



DEPARTMENT OF PUBLIC SAFETY
1024 DUPONT ROAD, MARTINSVILLE, VA 24112
P: 276.634.4660 F: 276.634.4770



ESAC Minutes – September 13, 2017

Agency attendees:

Cathy McGrady (BRS), Daryl Hatcher (FCRS), Todd King (HVRs), Travis Pruitt (RDRS), Michael Moxley (AFD), Junior Lynch (BFD), Jeff Beam (CFD), Tommy Martin (DSFD), Brian Shuler (FFD), Nickie Hairston (HFD) and Cotton Trent (RFD)

Agencies not present:

Axton Life Saving Crew and Patrick Henry Fire Department

Public Safety attendees:

Matt Tatum, Suzie Helbert, Lisa Garrett, Jason Sturm

Other Agencies:

Henry County-Martinsville Joint Communication Center, Henry County Fire Association, Henry County Rescue Squad Association and Henry County Sheriff's Office

Public attendee(s):

Lisa Moore

Matt opened the meeting with Charles Byrd, Principal of Magna Vista High School, to make an announcement of an event going on at Magna Vista High School on Friday, September 22, 2017.

Mr. Byrd informed everyone that September 22 had been designated as School Spirit day. This will begin at 0430 and will go live on WSLs Channel 10 at 0500. He ask for everyone who could to provide a truck for this event and show the entire region the spirit of our community. In addition, he invited everyone to attend the home football game that night and offered free admission to any emergency responder.

May 2017 minutes were approved as written.

Division Reports:

- Fire Prevention-Report by Lisa Garrett, Fire Marshal
 - No updates to report.
 - There were no questions for the division.

- Operations-Report by Jason Sturm, Operations Division Chief
 - Reported that a cap from a fire truck had been located at a recent fire scene after everyone cleared. He ask everyone that was there to check their trucks and get with him if they are missing one.
 - There were no questions for the division.
- Training and Volunteer Coordination-Report by Suzie Helbert, Deputy Director
 - A flyer containing upcoming training was handed out. (Appendix 1 &2)
 - There will be a DFP EVOG class on October 4,6&7 and a VAVRS EVOG at Ridgeway Rescue on October 14&15. Anyone wishing to attend must register online.
 - There were no questions for the division.

Partners of Fire and EMS Reports:

- Fire Association-Report by Lee Cooley, President
 - The association ask that the following classes be offered:
 - Fire Behavior
 - Communications
 - Water Supply/Pump Operations
 - The Lowes Fire Safety Day is October 7th from 0900-1400. He reminded everyone that this event was open to both fire and EMS. He encouraged everyone to attend.
 - The next meeting is September 14th at Collinsville Volunteer Fire Department.
 - There were no questions for the fire association.
- Rescue Association- Report by Darren Lockridge, President
 - The association would like to express emphasis fire scene rehab. He presented a copy of WVEMS' protocol for firefighter rehab. Realizing the decision to establish rehab is up to the incident commander, he encouraged everyone to consider this on each fire. He also indicated a review of this protocol and maybe editing it to fit the needs of Henry County may be necessary.
 - He also reported that the association had discussed the use of an app that would allow individuals to access the radio system using their smart phone. Matt added that he had researched this technology when it first came out and determined it was cost prohibitive for our area. Travis indicated concern to the number of users it would add to the system. Tommy agreed with Travis and shared he felt there was too many users on the system as it is. Todd and a few others felt it was worth looking in to. Matt informed everyone that he would again look at it and report back at the next meeting.
 - There were no questions for the rescue squad association.

- Communications Center- Report by Tierra Dillard, Deputy Director
 - She informed everyone that the “Limited Access” protocol had successfully went through all of the approval process and was waiting final APCO approval.
 - There were no questions for the Communication Center.
- Sheriff’s Office- Report by Major Eric Winn
 - Major Winn reminded everyone of safety during their response to scenes. He offered to everyone that if they would like someone to come speak to their membership in regards to this, to let him know.
 - There were no questions for the Sheriff’s Office.
- AirCare-NOT PRESENT

Old Business:

- *Tierra addressed the Limited Access protocol in her report.*
- Brian ask if there was any updates on the FEMA Grant applications. Matt reported that we have not received any updates at all.
- There was no other items of Old Business.

New Business:

- Matt informed everyone that DFP had just announced a change in the ATL Funding process. They will now require a plan and a timeline to be submitted with the year-end report in regards to all carryover funds. Upon receiving this information, they would approve or deny the carryover. He informed everyone that it was unlikely they would not approve it, at least the first few years of this new policy, but he recommended that the funds be used and to not take the risk by asking for approval. He reminded everyone this was not the county’s decision as it was from DFP. He reminded everyone that, once it was allocated to the departments, it was ultimately their money to use and if they wanted to risk the carryover and ask for approval, that was up to them but he again recommended not taking this risk. Daryl informed everyone that Franklin County uses that fund to pay for a fire truck. Matt expressed concern about that practice being supplanting funds but he would discuss that will the finance department. Matt also said he would forward the new policy of the state to everyone by email. (Appendix 3)
- Jeff Beam explained to the council their rationale for needing a mini-pumper versus and engine. If the rotation for the CIP funding for the fire departments within the county budget remains on the same path, they will be up for the funding in FY19. He ask the council if they would support the funding being used for a mini-pumper instead of and engine since they would not actually be removing an engine from service but rather adding a vehicle to their fleet. Matt polled the room and it was unanimous to support his request.
- Travis Pruitt introduced an app to the council called PSAware with a presentation. This app will allow live access to the CAD so that responders can get more details

related to the incident they may be responding to. The app is still new and there is ongoing work to improve but it does currently contain benefit to responders. Travis presented the policy of which has been established for the use of the app and noted that the policy may need to be updated as the app updates. Through the development of the app, Travis will be the primary contact for the volunteers should they have questions about the app. The presentation and policy are attached.

(Appendix 4)

- Michael Moxley inquired about the ID system. Matt informed everyone that the software for the system is very old and does not function well with the new windows. He indicated staff had looked into the software and doesn't know why but the system will print some cards but not others. Matt said he will have staff look further and see about recreating the volunteer card in hopes to get it working again.
- Matt announced that the old compressor located between the training center and burn building is no longer being used and any volunteer department who may be interested in it, is welcome to it but they would be responsible for the upkeep and maintenance of it. Brian said Fieldale Fire was interested in it and would get with Matt later and look at it.

Public Comment (2051-2052)

- None

Open Discussion

- Cotton as if more detail could be given in regards to streets especially those in subdivisions. Specifically he ask if the subdivision could be identified along with the cross streets. Tierra answered that other than dispatcher's personal knowledge, the subdivision names are not listed in CAD so she was concerned about the accuracy if they tried to provide that but she into it and see if there is a process that can be used.

Announcements

- Ridgeway Rescue reminded everyone the race is coming soon and if anyone would like to assist, to please let him know.
- Dyers Store Fire has a breakfast scheduled for Saturday, September 16th.

Next Meeting: January 10, 2018

Attachments

Sign in sheet
St 3 Proxy
Co 13 Proxy
PSAWare Documents

Henry County Emergency Services Advisory Council

September 13, 2017

Axton Life Saving Crew	
Bassett Rescue Squad	<i>Crosby McGrady</i>
Fieldale-Collinsville Rescue Squad	<i>Dan Holstein</i>
Horsepasture Rescue Squad	<i>Keckler</i>
Ridgeway Rescue Squad	<i>Quint</i> <i>T.L. King</i>
Axton Fire Department	<i>Murphy</i>
Bassett Fire Department	<i>James</i>
Collinsville Fire Department	<i>Jeffrey W. Beam</i>
Dyers Store Fire Department	<i>J. Moore</i>
Fieldale Fire Department	<i>Brian</i>
Horsepasture Fire Department	<i>Nicholas Hairton</i>
Patrick Henry Fire Department	
Ridgeway Fire Department	<i>Zeb Trent</i>

Matt Tatum	<i>M. Tatum</i>
Suzie Helbert	<i>S. Helbert</i>
Lisa Garrett	<i>Lisa Garrett</i>
Jason Sturm	<i>J. Sturm</i>
Kiah Cooper	
Kenny Shumate	
Gary Ayers	
J.R. Powell	<i>Tierra Dillard</i>
Lee Cooley	<i>Lee Cooley</i>
Darren Lockridge	<i>Darren Lockridge</i>
AirCare	
Lane Perry	<i>SW</i>

Other Attendees (print)

Other Attendees (print)



County of Henry
Department of Public Safety

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Martinsville, VA 24112
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**EMERGENCY SERVICES ADVISORY COUNCIL
(ESAC)**

**OFFICIAL PROXY
For September 13, 2017**

To: Matt Tatum, Facilitator
Emergency Services Advisory Council

By executing this Proxy, I hereby certify that

TIERRA DILLARD

(Name)

is aware of the most recent discussions of the council and is authorized to discuss and vote on all matters on my behalf, that come before the Emergency Services Advisory Council during the meeting scheduled for September 13, 2017.

JR Patten (911 CENTER)
(Signature and Department)



SOUTHERN SOFTWARE, INC.
an employee-owned company

PSAware

Technical Overview

150 Perry Dr.
Southern Pines, NC

p. 276.226.0409

tpruitt@southernsoftware.com
www.southernsoftware.com

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Purpose and Intro

Southern Software's PSAware is an end user client application for Southern Software Public Safety customers. PSAware extends the reach of Southern Software's Computer Aided Dispatch (CAD) system beyond the on premises enterprise network, allowing internet connected users to view and interact with real-time events, locations, and assets. The Web/Cloud-based architecture of PSAware makes this application compatible with iOS, Android, and Window's powered devices, both tablets and phones.

Objectives

The primary objective of PSAware is to put the right information in the hands of the right people, at the right time. By doing this, call for service workflows can be optimized to reduce dispatcher workload, promote field personnel productivity, and increase first responder safety. This is accomplished by providing a common operational picture to users based on a near-real time view of emergency and public safety activity.

Highlights

PSAware enables mobile personnel while easing the workload of communication center staff by offering the following features:

- Access to operational data including active calls for service, units, and CAD "Hot List"
- Facilitates situational awareness for improved safety and efficiency during time-critical responses.
- Leverages the power of GIS for spatial visualization of active events.
- Seamless integration with Southern Software's CAD to ensure workflows comply with agency business rules.
- Cloud and Web architecture to support a wide range of mobile devices.

Key Application Attributes

This section describes the key attributes of PSAware as defined by the APCO International Application Community (AppComm) as well as the National Institute of Standards and Technology (NIST) Public Safety Communications Research program.

Purpose

The purpose of PSAware is to link first responders and public safety personnel with PSAPs and communications centers via a mobile application. The primary objective is to provide a near real-time data feed of active call for service information to responders.

Mobile Application Architecture

PSAware is a mobile web application, designed from the ground up for use with mobile devices. The mobile web architecture allows for cross-platform use (iOS, Android, Windows) while still delivering a platform-specific mobile experience.

Operability

Once installed to the mobile device home screen, PSAware is launched via application icon just like any other mobile application. PSAware communicates with a Microsoft Azure backend service over available cellular network or Wi-Fi connection. By utilizing Microsoft's cloud architecture, backend services and databases are guaranteed a high level of availability across a geodiversified cloud architecture. Data usage efficiency is met by limiting automatic data refresh to more critical concerns such as active calls for service and active units, while allowing the user to interactively refresh less mission-critical data. There are no advertisements present in the application, this is a 100% public-safety app experience.

End User Support

Application updates, including bug fixes and new features, are delivered automatically. PSAware customers can contact Southern Software support directly for technical support, where our trained support staff and developers can answer questions and resolve any issues.

Security

Southern Software takes security seriously. We will always seek to keep our mobile applications free of any malicious code, and will fully disclose to customers any issues or vulnerabilities if discovered, and expedite any patches. Data security begins at the customer's server. Our cloud sync service provides data to our cloud database utilizing push technology. This means that the customer's on premises network does not have to be accessible to the mobile clients. As PSAware's features grow to include 2-way communication, the cloud service hub will mediate communications traffic, again ensuring that the customer's network does not have to allow unsolicited request from the internet. All data transfer, both from the on premises CAD and between the cloud service and the end user is fully HTTPS encrypted. PSAware users are stored in

the cloud database, with encrypted credentials. Administrators can create users, and limit permissions regarding what types of calls for service a user can see in PSAware. Additionally, each data request is user authenticated, meaning that a user's access to data can be immediately suspended when needed.

Privacy and Confidentiality

The PSAware application includes a privacy statement within the app, available to end users. This statement states that the user's personal and location information, as well as data stored on the device will not be accessed or shared unless explicitly stated and requested. Public safety data provided by the customer for PSAware will only be used for the functionality of the application, unless authorized by and disclosed to the customer in advance. Southern Software will always be diligent in complying with regulatory and legal requirements when handling public safety data.

Content

All time-sensitive data is date and time stamped within the application so that the end user knows when the data was created, updated, and downloaded by the mobile application. The application is architected on industry best practices and modern protocols, including HTML5/Javascript/CSS, Microsoft SQL Azure database backend, and the latest Microsoft .NET Web API service architecture, allowing for scalability and reliability. All public safety data is provided directly from the customer's CAD system. Any supplemental information (weather, rss feeds, etc) will have sources cited.

Location Information

PSAware asks for user permission before accessing GPS location information. A description of the GPS location technology used, as well as the expected accuracy is detailed inside the application. Southern Software recognizes the need to protect user privacy and protect confidentiality in public safety environments, and currently only uses GPS location in order for the user to locate their location on the map interface. Any additional use of location data (check in at a scene, track user during a search, etc.) will be with explicit permission of the end user and customer.

User Experience

The application is named so as to give an indication as to its functionality (PSAware = Public Safety Situational Awareness). All of the application features are fully described in both the product documentation, as well as within the application itself. All buttons are clearly and meaningfully labeled, and include icons indicating their function. Additionally, the home screen of the application displays the date/time of the last data sync, and the user's current login status.

911 Communication

This application is for public safety and emergency personnel, and is not a 9-1-1 dialer or data provider application.

Sending Data to PSAPs and Public Safety Communications Centers

This application currently provides a data feed to field personnel from the on premises CAD system. Should features be added to this application in the future that facilitate the transmitting of data from the field to the PSAP or Communications Center, all data storage and data flow considerations will be disclosed to the customer.

Interfacing with PSAPs and Public Safety Communications Centers

PSAware is designed to interface with Southern Software's CAD on-premises CAD system, located at the customer's PSAP/Communications Center. As part of the PSAware application, Southern Software provides a Cloud Sync Service, which pushes data from the customer's CAD to Southern Software's Cloud database via secure HTTPS. All initial and ongoing cost are fully disclosed up front. Additionally, the customer is given a no-cost/no-commitment 60-day evaluation of the product prior to purchase. This trial is a fully functional PSAware implementation running live customer data.

Summary

Future Development

Southern Software will continue to develop PSAware features based on customer needs, new mobile technologies, and industry best practices. As part of our commitment to deliver the right information to the right people, at the right time, we will roll out features that provide more detailed location information when available (images, floorplans, etc), call for service history information at call for service locations, and provide more information back to our CAD system to enable dispatchers and call takers to have the most useful information possible.

Summary

Southern Software has been in the municipal and Public Safety Software business since 1988. Our commitment to our customers is exemplified by our desire to deliver to our customers a best-in-class mobile application experience based on secure, well defined, industry best practices.

Appendix

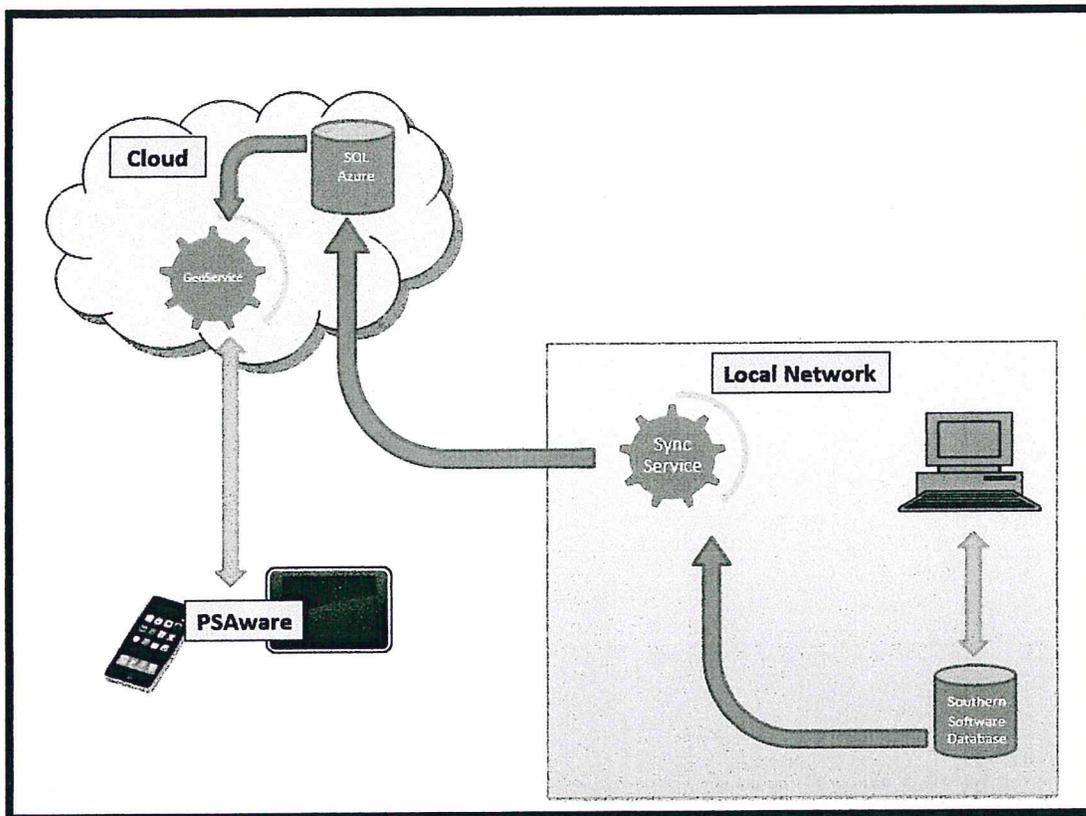
APCO International Application Community (AppComm)

<http://appcomm.org>

NIST IR 8018

<http://csrc.nist.gov/publications/PubsDrafts.html#NIST-IR-8018>

PSAware Architecture Overview



Henry County – Volunteer Fire / EMS PSAware Information

Privacy Policy

Southern Software's PSAware application provides a feed of near real-time information from Southern Software's Computer Aided Dispatch (CAD) system to mobile users outside of the customer agencies on premise network. Southern Software follows industry best practices when transmitting and storing user and operational data. At no time is PSAware data used for any purpose other than the expressed purpose of providing situational awareness and a common operational picture to users of the PSAware application and associated services.

Collection of Information

PSAware may request information gathered from certain sensors and databases typically found on mobile devices and tablets, such as geolocation information, contacts/phonebook, microphone/camera, and stored pictures/videos. PSAware will request the user's permission before collecting sensitive information and, if possible, provide a control mechanism that allows a user to easily change permissions, or present just-in-time confirmations to ask for the user's permission before collection.

Third Party Data Sharing

PSAware is a primarily a mobile extension to Southern Software's Computer Aided Dispatch (CAD) system. No personal or public safety data is shared with or provided to 3rd parties via the application. Any 3rd party interfaces will be implemented at the discretion of the customer's agency following the same policies as Southern Software's on premise application.

Policies and Procedures

- 1) Each Department will be limited to 10 active users of the PSAware Application.
 - a) Of those ten (10) users they will be limited to the discipline of their department. i.e. Fire Departments will be limited to the Fire Discipline.
 - b) If a user runs both Fire and EMS then a separate form should be completed from each agency.
- 2) Each Department Chief or Captain will be required to verify the users associated to their department quarterly. Failure to comply with quarterly verifications will result in loss of privileges to PSAware Application for that department.
- 3) Volunteers who use PSAware must be conscious and aware of any policies or procedures, as well as any local, state or federal laws that may govern the use of the information transmitted, such as HIPPA. Usage of information in any way that violates previously established policies, procedures, rules, or law may result in loss of privileges to PSAware. Such examples of unauthorized use include, but are not limited to:
 - a) "Self-Dispatching" or responding to incidents whether in a department vehicle, personal vehicle, or any other mode of transport when not specifically assigned to the incident via the 911 Center.

- b) Notifying non-fire/rescue personnel of incidents that occur, including immediate family members who are not members of a Henry County Volunteer Fire/EMS Agency.
 - c) Confirming or denying any information disseminated through mobile device to members of the media, or any organization not directly affiliated with a Henry County Volunteer Fire/EMS Agency.
 - d) Posting information regarding incidents that would not otherwise be known via other mediums to social media or other websites.
 - e) Forwarding of information to those not qualified to receive information. At no time are screen shots of the application allowed.
 - f) MHC911 or its subsidiaries are not responsible for any cost incurred while using the PSAware Application. This includes cellular data usage fees.
- 4) At any time, the Fire Chief, Rescue Captain or Public Safety Director may request to MHC911 or designee that a volunteer be removed from the PSAware application. This removal can happen for any reason without needing to give cause.
 - 5) MHC911 or designee at any time can remove a volunteer from the PSAware application as the application is in control of MHC911 at all times.
 - 6) Due to the low priority nature of requests to receive PSAware, application administration may take a significant time to process a request, up to multiple weeks. Department members may request to have the status of a request verified by Chief of designee two (2) weeks after submission, and every two (2) weeks thereafter.

Enrollment Steps

- 1) Complete the Signup Form located at <https://goo.gl/forms/xAWf5N8T5BnoFJIN2> in its entirety.
 - a) Ensure that you have included a valid email address - this is where your login information will be emailed.
 - b) DO NOT contact the MHC911 inquiring about login access to the PSAware Application. The above form must be submitted and then you will receive login information via email.

Contact Information

- Travis Pruitt – Volunteer PSAware Contact – tpruitt@ridgewayrescue.com
- Tierra Dillard – Deputy Director, MHC911 – tdillard@co.henry.va.us
- JR Powell – Director, MHC911 – vpowell@co.henry.va.us
- Matt Tatum – Director, Public Safety – mtatum@co.henry.va.us

Henry Co - Volunteer Fire/EMS PSAware Signup

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* Required

1. Email address *

.....

2. Primary Department Affiliation *

Mark only one oval.

- Axton Fire Department
- Axton Lifesaving Crew
- Bassett Fire Department
- Bassett Rescue Squad
- Collinsville Fire Department
- Dyers Store Fire Department
- Fieldale Fire Department
- Fieldale - Collinsville Rescue Squad
- Horsepasture Fire Department
- Horsepasture Rescue Squad
- Patrick Henry Fire Department
- Ridgeway Fire Department
- Ridgeway Rescue Squad

3. Name *

.....

4. Phone number *

Policies and Procedures

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5. I agree to comply with the Polices and Procedures noted above. *

Mark only one oval.

- YES
- NO

6. Department Chief/Captain Name *

Contact Information

- Travis Pruitt – Volunteer PSAware Contact – tpruitt@ridgewayrescue.com
- Tierra Dillard – Deputy Director, MHC911 – tdillard@co.henry.va.us
- JR Powell – Director, MHC911 – vpowell@co.henry.va.us
- Matt Tatum – Director, Public Safety – mtatum@co.henry.va.us

A copy of your responses will be emailed to the address you provided

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