



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

AGENDA

February 14th, 2019

6:30pm

Clarke County Government Center – Meeting Room AB

1. Approval of Agenda
2. Public Comment
3. Approval of Minutes – January 10<sup>th</sup>, 2019 (p. 3-7 )
4. Committee Reports – Information Only
  - Standards – See Attached report (p. 10-14)
  - Technology – No report prior to meeting
  - Budget/Preparation - Presentation scheduled for Feb. 11<sup>th</sup> – Information only
5. Unfinished Business
  - Blue Ridge Staffing Request– Update – Information/vote (p. 8-9)
  - Association-role in fire-rescue – discussion
  - Dispatch changes – see Directors Report
  - Incentive program review – discussion (p. 19-21)
6. Report from the Fire and Rescue Association – Minutes attached, no quorum  
January meeting
7. Report from the Director of Fire and EMS – Information Only (p. 15-18 )
  - SOGS for review (p. 25 – 27)
    - i. IAMRESPONDING
    - ii. Lock-out – Tag out
8. New Business
  - Chief Burns – Recognition of service (p. 22)



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9. Summary of required action
10. Adjourn

All meeting documents will be distributed at meeting. Next meeting is on March 14th, 2018 at 6:30pm in the Clarke County Government Center – Meeting Room AB

DRAFT



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

MINUTES

January 10<sup>th</sup>, 2019 6:30pm

Clarke County Government Center – Meeting Room AB

Attendees: Matt Hoff, Chairman  
David Weiss  
Tony Roper  
Jacob White  
Bryan Conrad  
Doug Lawrence

Absent: Diane Harrison  
Andrew Nicholson

Staff: Brian Lichty  
Pam Hess  
Melanie Radford

Chairman Hoff called the meeting to order at 6:30pm.

1. Mr. White requested to add to the agenda under Unfinished Business to discuss the vote on Option #2 for the budget request from the last meeting. Mr. Conrad made a motion to approve the amended agenda. The motion was passed with all in favor.
2. Public Comment –
  - Mr. Jason Burns announced that he has stepped down as Chief at Blue Ridge. He noted that he did not want to come across as always being negative or to be perceived that way, he felt as though some decisions were being made too quickly and needed further discussions before acting on. Mr. Burns apologized directly to Mr. Conrad for the length of time it took regarding the residency question. He expressed that a simple question should have been answered quickly instead of going around and around. Not everyone has to agree with the answer that is given. Mr. Burns appreciates all that Mr. Conrad has done for the county and continues to do, it was never a personal issue. After the last Commission meeting and reading back through the minutes, Mr. Burns does feel that some decisions are being made too quickly. Specifically in regards to Blue Ridge staffing, the option voted on would actually be a decrease in service. It has been shown that Clarke County can't hire medics due to salaries and would make Blue Ridge more of a BLS service. There is a good part time pool with the career staff and has allowed for medics on days when needed and providing a great service. Mr. Burns feels that the vote for the Monday-

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Friday coverage on the budget request doesn't provide as well as what is currently in place with the part time staff. Even though there are some holes in the schedule they do a good job, are motivated, provide a good service, for the majority meet the driving qualifications, and has been a good experience for Blue Ridge. Mr. Burns asked the Commission to take into consideration, the proposal that was voted on last month, the weekends are not covered and still in need of ALS coverage. He does appreciate what the Commission is trying to do and realizes that he has been negative at times. He prefers things to move quicker than others at times and he thanked everyone for their time. Chairman Hoff took a moment to recognize Mr. Burns for his 21 years of service and thanked him.

- Mr. Jay Arnold addressed the Commission in regards to the Association discussion that was tabled until this meeting. He requested that the discussion be kept about the Association and not just about Boyce Fire Company. He then gave the definition of an Association. He stated that he has heard some concerns about how the Association would operate with just two companies. The number of the companies does not make up the Association, it's the number of representatives. There are many representatives from each company as well as members that attend the Association. Any member or group can join or drop out as they wish. As previously stated, the Association has been in existence for nearly 40 years and is very important. He recalled that the Association use to have four companies and when the county shut down Shenandoah Farms Fire Company on June 18, 2013, they were also active in the Association. The Association didn't go away then and wasn't shut down because of them going out. This is the same situation now with Boyce, it should still be there and recognized. Through the unity of all the companies that is what is responsible for many of the ways things are done today. Changes will occur and continue to occur but it is important to the volunteers for the Association to remain and provide a voice for them. Although Boyce has chosen not to participate at this time, you should not discard the other two companies. The volunteers run the calls with the career staff and provide valuable input. Mr. Arnold stated that Fire and Rescue is a very complex issue and the Association feels that this is something that the Commission can't do alone.

3. Mr. Roper made a motion to approve the December 13<sup>th</sup>, 2018 minutes. Mr. Lawrence pointed out an error in section 7 near the end, his name is listed as saying "confirmed that more people are signed up, but sometimes they are not showing up to the calls" this was incorrect. Mr. Lichty was the person who made that statement. (recording was verified) Mr. Lawrence made a motion to approve the minutes as amended. The motion was passed with all in favor.
4. Committee Reports -
  - Standards – (see attached) Mr. Lichty stated that after Dr. Beth Lethel left the subcommittee, no one replaced her and is that something that needs to be considered since it was originally a three person panel. No other questions or comments.

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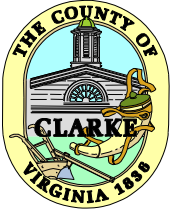
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- Technology – Mr. Roper stated nothing new to report at this time.
- Budget/Preparation –Mr. Lichty asked to move Mr. White’s request to discuss option #2 for staffing in this section instead of Unfinished Business. Chairman Hoff approved. Mr. White admitted that he misunderstood what option #2 actually meant and voted incorrectly. He didn’t realize it would be a reduction of two days in the current Blue Ridge temporary staffing. He doesn’t think that going backwards from what is already established is a good plan that it needs to continue with the full seven days. Mr. Lichty reviewed with the group some additional information regarding adding back in the two additional days of coverage and the personnel it would take. Everyone discussed different scenarios relating to the hours, days, shifts, station fills and the cost of these potential extra personnel as well as the impacts on current personal, part time schedules, overtime, floaters and leave balances. Mr. Lichty confirmed adding one additional person would cost \$66,000.00 and two additional people would cost \$132,000.00 on top of the already submitted option #2 budget request for three people at \$198,000.00. Mr. Roper commented that his understanding was that the temporary staffing at Blue Ridge was going to continue and be covered under the new budget request. Mr. Lichty explained that option #2 only covers part of Blue Ridge. One person would also be used at Boyce and it is still only for the five day coverage not seven days. Mr. Roper suggested to Chairman Hoff that the proper course of action for this group would be to have someone make a motion for the additional funding if the days are to change from five to seven. Mr. White asked if Boyce requested additional staffing from the county. Mr. Lichty explained that Boyce had asked for an increase in their stipend to pay for additional staff but it was the Budget Subcommittee’s suggestion to ask for as part of the total budget request. Mr. Lichty expressed that he is seeing better results and improvement with the staffing at Blue Ridge and has no reason to think that it wouldn’t help at Boyce as well. Mr. Weiss expressed that the financial numbers are important, but there is a need to create a scenario that makes the whole system work better. As he stated last month, you can try to fill with “X” additional people, but what is the feeling from the companies-what will your members do with the extra people, can the problem be solved that way. This Commission needs to make the true/best recommendation that they feel will work for the county. Mr. White made a motion to add an additional two people at the cost of \$132,000.00 on top of budget option #2 staffing request. The motion passed with all in favor.

5. Unfinished Business

- Blue Ridge Staffing Request - Mr. Lichty reviewed the last month’s data from December 2018 with the group. Mr. White asked where the number comes from under station staffing. Mr. Lichty explained from IAM responding, but the 6am to 6pm career staff may not necessarily be added into that. Mr. White made a motion to continue funding Blue Ridge’s temporary staffing for another month. The motion passed with all in favor.
- Association-role in fire-rescue – Mr. Weiss passed along the Commission’s conversation and comments to the BOS. Mr. Roper and Mr. Lichty, who were both present at the meeting and

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agreed that Mr. Weiss presented it as fairly as possible. The BOS agreed in the end as previously stated, the Association is not a codified organization without all three companies apart of it and wants to encourage this to be resolved with Boyce in hopes they will come back. They value what the Association has done and continues to do but they are not comfortable as it was presented last month without the “third wheel”. It does not mean that the Association isn’t critical to the county, they feel that if it’s going to be put into the structure then it has to include all active companies. After discussion everyone agreed to have a few members from the Commission sit down with the Association and Boyce to work as a mediator or liaison to discuss the issues and try to help resolve them amicably. Mr. Lawrence made a motion for two members of the Commission to meet with Boyce and/or the Association first to explore what the problems are and whether there are any solutions. Discussion-everyone agreed that the two members should probably be Ms. Harrison and Mr. Nicholson since they are both citizens and really have nothing in the situation. Mr. Conrad made a motion to table this until next meeting since both Ms. Harrison and Mr. Lawrence are absent this evening. The motion passed with all in favor.

- Dispatch changes – see Directors Report - reviewed with the group. No questions or comments.
6. Report from the Fire and Rescue Association – No meeting in December.
  7. Report from the Director of Fire and EMS – (see attached) Mr. Lichty reviewed with the group. There was a discussion regarding the new way of announcing mutual aid and the pros and cons. Mr. Roper explained that it was done as a time saving mechanism, it’s still under review but is clearly doing better. Changes may still occur but can’t guarantee it will be what everyone wants, they have to do what will make the operation better. Mr. White asked to clarify on the front top line, the 243 total calls for the month of December with an average failure of 7.4% is countywide and how many of those call went completely unanswered. Mr. Lichty confirmed that none of those calls went unanswered. Mr. Lawrence asked about the mutual aid calls, would billing improve if hiring extra personnel, would it help towards their salary if we had to rely less on mutual aid and collecting more on transports. Mr. Lichty confirmed if we answered more of the calls, yes we would bill/collect more. Mr. Lichty stated this is something he does track and can add to the chart for reporting.
    - Incentive Program update – Mr. Lichty reviewed with the group and asked for a recommendation from the Commission to submit to process the payout for the two companies that qualified for the quarter. Mr. Roper made a motion to recommend the payout. Mr. Weiss asked what the conclusion was with the concern that one company had higher hours logged, the company that had marked as staffed but scratched. Mr. Lichty explained that there was a meeting setup but due to an incoming response call they had to reschedule and it has not happened yet. Mr. Weiss also asked if there was a stipulation concerning Boyce’s paid staff not counting as part of their hours. Mr. Lichty confirmed and did state that Boyce would easily meet the criteria required if there paid staff did count towards it. Mr. Weiss then asked if the metric needs to be adjusted. Mr.

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Conrad stated if Boyce is paying for their own staff themselves, then that should not be discounted the same as the career staff that the county pays for. Mr. Roper reminded that there is a motion on the floor and can be discussed after. The motion passed with all in favor. Mr. Roper asked who established the current matrix. Mr. Lichty confirmed he designed this one with several other options, this Commission then reviewed and voted on approval of this option that is being utilized currently. Mr. Roper asked if this could be revisited and looked at again, potentially reworked next month due to Boyce being penalized for having their own paid staff. Mr. Lichty stated that he can see both sides of the fence on this. He reminded everyone that the point behind this county incentive program was to bring in more volunteers. Mr. Roper would like to relook at all four of the options that were previously presented again. Chairman Hoff asked for this to be added as an agenda item under unfinished business for next meeting. Mr. Weiss expressed his congratulations for getting more volunteers out.

8. New Business

- Election of Chairman – Mr. Roper made a motion to have Mr. Hoff continue as chair for another year. Other nominations from the floor-Mr. White nominated Ms. Harrison. Mr. Lawrence made a motion to close the nominations. Mr. Hoff requested in the interest of fairness a show of hands for voting. Mr. Conrad, Mr. Roper, Mr. Hoff and Mr. Lawrence all voted for Mr. Hoff, Mr. White voted for Ms. Harrison. Motion for Mr. Hoff to continue for another year as chair passed 4 to 1.

9. Summary of required action –

- Update the budget request adding the two additional people/costs to option #2
- Add the mutual aid response information to the standards report
- Process the payments for the incentive program for the two companies that qualified
- Bring the four original options of the incentive program to the next meeting
- Mr. White added one other item-to verify if the BOS does or does not allow a company chief to be a representative on this commission. Mr. Weiss stated that he does remember a conversation about it but doesn't think anything was ever finalized with it, it's not in the written rules. Mr. White is seeking replacement for his position to keep the commission fair and in balance. Mr. Weiss explained that Mr. White will need to submit a letter to the BOS and they will take it under advisement.

10. Mr. Roper made a motion to adjourn. The motion passed with all in favor at 7:45pm.

All meeting documents will be distributed at meeting. Next meeting is on February 14<sup>th</sup>, 2018 at 6:30pm in the Clarke County Government Center – Meeting Room AB

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Minutes Transcribed by Melanie Radford

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# BLUE RIDGE VFD - TEMP STAFFING REPORT

Jan-19

Dispatch to Enroute 5  
 Calls with no 1st due assist 0

Incidents	Total	First Call	Second Call	Third Call	4th Call
First Due	14	8	5	1	0
Co. 1	13	9	3	1	0
Co. 4	0	0	0	0	0
<b>Total-</b>	<b>19</b>	<b>17</b>	<b>8</b>	<b>2</b>	<b>0</b>

Station Staffing	Personnel*	Hours	Type
Co. 8	52	294.75	Station, Home
Co. 1		Unk	Station, Home
Co. 4		Unk	Station, Home

\* -Personnel totals could be same people multiple days  
 2 -Days with no staffing

## Notes

Blue Ridge contiues to work with personnel to get them released on apparatus  
 2nd month with another drop in dispatch to enroute

## Chiefs/Station Comments

Going good



**Blue Ridge Volunteer Fire  
Company**

# Memo

**To:** Brian Lichty, Director Fire and Rescue  
**From:** Jacob White, Fire Chief *JW*  
**Date:** February 2, 2019  
**Re:** January Staffing at Station 8

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The month of January two days were not staffed by career employees, the 1<sup>st</sup> and the 9<sup>th</sup>. All employees FT/PT work well at the station. Equipment check sheets were forwarded to me for review, I have returned them to Lt. Jackson with my comments. I recommend continuation of staffing Blue Ridge Volunteer Fire Company seven days a week, twelve hours a day.

# STANDARDS SUBCOMMITTEE RESPONSE EVALUATION

Month: Jan-19

<b>Total responses in question for month-</b>	23		
11 Minute-No response(True Fail)-	15	Percent of total in question-	65.2%
Delayed Response-	1	Percent of total ALL CALLS-	4.9%
Overburden-	6		
Removed-	1		

## DEFINITIONS

**11 Minute-No response** -Prime requested unit did not respond within 11 minutes

**Overburden** -Multiple units for single incident from same Company requested;

Total Responses for Month (all Companies)-	305
Total responses in question for month-	23
Percentage of Responses for Month-	7.5%

Blue Ridge Vol. Rescue	
Total Responses-	41
11 Minute-No Response-	2
Percentage of total responses-	4.9%
Overburden-	2

Blue Ridge Vol. Fire	
Total Responses-	16
11 Minute-No Response-	1
Percentage of total responses-	6.3%
Overburden-	0

Boyce Vol. Rescue	
Total Responses-	53
11 Minute-No Response-	4
Percentage of total responses-	7.5%
Overburden-	0

Boyce Vol. Fire	
Total Responses-	18
11 Minute-No Response-	2
Percentage of total responses-	11.1%
Overburden-	2

Enders Vol. Rescue	
Total Responses-	140
11 Minute-No Response-	5
Percentage of total responses-	3.6%
Overburden-	0

Enders Vol. Fire	
Total Responses-	37
11 Minute-No Response-	1
Percentage of total responses-	2.7%
Overburden-	2

OB	Overburdened	6
TU	True Failure	15
DR	Delayed Resp.	1
RE	Removed	1
<b>TOTAL</b>		<b>23</b>

**DISPATCH RESPONSE INFORMATION 2019 January**

	Dispatch to Enroute	Dispatch to On Scene	Dispatch to Hospital
Blue Ridge - Rescue	5.55	13.06	61.35
Blue Ridge - Fire	5.31	15.58	NA
Boyce-Rescue	5.58	13.43	52.66
Boyce - Fire	4.15	12.96	NA
Enders - Rescue	3.15	7.61	47.70
Enders - Fire	5.43	10.16	NA
Average (all)-	4.86	12.13	53.90
Average (Rescue)-	4.76	11.37	53.90
Average (Fire) -	4.96	12.90	NA

**DISPATCH RESPONSE INFORMATION - ALL MONTHS**

		Blue Ridge - Rescue	Blue Ridge - Fire	Boyce-Rescue	Boyce - Fire	Enders - Rescue	Enders - Fire
<b>FEB</b>	Dispatch to Enroute	7.41	8.28	3.96	4.56	3.31	5.5
	Dispatch to On Scene	13.06	40.4	9.38	12.46	7.88	10.83
<b>MAR</b>	Dispatch to Enroute	5.18	9.88	4.33	5.16	3.4	5.98
	Dispatch to On Scene	10.1	17.86	11.72	9.85	7.23	13.96
<b>APR</b>	Dispatch to Enroute	6.01	5.23	4.42	6.72	3.32	4.93
	Dispatch to On Scene	11.11	11.95	11.35	16.16	8.32	9.62
<b>MAY</b>	Dispatch to Enroute	6.73	6.5	8.43	6.06	3.3	8.37
	Dispatch to On Scene	11.23	12.86	13.22	13.76	5.68	12.26
<b>JUN</b>	Dispatch to Enroute	6.23	6.9	5.26	7.13	3.46	5.28
	Dispatch to On Scene	15.73	19.16	10.8	13.05	9.21	14.65
<b>JUL</b>	Dispatch to Enroute	5.8	8.01	4.36	3.3	3.15	5.13
	Dispatch to On Scene	12.1	15.6	9.1	11.6	8.42	12.8
<b>AUG</b>	Dispatch to Enroute	5.53	5.63	5.06	4.45	3.13	5.42
	Dispatch to On Scene	9.7	8.58	20.9	7	7.52	14.42
<b>SEPT</b>	Dispatch to Enroute	6.33	6.26	3.96	4.4	3.01	5.5
	Dispatch to On Scene	11.18	16.13	9.3	10.45	9.16	10.53
<b>OCT</b>	Dispatch to Enroute	5.23	ERROR	4.83	6.15	2.93	4.78
	Dispatch to On Scene	11.58	5.55	11.26	12.55	7.55	11.08
<b>NOV</b>	Dispatch to Enroute	5.75	5.51	4.83	6.08	3.51	4.93
	Dispatch to On Scene	16.43	15.71	12.13	10.96	7.3	16.55
<b>DEC</b>	Dispatch to Enroute	6.65	3.22	4.95	6.65	3.12	8.12
	Dispatch to On Scene	15.65	14.48	11.4	11.55	8.12	11.75
<b>JAN 2019</b>	Dispatch to Enroute	5.55	5.31	5.58	4.15	3.15	5.43
	Dispatch to On Scene	13.06	15.58	13.43	12.96	7.61	10.16
<b>Average</b>		<b>9.31</b>	<b>11.50</b>	<b>8.50</b>	<b>8.63</b>	<b>5.53</b>	<b>9.08</b>

Average all Rescue- 7.78  
Average all Fire- 9.74

**DISPATCH TO ON SCENE WITH CREW STANDARD**

EMS 8 MIN-	EMS 10 MIN-	EMS 15 MIN-	FIRE 10 MIN-	FIRE 15 MIN-	FIRE 20 MIN-
NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA
63.25%	68.70%	NA	16.13%	33.33%	NA
NA	57.85%	79.55%	NA	52.17%	62.50%
NA	56.91%	73.68%	NA	56.25%	68.75%
NA	72.00%	92.00%	NA	57.14%	69.23%
NA	66.39%	86.07%	NA	60.00%	88.89%
NA	63.19%	82.79%	NA	29.41%	41.18%
NA	63.78%	81.10%	NA	17.65%	33.33%
NA	66.38%	86.96%	NA	61.54%	61.54%
NA	68.28%	86.90%	NA	42.11%	52.63%
<b>NA</b>	<b>64.83%</b>	<b>83.63%</b>	<b>NA</b>	<b>45.51%</b>	<b>59.76%</b>

### MUTUAL AID RESPONSES

	SEPT	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19
Mt. Weather	27	0	0	0	0				
Warren Co.	12	14	20	12	15				
Frederick Co.	6	22	17	16	25				
Fauquier Co.	3	11	10	4	5				
Loudoun Co.	0	3	9	5	4				
<b>TOTAL-</b>	<b>48</b>	<b>50</b>	<b>56</b>	<b>37</b>	<b>49</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL CALLS MO.-</b>	<b>300</b>	<b>272</b>	<b>243</b>	<b>243</b>	<b>305</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>% OF TOTAL CALLS-</b>	<b>16.0%</b>	<b>18.4%</b>	<b>23.0%</b>	<b>15.2%</b>	<b>16.1%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>



***Division of Fire and Rescue Services  
Response Review Report  
Year to Date 2018-2019***

<b><i>EMS - Month</i></b>	<b><i>Total Count</i></b>	<b><i>Total Fail Count</i></b>	<b><i>Total Pct.</i></b>
November 2017	222	20	9.0%
December 2017	205	22	10.7%
January 2018	192	14	7.2%
February 2018	179	6	3.3%
March 2018	193	16	8.2%
April 2018	194	17	8.8%
May 2018	175	10	5.7%
June 2018	208	22	10.5%
July 2018	214	27	12.6%
August 2018	231	15	6.5%
September 2018	222	19	8.5%
October 2018	213	17	7.9%
November 2018	185	19	10.2%
December 2018	181	15	9.9%
January 2019	234	11	4.7%

<b><i>Fire - Month</i></b>	<b><i>Total Count</i></b>	<b><i>Total Fail Count</i></b>	<b><i>Total Pct.</i></b>
November 2017	81	1	1.23%
December 2017	74	7	9.45%
January 2018	80	9	11.25%
February 2018	50	4	8.0%
March 2018	79	9	11.3%
April 2018	73	5	6.8%
May 2018	83	10	12.0%
June 2018	79	4	5.0%
July 2018	74	5	6.8%
August 2018	60	4	6.6%
September 2018	78	5	6.4%
October 2018	59	6	10.1%
November 2018	60	7	11.6%
December 2018	62	3	4.8%
January 2019	71	4	5.6%

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



***Division of Fire and Rescue Services***

***Response Review Report***

***January 1, 2019 – January 31, 2019***

<b><i>Station</i></b>	<b><i>AM Count</i></b>	<b><i>PM Count</i></b>	<b><i>WK Count</i></b>	<b><i>Total Count</i></b>	<b><i>AM Fail Count</i></b>	<b><i>PM Fail Count</i></b>	<b><i>WK Fail Count</i></b>	<b><i>Total Fail Count</i></b>	<b><i>AM Pct.</i></b>	<b><i>PM Pct.</i></b>	<b><i>WK Pct.</i></b>	<b><i>Total Pct.</i></b>
Enders-Fire	13	12	12	37	3	0	0	3	23.1%	0%	0%	8.1%
Enders-EMS	56	40	44	140	2	2	1	5	3.6%	5%	2.3%	3.6%
Boyce-Fire	7	4	7	18	1	2	1	4	14.3%	50%	14.3%	22.2%
Boyce-EMS	26	12	15	53	0	3	2	5	0%	25%	13.3%	9.4%
Blue Ridge-Fire	6	5	5	16	0	0	1	1	0%	0%	20%	6.3%
Blue Ridge-EMS	17	8	16	41	0	4	1	5	0%	50%	6.3%	12.2%



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

## **DIRECTORS REPORT**

**Month-February 2019 (updated 2/7/2019)**

### Standard Reports

-Response Report – 305 Calls for Month of January, average of 4.9% “Failure”.

-Billing Report – January collections were \$40,805.72, \$3,237.47 of patient balances and TNT's (first month with a decline).

### Updates-

- Top 3 categories for Errors – This replaces the top 3 reason non-billable which remains the same.
  - Other
  - Narrative
  - Procedures
- Current SOGs for review (by Chiefs);
  - Lockout/Tagout
  - IAMRESPONDING
- Upcoming SOGs
  - Quality Assurance
  - Active Shooter

### -Emergency Management

- There is some concern through the Virginia Emergency Management Association (VEMA) that LEMPG funding could be cut from next year's federal and state funding. Letters have been sent in the past year to support continued support of this program. I do not believe this will be cut but is for information only.
- There is a Table Top exercise scheduled for March 13<sup>th</sup> from 1-3:30 pm, this exercise will be a severe weather incident in the Shenandoah Retreat area.
- I will be attending the annual VEMA conference in Newport News in March. Should have more information on the LEMPG funding at that time.
- As part of this year's LEMPG, the radio heads have been installed into the Director's vehicle.



- There is an LEMPG score card review scheduled for Tuesday February 12<sup>th</sup>. This is a review process done the managing group to check the status of your grant funds and the projects that you have assigned.

## -Budget

- Fiscal Year 2020 Budget – The updated personnel request has been updated in the budget documents. I will be presenting the Fire-Rescue budget on February 11<sup>th</sup>.
- Incentive funds were distributed to the companies, adjustments to the program are in the packet.
- Please help me remind department's that when they submit for their quarterly stipend amounts the Quarter Report must be included.

## -Strategic Goals

### 1) Strategic Vision and Effective Leadership

- The Blue Ridge Staffing update – Staffing continues to go well, see the evaluation sheet for further information.
- I have sent emails out to each chief offering to attend 1 of their company meetings a month to answer any questions and to help improve upon communications. At this time I have not heard a yes or no from any companies.
- End of year report is almost complete, just went over some final information from the Chiefs and will be sending out shortly.
- The Chiefs are reviewing some certification records management programs to meet the objectives identified in the Strategic Plan. Once the Chiefs have narrowed down the selection, I will present to the Commission.

### 2) Fire and EMS Operations

- Working on updating the Mutual Aid agreement with Jefferson County WV (last updated in '97) – **Update – This is with WV personnel for review.**
- The Chapter 32 EMS changes are not posted yet on Town Hall website
- Truck 1 is now back in service
- I am currently looking at impact that the splitting of crews in accordance with the variance that Clarke County has. These are times when we could be meeting state requirements but choose not to, to try and extend service. Will have further on this in the coming months.
- I and the Jurisdictional Coordinator attended a meeting in Chesterfield on January 30<sup>th</sup> to discuss a Mobile Integrated Healthcare (MIH) program, this is much like the Community Paramedic programs. I have also spoken to Alexandria Fire-Recue who has a similar program. We have not decided if

this is a system we are going to go with yet just trying to see if it is feasible to do this program per the direction of the Strategic Plan.

- We are currently reviewing 2 possible box number changes, the request form has been completed and I am reviewing the change with Pam.
- We have had 3 complaints since last meeting;
  - First, information was obtained and found to be unfounded, the Chief was spoken with and no further action taken
  - Second there was a complaint about an ambulance that drove through a red light without lights on. There was no evidence to support this however all parties were talked to (Volunteer & Career)
  - Third was a failure to respond on what started as a “Seizures” incident and increased to CPR. The department Chief, Jurisdictional Coordinator and OMD have all been spoken to. The incident has been documented.

### 3) Recruitment and Retention

- Quarterly reports are now required as part of the submission for stipends allocations each quarter. This is not required for the first quarter because the information is for the previous quarter (starting fiscal year 2019). The first report will be due with the 2<sup>nd</sup> quarter allotment requests, information pertains to the 1<sup>st</sup> quarter of this year.
- New incentive program –**Update – Allotments distributed, please see packet additions for additional information.**

### 4) Resource Management

- The Lord Fairfax EMS Council has been awarded funding for a program called “Handtevy”, this program focuses on pediatric medication administration and care. All departments in the Lord Fairfax EMS Council will be getting this program at no cost. Our Jurisdictional Coordinator is leading this project for us.
- The Chiefs are reviewing with their companies a combined Physico Control contract that will cover Lifepacks, AEDs and Lucas devices. Once they have reviewed with their companies, I will provide more information.

### 5) Health and Safety

### 6) Employee Development

- A LEOS actuary study has begun, this will take a couple of weeks and information will be reviewed by the Finance committee. – **Update – The county part is done, waiting to hear back from VRS.**

### 7) Community Outreach

- I will be attending the Ruritan Club recognition of the Fire – Rescue system later this month

Other remarks

-

## 2018 INCENTIVE PROGRAM EVALUATION SHEET

	QUARTER 1			QUARTER 2				QUARTER 3			QUARTER 4		
	JUL	AUG	SEPT	OCT	NOV	DEC	Qtr Avg	JAN 19	FEB	MAR	APR	MAY	JUN
<b>ENDERS</b>	NA	NA	NA	191.75	291.25	225.25	236.08	222.25					
<b>BOYCE wo/pt</b>	NA	NA	NA	94	70.75	82.05	82.27	84.25					
<b>BOYCE w/pt</b>								173					
<b>BLUE RIDGE</b>	NA	NA	NA	141.25	224.25	193.5	186.33	156.25					

Receive Incentive of \$1250.00 per quarter

	Qrt 1	Qrt 2	Qrt 3	Qrt 4
<b>ENDERS</b>	NA	YES		
<b>BOYCE</b>	NA	NO		
<b>BLUE RIDGE</b>	NA	YES		



# County of Clarke, Virginia

## Fire – EMS Commission



### Incentive Program – Points for review

- Should Boyce VFD's part-time employees be counted towards incentive time goal?
- Failures when staffing is designated on IAMRESPONDING
- How current program is evaluated

### Boyce Part-Time Employees Counted towards incentive program

#### Current Incentive Program

- 1) A Department must show an average of 120 hours of staffing in a month (average of 30hrs in a week, average month has 700+ hours). Staffing is considered 2 personnel able to respond to a call before the 5-minute code time. The staffing can be either for Fire and/or EMS unit response. Each quarter a company meets this staffing goal they receive \$1,250. **For companies with career staffing this staffing must be in addition to current staffing in place.** Incentives are paid at the beginning of the following quarter (i.e. 1<sup>st</sup> quarter would be paid in October, 2<sup>nd</sup> quarter January, 3<sup>rd</sup> quarter April, 4<sup>th</sup> quarter July).

#### Proposed updates Incentive Program

- 1) A Department must show an average of 120 hours of staffing in a month (average of 30hrs in a week, average month has 700+ hours). Staffing is considered 2 personnel able to respond to a call before the 5-minute code time. The staffing can be either for Fire and/or EMS unit response. Each quarter a company meets this staffing goal they receive \$1,250. **County Career personnel do not count towards the 2 personnel able to staff.** Incentives are paid at the beginning of the following quarter (i.e. 1<sup>st</sup> quarter would be paid in October, 2<sup>nd</sup> quarter January, 3<sup>rd</sup> quarter April, 4<sup>th</sup> quarter July).

### Failures when staffing is designated on IAMRESPONDING

In the month of November and January there were a total of 3 cases one department had staffing per the incentive program outlines and “failed” to respond. After meeting with the department Chief we have identified one key area for determination – When personnel are signing up for time, they mark themselves as Fire only or Amb., Driver only, etc. When a call is dispatched they do not respond because they are Fire only and it is an Ambulance call or vice versa.

In all 3 of these cases, although staffing may have been for EMS or Fire only, the crew “on duty” would have been able to make a unit. Example – a person signs up for Fire only but they are a firefighter/EMT, and they have an Amb. Driver, they could have responded as a BLS transport unit.

Recommendation – As long as there are two people signed up to respond they should respond with some type of apparatus. Furthermore, this issue should be addressed further in the IAMRESPONDING SOG currently under review.

#### How current program is being evaluated

Each month a report is pulled from IAMRESPONDING from each of the 3 departments. This report is evaluated to determine if there are 2 people staffing at the same time (non-career, done electronically). These hours are then totaled and recorded as “on duty” hours. These “on duty” hours are then compared with dispatch times for greater than 5 minute responses and any failures during that same time (done manually). If either are found the following is the deduction from “on duty” hours;

- For each incident where there is staffing but response took longer than 5 minutes, 1 hour is deducted from the “on duty” time. For example, 2 people are staffing from 12:00 to 16:00 the total “on duty” time is 4 hours; there is a call during this time that took the crew 6 minutes to respond, resulting in a reduction of 1 hour from the total “on duty” time; total “on duty” time awarded 3 hours.
- For each incident where there is staffing but there was also a failure, the total “on duty” time is removed. For example, 2 people are staffing from 12:00 to 16:00 the total “on duty” time is 4 hours; there is a failure, the “on duty” time is removed; total “on duty” time awarded 0 hours.



# County of Clarke, Virginia

## Fire – EMS Commission



### Proclamation of Recognition to Chief Jason Burns for 21 Years of Service in the Clarke County Fire-Rescue System

**WHEREAS**, Chief Jason Burns served as the Fire Chief for the Blue Ridge Volunteer Fire Department from 1996 to 2018 with one year omitted;

**WHEREAS**, Chief Burns guided the department through several grant cycles that resulted in the purchase of over one million dollars in new apparatus for the department and;

**WHEREAS**, Chief Burns lead the development of a swift water rescue program for the Blue Ridge Volunteer Department and the citizens of Clarke County that established a Fire-Rescue boat company at the Blue Ridge Volunteer Fire Department and;

**WHEREAS**, Chief Burns was essential in managing the day to day operations of the department for 21 years, and;

**WHEREAS**, Chief Burns has also served and will continue to serve as an advanced life support provider for the Clarke County Fire-Rescue system.

**NOW THEREFORE BE IT RESOLVED**, by the Clarke County Board of Supervisors that Chief Jason Burns be recognized and congratulated on his service and dedication to the Clarke County Fire-Rescue system; and,

**BE IT FURTHER RESOLVED** that the Clarke County Fire – EMS Commission does hereby issue this proclamation recognizing his actions that demonstrate the highest levels of service received from our Fire and EMS personnel and we have the highest levels of respect and esteem for Chief Burns for his tenure as Chief of the Blue Ridge Volunteer Fire Department

**ADOPTED** this 14<sup>th</sup> day of February, 2019

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Matt Hoff, Chair





# 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> IAMRESPONDING	<b>SOG:</b> 100.13	<b>Page</b> 1 of 2
<b>Category:</b> General – IAMRESPONDING		<b>Sub Category:</b> IAMRESPONDING
<b>Approved by:</b> Fire and EMS Director, Boyce VFD Chief, Blue Ridge VFD Chief, John H. Enders VFD Chief		<b>Effective Date:</b> TBD

### Purpose

To identify the use and purpose of the IAMRESPONDING® on line system. It is the responsibility of each department to manage their accounts.

### Definitions

The following definitions have been adopted for use;

- **IAMRESPONDING** – Is an on-line smart-phone application and internet web page designed and intended to supplement and backup incident notification deliver via radio or pager. It should be noted this system relies on third-party commercial carrier and wireless access beyond the control of Clarke County. Failure of any of these systems will result in non-receipt or delayed receipt of emergency notifications.
- **Station Administrator** – The system administrator oversees the overall function for a department.
- **Statuses** – The following have been adopted as statuses for Clarke County Fire – Rescue
  - **Station** – Available in station for emergency or non-emergency response
  - **In Area** – Available in the area for immediate emergency or non-emergency response. This status identifies the members that will respond to the station in the event of an incident.
  - **Home** – Available from home for immediate response to emergency and non-emergency response.
  - **Unavailable** – The member is not able to respond.

### Information

The IAMRESPONDING system is also used for meeting reminders and department-wide messaging (within each Volunteer Department).

Login information such as username and passwords will be established by the Station Administrator.

Some of the key features of the IAMRESPONDING system include;

- Allows members to identify their status for emergency response
- Allow personnel to identify who is responding to the station; therefore working towards a goal of fully staffed apparatus responding

## Procedure

1. All response personnel will provide necessary information to the Station Administrator to be included in the IAMRESPONDING database. Once this information is received, an email will be sent confirming the receipt of this information.
2. Group or individual training will be provided for all response personnel allow for responders to demonstrate an understanding of all the feature of the IAMRESPONDING program. All response personnel will attend the training.
3. All responders may utilize the IAMRESPONDING program to acknowledge response or the unavailability to respond.
4. Officers may utilize the IAMRESPONDING program to convey information such as training announcements, need for staffing or other short correspondence using the TEXT mail and email features
5. Personnel are encouraged to use the response module on an ongoing basis to allow all to know who is available, unavailable. Response personnel will have access permission to the IAMREPSONDING to update availability calendars on a day to day basis or those who have predictable schedule, can show there availability.  
For example, if a member is at home or work and knows that he/she can respond to any incident during the next 7 hours he can log in and put themselves "on duty" for the next 7 hours. A member who will be out of town or simply unavailable can schedule themselves as "out of service" for "X" hours or days. This enables officers to be able to assess their available manpower resources at any time.
6. Before responding to any incident personnel will identify via the IAMRESPONDING response screen of anyone responding to the station. Personnel should allow ample time for personnel to arrive at the station. However, waiting for personnel should not significantly delay response.
7. Personnel should only respond after one of the criteria have been met;
  - a. A minimum crew is at or arrived at the station (see minimum crew chart for further information)
  - b. No personnel have marked up on IAMRESPONDING as "enroute" to the station
  - c. No personnel have arrived prior to the first code time
8. Following an incident, the OIC may retain the IAMRESPONDING information and attach it to the incident report.
9. The system may be used to track personnel time for different programs (example- Incentive Programs)

SOG Tracking

	Draft	Chiefs Review	Commission Review
Date	1/10/19	1/24/19 – 2/25/19	
Comments			
Adjustments			
Final Adoption			

DRAFT



# **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-Out/Tag-Out	<b>SOG:</b> 400.05	<b>Page 1 of 3</b>
<b>Category:</b> Fire – Lock-Out/Tag-Out		<b>Sub Category:</b> Lock-Out/Tag-Out
<b>Approved by:</b> Fire and EMS Director, Boyce VFD Chief, Blue Ridge VFD Chief, John H. Enders VFD Chief, Infection Control Officer		<b>Effective Date:</b> TBD

### **Purpose**

To establish the minimum requirements for the lockout of energy isolating devices whenever maintenance or servicing is done on machines or equipment, or in emergency situations involving entanglement or fire. It is used to ensure that the machine or equipment is stopped, isolated from all potentially hazardous energy sources and locked out prior to servicing or maintenance, or in case of patient care or fire suppression, where the unexpected energization or start-up of the machine or equipment, or release of stored energy, could cause injury. This guideline is in compliance with OSHA 29 CFR 1910.147, Lock-out/Tag-out requirements.

### **Scope**

To establish the minimum requirements for the control of hazardous energy sources when maintaining, working, servicing equipment and machinery that could cause injury to personnel working for or at the scene of any emergency incident or during station maintenance.

### **Procedure**

Upon arrival at an incident involving machinery or equipment that was or is involved in fire or entrapment of victims, the company officer or crew leader shall retrieve the lock-out/tag-out equipment that is located on the unit. The unit officer or crew leader must work closely with facility personnel familiar with the lock-out/tag-out procedures specific to the equipment or machinery that is involved to ensure the following:

1. All energy sources to the machinery or equipment have been de-energized.
2. The unit officer or crew leader places fire department lock-out/tag-out equipment to secure energy sources.
3. Verify that all energy sources have been secured.
4. The unit officer or crew leader holds the keys and controls the fire department's lockout/tag-out equipment.

5. Once fire department operations have been completed, remove the fire department's lock-out/tag-out equipment and turn the machinery or equipment back over to facility personnel.

In incidents involving the establishment of Incident Command (IC), all lock-out/tag-out procedures shall be as directed by the IC.

SOG Tracking

	Draft	Chiefs Review	Commission Review
Date	12/27/18	1/24/19 – 2/25/19	
Comments			
Adjustments			
Final Adoption			

DRAFT