/7 coverage.



▶ Status - Ongoing- Each month the Commission does review response times. In addition one department has instituted an updated live-in program. This program is being evaluated for effectiveness and what will be needed for other departments to implement. Future measures would include in-station staffing during the day and at night although this is encouraged there is no requirements. Some station renovations will be required in order to facilitate this type of staffing. Lastly, a SAFER grant was applied for and contingency to this is in place.

- Brian Lichty stated that this would have budgetary impacts because not all of the stations have the capability to accommodate in housing.
- Vice Chair Diane Harrison asked for a report once effectiveness is evaluated for the live-in program at the one station.
- Brian Lichty confirmed that the report would be included in the Director's Report next month.

6 **Strategy 1-Ensure that sufficient staff is available to have timely and effective response to fire and EMS calls.**

▶ Action 4 – Ensure that apparatus are consistently responding fully staffed according to the County's apparatus staffing SOG.



▶ Status – Ongoing/Future- Each day as part of a review process the staffing of units to minimum goals is evaluated, the results are reflected in the monthly Response Goal Breakdown. However, this only counts personnel, it does not look at qualifications of personnel on the call;

▶ Example-Cardiac Arrest (min. req. 2 within 10 & 15 min.) –evaluation looks at if 2 personnel on scene within the time frame not if there is a medic, EMT, first responder, etc.



7 **Strategy 1-Ensure that sufficient staff is available to have timely and effective response to fire and EMS calls.**

▶ Action 4 – Ensure that apparatus are consistently responding fully staffed according to the County's apparatus staffing SOG. (continued)

▶ Status – Ongoing/Future- There is currently no apparatus staffing SOG, only minimums as to when a 2nd due unit needs to be contacted. Additionally, no certification minimums are in place yet for these positions.

▶ Example of an apparatus staffing SOG

▶ Engine Company – 3 firefighters (1-officer, 1-FF, 1-Driver)

▶ Special Services (Truck or Rescue) – 4 firefighters (1officer, 2-FF, 1-Driver)

- Jay Grimm asked if it is a county standard that all members have to be at a minimum CPR certified. Brian Lichty stated that at this time there is no countywide standard.

8 **Strategy 2-Ensure that standards, protocols and procedures are comprehensive, accessible and effective.**

▶ Action 1 – Establish Department response and performance goals and use them to annually evaluate the Department's performance. Strive to manage all Fire and EMS response in accordance with national and State standards (NFPA, OEMS), where appropriate.



▶ Status – Ongoing- Each month the Commission evaluated information regarding response times (failure report), goals (response time goal report) and staffing hours (incentive program). Although times are down in the past 2 years additional work should be done to reduce times further, this would include station staffing, reducing failures, reducing overburdens.

9 **Strategy 2-Ensure that standards, protocols and procedures are comprehensive, accessible and effective.**

▶ Action 1 – Establish Department response and performance goals and use them to annually evaluate the Department's performance. Strive to manage all Fire and EMS response in accordance with national and State standards (NFPA, OEMS), where appropriate. (continued)



▶ Status – Ongoing- Some of the national standards;

▶ 1720 (vol. dept.) structure fire –

▶ Urban (> 1000 peo/mi²) 15 personnel on scene within 9 minutes 90% of time-Berryville

▶ Rural (< 500 peo/mi²) 6 personnel on scene within 14 minutes 80% time-most County areas

10 **Strategy 2-Ensure that standards, protocols and procedures are comprehensive, accessible and effective.**

▶ Action 1 – Establish Department response and performance goals and use them to annually evaluate the Department's performance. Strive to manage all Fire and EMS response in accordance with national and State standards (NFPA, OEMS), where appropriate. (continued)



▶ Status – Ongoing- Some of the national standards;

▶ EMS Incidents–

▶ ALS calls – Turn-out time 1 min, 4 min arrival, 1st responder or higher, ALS within 8 min 90% time (NFPA)

▶ BLS - Turn-out time 1 min, 4 min arrival, 1st responder or higher 90% time (NFPA)

- As of last fiscal year, we are meeting the turnout time only 48% for ALS and only 15.5% for BLS of the time.
- As we look to establish a standard, we need to look at how we are doing on a National level.

11 **Strategy 2-Ensure that standards, protocols and procedures are comprehensive, accessible and effective.**

▶ Action 2 – Review and standardize SOGs across the Department where appropriate, and publish those documents on county website.



▶ Status – Ongoing- On the county Fire – Rescue website there is a page for forms/SOGs. All approved SOGs are posted on this page. Although several SOGs have been approved many more are needed.

▶ Completed – IAR, Vehicle Accidents, Incident report, etc

▶ Needed – Respiratory protection, unit staffing levels, active shooter, etc

12 **Strategy 2-Ensure that standards, protocols and procedures are comprehensive, accessible and effective.**

▶ Action 3 – Review standardized dispatch protocols among the Director, the Fire and Rescue Association and the Volunteer Company leadership, annually or more often if needed.



▶ Status – Ongoing/Complete- In calendar year 2018 a review of all fire – rescue dispatch procedures was done. Some adjustments have been done since adoption. The next major dispatch review is scheduled for calendar year 2022. However, incidents are consistently reviewed based off these SOPS and changes are made as needed.

13 **Strategy 2-Ensure that standards, protocols and procedures are comprehensive, accessible and effective.**

▶ Action 4 – Ensure that Mutual Aid Memorandums of Understanding with jurisdictions are in place and evaluated regularly, or as needed.



▶ Status – Ongoing/Complete- In 2018 the mutual aid (MA) agreement with Warren County was updated. In 2019 the MA was updated with Frederick County, Fauquier County and West Virginia Jefferson County. Loudon County MA will be reviewed in 2020. These MA agreements are now on a 5 year review schedule.

14 **Strategy 2-Ensure that standards, protocols and procedures are comprehensive, accessible and effective.**

▶ Action 5 – Ensure that Mutual Aid Memorandums of Understanding with County Volunteer Companies are in place and evaluated regularly, or as needed.



▶ Status – Ongoing- The current use agreement is under review and is anticipated to be complete within the Fiscal Year. The last agreement was signed in 2015 and several different changes have taken place (ex. – new SOGs, new funding programs, station staffing, etc.)

- The agreement based on the relationship between each individual company and the county.

15 **Review of Current Commission Structure and Need**

▶ Code of Clarke (17-6)-

- ▶ The Board of Supervisors shall appoint a Fire and EMS Commission ("the Commission") to provide planning-level oversight of the Fire and EMS systems in the County; to oversee strategic planning efforts; and to provide a mechanism for collaboration and coordination among the Director, the County Sheriff, volunteer companies, and the Board of Supervisors on issues impacting fire, EMS, and emergency management services. The Commission shall work in coordination with the Director on these issues, and the Director shall provide staff support to the Commission.

16 **Review of Current Commission Structure and Need (continued)**

▶ Code of Clarke (17-6)- membership

- ▶ One (1) member of the Board of Supervisors;
- ▶ - The Clarke County Sheriff;
- ▶ - One (1) representative from each of the volunteer fire and EMS companies;
- ▶ and - Three (3) citizens-at-large representing consumers of fire and EMS services.

17 **Review of Current Commission Structure and Need (continued)**

▶ Code of Clarke (17-6)- Responsibilities

1. Develop and maintain a Fire & EMS Strategic Plan.
2. Annually review the Emergency Operations Plan (EOP) and provide recommendations on changes to the Board of Supervisors.
3. Review and advise on implementation strategies for policy and protocol changes for Fire & EMS operations.
4. Provide platform for resolving policy and protocol disputes amount the companies, the career staff, and/or with the emergency communications center



18 **Review of Current Commission Structure and Need (continued)**

▶ Code of Clarke (17-6)- Responsibilities

5. Review and provide recommendations on budgetary matters including recommending the use of funding and service agreements
6. Evaluate compliance with established performance objectives and develop recommendations to address deficiencies.
7. Support and promote annual emergency preparedness exercises.
8. Evaluate other related issues as requested by the Board of Supervisors.



19 **Review of Current Commission Structure and Need (continued)**

▶ Code of Clarke (17-6)- Responsibilities

- ▶ The Commission shall also review and provide recommendations on any proposals by the Director that will have a substantive impact on the County's emergency response system or infrastructure impacting service delivery.

- Brian Lichty recommended adding discussion on next month's agenda on Commission structure, the purpose of the Commission, and if the elements of the Commission need changes.
- Vice Chair Diane Harrison expressed that the Commission responsibilities and duties needs discussed before the structure is formed. Also believe that the responsibilities and duties have changed and those changes will help build the membership that is needed.

- Bryan Conrad stated that it was set forth in the strategic plan that was originally written in the first two years of the Commissions existence. Since then only pieces have been done and we have never got to the Commission Structure. There has been contention on changes to the Commission but none have been discussed and changed.
- David Weiss explained that if changes to the Code of Clarke County were made then there are requirements for public hearings. If that is the path, the Commission recommends then scheduling depends on the Code change process.
- Vice Chair Diane Harrison confirmed with David Weiss that the Code includes everything listed under 17.6.
- David Weiss suggested that the Commission discuss and work through over a couple meetings and then come to a consensus. Adding that actions should not be driven by those appointment deadlines, people can continue to serve as long the Board of Supervisors ask them to for a reasonable period of time even though their terms have expired. The Board of Supervisors can appoint / reappoint members; and, if Commission provides the accommodation to change the structure, then we can go through that process. If the structure is changed, then the members can either stay on it under a new structure or not.
- Jay Grimm stated that he was in favor of tabling the discussion. He also expressed that a personal and his company's concern regarding the citizen at large position, it still stands and it specifies consumers of the services, not necessarily providers of the services. It has an impact on budget recommendations and other items of that nature, which can affect a company and the matter of over representation of a company by the citizens at large potentially.
- David Weiss gave history / structure of the Commission for informational purposes. Stating that originally the perspective from the Board of Supervisors when appointing people was because of their expertise and we had faith that they could serve in two capacities. One role in the company and the other role to stand above the company role and put the County above all other concerns.
- Jay Grimm stated, please not to take his statements as trying to disparage anyone.
- David Weiss expressed that just as the companies find it difficult to find volunteers for your work, the County has great difficulty finding people to serve on the multitude of Boards. Therefore, we try to utilize the known expertise, we trust our citizens asked to serve that they can rise above the mundane issues of the day-to-day operations and understand that they are working on behalf of the County and we have been tremendously successful in all of our Boards and committees. From Board of Supervisors perspective, we do not like to limit ourselves because it is difficult to find people and you miss expertise.

Vice Chair, Diane Harrison, moved to table the discussion of the structure, responsibilities, and duties of the Commission until next month. The motion carried by the following voice vote:

Bryan Conrad	- Aye
Jay Grim	- Aye
Diane Harrison	- Aye
Matt Hoff	- Aye
Doug Lawrence	- Aye
Andrew Nicholson	Absent
Tony Roper	Aye
David Weiss	Aye

6. Report from the Director of Fire & EMS

DIRECTORS REPORT

Month-August 2019 (updated 8/3/2019)

Standard Reports

-Response Report – 256 Calls for Month of July, average of X.X% “Failure”.

-Billing Report – July collections were \$43,220.21 (\$6,456.24 in patient balances and TNT's).

Updates-

- Top 3 categories for Errors – This replaces the top 3 reason non-billable which remains the same.
 - Other
 - Narrative
 - Procedures
- Current SOGs for review (continued work being done by Chiefs);
 - Physicals
- Upcoming SOGs
 - Active Shooter-postponed
 - Respiratory protection

-Emergency Management

- LEMPG (local emergency management planning grant) is now complete and closeout for FY 19 is done, started prep for next year's projects. These projects will include MDT's and wireless cards for them also possible additional licenses.
- Put together an Emergency Kit that will be given away as a drawing at this year's Fair booth.
- Our region has a new planner there was an introduction meeting held with this person on July 31. He will be working with me to get our EOP placed on the State planning software program and to split our current EOP and COOP into two different plans.
- Attended a Rural EOC operations class in Orange this past month, this class focuses on how to improve your EOC with limited resources.

-Budget

- Incentives for quarter 4 were processed, results for the first month of quarter 1 are in the packets.
- I have not heard anything from SAFER grant as of yet, we are watching this closely.
- I am currently working on a Fiscal Policies for Fire – Rescue. **Update – This is currently being reviewed by the County Administrator.**
- We are also working on a detailed Capital Improvements Plan – this will outline in detail the needs of the system for large capital purchases over the next 10+ years. **Update – This is currently being reviewed by the County Administrator.**

-Strategic Goals

1) Strategic Vision and Effective Leadership

- The County is working on updating the website. **Update – This project has been extended estimated to be complete by end of September being October**
- The Chiefs are reviewing some programs that will track certifications management to meet the objectives identified in the Strategic Plan. **Update – Have reviewed the first program will review the next one at the next meeting**
- We have scheduled an administrative procedures class that will take place on July 10th. This class will focus on all of the administrative items for volunteer departments and the county. – **This class was done, Mr. Judge attended the class to help answer question. We had about 10-12 people attend.**
- We will be holding our 1st meeting to review and update the Fire – Rescue Use Agreement. **Update – The review by Boyce and myself are complete and we are working on setting up a second meeting date.**
- Completed a Finance-Volunteer Administrative Leadership Series (VALS). This series is on volunteer fire department financial management.

2) Fire and EMS Operations

- As part of the FY 20 budget we are working on setting up a CPR delivery class that will be done once a quarter that anyone in the system will be able to attend (no cost to individuals or departments) **Update – A budget has been submitted, locations to store the equipment has been determined and hope to start the first class in the 2nd or 3rd quarter of the year.**
- Mobile Data Terminal (MDT) – We now have 2 MDTs in the field, and look to expand the program by late summer into early fall.

- We had two calls in question this past month
 - A CPR incident where there was an extended amount of time for an ambulance to arrive on scene. The 1, 2 and 3rd due companies were all on 1st calls. Mutual Aid was requested and a Clarke County unit responded from hospital. This incident is being reviewed by the Jurisdictional coordinator.
 - 2 calls at the same address in 2 days, 1st incident resulted in a patient refusal, 2nd incident ended in a CPR. These incidents were reviewed QA by the Jurisdictional coordinator and the OMD. They have made their recommendations and more will follow.

3) Recruitment and Retention

- Interviews for part-time employees will be held on August 15th (3 total). I would like to thank Chief White and Chief Coffelt for agreeing to help with the interviews.
- With 2nd posting for positions and testing a couple of new practices we have had 34 applicants apply, we are working through those applicants to verify eligibility and starting to schedule written tests.
- We are doing a booth at the Fair this year, we will have volunteering information to include a banner, pamphlets and interest cards.

4) Resource Management

- The Lord Fairfax EMS Council has been awarded funding for a program called "Handtevy", this program focuses on pediatric medication administration and care. All departments in the Lord Fairfax EMS Council will be getting this program at no cost. Our Jurisdictional Coordinator (JC) is leading this project for us. **Update – This program is currently being rolled out. Additionally, looking at a possible grant to purchase some additional items to help support the program.**
- We have submitted our request for 2020 Emergency Response Guidebooks (ERG's) to the state.

5) Health and Safety

- The INOVA Company in Ashburn has been selected to conduct our NFPA physicals. The Chiefs have requested that all Career personnel go through the program first. **Update – Have final meeting with company on Wednesday August 7th.**
- Also as part of the physical program I have a meeting set up with Frederick County to get some FIT testing done in the fall of this year. **Update – Had meeting and draft of an agreement has been sent to Frederick County for their review. Hope to have this set up for late fall.**

6) Employee Development

- We have one full-time employee who has complete his Paramedic class, and passed all testing. In the coming weeks we will be getting him is reciprocity from the state and getting him released as an ALS provider.

7) Community Outreach

- Myself, the Building Official and a State Fire Marshall did a walkthrough of the Fairgrounds as we have in past years so that work could be arranged on a few areas of concern.
- Assisted the Lord Fairfax Health district with interviews for their Emergency Coordinators positions.
- Assisting the town with a review of a Special use permit.
- We will be conducting a survey at the fair as well on how the public views our service delivery.

Highlights from the Board:

- Vice Chair Diane Harrison asked if the CPR training could be open to the public for a small fee. Brian Lichty confirmed that it is possible and that different options are being looked at but the number one priority at this time is to see how it improves our system.
- Jay Grimm asked if there was any feedback on MDT's. Brian Lichty stated that feedback would be requested and would be evaluated once they are used more.
- Doug Lawrence affirmed with Brian Lichty that in the Capital Improvement Plan, that has been reviewed by the County Administrator, does have language that companies can apply, and will match what is in the Fiscal Policy to the Capital Improvements Policy.

7. New Business

Association

Doug Lawrence raised his concern on the Association, asking if the committee could be asked to review the problems with the Association and list them in order from easiest to most difficult allowing the Association to look at few at a time and work on with the Commission's advisement knowing that some of the problems are not solvable but the items that can be fixed if the Association knew they would be able to start fixing a few things.

Chair Matt Hoff stated that the Commission could ask the committee as a courtesy.

Vice Chair Diane Harrison stated that she would put a list together.

Insurance Claims

David Weiss raised the issue of insurance claims and handed the floor to David Ash to report on for clarification.

David Ash reported:

- Received email from David Weiss that was forwarded to Mr. Burns.
- Asked to look into what was said and to see what could be found.
- Part of the problem is that what was said was nonspecific.
- When someone is accused of lying, and it almost cost Blue Ridge over \$12,000, it did not specify about what.
- Went to Brian Lichy to get more information on what it was about, did not get everything but does have email exchange regarding the insurance claims.
- Have an email stating that on May 1 a Mario Balderas from MB Electric Company made the statement that the damage to the pipes and the electrical wiring looks like it was done over several years.
- Have documentation where Brian Lichy contacted the insurance adjuster and attempted to link this to an earlier water damage claim that had been made.
- Finally, an email from a second electrical company (not MB Electric) that states that part of it was long term damage and part of it might have been more recent damage, which might of qualified for the claim.
- Ultimately, the insurance company did in fact cover.
- These kind of nonspecific allegations where there is nothing specific said and when the information printed on the paper contradicts is not very helpful.
- In the email from David Weiss, there was voicing of some concern of the contracts that the individual companies signed with the county and how Boyce's withdraw from the Association somehow violated the contract.
- Not a deterrent; but, if this is found in the contract, please point it out.
- The Association is only mentioned four times in the whole document, and one of those is in the definition of what the Association is. In every other case, it is simply an advisory group.
- There is nothing in the individual contract.
- Specifically asked Brian Lichy not to respond, felt it was more appropriate that I responded because it was very close to liability.
- To the whole group, if you have a problem point it out; and, we will try to resolve it but we need facts and you cannot come back months later and make unsubstantial claims with absolutely nothing to back it up.
- Findings totally contradict the statements that were made.
- I speak in support of my employee and in support of the written record, both from email accounts and from the documents themselves that were signed in 2015 with the agreements.

- Need to be specific where violations are to say nonspecifically that the contract is violated without being able to point out where in the contract the violation exist, or that you have to go to the extent of getting a second opinion from a different person to contradict the first opinion that was supplied to Brian Lichty is a big question.

David Weiss stated that he told Mr. Burns that he would ask the County Administrator to look into the problem and that he would present his findings at this meeting.

David Weiss expressed that from his perspective, all of us our trying to solve problems that are complicated at various times and none of us should be accused of potentially lying because none of us does that. We may make mistakes and we may be told one thing by one person and one by another; but, we are all working for the common good.

Bryan Conrad and Jay Grimm asked the clerk to include highlights from David Ash's report in the minutes.

Updates on the Deputy involved shooting incident

On Monday, dispatch was called for an ambulance; a Deputy Sheriff arrived on scene just before EMS. The person engaged in a firefight but our Deputy did not get hurt. As soon as EMS arrived, all staff provided professional aid to a person who just shot at a Deputy Sheriff. Sheriff Tony Roper was proud to see all EMS Staff work so professionally, it showed that at the end of the day we are all working toward the same thing every time and all deserve to be recognized.

8. Summary of Required Action

<u>Item</u>	<u>Description</u>	<u>Responsibility</u>
1.	None	N/A

9. Adjourn

Bryan Conrad announced that if asked to serve as a citizen appointee again, he would not accept the appointment; however, he would serve until replaced stating that there has been effort to get him off the Commission and believes that that effort could be better directed to working on the tasks.

David Weiss stated from the Board of Supervisors perspective, we are sorry to hear. Expressing that Bryan Conrad dedicated his life to Fire & EMS in the County and served honorably on this work group and on this Commission.

Chair Matt Hoff thanked Bryan Conrad for his service

At 8:04 pm, Bryan Conrad, moved to adjourn the meeting. The motion carried by the following voice vote:

Bryan Conrad	- Aye
Jay Grim	- Aye
Diane Harrison	- Aye
Matt Hoff	- Aye
Doug Lawrence	- Aye
Andrew Nicholson	Absent
Tony Roper	Aye
David Weiss	Aye

Next Meeting

The next regularly scheduled meeting is set for Thursday, September 19, 2019 at 6:30pm.

Minutes Recorded and Transcribed by Brianna R. Taylor