



**Clarke County Fire & EMS Commission**  
101 Chalmers Court, Suite B  
Berryville, Virginia 22611  
(540) 955-5132

AGENDA

September 21st, 2017

6:30pm

Clarke County Government Center – Meeting Room AB

1. Approval of Agenda
2. Approval of Minutes – August 10th, 2017
3. Committee Reports –
  - Standards
  - Technology
  - Budget
4. Unfinished Business
5. Report from the Fire and Rescue Association
6. Report from the Director of Fire and EMS
  - a. SOG's (Current review)
    - i. Educational Leave
    - ii. Sick Leave
    - iii. Part-Time Employees
    - iv. Holdover/Recall Procedures
  - b. SOG's (Next month reviews)
7. Public Comment
8. New Business
9. Adjourn

Next meeting is on October 12th, 2017 at 6:30pm in the Clarke County Government Center – Meeting Room AB



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AGENDA

August 10th, 2017      6:30pm  
Clarke County Government Center – Meeting Room AB

Attendees: Van Armacost, Chairman  
Jacob White  
Diane Harrison  
Matt Hoff  
Brian Conrad  
David Weiss (arrived at 6:50pm)

Absent: Tony Roper

Staff: Brian Lichty  
Pam Hess  
Travis Sumption

Chairman Armacost called the meeting to order at 6:34 pm.

1. Mr. Hoff made a motion to approve the agenda, with the addition of LE EMS Response to be added to New Business. Mr. Conrad seconded the motion. The motion passed with all in favor.
2. Mr. White made a motion to approve the minutes from the July 13, 2017 meeting as presented. Mr. Hoff seconded the motion. The motion passed with all in favor.
3. Administrative
  - Status of Citizen Commission Member Replacement
    - i. Chairman Armacost welcomed Ms. Harrison.
    - ii. There is still a vacancy on the Commission. The Commission decided to wait to discuss this matter until Mr. Weiss arrived.
4. Committee Reports –
  - Standards – The committee met on Wednesday, August 9, 2017 (see attached evaluation sheet). Chairman Armacost asked Mr. Conrad if he would like a replacement for former committee member Dr. Leffel. Mr. Conrad did not believe it was necessary. The Commission agreed. The Committee is now comprised of Brian Conrad, Matt Hoff, and Brian Lichty.
  - Technology – The committee met last week.



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- i. The Sheriff's Office will be providing Fire Rescue with two MDTs.
    - ii. The generator problem has been fixed; it was a faulty wire in the transfer switch. The generator is on a maintenance schedule.
  - Budget – The committee had a kick-off meeting on August 9, 2017.
    - i. At least one representative from each company attended.
    - ii. First step is to inventory each station and collect information.
    - iii. Focus is on capital needs and how each station spends the money provided by the County so that no hardships are created when it all becomes one budget.
    - iv. Director Lichy has set up a calendar and document access through Google; login to the account and go to doc's to access documents. .
5. Unfinished Business –
  - The Commission determined that Chiefs should review / comment on SOGs prior to Director Lichy presenting them. Future SOGs will be presented to the Chiefs, and then a draft will be presented to the EMS Commission for discussion / review.
  - SOGs presented in Commission meeting packet have not been implemented. Director Lichy gave a brief synopsis of each document.
  - Mr. Weiss entered at 6:50. He advised the Commission members that he is continuing the search for a new member. Commission members should let Mr. Weiss know if they have a recommendation. Mr. Weiss is hoping to fill the position by September.
6. Report from the Fire and Rescue Association – Mr. Hoff discussed the events at the last Association meeting.
7. Report from the Director of Fire and EMS – Director Lichy went over his report (please see attached). The Commission commented as follows:
  - Ms. Harrison was concerned about reporting errors to be recurring. She wondered if it was a training issue. Director Lichy advised that claims are not denied so much as sometimes delayed.
  - Mr. Weiss advised the Commission that the BOS Finance Committee, regarding grants, is trying to figure out a way to track grants to ensure a more efficient acceptance processes. The Finance Committee needs to know more about the financial obligations the County will have if they accept a grant before it is applied for. Mr. Conrad advised the probability of



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percentages changing should be part of the discussion before applying for the grant. Director Lichty advised there is no way to know if the percentage of the County's responsibility will be changed by the grantor.

- **Changes to County Code** – Director Lichty discussed proposed changes to the code. He asked that the Commission look over his report and be prepared to discuss at the next meeting. Mr. Weiss advised the Commission that leaving fire code/maintenance codes out of the County Code was not an oversight by the BOS. Mr. Lichty stated that recent issues have shown the change is needed, and suggested an open ended approach, keeping it simple. Codes should stay away from requiring inspections; instead they should state what can be inspected.
- The Commission doesn't have a set of rules and regulations, which is required. Director Lichty presented a draft. The Commission will table this item for 30 days so Commission members can read the document. This item will be added to the agenda for next month.

8. Public Comment - None

9. New Business

- Chief Deputy Travis Sumption, Clarke County Sheriff's Office, presented a draft process for law enforcement response to EMS calls. Chief Deputy Sumption stated this process is not designed to replace Fire Rescue EMS services. Mr. Conrad made a motion that Director Lichty review the program with the Chiefs and bring their comments / concerns before the Commission for discussion at the next meeting. Mr. Hoff seconded the motion. The motion passed with all in favor. Ms. Harrison questioned if there would be a liability issue for Sheriff's Office. The Chief Deputy did not believe that would be an issue.
- The following items shall be added to the next meeting's agenda
  - i. Law Enforcement Response to EMS Calls
  - ii. Commission Rules and Regulations
  - iii. County Code Changes
- Director Lichty requested next month's meeting be rescheduled to September 21, 2017 at 6:30 pm. All those present agreed.



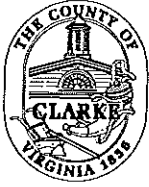
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- Director Lichty reminded the Commission that Strategic Plan update is due for presentation to the BOS in January. The Commission should try to have it completed by December.
10. Adjourn – Mr. White made a motion to adjourn the meeting. Mr. Conrad seconded the motion. The motion passed with all in favor, and the meeting adjourned at 7:52 pm.



**County of Clarke, Virginia**  
**Department of Fire, EMS and Emergency Management**  
**Director Brian Lichty**

## **DIRECTORS REPORT**

**Month-September 2017 (updated 9/11/2017)**

### Standard Reports

-Response Report – Will be handed out at meeting, Standards sub-committee has not yet for August responses

-Billing Report –August collections \$32,794.29

### Updates-

-Career staff –

- Top 3 categories for Errors – This replaces the top 3 reason non-billable which remains the same.
  - Signature
  - Narrative
  - Treatments
- Current SOGs being worked on;
  - Radio Procedures-Tabled
  - Educational Leave – Commission Review
  - Sick Leave – Commission Review
  - Part-Time employees – Commission Review
  - Holdover/Recall – Commission Review
- Upcoming SOGs
  - Accountability
  - Special Events
  - Knox Box/Lock Box
  - Minimum Staffing
  - Emergency Radio Procedures
- We are examining the FLSA and shift schedule information for career staff to make possible future changes to save county funding – Looking at making this move in October/November

-Emergency Management

- EOP review continues, VDEM has reviewed the basic plan and about half of the Annexes, anticipate having this in front of the board in October.
- LEMPG funding for 2016 has been received and working on budget items for 2017. In 2017 LEMPG is broken into 4 different projects, 1 – Video conferencing capabilities to each station (this is an expansion from last year's Polycom grant), 2- Prep for state damage assessment program (equipment), 3-Improving communication capabilities for Director vehicle (Wi-Fi system), 4-Assist with current costs (cell phone)
- There is a Regional drill that will take place on October 25<sup>th</sup>. This will be a table top exercise at the Region 2 office. This was originally going to be a state drill but has changed to a Regional drill. We will be conducting a local EOC drill in the near future to test some of the changes made to the EOP and as a review for personnel.

#### -Budget

- RSAF grant in July – Update – Awarded, all items ordered. We are currently working on getting all items in and then will put in for processing.
- Boyce VFD was also awarded RSAF Grant for 2 Lucas CPR Devices, it was an 80/20 grant – They have received the new Lucas device.
- Next round of RSAF Grant is open, the EMS committee came up with video laryngoscopes, this grant has been submitted as an 80/20 grant.
- The Fire Prevention and Safety Grant announcements have begun announcements, nothing as of yet.
- I have completed a Homeland Security Grant for vehicle repeaters to be placed in 6 vehicles (2 per station) as part of the Phase 4 radio project. This grant was extended to end of June. Funding is available up to 100%. Total amount requested is \$240,000. I anticipate hearing something back by October or so. – Made it past regional review-recommended – Should have a final on this by November.
- The additional rounds of the SAFER grant awards came out this month – Nothing as of yet
- The RFP for the hose, ladder and pump testing out for bid – bid closed Aug 22<sup>nd</sup>, this was awarded to Fire-One.
- Next budget meeting is scheduled for September 28<sup>th</sup>. This meeting will focus on all the inventory items from each station, so that we can identify what are our highest priorities.
- The town of Berryville approved up to \$15,000 for expenses on providing a Tanker Driver M-F from 0600 – 1800 during the large reservoir work (est Mar 2018 – July 2018). Once we get a little closer to this time we will be working on completing the plan for this part.

#### -Strategic Goals

## 1) Strategic Vision and Effective Leadership

- County website upgrades are continuing. New items have been placed under the billing page, new Clarke County Fire-Rescue Patch also added
- October 25<sup>th</sup> & 26<sup>th</sup>, is the WOW (world of works) conference, this is set up as a learning time for 7<sup>th</sup> and 8<sup>th</sup> graders to help them identify their goals and possible jobs. Clarke County has been part of this for the last couple of years, we are working to become a little more involved in this program
- There is some proposed code changes to address areas such as Director change to Chief to fall more in line, Fire Marshal establishment, Fire code, fireworks, open burning, ect. – Working on breakdown of better explanation of this to assist with understanding the reasons for these changes.

## 2) Fire and EMS Operations

- Working on updating the Mutual Aid agreement with Jefferson County WV (last updated in '97) – Update – On-going, this will take some time. – Draft done
- Mobile Data Terminals/Reporting Computers- decision was made to go with the Panasonic 33. The estimated cost of each computer is \$3849.00 each. The implementation of these computers will be further looked at through the budget process for FY19. We will be receiving 3 computers from the Sheriff's office they will start the process of the MDTs. The first configuration for testing this will come with the directors vehicle.
- A Training committee meeting was held on June 15<sup>th</sup> – A training survey was put out and closes on 7/14/17 – from this survey and the one conducted through VDFP, we are working on a group of classes to include classes that people can take online through the knowledge center.
- We have begun the classes for the new EMS protocols that will go into effect on October 1, 2017; the goal is to have a minimum of 2 classes in each station. If providers do not complete this upgrade, they will not be able to practice. This is at the direction of the council and OMD.
- I am currently working with our insurance company to set up some training for Clarke County Fire-Rescue personnel through their training system. More on this as it is developed. At the Chiefs meeting I requested up to 2 "Training Officers" per station to be set up in the system. – Melanie is working on setting this up for each station.
- Mr. Barenklau is working on an Image Trend updates class to go over the changes that have taken place over the past year.



### 3) Recruitment and Retention

- Working with IT in setting up a Volunteer interest connect on the website that would be forwarded to each Chief when someone submits for information. **Update – This is now complete and is under on the Clarke County website under volunteer companies.**
- Clarke County Schools is working with the Lord Fairfax EMS Council in setting up a high school EMT program this is set up for next school year.
- New draft Clarke County Volunteer Pamphlet – Approved will go on website and out to business and units, and used at fair for recruitment.
- We are working to put together recruitment and retention committee as one of the first projects is to put together an orientation program. Dates for this meeting TBD

### 4) Resource Management

- The WC and AD&D insurance – Update – working with Joint Administrative Services (JAS) to make sure we have procedures set up. Beneficiary information sheets (first round) have been completed, entered into information held at the County level and turned into the Insurance company.
- Building Damage to Co. 1 has begun; items have been ordered and working with JAS to set up payments. All insurance money has been received and work to the station is almost complete.
- The rules and regulations on meeting procedures was distributed to commission members to review and for final approval
- During the recent hurricanes we have had people offer services for swift water resources. We will be working to make this a possible resource for state list.

### 5) Health and Safety

- After a careful review of the WC and AD&D policy I am working on a plan to help with our Health and Safety – will be ready next month July – Postponed hope to have complete by end of summer. **Update – Have started looking at three different options, 1-from IAFF, 1-from Seattle FD, 1-Fire fitness**

### 6) Employee Development

- Image Trend Conference – FF/Medic Barenklau attended this year's Image Trend Conference. Clarke County is considered one of the front runners for

recognizing and implementing reporting changes. – he provided an update of this information that will be reviewed by the Chiefs.

## 7) Community Outreach

- IAP for the county fair, complete all went well, a couple of small incidents but nothing major. We will be conducting a post analysis to determine pros and cons of event.
- Currently working on establishing a community survey similar to the Sheriff's Office survey to be posted on facebook and/or county website – **UPDATE – Still working on this will be done through google docs- rough draft done.**

Other remarks



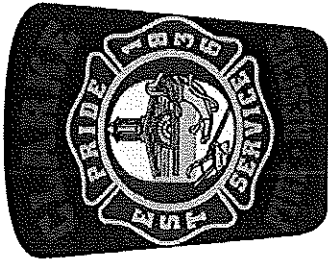
**Division of Fire and Rescue Services**  
**EMS Billing Report – All Stations**  
**Year to Date 2016-2017**

Month	Total Reports EMS	Billable Reports	Total Pct. Billable	Total Billed Month (Allowed)	Total Revenue Month (Net)	Revenue Percentage
October 2016	210	89	42.3%	\$46,558.64	\$35,412.90	76%
November 2016	166	101	60.8%	\$41,787.4	\$33501.41	80.1%
December 2016	231	113	48.9%	\$40,965.56	\$31,401.28	76.6%
January 2017	131	106	80.9%	\$41,062.94	\$31,724.33	77.3%
February 2017	122	104	85.2%	\$39,977.39	\$28,420.62	71.1%
March 2017	128	114	89.0%	\$45,605.96	\$31,531.63	69.2%
April 2017	123	88	71.5%	\$32,543.89	\$25,246.04	77.5%
May 2017	137	86	62.8%	\$46,858.97	\$36,264.20	77.4%
June 2017	172	91	52.9%	\$42,644.93	\$32,876.48	77.1%
July 2017	140	90	64.3%	\$47,407.53	\$35,644.59	75.2%
August 2017	128	69	53.9%	\$44,109.11	\$33,339.01	75.6%
September 2017						

**Response Calls EMS – Number of calls that generated an EMS report-non duplicate**

**Revenue Percentage – Total Month Billed (Allowed)/Total Revenue Month (Net)**

**Total Reports EMS – Updated to match Response Review Report**



**Division of Fire and Rescue Services**  
**Response Review Report**  
**Year to Date 2017-2018**

EMS - Month	Total Count	Total Fail Count	Total Pct.
July 2017	199	21	10.6%
August 2017	203	28	13.8%
September 2017			
October 2017			
November 2017			
December 2017			
January 2018			
February 2018			
March 2018			
April 2018			
May 2018			
June 2018			

Fire - Month	Total Count	Total Fail Count	Total Pct.
July 2017	82	3	3.7%
August 2017	73	11	15.1%
September 2017			
October 2017			
November 2017			
December 2017			
January 2018			
February 2018			
March 2018			
April 2018			
May 2018			
June 2018			



# Clarke County Fire and Rescue

## Standard Operating Guideline

<b>Subject:</b> Radio System Failure Procedures	<b>SOG:</b> XX.XX	<b>Page</b> 1 of 2
<b>Category:</b>	<b>Sub Category:</b>	
<b>Approved by:</b> Fire and EMS Director	<b>Effective Date:</b> 12/12/2016	

### Purpose

To establish a Standard Operating Guideline for all personnel and stations to use in the event of a radio failure in the system.

### Definitions

The following definitions have been adopted for use;

- CCFR – Clarke County Fire and Rescue
- Clarke County ECC – Clarke County's Emergency Communications Center
- Complete Radio Failure – A complete radio failure is defined as the ECC's inability to transmit any communications through any channel in the radio system.
- Phone dispatching – A procedure used during radio failures when phone calls are made to each station. Information that would normally be transmitted through the radio system shall be given over the phone.

### Procedure

The following sets of procedures were developed in order to assist Fire, EMS and Emergency Management in the event of a radio failure. The Clarke County ECC maintains all elements of the complex radio system used by Fire and Rescue. However, even with redundancies built into the system failures can occur. It is the goal of the guideline to establish a set of procedures in the event a failure takes place. In most instances the radio failures will be identified through the ECC however, individual units or stations may recognize failures as well. In the event a unit or station believes there could be a radio failure their first step should be to contact the ECC so they may verify any such situation.

1. Primary Radio Channel Failure (Channel 1)
  - a. In the event of the primary radio channel failure units will turn all radios to Channel 2 for main dispatch. A message will be sent through IAMRESPONDING and ECC paging system.

- b. The ECC may designate an alternative channel to serve as the primary radio channel. In such an event the ECC will send a message through IAMRESPONDING and the ECC paging system.
- c. All radios should remain on the alternate channel until otherwise directed by the ECC.

## 2. Primary and Secondary Channel Failures (Channel 1 & 2)

- a. In the event of the primary and secondary radio channel failure units will turn all radios to Channel 3. A message will be sent through the IAMRESPONDING and ECC paging system.
- b. The ECC may designate an alternative channel to serve as the primary radio channel. In such an event the ECC will send a message through IAMRESPONDING and the ECC paging system.

## 3. Complete Radio Failure

- a. In the event there is a complete radio failures all stations will stage personnel at their stations to receive phone dispatching. It shall be the responsibility of each station to staff as many pieces of apparatus in their respective stations.
- b. Additionally it shall be the responsibility of the senior most officer or senior most member present at the station to send the appropriate apparatus to each emergency.
- c. Units will keep track of all the following information-
  - a. Time unit dispatched
  - b. Time unit arrived
  - c. Time unit left scene (transport or call completed)
  - d. Time unit arrived at hospital (if applicable)
  - e. Time unit clear from hospital (if applicable)
  - f. Time unit back in service
- d. All unit information will be documented and send to the ECC post failure to be recorded into CAD.
- e. During this time all stations should make every attempt to keep the primary phone line to the station open in the event an emergency dispatch is needed.
- f. When time permits the ECC will contact the Director of Fire, EMS and Emergency Management and advise him/her of the situation. Upon notification the Director will work with the ECC to establish any additional plans as needed and will distribute these plans to each station.
- g. If such a failure is expected to last an extended period of time the ECC Director may relocate ECC Dispatchers to station(s) in order to facilitate resources.

## 4. IAMRESPONDING and/or Paging System Failure

- a. When there is a known failure of the IAMRESPONDING and/or CAD paging system the ECC will notify companies via the radio system.
- b. In the event this occurs in conjunction with a complete radio failure, the ECC will contact the Director of Fire, EMS and Emergency Management who will notify each station accordingly. The Director will establish the procedures outlined in the Complete Radio Failure section.



# Clarke County Fire and Rescue

## Standard Operating Guideline

John H. Enders VFD, Blue Ridge VFD, Boyce VFD, Clarke County Fire, EMS and Emergency Management

<b>Subject:</b> Lock Box Key Control for Structures	<b>SOG:</b> 100.04	<b>Page</b> 1 of 2
<b>Category:</b> General – Lock Box Key Control for Structures	<b>Sub Category:</b> Lock Box(s)	
<b>Approved by:</b> Fire and EMS Director, Boyce VFD Chief, Blue Ridge VFD Chief, John H. Enders VFD Chief	<b>Effective Date:</b> 8/1/2017	

### Purpose

The purpose of this guideline is to establish guidelines that will govern lock box operations within Clarke County. This system is designed to provide emergency responders to gain access to facilities, buildings and private roads. This system will also allow emergency responders to secure said property when leaving the incident.

### Definitions

The following definitions have been adopted for use;

- CCFR – The Clarke County Fire-Rescue system consisting of the following departments; Boyce VFD, Blue Ridge VFD, John H. Enders VFD, and Clarke County Fire, EMS and Emergency Services
- Clarke County Fire, EMS and Emergency Management – Is the management agency for this procedure, also known as the Fire-Rescue Office.

### Procedure

1. Required Locations – A lock box is required for all structures per the Clarke County Building Code. Additionally residents and other business owners are encouraged to use the system.
2. Location of Lock Box(s) – The lock box shall be on the front exterior of the building no greater than 5 feet from the main entrance doorway unless otherwise dictated per Building Code. The lock box shall be installed at the primary fire department entrance and must be visible, accessible, and between forty two (42) inches and fifty four (54) inches above finished grade.
3. Key Box Maintenance – The following procedures shall be used to manage the lock box:

- a. The building representative shall obtain an application from the Clarke County Fire, EMS and Emergency Management office. A Building Lock Box Request form shall be completed by the building representative. Upon installation of the Knox Box, the building representative shall contact the Fire-Rescue Office who shall schedule a visual inspection of the installation.
  - b. A Fire-Rescue representative and a building representative shall meet to lock the building keys and/or other materials in the lock box. A Building Lock Box information form shall be completed by the Fire –Rescue representative. The operator of the building immediately notifies the Fire-Rescue office in the event keys need to be updated. The Fire-Rescue will then make arrangements with the said operator to update the contents of the lock box.
4. Keys – Due to recent national events, the Fire-Rescue Department is taking increased precautions to ensure the security of the Knox Box Public Safety Key Box System installed throughout Clarke County. The loss of one key would jeopardize the integrity of the entire system and would result in a breach of security to any building equipped with a lock box. The Knox Box keys are the property of the Knox Company and shall not be duplicated. It is important to always keep the Knox Box keys secure and to prohibit access to any unauthorized persons.
  - a. Keys shall only be stored in a special lock box installed on the apparatus that is approved by the Clarke County Fire-Rescue office. A Chief Officer in the system may be issued a key directly. Volunteer agency chiefs are responsible for all keys issued to their department.
  - b. The Clarke County Fire-Rescue office will maintain all records of lock boxes, stations and personnel assigned keys.
  - c. The Director of Clarke County Fire, EMS and Emergency Management may revoke keys from individuals or Departments. If the need arises to remove keys the Director will work with the Department Chief.
  - d. Any person(s) issued a key are subject to a criminal history check at any time.
5. Key Accountability – Any missing Knox Box key shall be reported immediately through the chain of command to the Director of the Clarke County Department of Fire, EMS and Emergency Management. The Director shall be responsible for launching an investigation team to determine the circumstances of missing key(s).