

**Administrative Operations Committee  
Minutes**

**July 14, 2016**

The July meeting of the Administrative Operations Committee was held on Thursday, July 14, 2016 in the DTCl Large Conference Room at 801 Sycolin Road. Chairman Quin presided and called the meeting to order at 1935 hours. The following were in attendance:

Co. 1	<b>Excused</b>
Co. 2	Brad Quin
Co. 4	John Moring
Co. 5	John Malone
Co. 6	Don Graham
Co. 7	Bernie Boteler
Co. 8	Eric Shank
Co. 9	<b>Excused</b>
Co. 10	<b>Excused</b>
Co. 12	Ryan Spencer
Co. 13	Jim Cromer
Co. 14	Aaron Kahn
Co. 15	Jen Ferguson
LCFR:	AC Matt Tobia

**Minutes**

**Motion:** A motion was made by Bernie Boteler to approve the June 9, 2016 minutes. The motion was seconded by Aaron Kahn.

**Vote:** Approved with a vote of 10-0-0-3.

**Update of Key Issues:**

**Executive Committee Update:**

Chief Tobia reported that the Ballistic Vests SWP was passed in July. Chief Tobia stated additional SWP's are out for signatures from Chief Brower and Dr. Morgan and as soon as they are signed, they will be distributed.

Chief Tobia stated that there are members that will need to complete active directory training. Please contact Thomas Kane to make arrangements. In addition, Chief Tobia shared that a request was received that two email addresses get merged.

Chief Tobia reminded all to please make sure members are attending one of the mobile CAD training sessions.

Chief Tobia advised that Chief Parker sent correspondence relative to the icon for the MDC's.

Discussion about additional mandatory training requirements occurred. Requests for members to complete training on-line were made. Requests for super users to attend a train the trainer

then return to train company members was also presented. Chief Tobia stated he would discuss the issue with Chief Parker.

Lastly, Chief Tobia reported that the SWP Ad-Hoc committee will roll out some merged FRG's and SOP's. Chief Tobia reminded all of the updated location of the FRG's and SWP's on CivicPlus.

#### Subcommittee Reports:

Cost Benefit Sub-Committee: Aaron Kahn reported that Jen, Andy and Jimmy have offered to assist. Aaron stated that they are awaiting dollar amounts from the County. In addition, Aaron stated that answers to staffing questions will also need to be obtained, thus they are still in the process of collecting information at this time.

Financial Policies and Procedures Risk Assessment Update: Chair Quin stated that there are five companies currently involved in the second round of reviews. Information should be forthcoming from Cherry Bekaert.

With respect to the first five companies, a message will soon be received from Chairman Quin which will provide some detail about providing follow-up on the risk assessments concluded almost one year ago. Chair Quin reminded the AOC that the BOS had requested a status update regarding the recommendations. President Quin explained a brief report will be drafted and provided to the BOS for their September meeting.

President Quin gave Company 7 a gold star as every one of their tactics were green.

Chief Tobia reminded the AOC that last year when the Finance Government Services Oversight Committee received the first round of reports, the Chair of the committee was very appreciative, but desired a plan going forward. Chief Tobia stated the AOC and the Finance Department were charged with developing a procedure for ensuring that companies that needed to address areas could do so. Chief Tobia stated Cherry Bekaert will re-visit your companies to see where you are on meeting the requirement to revise those areas that were identified. Chief Tobia stated that this was the next logical step in ensuring accountability in the financial processes.

Chair Quin emphasized that along with his note, there will be a copy of policies and procedures that outlines the intent of the process. In addition, final reports will be attached to include the manual which was written almost two years ago.

#### Budget Sub-committee:

According to President Quin, Dave Short is out of the country, however, a short power point presentation will be provided.

Chairman Quin reported that the budget sub-committee last met on June 12<sup>th</sup>. President Quin stated that data continues to be gathered for the final cut. Recommendations for approval will return to the AOC according to Chairman Quin.

Chair Quin reminded the AOC that consideration was being given regarding whether to include EMS Billing as income or not at all in the algorithm. Initially, the thought was to include it in the algorithm, however, several implications arose. President Quin stated that the intent of the billing effort was to provide EMS companies new money to do things they had not been able to do before. Chairman Quin stated that the other element of the conversation is that there could be a rather significant impact on the algorithm given the potential for large increases in income being added to each company's data submission. This influx could artificially impact the algorithm by driving some company's outcomes beyond balancing the funding gap to a position that reflects having a surplus of funds beyond the established funding gap, something that could cause a reaction to reduce overall funding through the County allocation.

After a long consideration of some possibilities, Chairman Quin stated the budget subcommittee suggests a compromise position: to add to the algorithm only a small portion of EMS billing income up to the point of closing the individual funding gaps of those impacted companies but reserving the largest portion of the funding for company use outside the algorithm.

Aaron commented that this is the fairest way. Aaron stated the vast majority of the EMS Billing dollars will stay with the stations. Aaron stated that on a percentage basis, certain monies will go into the algorithm only to the extent that it makes the entire volunteer system whole. Aaron continued by providing an example and stating 90% will stay with your company and 10% will go into the algorithm. Aaron suggested segregated accounting for EMS billing monies. Aaron stated that this will allow for a level of transparency and will not allow one to double count expenses. Aaron reminded all that the ordinance states the money is for system needs so it will be important to track it show we can show monies are being spent responsibly.

Andy asked what happens if EMS billing funds do not fill the gap. Aaron explained that all companies that participate in EMS Billing would contribute to closing the gap. Further discussion and explanation took place. Chief Tobia stated that in order to ensure that the gap would be closed is that a percentage of your EMS Billing would be counted as income for your company. Chief Tobia clarified that it would be the percentage that is the gap. So, if \$300,000 represents a 10% gap then if you take 10% on the percentage of money that your company has made and that gets counted as income, that should result in that \$300,000 of county algorithm funding appearing in the algorithm. Chief Tobia stated that if you show greater income, than your need goes down because you have the money to close the gap.

AC Tobia said that it is the most equitable way to close the gap without holding companies either completely harmless or completely harmed for the amount of EMS revenue they receive. Chief Tobia reminded all that at the end of the fiscal year, the numbers will come in and then there will be a final true-up. At that point, Chief Tobia shared that there will be a determination of how much of your EMS Billing money will count towards income for the coming fiscal year. Chief Tobia explained that the model was designed to show that the companies are contributing to closing that gap opposed to ignoring it. Chief Tobia strongly suggested that the companies segregate accounts: algorithm/EMS Billing for transparency.

Chairman Quin stated this issue will be brought to the committee on a future agenda. Chairman Quin referred to a slide regarding Schedule Update I/E FY16 deadline on August 15<sup>th</sup>. Chair Quin

discussed safety centers and reminded AOC members that expense budgets were requested of the three centers so insight could be obtained.

Chairman Quin will send a copy of the power point to AOC members. Chairman Quin reminded all to provide data.

#### Discussion Topics

##### **Social Media Draft SWP and Use of Personal Electronic Devices SWP**

Chair Quin stated the new SWP contains the original two SWP's with revisions. The originals are included in the packet for purposes of comparisons.

AC Tobia stated he had no expectations regarding approval on this document tonight. Chief Tobia relayed that he had received comments from two companies thus far. Chief Tobia asked that all requested changes be sent to him in writing so the work group can review them, incorporate them or respond regarding why the proposed changes may not be able to be contemplated.

Discussion took place concerning A.4 and the fact that some companies may not have an official PIO, rather several social media administrators instead. Chief Tobia stated that companies are within their right to identify someone or retain the position with the President or whoever may be the Chief Executive Officer for the Company. To clarify, the system PIO does not preclude a company from having their own PIO.

Discussion also ensued regarding section 5 on page 6 in that the company photographer and company PIO has not been listed. Chief Tobia stated he would go back to the committee and inquire. Reasoning behind the prohibition of personal cameras was also reviewed. Chief Tobia explained that there is no way to control, secure and manage the images.

Chief Tobia addressed questions regarding helmet cameras and body cameras. Chief Tobia explained that helmet and body cameras, by default are going to get you into the area of operation, which in turn gets you beyond the scope of the authority to operate. Chief Tobia also addressed official cameras of the agency, which fall under the agencies policies and procedures relating to their existence. Chief Tobia strongly suggested for all companies to have policies and procedures with regard to the content of that data as well as digitally encrypting that data and securing that data.

Discussion surrounding turnaround time to release pictures also occurred specifically as it relates to page 5, section 4. Andy Gode mentioned that images are used for advertising and as such, it is pertinent to know the defined length of time for the approval process. AC Tobia said he would try and obtain a suggested time frame.

Aaron Kahn raised on page 3, section 5 that he had a concern regarding having to go to the system PIO for violations of the Code of Conduct. Chief Tobia stated that he believes that the intent is to have system coordination. In addition, Aaron stated that pertaining to financial matters, an individual company may want to go public with their thoughts and they may not be in agreement with the system PIO as far as how to discuss County funding. Lastly, Aaron stated

companies deal with personnel issues annually that may never rise to system-wide misconduct, however, according to this policy before a comment on a personnel matter may be released the policy indicates one would need to go to Chief Brower first. Chief Tobia shared that this section was primarily geared towards media inquiries.

An example of talking to the Press regarding EMS billing was discussed and how that issue would affect the system as a whole whereby replacing a fire truck in a station would only affect the individual company. Requests were made for clarity. It may be helpful to add statements like "inform the System PIO" opposed to sounding like one is asking for permission from the System PIO.

On page 6, section 8, Aaron Kahn raised a concern regarding the last sentence: Images captured in the provision of EMS must be attached to the patient's permanent medical record. Aaron stated that as providers they have no control over medical records. Chief Tobia stated that the providers have control over the record called the Patient Care Report. Chief Tobia explained that there is a mechanism that allows images to be attached. Aaron requested that the wording "medical report" be changed to "Patient Care Report".

Chief Tobia stated that the hope is that this policy will be voted on at the August meeting. AC Tobia asked for all comments and assured that the policy will not go out until training has occurred. Chief Tobia would like to ensure all are educated on the intent of the policy.

#### **Fire and EMS Training Enrollment and Wait List SWP (Percentage Method)**

AC Tobia provided background for this policy. Chief Tobia stated that this policy ensures as much equity as possible as it relates to people entering classes. A review of the current policy was also discussed and it was noted that the current policy did not have a wait list provision.

Aaron supports this policy stating that the policy is fair. Chairman Quin supported this policy as well and added that his previous concerns with County prerequisites procedures have been resolved.

John Moring asked that the training committee consider looking at the cost of possibly adding additional classes during "surge" times. AC Tobia explained that an increase in training instructors is planned. Chief Tobia shared that the issue falls into budgetary constraints.

#### **Fundraising Boundaries and Process Review Request**

Chairman Quin shared an email prepared by Chief Brower to all Presidents regarding his concern of the establishment of the new CAD system which has some implications for how we have classically viewed first due areas defined by call activity and the relationship to fundraising boundaries. Chairman Quin stated that Chief Brower is asking the AOC to form a sub-committee to grapple with the question on how those two things intersect, where they intersect and to avoid any misunderstandings that may be created from the changes to the dispatch system. Chair Quin explained that we need to gain understanding on how ARL will change the dynamics, if at all. Chair Quin also advised that the FRG is somewhat complicated and complex.

Chairman Quin explained that he has responded to Chief Brower and that he will begin the process of pulling together a group. In addition, Chair Quin offered that he has already had one

exploratory meeting with someone in the County on how the process works and issues associated with it. A summary of the notes from that conversation will occur within the next couple of days.

Action Item/New Business:

**Fire and EMS Training Enrollment and Wait List SWP (Percentage Method)**

Chairman Quin made a motion that this policy be accepted, as written. Andy Gode seconded the motion. The motion carried 9-1-0-3, with Company 12 opposed and 3 AOC members absent.

Information Sharing Across Volunteer Councils and Committees

**Recruitment and Retention Committee-** Chief Tobia reported that Rick Etter, Chairman of the Recruitment and Retention Committee was hospitalized in Lansdowne and had surgery several days ago. Chief Tobia stated Rick continues to recover and is doing well.

**LCFR-**Chief Tobia announced that Fred Shier's memorial service was well attended. Chief Tobia stated that Fred was a long time member of Company 5 and his wife was on the Fire and Rescue Commission at one time.

Chief Tobia stated that an administrative matter regarding the Background Ordinance was approved on consent. The BOS passed the ordinance however, the language was inadequate in order to meet the intent of the law thus we had to go back to the BOS for the revision. Chief Tobia stated everything is back on track regarding moving ahead with being able to electronically capture fingerprints and submit them directly to the FBI and expedite the process of getting people cleared.

Chief Tobia commented regarding EAP for volunteers. Chief Tobia encouraged companies to continue contracts with Lytle until a time in which all are affirmatively notified that the County has taken over. Please contact AC Tobia directly if any member needs the assistance of the EAP.

**FOC-**Nothing to report

**EMSOC-** Nothing to report

Announcements-

Bernie stated a new utility was purchased to replace the 1993 suburban which will go to Great Cacapon.

Jimmy reported that they hope to get the lot to expand parking.

Andy thanked whoever coordinated the Purcellville Cannons game.

John inquired regarding whether or not consideration may be given to forming a sub-committee to look at various vendors that each company uses. Discussion ensued.

Chair Quin provided two handouts, a copy of the presentation to the BOS from 2013 as well as an article in Loudoun Now for everyone's information.

**Adjournment**

**There being no further business to discuss, the meeting was adjourned at 2142 hours.**

**The next Administrative Operations Committee meeting will be held on Thursday, August 11, 2016 at 1930 hours at 801 Sycolin Road, DTCI Large Conference Room.**

**Respectfully submitted:**

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