



The City of Lynchburg, Virginia

3621 CANDLERS MTN. ROAD, LYNCHBURG, VIRGINIA 24502 • (434) 847-1602
DEPARTMENT OF EMERGENCY SERVICES

August 7, 2015

Ms. Dorothy A. Spears-Dean
Virginia Information Technologies Agency
Chester, Virginia

Ms. Spears:

It is important that Public Safety Answering Points be involved early on in this process to ensure that their concerns are voiced as decisions are made about how Next Generation 9-1-1 will develop in the Commonwealth. I have served as the Region 3 Vice Chair during the implementation of the COMLINC program and assisted with developing the policies for the jurisdictions using that system. I am currently serving as the Region 3 representative on the COMLINC Advisory Committee. I believe that my experience working on these types of regional projects will be beneficial to the Regional Advisory Council as the ISP Region 3 representative.

Respectfully,

Melissa D. Foster
Director

Melissa D. Foster

melissa.foster@lynchburgva.gov
(434)455-4285

PROFILE

Strategic Thinking, Team Oriented, Customer Focused looking to become the leader of a high performing public safety team.

Considerable experience developing, implementing and delivering cutting edge-training to front line employees and supervisory staff.

Proven ability to build and maintain positive relationships with other agencies to ensure that citizens are receiving the best service available.

Leading employees through project implementation.

Certification as an Emergency Number Professional which required knowledge of FMLA, ADA, and FLSA and how these apply to employees.

EDUCATION

Liberty University

May 2000

Bachelor of Science in Psychology

EXPERIENCE

Lynchburg Department of Emergency Services

Director

December 2014-Present

Deputy Director

April 2008 – December 2014

- Serving as Acting Director
- Deputy Emergency Management Coordinator
- Supervising 30 employees with 4 Supervisors reporting directly to me
- Managing daily operations of a Public Safety Answering Point
- Oversee hiring and training
- Interviewing potential employees
- Develop and implement policies and procedures
- Handle personnel and disciplinary issues
- Conducting internal administrative investigations
- Reviewing Freedom of Information Act requests
- Manage operational budget
- Project Management

- Manage EOC during critical incidents
- Media relations
- Maintain cooperative relationships with other departments and agencies
- Computer Aided Dispatch maintenance
- Technical Agency Coordinator for NCIC/VCIN
- Negotiating with vendors
- Preparing agenda items for City Council
- Presentations to citizens
- Conducting training
- Completed Harris Corporation P25 System Administration training

Supervisor

January 2006-April 2008

- Supervised nine employees
- Scheduling
- Payroll
- Coaching/Counseling
- Annual Evaluations
- Quality Assurance reviews
- Monthly reports
- Critical Incident reports
- Presented ongoing training for employees

Assistant Supervisor

October 2002-January 2006

- New employee training
- Maintained daily operations in absence of Supervisor

Public Safety Communications Specialist

December 1998-October 2002

- Processed 911 and non-emergency calls
- Coordinated responses for police, fire, and ems
- Utilized Sungard CAD to process calls
- Relayed VCIN/NCIC information to field units
- Operated 800 MHz radio system

J.Crew

Customer Service Representative/Human Resource Associate

September 1993-January 1999

- Assisted customers with merchandise orders
- Resolved customer complaints
- Interviewed and hired seasonal employees
- Conducted new hire orientation

COMMITTEES

Emergency Medical Dispatch (EMD) Steering Committee

Vice Chair Regional Preparedness Advisory Committee-Interoperability (RPAC-I)

Region 3 Representative on COMLINC Advisory Committee

Central Virginia Regional Radio Board (Alternate)

Vice Chair for Region 3 COMLINC during RIOS implementation (2008-2009)

Communications Representative assigned to Lynchburg Police Department's Limited Voiceless Dispatch Committee

CERTIFICATIONS

- Registered Public Safety Leader (APCO International) 2010-2014
- Emergency Number Professional (NENA) 2010-2014
- Emergency Medical Dispatcher (International Academy of Emergency Medical Dispatch)
- VCIN B Certified
- IS 700, 800, ICS 100-400
- VDEM sponsored ICS Instructor
- Basic Dispatcher (DCJS)
- Professional Development Series Certificate (FEMA)
- Public Professional Certification (City of Lynchburg)



THE CITY OF LYNCHBURG, VIRGINIA

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OFFICE OF THE
CITY MANAGER

August 7, 2015

Ms. Spears
Virginia Information Technologies Agency
Chester, Virginia

Dear Ms. Spears:

Melissa D. Foster was recently appointed as the Director of Emergency Services for the City of Lynchburg. She oversees emergency communications for our locality. This includes managing our public safety answering point as well as the regional radio system that we share with adjacent localities.

I support Ms. Foster's desire to participate in the Regional Advisory Council and understand that this means Ms. Foster will need to dedicate the necessary time to assist with moving the Commonwealth forward towards Next Generation 9-1-1.

Sincerely,

L. Kimball Payne, III
City Manager



International
City
Management
Association