

**Administrative Operations Committee
Minutes**

May 12, 2016

The May meeting of the Administrative Operations Committee was held on Thursday, March 10, 2016 in the DTCL Large Conference Room at 801 Sycolin Road. Chairman Quin presided and called the meeting to order at 1937 hours. The following were in attendance:

Co. 1	Mark Arend
Co. 2	Brad Quin
Co. 4	John Moring
Co. 5	John Malone
Co. 6	Jimmy Olveson
Co. 7	Bernie Boteler
Co. 8	Eric Shank
Co. 9	Jay J Brown
Co. 10	Bob Akers
Co. 11	Andy Gode
Co. 12	Karen Deli
Co. 13	Jim Cromer
Co. 14	Sue Johnson
Co. 15	Jen Ferguson
Co. 17	Absent
LCFR:	AC Matt Tobia, Christine Langley-Obaugh

Minutes

Motion: A motion was made by Bernie Boteler to approve the April 14, 2016 minutes. The motion was seconded by Jimmy Olveson, Company 6.

Vote: Approved with a vote of 13-0-1-1 with Jen Ferguson abstaining.

Update of Key Issues:

Executive Committee Update:

Chief Tobia reported that the Volunteer Physicals SWP was passed at the last EC meeting as the AOC, EMSOC and FOC unanimously agreed to move the item forward. Chief Tobia explained a subsequent motion on behalf of the FOC was proposed requesting that the system-wide Health, Safety and Wellness Committee evaluate the feasibility of moving to a single standard. Chief Tobia advised that questions and concerns arose about the inadvertent treating of single role providers differently than dual role cross trained providers and further, if there is one standard then what should that one standard be. Chief Tobia clarified that the Health, Safety and Wellness Committee will research this issue. Chief Tobia shared that the second part of that motion required that any recommendations being brought forward by the Health, Safety and Wellness Committee return to the EC prior to any action being taken. Chief Tobia reiterated that the only change is that effective July 1st, any individuals participating in the Volunteer Battalion

Chief's Program will be required to and successfully complete an annual NFPA 1582 physical. Chief Tobia stated many are in compliance as they are part-time instructors and the NFPA 1582 is required for part-time instructors.

The EC, according to Chief Tobia, also retired a significant number of out of date and redundant FRG's, both operational and administrative. A system wide IB will follow. Chief Tobia explained that many FRG's on the operations side may have stated to follow the NOVA Manuals. Chief Tobia stated we do follow the NOVA Manuals and we are a signatory to the NOVA Compact, thus several FRG's were found to be redundant. This action was based upon recommendations that came from the System-Wide Procedure Ad Hoc Committee. Chief Tobia advised that the EC voted unanimously to retire the FRG's as recommended. Chief Tobia stated we will circulate the information to include which FRG's have been retired and which FRG's were replaced by SWP's.

Chief Tobia mentioned that SWP's have now been formatted uniformly and distributed. Chief Tobia stated that there are approximately 10 FRG's that are under review with the SWP Ad-Hoc Committee for merging of SOP and FRG into one document. Chief Tobia explained to the AOC that once merged documents come to the EC, the intent is that the system stakeholders have already been fully made aware of the work through their system representatives thus there is not a need to distribute through the subcommittees. However, Chief Tobia stated that the EC may have additional edits and ultimately, the System Chief becomes the final decision maker.

Subcommittee Reports:

Audits: President Quin spoke about the on-going risk management audit process. Chairman Quin advised the AOC that five companies were in the current process which included the following companies: 10, 11, 12, 14 and 17.

Chairman Quin reported that he and Chief Tobia met with Janet Romanchyk in the Controller's Office as well as John Sandy to review next steps in follow-up and the report from them indicated things were on track and moving smoothly. Chair Quin advised that the reason for the meeting was to follow-up regarding the request made to the AOC by the Board and the Finance Government Services Operations Committee to the risk management assessments that were completed last year. Final reports were previously distributed which included recommended processes in accounting. The BOS would like to see how companies address dealing with categories rated red or yellow whereby weak or non-existent practices need some attention. President Quin informed the group that the sub-committee will draft some recommendations for consideration to help improve and engage the process going forward. Chair Quin explained that the desire is to report back to the BOS how companies have improved processes.

Chief Tobia explained that Supervisor Buona made a motion that there should be follow-up. Chief Tobia also shared that there is a guidebook, a set of policies and procedures, developed in cooperation with the companies by Cherry Bekaert. Chief Tobia explained that if a company wants to draft a policy and if you want to ensure it meets the standards, we would engage with Cherry Bekaert and they can review the model policy. Chief Tobia clarified that is County Administration's desire that the AOC continue to administrate this process. Chair Quin added that there are several companies that have good and stable practices. Chair Quin shared that

there is an understanding between large companies that have complex practices and financials and smaller companies with more straightforward policies.

Chairman Quin summarized by stating that we would like to be able to give a response to Mr. Buona in the fall. Chief Tobia clarified as soon as policy is written, it should be operationalized as soon as possible. Chief Tobia stated that individual companies can already be embarked on evaluating the reports, identifying areas for improvement and engaging in steps to reflect that improvement. Chief Tobia explained that if a company would like Cherry Bekaert, the auditing firm, to review something, please contact him and he will make the contact.

Budget Sub-committee: Dave Short provided a brief summary of the underlying principles guiding the process for distribution the County allocation each year via the algorithm: to determine the delta (funding gap) after company's income and expenses are considered before the allocation of County assistance. Each company's percentage of that gap is the percentage of the subsequent allocation. Dave shared that this year a decision was made to take a three year rolling average of those expense to dampen the impact of single year peaks and valleys in company expenses.

Dave reviewed the other key areas of discussion in the budget Subcommittee: EMS billing revenue; capital reserves (apparatus costs and service life); and safety center expenses (rents); and the AOC approved \$250,000 'minimum' allocation.

While it is anticipated that changes to the life cycle (shorter) and replacement costs (higher) of apparatus to match current County standards as originally implemented in the algorithm will be nominal, EMS billing revenue has the potential to dramatically impact the process given the anticipated high levels of income that will flow to several companies. Final decisions on how to accommodate such an influx of income are the subject of continuing discussion.

With respect to safety center rent expenses impacting just five companies, concern has been expressed over the level of some of the expenses companies are passing on to through the algorithm. For the first time the budget subcommittee has secured income and expense data for each safety center to secure a better understanding of those cost drivers. A recommendation to change or modify policy on how those costs are reported to the algorithm for the final cut is being discussed and does not impact the first cut allocations.

Jimmy Olveson expressed concern regarding significantly higher numbers being reported by some companies. It is Jimmy's opinion that there are issues with the numbers provided by the safety centers to their companies and its impact on the algorithm. Dave Short stated that the group will strive for transparency and defensibility of reporting.

Chair Quin stated that the budget sub-committee has recognized this as an issue. Chair Quin emphasized it has been discussed and is why, for the first time, information regarding such expenses is being collected from the safety centers themselves. Chair Quin emphasized the issue will be resolved and it will affect the final analysis in the end. Chair Quin clarified by stating that the budget sub-committee will make a recommendation and bring it forward to the AOC for approval after its May and June meetings.

Dave Short stated missing data from approximately 6 companies is still needed.

Dave Short also discussed the \$250,000 minimum. Dave stated that applying the AOC approved policy to this year's first cut, three companies fell below the \$250,000 and they were only below by a little amount. Dave explained that these companies' first cut allocation were adjusted upward to \$250,000 reducing all other companies' allocations accordingly and actually resulting in an elimination of the funding gap for one.

A spreadsheet of the proposed first cut allocations was handed out for AOC members to review. Dave Short clarified that the numbers are for FY17. Dave explained that by examining the post adjustment category which is your predicted funding from the County for FY17. Adjustments to the draft will occur based upon all the variables that have been discussed.

Chair Quin stated that company 3 is included in the calculation and it may not be appropriate to put them in. Chief Tobia stated that the remaining amount of money left in escrow right now is sufficient to cover the expenses going forward for probably another year or two while they are in the process of dissolving. Chief Tobia stated they can be removed from the FY17 calculation. Chief Tobia stated that the County is currently paying for the expenses of the building. Chief Tobia stated that company 3 should not be included in the algorithm at all going forward.

To summarize Dave pointed out that the total expense needs of the volunteer system before any consideration of EMS billing revenue is included is \$6.836 million to make each company 100% whole. The County is budgeting \$6.315 million, so there is a total system funding gap of just under \$500,000. If, for example, someone is over funded, the intent or purpose of the motion was not to give them extra money, it was to ensure everyone had a minimum level in which to operate. Dave stated that this potential loophole will be examined by the budget sub-committee and a possible amendment may be necessary.

Chief Tobia stated that if it is the intent of the AOC that the EMS revenue is counted dollar for dollar as income against expenses, then every dollar that you will make in EMS revenue is a dollar that comes off of the money that you are getting from the County algorithm. Chief Tobia stated that it means three quarters of the way through the fiscal year, the volunteer companies have realized over a million dollars in revenue. If the current funding gap is \$439,000 or even if it is \$521,000 what we are looking at is functionally ending the year with a \$500,000 delta of positive money not necessarily available for re-distribution because everyone will have 100% of their allowed expenses to have been counted. Chief Tobia stated that the budget sub-committee will need to have a discussion based on what that means. Chief Tobia stated that the System Chief is concerned because while he acknowledges the concern of the AOC at the conception of the algorithm, that EMS revenue should be counted, the functional effect is more than certainly the Board's intent which has all along articulated that the intent of the EMS revenue money was a system add. Chief Tobia emphasized that he is not articulating a position.

Chief Tobia stated that the legislative history of EMS billing revenue seems to reflect the intent that this money could be used to improve the services delivered. Chief Tobia said, for example, it would allow company 14 to buy power lift cots for all of its ambulances which you could not

otherwise do in a normal funding year. Chief Tobia wants all to be cognizant of the functional fact.

Jay J. Brown shared that part of the testimony that went into the hearings that was from the companies saying that they were not able to purchase everything that they wanted to that's why their budget would not reflect what they truly needed. Jay J. stated much like where we are right now that we are putting off remodeling something because we have other needs.

Chief Tobia stated we want to continue to be good stewards of the taxpayer dollars and ensure needs are addressed. Chief Tobia submitted that one of the things this could lead to potentially is an opportunity for some of that money to go towards a prioritized list of system-wide needs to help the volunteer companies (ex. fuel, PPE's, insurance).

Chair Quin stated that last year and the previous three years, first cut data was requested by June 1st. Chair Quin stated that they reported to the EC in July the first cut data. Chair Quin shared that final numbers were then gathered so that those numbers could be provided to the EC in late September. Chair Quin reiterated that we will need to work within that rough time frame to have final decisions made prior to September.

For clarification, any discussions that the budget sub-committee will have will only impact the true-up.

Chief Tobia shared that the intent is, in order for the checks to go out in the first week of July, they need to have that 30 day window in order to process them. Chief Tobia stated if the AOC votes tonight, it would guarantee that the money would be available for July 1 because the EC could vote on it at the end of this month which gives the County ample time.

Chair Quin stated if the numbers are approved with Company 3 in it and then the adjustment is made without 3, you will notice a slight increase. Chair Quin stated there is no damage done to approving the document as written with a provision that Dave update the numbers relative to the discussion. Jay J. Brown suggested a special meeting after the budget sub-committee meeting if everyone wanted to view the numbers. Chair Quin stated that if we examine the numbers tonight and are sufficiently comfortable as a beginning process and know that there will be a slight change in the positive, we will have that settled so we can give the information to the County so companies can be funded. Chair Quin then stated we would begin today through the end of July to resolve the remaining questions and do the true-up.

Chief Tobia would recommend that the AOC accept this and follow it up with a revised document excluding company 3 and do a straw poll by email to affirm the revised document. Chief Tobia shared he did not feel it was appropriate for Company 3 to be in the algorithm.

Jay J. Brown offered a friendly amendment that we approve this with Company 3's funding be added back in. Motion seconded.

Motion passed with no one opposed.

Dave Short asked that safety center numbers and fleet information be communicated. Dave advised that he no longer needs square footage information.

Chief Tobia asked all to report anything on the document that is not accurate.

Chief Tobia stated the whole basis for this entire thing is predicated on the integrity and the openness and transparency of this group. Chief Tobia further stated that the AOC has done a colossal job in gaining the trust and respect of the BOS in managing this money.

Chair Quin added that the budget sub-committee meetings have all been highly productive, highly collaborative and very directed to make sure we honor that particular perspective.

Discussion Topics

Social Media Draft SWP and Use of Personal Electronic Devices SWP

Chief Tobia shared that the first drafts of these policies spurred discussion. Chief Tobia stated that he was impressed regarding the feedback and communication received from several companies. Chief Tobia will continue to revise the draft accordingly. A revised document will return soon and ample opportunity for input to be provided will occur. Earl Hall has offered to assist with the policies and Matt Schultz, the primary author, continues his involvement, as well.

Chief Tobia shared that an incident occurred just the other day whereby a system member took a screen shot of a CAD call and posted it on his Facebook page. Chief Tobia stated he received an unsolicited phone call and the matter was dealt with swiftly and efficiently. Chief Tobia emphasized that there is a need to provide system members some boundaries and guidance. Chief Tobia stated we are sensitive and mindful to the terrible dangers that exist.

Chief Tobia summarized by stating the need to provide comments as soon as possible.

Chair Quin applauded Chief Tobia's willingness to add Earl to the group as it is important to have a voice from the volunteer side of the house.

Awards and Recognition SWP

Chair Quin explained that the SWP in the packet includes one minor change with the renaming of an award in honor of Leo Kelly.

Chief Tobia stated that this is a living product and the EMSOC did endorse it earlier this week.

Chair Quin shared a question posed by Rick Etter regarding Length of Service Awards. The Recruitment and Retention Committee is considering doing away with Length of Services awards due to differences in how members are tracked. Chair Quin stated that the R & R Committee is giving consideration to replacing it with a rewards program employing another method to determine edibility. Chair Quin shared Rick's concern as he wants to make sure this does not violate the SWP. Chair Quin stated that he did not find any reference to the Length of Service Program within the SWP. Chair Quin stated he will share with Rick that it does not impact the

policy and further, that they own that process and they should pursue appropriate avenues to recognize members.

Chair Tobia advised the AOC that the change in the Chamber of Commerce Awards this year was the walking heart awards. Chief Tobia stated that there has been a tremendous level of discussion within the selection committee about whether or not individuals should be recognized when they save a life and someone walks out of the hospital. Chief Tobia shared that the nationwide survival rate for out of hospital cardiac arrests is 5%. Chief Tobia stated that it reflects the very best in exemplary teamwork.

Discussion ensued regarding Honor Guards. Chair Quin stated he would entertain a motion from the floor to accept the document as written with a qualification to Chief Johnson regarding Honor Guards. The motion was made and seconded. The motion passed with no one opposed and no abstentions.

Action Item/New Business:

Budget Sub-committee changes to the FY17 Allocation Process: See above

Social Media SWP: No action needed; will be heard at the EC in June

Use of Personal Electronic Devices SWP: No action needed; will be heard at the EC in June

Awards and Recognition SWP: See above

Information Sharing Across Volunteer Councils and Committees

Recruitment and Retention Committee- Nothing noted

DFREM- Chief Tobia recognized Francis Rath in the County. One of the career members in the department has a son with special needs and has been dealing with significant health issues since he was 7 weeks old. Chief Tobia stated Francis bought a cooling vest for this young man which has allowed the young man to escape from being trapped in his own home for the first time in his life. He will be upset, most likely, according to Chief Tobia that something was said because he certainly did not want any fanfare. Chief Tobia stated that the company that creates the cooling vest has posted the story on their Facebook page and it is being widely shared. Chief Tobia shared that he also sent the story to the EC.

EMSOC- Jay J. Brown shared that there have been issues with biohazard pick-ups.

Announcements-

Please forward the operations messages from Chief Johnson.

Open Houses are coming up.

Child Safety Seat Inspections on May 31st.

Races will take place on Saturday according to Andy Gode.

Fundraising Boundary Files: Chief Tobia stated the lists have now gone to sequel server and it doesn't translate quickly. Chief Tobia shared that Kate is working diligently to work through the issues. Chief Tobia suggested that folks use their calendar year 2015 lists.

Child Safety Checks in Arcola is sponsored by Ashburn Rotary. Extra car seats will be available.

Grand Opening of station 6 will be held on Sunday, May 15th.

Open House at Round Hill is May 28th.

Chair Quin attended the ceremony at Company 3, a well done ceremony and highly respectful of the long tradition of the company.

Chair Quin stated his company will be holding an event on May 28th. The group will participate in Memorial Day ceremonies. They raise money for Veteran activities.

Chair Quin advised that he has been asked to speak at the Town Memorial Day Ceremony occurring on 5/30, thus any friendly faces are welcome.

Consideration may wish to be given to sponsoring an Honor Flight in the future.

Adjournment

There being no further business to discuss, the meeting was adjourned at 2143 hours.

The next Administrative Operations Committee meeting will be held on Thursday, June 9, 2016 at 1930 hours at 801 Sycolin Road, DTCI Large Conference Room.

Respectfully submitted:

Christine Langley-Obaugh, M.Ed., CVA
Executive Liaison