

**ALBEMARLE COUNTY FIRE/EMS BOARD**  
**FEMS BOARD MEETING**  
COUNTY OFFICE BUILDING, MCINTIRE ROAD – ROOM 241  
WEDNESDAY, MARCH 27, 2019 – 1800 HOURS

A meeting of the Albemarle County Fire/EMS Board was held on Wednesday, March 27, 2019, at 1800 hours in Room 241 of the County Office Building, Stagecoach Road, Charlottesville, Virginia.

The following members were in attendance:

Dan Eggleston, Albemarle County Fire Rescue  
Noah Hillstrom, Charlottesville Area Rescue Squad  
Mitch Fitzgerald, Crozet Volunteer Fire Department  
Todd Richardson, Earlysville Volunteer Fire Department  
Danny Vanderploeg, East Rivanna Volunteer Fire Department  
George Stephens, North Garden Volunteer Fire Company  
Mike Grandstaff, Scottsville Volunteer Fire Department  
Brian Kester, Seminole Trail Volunteer Fire Department  
Kostas Alibertis, Western Albemarle Rescue Squad

Others in Attendance:

Ann Mallek, Albemarle County Supervisor, Whitehall District  
Patrick Maranuk, Albemarle County Fire Rescue  
Alyssa Mezzoni, Albemarle County Fire Rescue  
Chuck Pugh, North Garden Volunteer Fire Company  
Heather Childress, Albemarle County Fire Rescue  
Scott Lambert, Albemarle County Fire Rescue  
Howard Lagomarsino, Albemarle County Fire Rescue  
David Puckett, Albemarle County Fire Rescue  
Melanie Welcher, Western Albemarle Rescue Squad

**I. Call to Order**

Chief Alibertis called the meeting to order at 1800 hrs.

A. Moment of Silence

Attendees observed a moment of silence.

B. From the Board: Matters not Listed on the Agenda

i. Update from Chiefs – matters of importance from stations

ii. Addition of Agenda Items

Chief Alibertis said that Chief Grandstaff had an item to add to the agenda.

C. From the Public: Matters not Listed on the Agenda

There were none presented.

## **II. Work Session**

There was no work session held.

## **III. Consent Agenda**

A. February 2019 Minutes

**MOTION:** Chief Richardson moved to approve the Consent Agenda with changes made to the minutes as presented at this meeting. Chief Stephens seconded the motion, which passed unanimously (9-0).

## **IV. Committee updates**

A. Executive Committee

There was no meeting this month to report on.

B. Training Committee

Chief Lambert reported that there had been 158 students in October, and the only upcoming class was an EMT class that would run from May through August. He said the Training Committee would meet the first week of April.

C. Operations Committee

There was no Operations Committee report.

D. Recruitment & Retention Committee

Ms. Welcher reported that she had distributed a flyer with information about the career fair to be held on April 23 at the regional jail. She stated that there would be additional advertising done to promote individual stations, and she encouraged chiefs to have representation. Ms. Welcher noted that the fair would cover all opportunities, not just full-time positions. She added that she and Ms. Childress would also be meeting to get recruitment and retention back on track.

Chief Alibertis stated that they had discussed how to improve station representation, and they could revisit it under New Business later in the meeting.

E. Quartermaster Committee

There was no report given.

F. Apparatus Committee

Chief stated that the Apparatus Committee had submitted a report, which was included as an attachment.

## **V. Unfinished Business**

A. Standards of Coverage

Chief Puckett reported that they had addressed several concerns in previous meetings, including the terminology baseline as part of the service objective. He said they had

removed “baseline” from the document and looked into the Comprehensive Plan for guidance as to adoption of service objectives. He said that they moved response time to the top, with the individual components of turnout time and travel time reflected below that. He stated that ACFR did not control the regional 911 center, so it was awkward to try to stipulate service objectives there, although ACFR could express its desires to the ECC management board. Chief Puckett noted that Chief Richardson had indicated that ECC did have some service standards already in place, but he was not certain if they had been formally adopted.

Chief Puckett stated that he had worked with Chief Grandstaff and Chief Alibertis on clarifying the preamble language, and the copy before FEMS reflected that work. He added that he and Chief Alibertis had met with Chief Dillon and his officers to bring them up to date on the standards. He added that he felt there was general consensus, but it should be opened up for discussion.

Chief Dillon asked if the Crozet response times included those times when the station was understaffed.

Chief Puckett responded that they were currently not able to report out on when stations were understaffed, but they had been talking to ECC and Image Trend about creating a status that made it easier to track – but they would also need to clean up Image Trend personnel data so they could count firefighters versus probationary members that were not part of the staffing.

Chief Dillon said that was one of the questions that came up, and their overall response numbers were not bad but the turnout time was really hurting them. He added that they were hoping that the turnout time would not be emphasized. He apologized to the FEMS Board for being too new to have had time to process the consultant’s report.

Chief Stephens stated that he felt they needed to be reporting the entire time, although turnout time and response time internally could be used for improvements – but what they reported out was the service provided to the customer as total time for delivery. He said they did not need to get down into a granular level for the public, and they needed to consider what citizens looked at in terms of how long it took responders to get to their homes and provide any necessary service.

Chief Puckett said that they discussed having community engagement to inform reporting out to the public, in whatever format that ended up being.

Chief Richardson agreed that the community was most interested in total time. He stated that he had participated in a mayday exercise at regional school the previous weekend, based on an incident in Leesburg from a few years earlier – and in his mind, a lot of time was wasted prior to dispatch. He emphasized that they could not force their goals onto the ECC system.

Chief Puckett pointed out that this specifically measures only from time of dispatch to time of arrival.

Chief Oprandy asked Chief Richardson if ECC had call processing time goals.

Chief Richardson responded that it was 90 seconds for fire calls and 120 seconds for rescue calls.

Chief Oprandy asked if this went through any process to be set.

Chief Richardson replied that some of it was NFPA, but he was not certain about that as the process was set before he assumed the position – and he did not think it was a standard across dispatch centers.

Chief Puckett said this was all part of what they were trying to achieve in terms of measuring how well they were performing with call processing.

Chief Richardson emphasized that it was a lot better with the new CAD than the old CAD, as you had to wait for all information to send the call but the new CAD allows dispatch to occur with just an address and call type. He added that some calls have been process in as little as 20 seconds, adding that the mayday situation could have had a call dispatched by someone else while the initial call taker was still taking the input. He said that he was last a dispatcher in 1988 when there were rotary phones, and a lot had likely changed since then. Chief Richardson noted that they had also discussed in the February FEMS Board meeting when people were marking up and what the expectation was, and he wondered if the language should state “shall.”

Chief Puckett agreed that it would be stronger language, and he was fine with making that change.

Chief Alibertis asked for clarification under “minimum ambulance staffing” with the stipulation that personnel was required to be firefighter qualified if the unit was cross-staffed.

Chief Puckett explained that if two stations cross-staff apparatus, they would need to be trained and qualified in both to do that. He said they could add units cross-staffed with a fire apparatus to provide more clarity.

Chief Alibertis commented that he didn’t know if any of the EMS units cross-staffed, but a station such as Earlysville, for example, could have someone that wasn’t a firefighter and might be a fourth person and part of staffing but was an EVOC driver, they may be able to drive the ambulance but would not be a released firefighter.

Chief Richardson said that was conceivable, but the other three people would be.

Chief Alibertis responded that they may not be on the truck, and it didn't make sense that they would take two released firefighters off the engine if they only needed a two-man crew, as there would be an EVOG driver and an EMT to run a BLS call and leave the firefighters behind. He added that the driver may not be a firefighter in that case.

Chief Richardson said that for his station, they would not let anyone be an EVOG without being a firefighter because they wanted to know what was happening on the other end if someone was running a pump.

Chief Alibertis stated that was the only scenario he knew of with that situation.

Chief Puckett said they could strike that whole sentence, and if someone was on an ambulance and was cross-staffing, they would have to meet the engine requirements when they moved over. He explained that they could separate the two and say they had to meet whatever standards for whatever apparatus they were on at the time.

Ms. Mallek commented that when the ambulance was brought to Earlysville, the whole appeal to the community was that a person did not have to be a firefighter and could train to be on a different side of the house – so it was concerning to her if the sentence pertaining to cross-staffing was included. She said that the second part of the question was who would be included in public outreach before this came back to the FEMS Board.

Chief Puckett responded that they would collaborate with Emily Kilroy's office regarding an annual report or any other type of reporting out on this – including what they would produce and when, and what would be included in an annual report.

He stated that he wanted to determine whether there was consensus under turnout on changing the language from "should" to "shall."

Chief Grandstaff stated that this was not a policy, and "shall" was language used in a policy.

Chief Richardson commented that it would not have any teeth as it is now, and he brought it up because the only enforcement would be as a policy.

Chief Puckett said that if they were not changing it, perhaps they could remove the sentence from the language.

Chief Alibertis responded that if it didn't add value, they should get rid of it.

Chief Puckett said he felt they could accomplish the same thing without it.

Chief Alibertis asked if there was a recommendation to reconcile the concerns over response time.

Chief Stephens stated that there would need to be something written out that reflected the total response time, and the current language did not say what was reported out.

Chief Kester stated that this would become a public document, so the solution Chief Alibertis was requesting was removing the two lines from the table to give turnout time and travel time. He added that turnout time was a diagnostic tool used to investigate issues with response time.

Chief Grandstaff said he had suggested that six months earlier.

Chief Richardson asked if the County was pursuing accreditation or was looking to do so.

Chief Puckett responded that they were not.

Chief Richardson asked if this was part of an accreditation standard that had to be publicized with a report as opposed to data they just kept, and if someone FOIA'd it they would give it up – or if it had to be part of a complete report.

Chief Puckett stated that he did not know if accreditation required that.

Chief Lambert confirmed that it did and it also required dispatch time, and this was also required for Office of EMS standards.

Chief Puckett said there was information included for total response time and turnout time for the Office of EMS. He added that this did not necessarily indicate what they were reporting out at large, as that was another conversation. He mentioned that any of the information could be FOIA'd at any time, but turnout time was the only thing within their control or influence so he had a hard time agreeing not to include it in the document.

Chief Stephens responded that if they were unable to staff the building to achieve that, it ended up being money for the taxpayers to get the turnout time because they would need to fund staffing. He said that if they were trying to reduce turnout times, it was lowering the safety margin by not having enough staffing.

Chief Puckett clarified that he was not suggesting that they should take action if they didn't meet any of this, but they should at least know of it, be aware of it, and look for system improvements wherever possible.

Chief Alibertis asked if they could achieve that as a metric without listing it in the table on the front page, as a standard response time could be listed with turnout time and travel time in the definitions.

Chief Puckett replied that in his opinion, it does need to be listed up front because they were saying those were the things that would be measured to compare their service – and taking measures off was not the right approach in his opinion.

Chief Oprandy said that they had response time standards now, and they have all said for years that they were not accurate or useful – and it was total average response time, not a breakdown.

Ms. Childress asked how many agencies it would impact negatively if they kept it in.

Chief Grandstaff stated that it would impact all of them if they weren't hitting that number.

Chief Dillon said that was the concern from his membership at their last meeting.

Chief Stephens commented that if they were not a staffed building, it was hard to achieve a six-minute turnout time in the rural area.

Chief Dillon asked what happened to stations when that was the case, and how it affected the department. He said that data was data, and if they keep seeing that Crozet wasn't meeting turnout time – even if the overall response time was good – he wanted to know how they might be penalized.

Chief Grandstaff said that Scottsville was in the same situation, and they met the response time 90% of the time but did not meet the turnout time – and that has been his argument since day one.

Chief Stephens agreed that it would be difficult to consistently meet that benchmark unless there was staffing in the building.

Chief Puckett stated that he thought that was the premise behind removing the baseline, as they had discussed at their previous meeting, and they were not saying they would meet it 100% of the time. He said he thought that item, rearranging the response time, and making everything else below it and subservient to it was the compromise they had addressed in February.

Chief Oprandy asked if their intent in engaging with Ms. Kilroy's office to release to the public the total response time. He said that the rest of these goals were still internal and were subject to FOIA, as they can now.

Chief Puckett responded that he was assuming that was their intent, and the data would not all be released in a community report because it was too much to digest.

Chief Grandstaff said that the report indicated it would be released to the public as total response time.

Chief Stephens said that it would be documented in what they were voting on, and the intent of the document was the components that made up the response time – and what they reported out based on these components was response time as defined in it. He added that they would still have the internal metrics used to come up with that, but the body as a whole was agreeing that the total response time would be released.

Chief Puckett said that they could focus on the measures for community reporting, and asked if that satisfied their concerns.

Chief Oprandy said that they could wordsmith it so it would reflect what they were trying to say.

Chief Stephens emphasized that they could just say what they were reporting on was response time, very straightforward and to the point.

Chief Alibertis asked for confirmation that this still had to go to the Board of Supervisors.

Chief Puckett responded that it did.

Chief Dillon said that his entire issue was turnout time because he liked goals that could be worked towards and achievable, and unless they had a staffed station – which they only did every day from 6 p.m. to 10 p.m., that two minutes was not going to happen for them. He pointed out that everyone was struggling to get members, and people can only be pushed so much and cannot be required to stay at the station – and many responded from home. He added that standards were a good thing, but the turnout time could not be achieved on a consistent basis. He noted that the overall response was 70% in the development area and 90% in the rural area, and turnout time was different depending on where they were dispatched to. Chief Dillon said that he presented it to his station at their meeting the previous evening, and they felt good about overall response but were hung up on turnout time.

Chief Puckett said that if they put in something that indicated response time was something that they put out to the public, he wanted to know if that addressed everyone's concerns. He asked if they were willing to take a vote and move this forward tonight, or if they felt it was not ready.

Chief Kester stated that what was much more important to him was that these were the metrics they would use to evaluate themselves, and the metrics that the Board of Supervisors would use to evaluate the system's performance – so they needed to believe that they were worthy objectives. He said that he heard department chiefs say that it didn't make sense for them to change their staffing model to achieve that objective, which told him that it either wasn't the right objective or the organization needed to change. He emphasized that response time was the most important measure, and some components were useful diagnostic tools – but creating a subcomponent objective they knew they could not meet would push people into making decisions that were not right for their departments. He added that looking good on a

report was not a good reason to include something, but addressing response time failure was a good reason. He said that there seemed to be support without the two lines included in it, but he would still support it if they stayed in. Chief Kester stated that Chief Grandstaff had expressed concerns about this from the beginning, and they were essentially beating themselves with their own stick if they did not plan to meet the objectives as set out.

Chief Puckett said that he struggled with removing those from the chart, and they had an objective now in the Comp Plan that no station was likely meeting.

Chief Alibertis noted that the Comp Plan used arbitrary response times that were not intended as a standard – and they were used at the time as part of a decision used to drive growth, not service.

Ms. Mallek clarified that it was to enhance the appeal of the growth areas as places where people should live.

Chief Alibertis added that it was to drive growth but was not a realistic number for a standard.

Chief Oprandy stated that the goals for Fire and EMS were established in the early 1990s.

Chief Alibertis commented that they were arbitrary.

Chief Oprandy said that he was not involved at the time, but he understood that there was no analysis that went into establishing them.

Chief Stephens said there was no analysis and research – it was just numbers pulled out of the air.

Chief Alibertis reiterated that the idea was to concentrate growth within a five-minute circle.

Chief Oprandy stated that it was related to the development areas, driven by the Comp Plan. He commented that in terms of making decisions to chase a report, he didn't fully understand that because to the extent they can reduce turnout time, they were improving standards and service. He said that if a company such as North Garden was meeting overall response time but not turnout time, that was one component as to a discussion regarding whether or not to address it.

Chief Stephens said that with the current County administration, that could be the case – but it could change in a heartbeat. He stated that creating a standards that was basically unachievable and being measured to it seemed misaligned, and his fellow stations would probably feel the same way, which was a concern.

Chief Puckett asked if it would change anything if this were adopted as a FEMS policy and the Board adopted total response times.

Chief Alibertis asked how they would adopt something at the FEMS level but the Board of Supervisors would adopt something different.

Chief Puckett responded that he was hearing that they wanted to concentrate on total response times from a public standpoint, so that would be the overarching service level that the Board adopted – but internally, FEMS and the system knew they were trying to adopt all of the standards, including reliability, etc.

Chief Alibertis asked what the different document would be that went to the Board of Supervisors, as FEMS wouldn't see it because it went to the Board before the next FEMS meeting.

Chief Puckett stated that it would likely be executive summary information, and they were just talking about two times – 8 minutes and 21 minutes.

Chief Alibertis said it was helpful if the FEMS Board agreed on the document passed to the Board.

Chief Oprandy said they were basically saying they would remove turnout time, and that was ultimately what would go to the Board.

Chief Puckett replied that he was saying the opposite and they were advocating for removing response time instead of the whole thing, so it would include just the 8 minutes and 21 minutes.

Chief Alibertis said there was value to the whole document, and it would make sense to present the whole document, as it was much more representative and included a lot more information about how they provide service.

Chief Grandstaff suggested that they do it the opposite way and remove turnout time and travel time from the document going to the Board, then have FEMS work on an internal policy that had them included.

Chief Puckett asked if they could just approve this.

Chief Grandstaff said that the whole document could go with those two items removed.

Chief Alibertis emphasized that it was a matter of defining response time, and it would be whatever it was – but the 2 minutes was problematic, and the 8 minutes were fine. He said that it wasn't what the end user perceived as service, which was response time and what the public would want to see versus the components of turnout time and travel time that were used internally to critically evaluate their own performance. He said that

there may come a time in Crozet where the buildout there made travel time complex, and they may decide that 6 minutes was not achievable. He emphasized that the critical value was what the end users saw, and that was overall response time – whereas the system was self-critical in terms of turnout time and travel time, which informed their goals for improvement.

Chief Oprandy stated that the chiefs seemed to be saying that not meeting these standards was “failing.”

Chief Grandstaff said that’s what the document stated, and it referenced the need for “potential service improvements” if they were not meeting the standards – but they were not being met now.

Chief Oprandy said that it was not a pass/fail but was an objective that would fluctuate among the stations depending on their circumstances – but not meeting that standard did not necessarily mean a failure but was a metric as a piece of the overall conversation and how not meeting standards might be addressed.

Chief Kester commented that each measure should stand on its own, and whether turnout time was worthy of a separate measure was a question of whether it mattered if a station was meeting its overall objectives but not its turnout time. He said that his answer would be no, but others may argue that a 2-minute turnout time should be met in every development area of Albemarle. He reiterated that if it’s worthy of being in the table, it needed to stand on its own and point them to something in and of itself – and like it or not, it would be a pass/fail in both feeling and perception. He added that if they saw measures that they didn’t feel were a recipe for success, either the measure was wrong or they were wrong to include it.

Chief Alibertis stated that WARS was staffed but was not meeting turnout time, but they were hitting the response time standard 93-95% of the time. He said that even though they were at that high level, they were not hitting the 90th percentile of turnout time – and if it was that hard for them as a staffed station, it was a tough metric.

Chief Puckett responded that some of that was second, third, fourth call – and not every station experienced that level of extra calls.

Chief Oprandy said that he didn’t disagree that each metric should stand alone, but they won’t each stand alone in terms of what they actually meant, and they had to be looked at comprehensively in the overall context.

Chief Grandstaff asked what would go to the Board if they removed those two lines.

Chief Puckett responded that it would be up to Chief Eggleston, but the information from the FEMS Board would accompany that.

Chief Alibertis noted that Chief Eggleston could technically submit something else, and if that was the case, the FEMS Board had wasted a whole lot of time.

Chief Grandstaff said they would have wasted a year.

Chief Alibertis stated that if Chief Eggleston could act unilaterally, the items should not even be brought to the Board. He added that the group served no purpose if this played out in that way.

Chief Oprandy said that the history of what Chief Puckett had done to try to reach consensus – including meeting with everyone at FEMS, having dialogue, and trying to streamline everything onto one page – should stand, despite what ultimately happened.

Chief Alibertis commented that his point was that there would be backlash from attendees if something completely different was taken to the Board of Supervisors.

Chief Kester stated that Chief Oprandy's point was that Chief Puckett had put the effort in to try to obtain consensus.

Chief Puckett said that the question was whether or not the Fire Chief had the right to take something different to the Board, and technically he does but it was not something considered lightly.

Chief Oprandy commented that this should not come as a surprise to anyone, as that has always been the case, and after all the work done he would not want to throw it out.

Chief Alibertis reiterated that he would have concerns if the Chief took something different forward.

Chief Oprandy said that if the FEMS Board decided to remove turnout time and this went forward to the Board of Supervisors, and a conversation ensued with Chief Eggleston, he would have to explain it.

Chief Alibertis replied that he understood that, but the Chief should at least include the consensus of the FEMS Board.

Chief Oprandy emphasized that the Board of Supervisors would get what the FEMS Board said, what was voted on, what transpired in the individual meetings, the process, what was done, what the concerns and consensus items were, etc.

Chief Alibertis commented that everyone had done a lot of work and they were very close to a resolution.

Chief Stephens said that regarding the document before them, they could take the definition of response time and tack onto it a clarification that "response time consisted of a combination of turnout time and travel time, which would be a metric reported to the

public.” He said that they could also take the definitions of turnout time and travel time and add to them that this was a metric for internal diagnostic use only.

Chief Alibertis said they could also say, “or to calculate response times.”

Chief Stephens stated that they could leave the words “turnout time” and “travel time” on Page 1, but the times and the percentages would be stricken out in other columns.

Chief Oprandy asked if there would not be a goal for turnout time.

Chief Stephens confirmed this, adding that they would still have their top goal but they would not have the turnout time and travel time numbers on the Page 1 chart and would be included as a suggestion.

Chief Alibertis stated that Chief Stephens could make that motion and the group could vote on it, with the understanding that Chief Eggleston might present something else.

Chief Puckett responded that he did not have any new alternatives and it sounded as though they had three options: not voting on anything; voting the proposed document either up or down; or voting on something that included changes. He added that it was hard for him to speak to the best strategy without knowing what the chiefs’ watermark was for including or not including those items.

Chief Alibertis said it would be nice to know where Chief Eggleston stood on it, as it might be something he was willing to compromise on.

Chief Puckett stated that earlier conversations led him to believe that Chief Eggleston wanted those measures in there, but he wasn’t sure how rigid he was on those.

Chief Oprandy commented that based on his understanding and the FEMS Board’s opinions, he would have to vote no with the rest of them voting yes – and that did not feel like the best place to be, especially since Chief Eggleston wasn’t present.

Chief Alibertis said that Chief Stephens was prepared to make a motion, but they could also wait until Chief Eggleston’s opinion was clarified.

Chief Oprandy responded that it would be his recommendation to wait.

Chief Alibertis asked if it could go on the Executive Committee’s agenda.

Chief Puckett replied that it could.

Chief Alibertis said they could talk about it at EC and would at least know where they stood for the next FEMS Board meeting – and he did not feel the present format had enough support, or would at least be problematic if Chief Eggleston took it forward without the FEMS Board approving it.

Chief Puckett agreed.

Chief Oprandy stated that if they cannot come to consensus but were close and the issues were explained at the Board of Supervisors level, it would be up to the Board to digest that information and decide how to proceed. He said that it would be great to avoid it at the FEMS Board level, so it was worth a shot.

Chief Dillon asked if there could be something included that said, "Turnout times are not applicable to non-staffed stations."

Chief Puckett responded that turnout time was applicable to every station and made up response time, so he wasn't sure how they could avoid it as a performance objective. He said that he understood that response times were what the customer felt, but in the rural area if it was a 20-minute response time but there was a distance to travel, that was a factor to consider.

Chief Alibertis stated that they had to look at it and would look at it – but the question was whether it was a fail point.

Chief Stephens commented that North Garden was very conscious of turnout time, and they put several equipped first response vehicles at different members' houses to be able to achieve a quicker turnout time for EMS/first response. He said that when they ran the reports for the system, it was lost – but initially there was no evidence of it because it wasn't a measurement, as they weren't a transport agency. He said that to the citizens they were delivering the service to, it was a measurement because responders were doing what was necessary.

Chief Dillon said that his station was not able to do that.

Chief Stephens said he understood that, but this was what North Garden had done as a tweak within their geographical area.

Chief Dillon stated that this was very important, but he needed to find out whether there was a way to get people to stay there or commit to longer hours. He said that he wanted to have something in place that they could achieve, and he did not think they would get the percentages reflected here – although he felt it was a good thing to have something citizens could measure them by. He added that he did not mind pointing out where they had failed, but wanted to show they were getting somewhere.

Chief Alibertis agreed, stating that he supports standards of coverage but he wanted to make sure they were behind something achievable. He added that response time is achievable, but they were hung up on a less-achievable component of turnout time. He stated that the question was how real of a metric it was, and individual stations would achieve whatever time they could – and WARS has had the same turnout time for years, which would not change if it were staffed.

Chief Oprandy commented that this was the best dialogue he had seen at FEMS, and he asked if they wanted to continue to the conversation at a future work session.

Chief Alibertis responded that they seemed to have reached consensus with this, but the question remained as to whether Chief Eggleston supported the document.

Chief Oprandy stated that he did not agree that they couldn't change it or it wasn't important, and turnout time had other variables and factors – so no individual item could be looked at in isolation. He said that perhaps they should consider this to be a goal with benchmarks for improvement along the way, if it wasn't possible to achieve it.

Chief Alibertis asked if anyone was meeting turnout time.

Chief Puckett responded that he did not think anyone was meeting 90 seconds, which was why they moved it up to 2 minutes.

Chief Alibertis asked if any stations were meeting 2 minutes.

Chief Vanderploeg stated that their station was staffed 24/7, and they were meeting turnout time in the development area 80% of the time, with 99% in the rural area. He added that it would be hard for him to shave 2 minutes and 44 seconds off the travel time, given Pantops.

Chief Grandstaff said that he had said “goal” at the last FEMS Board meeting, as Chief Oprandy had said tonight, but it was decided to include “service objectives establish the desired level.”

Chief Oprandy responded that “goal” and “objective” were interchangeable to him.

Chief Alibertis stated that even high-performing stations were having trouble meeting these now, and no one was at 90% now – so the question was whether it was achievable.

Chief Kester agreed, but the question was whether staff should adopt a different model of operation to achieve this objective – which was either having their own membership at a building or bringing on career staff.

Chief Oprandy commented that it all boiled down to whether there would be action to add staff because there were so many other factors.

Chief Alibertis said that for purposes of this meeting, they were continuing the discussion at a future point – either Executive Committee or FEMS.

B. CAD update

Chief Puckett reported that they were on schedule to upgrade on April 3, with the goal of getting it back up by 7 a.m. He said that there were a few outstanding issues and confirmation they would be fixed prior to giving the go-ahead, and testing earlier in the week on rip-and-run, active-911, etc. showed that it was working okay. He said there were no significant issues they should see as end users, but at mobile when you sign in, a second screen pops up and asks for the unit, rather than that being on one screen as it was now.

Chief Dillon asked who he should contact about people who had never been put into Image Trend.

Chief Puckett responded that Patrick Maranuk was responsible for that entry, adding that they had just finished the integration between Image Trend and CAD – but they should let him know if it wasn't working.

Ms. Childress said that they found that some things weren't being clicked, so people were not showing up – and without administrative rights, they couldn't be seen.

Chief Oprandy stated that each agency that is its own EMS agency had its own setup, with stations 4, 5, 2, and ACFR being one agency – so everything was funneled. He asked him to send an email and he would address it.

#### B. ACFR Volunteers Recruitment and Retention Plan - update

#### C. Audits Records FOIA Request

Chief Oprandy that there was a FOIA request for the last audit all the volunteer stations, which members were probably aware of. He stated that the information was provided, but there were questions about how that worked. He explained that as part of the annual funding and budget process, each station was required to submit an audit – which was funded – and someone requested the information through FOIA.

Chief Alibertis mentioned that it was a comprehensive audit, with receipts for credit card bills, etc. submitted.

Chief Stephens said it went beyond the financial aspects and also addressed business operations.

Ms. Mezzoni stated that what was provided to the person making the FOIA request was the audit report submitted by FEMS as part of the budget process. He said that the report would not have initially included copies of receipts.

Chief Kester expressed concern as to whether his station's audited financial statements should be subject to a FOIA request of Albemarle County. He said that in the ensuing dialogue, some past tense wording was used that led him to believe the request had already been honored prior to notification of the FEMS Board; and the legal interpretation for the basis of them providing statements, the statements become a

public record in the County's possession – but he would like to have that further explained. Chief Kester said that he did not have anything to hide for his station, he also did not expect the financial statements become public record of the County. He suggested that perhaps an onsite review that would not involve putting those documents in the County's possession, and he would like further clarification.

Chief Oprandy said that he could check to see if representatives from the County Attorney's Office and Budget Office came to discuss that and explain some of the information, including FOIA guidelines. He added that it would be a policy change to handle this differently, but of course that was ultimately possible. He stated that the funding policy was the only policy to his knowledge that the Board adopted as well as the FEMS Board.

Ms. Mezzoni agreed, adding that it was in the funding policy that the audit would be provided through the County – and previously OMB has collected them directly, but since she had started working with FEMS more closely, she had started collecting them and providing them to OMB. She added that if they wanted to change that process, it would have to go before the Board of Supervisors.

Chief Alibertis said they could also ask for clarity as to what "provided" means – whether that was a physical copy or a review.

Chief Grandstaff commented that the County provided a donation to the stations, and they were not funded departments.

Chief Oprandy stated that he did not know how they would proceed without legal and finance representatives coming to them and addressing it, but perhaps he could discuss it with them before the next Executive Committee meeting.

Chief Alibertis agreed that this was a good approach.

Ms. Childress commented that this was not her first dealing with accreditation, standards of cover, etc. – and this happened whether it was career, volunteer, or a blended system.

#### D. Miscellaneous

Chief Grandstaff stated that he wanted to make sure the meeting agenda was being posted at least a week beforehand, and not the day of.

Chief Kester said it would also be helpful to have the content included.

## **VI. New Business**

A. Piney Mountain Water Tank Maintenance Project

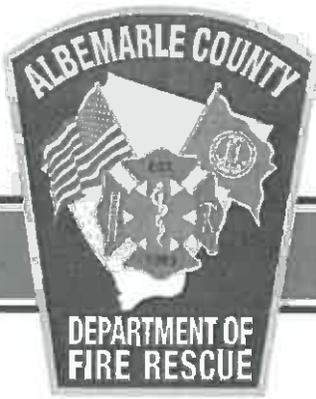
B. Development Updates

C. VFIS Insurance Renewal

## **VII. Adjournment**

**MOTION:** Chief Stephens moved to adjourn the meeting. Chief Grandstaff seconded the motion, which passed unanimously (8-0).

The FEMS Board adjourned their meeting at 1741 hrs.



# FIRE RESCUE

ALBEMARLE COUNTY

460 Stagecoach Road, Suite F Charlottesville, VA 22902-6489  
Voice: 434-296-5833 FAX: 434-972-4123

[www.ACFireRescue.org](http://www.ACFireRescue.org)

## ALBEMARLE COUNTY FIRE AND EMERGENCY MEDICAL SERVICES BOARD ATTENDANCE LOG

Date: Wednesday March 27, 2019

### VOTING MEMBERS (OR DESIGNATES)

Chief Dan Eggleston (Albemarle County):

Chief Noah Hillstrom (CARS):

Chief Gary Dillon (Crozet):

Chief Todd Richardson (Earlsville):

Chief Danny Vanderploeg (East Rivanna):

Chief George Stephens (North Garden):

Chief Mike Grandstaff (Scottsville Fire):

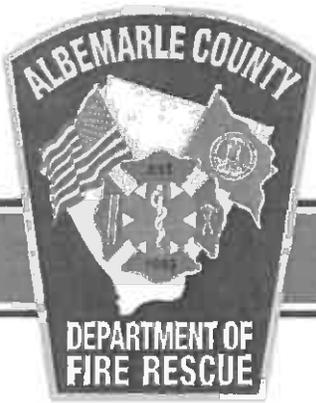
Chief Brian Cropp (Scottsville Rescue):

Chief Brian Kester (Seminole Trail):

Chief Andrew LaPrade (Stony Point):

Chief Kostas Allbertis (Western Albemarle):





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### ALBEMARLE COUNTY FIRE RESCUE EMERGENCY AND MEDICAL SERVICES BOARD ACTION RECORD

<b>AGENDA TITLE/ISSUE:</b>	<b>AGENDA DATE:</b>	
February Consent Agenda Approval	3/27/19	
<b>MOTION:</b>	<b>MOTION MADE BY:</b>	<b>SECONDED BY:</b>
Consent Agenda Approval	STATION 4	STATION 3
<b>SUBSEQUENT MOTIONS/AMENDMENTS:</b>		

CALL OF THE QUESTION:	Yes	No	Abstain
Chief John Oprandy (Albemarle County)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Noah Hillstrom (CARS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Dillon (Crozet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Todd Richardson (Earlysville)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Danny Vanderploeg (East Rivanna)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief George Stephens (North Garden)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Mike Grandstaff (Scottsville Fire)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Brian Cropp (Scottsville Rescue)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Brian Kester (Seminole Trail)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Andrew LaPrade (Stony Point)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Kostas Allbertis (Western Albemarle)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I hereby attest that the foregoing is true and complete to the best of my knowledge.

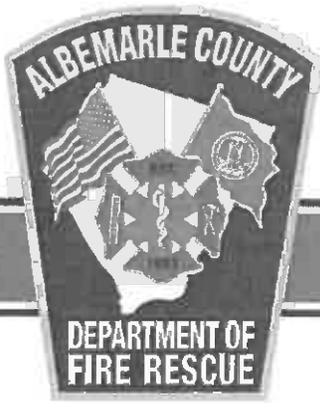
*Catuch M. Alford*  
 Clerk

3/27/19  
 Date



**ALBEMARLE COUNTY  
 FIRE RESCUE  
 ADVISORY BOARD**

**- Building the Model Volunteer-Career Fire & EMS System -**



# FIRE RESCUE

## ALBEMARLE COUNTY

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### ALBEMARLE COUNTY FIRE RESCUE EMERGENCY AND MEDICAL SERVICES BOARD ACTION RECORD

<b>AGENDA TITLE/ISSUE:</b>	<b>AGENDA DATE:</b>	
<i>March Meeting Adjournment</i>	<i>3/27/19</i>	
<b>MOTION:</b>	<b>MOTION MADE BY:</b>	<b>SECONDED BY:</b>
<i>Meeting Adjournment</i>	<i>STATION 3</i>	<i>STATION 7</i>
<b>SUBSEQUENT MOTIONS/AMENDMENTS:</b>		

CALL OF THE QUESTION:	Yes	No	Abstain
Chief John Oprandy (Albemarle County)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Noah Hillstrom (CARS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Dillon (Crozet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Todd Richardson (Earlysville)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Danny Vanderploeg (East Rivanna)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief George Stephens (North Garden)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Mike Grandstaff (Scottsville Fire)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Brian Cropp (Scottsville Rescue)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Brian Kester (Seminole Trail)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Andrew LaPrade (Stony Point)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chief Kostas Allbertis (Western Albemarle)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I hereby attest that the foregoing is true and complete to the best of my knowledge.

*Gatuck M. Maraz*

Clerk

*3/27/19*

Date



**ALBEMARLE COUNTY  
 FIRE RESCUE  
 ADVISORY BOARD**

**- Building the Model Volunteer-Career Fire & EMS System -**