

## CARROLL COUNTY EMERGENCY SERVICES ADVISORY BOARD

The Carroll County Emergency Services Advisory Board met on April 22, 2010.

Present were: Debby Brady, Lola Sutphin, Markel Cochran, Paul Cooper, Horace Leonard, Andy Jackson, Joe Roma, Ronald Newman, and Kathy Surratt.

Ms. Brady called the meeting to Order and asked Ms. Surratt to review information from the previous meeting. Ms. Brady then commend Laurel Rescue Squad for 95% billing for January when the other squads were 12-87% billing. She stated that the Board should use them as an example.

Mark Vemmer – Chesterfield Insurance

Mr. Vemmer told that Carroll County had an accident and health insurance for the volunteers similar to Worker's Compensation but it covered more than the basic Worker's Compensation. He told that the death benefit had been increase in the last 3 months from \$50,000 to \$250,000 and did include dismemberment. He told the Auxiliary did receive some benefits. He told that claims go through Libby Lineberry's office. He then reviewed the renewal policy for Accident & Health and for Buildings and Equipment.

Mr. Leonard asked if this was a tiered policy or if each line item could be negotiated.

Mr. Vemmer stated this was not packaged or bundled and each line could be changed. He told that the was willing to meet with the local departments if necessary. He stated that people need to know the property reporting procedures. He told that there were a lot of cases not reported in a timely manner and stated that he could stay on top of the claims if the information is submitted on a timely basis.

Mr. Leonard stated that Hospital Daily Benefit did not show a benefit and asked if other localities had this.

Mr. Vemmer stated that other localities do not have this and told that by paying medical benefits the person was made whole. He told that Chesterfield writes the general liability policy for fire and rescue and that VACO covered the vehicles. He told that Chesterfield covers the portable equipment and building contents such as tables, chairs, stoves, refrigerator, etc.

Ms. Brady commented that some of the location addresses needed to be updated.

Mr. Cochran stated that in June Mr. Larrowe had said he had 1.5 pages of notes that he would discuss with Ms. Lineberry and that the same situation exists that did in June.

Ms. Sutphin stated that Ms. Surratt was working on the update.

Mr. Cooper told that he is still giving Ms. Surratt updated information.

Ms. Brady asked if there were two buildings on Expansion Drive.

Mr. Roma explained that there were three buildings.

Mr. Cochran asked if anyone had contacted the departments concerning the contents.

Mr. Cooper indicated that Ms. Surratt had made this contact and that he is getting the information to Ms. Surratt.

Mr. Cochran stated that Ms. Surratt was not in place in June.

Ms. Sutphin stated that Ms. Surratt was doing a good job catching up.

Mr. Leonard asked if Chesterfield was the major carrier in Virginia.

Mr. Vemmer explained that there was one competitor.

#### MISSIONS GOALS OBJECTIVES OF EMERGENCY SERVICES ADVISORY BOARD

Ms. Sutphin told that Chairman Hurst had requested the ESAB have goals before meeting with the Board of Supervisors.

Ms. Brady stated that she was concerned that the training calendar came out on April 20 and the classes started April 16.

Ms. Surratt explained that this was announced at the Captain's meeting.

Mr. Cooper announced that Piper's Gap has trainings each 2<sup>nd</sup> Tuesday.

Ms. Surratt told that she adds information as the squads get it to her. She told that the calendar e-mails reminders each 2 weeks and the day prior to the training.

The Mission, Goals, and Objectives were then reviewed.

Mr. Cochran stated that this was good but was a waste of time. He told that it was not fixing the problems with the squads and mentioned that just tonight the insurance had been fixed that he thought was fixed last June. He told that the EASB needed to be talking with the volunteers and also that there needed to be more training classes. He then asked how much training the County had provided in the last 18 months.

Mr. Roma stated that the County is going forward.

Mr. Cochran stated that a trainer needed to be hired. He told that the units feel like they are being ignored or micro managed and feel like they will be retaliated against if they speak.

Ms. Surratt stated that this was not what was heard at the Captain's meetings.

Mr. Cochran stated that he had been to 10 meetings and this is what he is being told.

Mr. Jackson asked who they thought would retaliate against them.

Mr. Cochran stated they think Mr. Roma will get even with them. He stated that this may not be realistic but it is the perception. He told that peace needed to be made with the units. He then stated that the EASB would not listen to him but wanted to argue.

Ms. Brady stated that Chairman Hurst had asked for goals and this is goal oriented. She then asked if there was a report given to the Board of Supervisors on revenue.

Ms. Surratt explained that this report was provided.

Ms. Brady commented that if a report was given that showed the percent billed and the amount outstanding the Board would know about the finances. She then asked about the squads using computers to submit billings.

Mr. Cooper explained that Pipers Gap, Laurel Fork, and Cana would begin submitting electronic billing on May 1 and Laurel would begin on June 1.

Ms. Surratt commented that there would be an improvement when this happens.

Ms. Brady stated that 87% of Carroll EMS calls were billed in January and stated that if this reached 95% there would be about 75% reimbursement.

Mr. Cooper stated that call sheets were completed for refusals and asked if the percentage considered those calls.

Ms. Brady stated that the paid service should be up to 95% billing since they have been on computers for two years. She stated that the Board of Supervisors should get a report showing what revenue is left on the table and told that the report should show the percent of calls billed to the total number of calls. She then asked how the ESAB could make recommendations on things like equipment if the calls were not being billed. She stated that the Supervisors may need to have a mission and goal statement of what percent of billed calls would be acceptable and suggested 90%.

Mr. Jackson stated that the Supervisors have been looking at this and going on line will help with better records of billing and tracking. He then asked Mr. Cooper is going on line will help.

Mr. Cooper responded that this will help revenue but it is very time consuming. He stated that a written report is quicker but the more the computer is used the more they will get used to it.

Ms. Sutphin suggested an anonymous survey to be handed out at the Captain's meetings to be taken to the squads with the surveys mailed back to Ms. Surratt. She told that the ESAB would then open the surveys at the next meeting.

Ms. Brady suggested having the survey at the June 24 meeting to be presented to the Captains.

(Order)

APPROVE PRESENTING MISSIONS GOALS AND OBJECTIVES TO BOARD OF SUPERVISORS

Upon motion by Mr. Newman, seconded by Mr. Cochran, and passed unanimously, the ESAB approved presented the below listed CARROLL COUNTY EMERGENCY SERVICES ADVISORY BOARD MISSION, GOALS AND OBJECTIVES to the Carroll County Board of Supervisors:

## **Carroll County Emergency Services Advisory Board Mission, Goals and Objectives**

**Mission:** *To provide hands-on assistance to the Emergency Services operations of Carroll County including Volunteers and paid staff with regard to Fire and Rescue in the areas of Facilities, Technology, Equipment, as well as Recruitment, Retention and Recognition of human capital and Training that will result in more lives and investments saved.*

### **Goals/ Objectives:**

1. To have an Emergency System in place that provides superior services to the Citizens and guests of Carroll County.

#### **Measurable Objectives**

- a. By December 31, 2010 work with Fire Departments and Rescue Squads to develop a complete training analysis for volunteers that will be provided to the Captains and Chiefs on a 6-month basis that allows for continual notice of needs and allows for scheduling of classes and other necessary programs.
- b. By July 31, 2010 sponsor and hold a EMT-B class in Carroll County for all interested volunteers
- c. By December 31, 2010 have a minimum of 25% of the volunteer Rescue Squad active members at an ALS level of certification.
- d. By June 30, 2011 have a minimum 50% of the Volunteer Fire Department active membership at a Firefighter II level of certification.

- e. By December 31, 2010 to have provided at least 2 opportunities for operational trainings for both Fire and Rescue such as operations of new procedures of reporting, business mgt. of a volunteer agency or procurement processes.
  - f. Plan and conduct at least one practical (hands-on) County wide disaster training exercise by September 30, 2010.
2. To establish a support system for both volunteers and paid staff that provides for a high level of appreciation and support from the County and local citizens toward the providers.

**Measurable Objectives**

- a. Establish a ESAB sub-Committee to develop an annual Volunteer recognition program for Fire and Rescue that would include planning and scheduling of volunteer banquet and local provider awards that will be held in April of each year. Along with an “Emergency Services Hall of Fame for Carroll County” where exemplarily service would be recognized for membership at this banquet.
  - b. Establish a ESAB sub-Committee to explore multiple avenues of support for volunteers examples being: tuition reimbursement program, scholarship program, wellness center benefit and retirement plan for long term providers ( after 10 years of service) and report back to the ESAB for action and budget by October 31, 2010.
  - c. Establish a ESAB sub-Committee to plan and hold a friendly Fire and Rescue competition between each separate group, Fire Department and Rescue Squads, which will be held annually on the third Saturday of October starting in 2011.
  - d. Maintain a monthly update to the Emergency Services website with needed information, up-coming events and activities that will serve as the official communication tool for the volunteer agencies on a continual basis.
3. To have a working system in place for retention and recruitment of highly qualified, motivated and respectful volunteers that will insure the continued operations of volunteer Fire Departments and Rescue Squads with assistance from Carroll County Fire and Rescue.

**Measurable Objectives**

- a. By September 1, 2010 plan and hold at least one County wide Emergency Services recruitment event where each agency is represented and allows for an ES experience that is widely

publicized with a goal of recruiting a cumulative of 30 new members across the County.

- b.** Develop a ESAB sub-committee to survey current members with 5+ years of services to determine what keeps (active) members as well as researching the topic and develop a full retention plan that can be reported back to the ESAB by December 31, 2010 for action.
  - c.** Work with Carroll County Public Schools to establish a Junior Firefighter and Junior Rescue program that would provide for training and experience of the ES sector for volunteer and professional career paths and work with WCC for the potential of College credit hours to be provided for volunteer service in a Department or Squad by fall Semester 2011.
  - d.** To recommend to Carroll County to increase the life and cosmetic Insurance to the \$250,000 level for ES Volunteer members by April 2010.
- 4.** To have a master plan for the anticipated replacement of equipment and facility needs for the Emergency System in Carroll County.

#### **Measurable Objectives**

- a.** Update the Equipment inventory listing on an annual basis from each Fire Department and Rescue Squad to continually evaluate equipment needs and recommendations for placement on the County Capital Improvement Plan.
- b.** Develop criteria for update of facility needs and plans on an annual basis for each structure owned by Carroll County to continually evaluate needs and recommendations for placement on the County Capital Improvement Plan.
- c.** Identify and Plan for Growth of the ES system needs in conjunction with the County Comprehensive Plan into areas that need increased Emergency Services by December 31, 2010.

There was discussion concerning holding a work session on May 13, 2010 at 6:30 p.m. to develop the survey questions to be sent to each squad and there was also discussion concerning holding election of officers at the June 24, 2010 meeting.

(Order)

ADJOURNMENT

Upon motion by Mr. Jackson, seconded by Mr. Cochran, the meeting was adjourned at 8:55 p.m.