

**ORANGE COUNTY EMERGENCY COMMUNICATIONS CENTER
ORANGE, VIRGINIA**

Nicola Tidey
E-911 Center Director

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E911 – Fire – Rescue
Communications

112 West Main Street
P O Box 111
Orange, VA 22960

August 21, 2015

To: VITA

Just recently Ms. Tidey approached me and requested my support of her endeavor to serve of the 911 Regional Advisory Council (RAC).

I am writing to pledge to you my support for Ms. Tidey running for this position. I believe she is a well-qualified candidate. I am fully aware of the time commitment that is required of this position.

I appreciate your time and highly recommend Ms. Tidey as a candidate for the RAC. If you have any more questions please feel to contact my office at any time.

Sincerely,

R. Bryan David
County Administrator

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August 21st 2015

To VITA;

Since starting in Public Safety my career has grown tenfold. I have excelled in the field of E-911 and have been progressive in my career starting as Dispatcher to my current role of E-911 Director for Orange County Emergency Communications Center.

I am ambitious and dedicated to the field of E-911. I support the technological advancement of E-911 with the assurance of redundancy. I am a data driven decision maker and bring passion to the field of 911.

I am aware of the commitment that is required to serve as a member of the Regional Advisory Council. I am also in full support of bringing a voice to Region II. Further, encouraging PSAP's, IT, and GIS subject matter experts to take an active role in the shaping of the future of 911 in the Commonwealth.

I would like to thank you for the consideration of this position and I look forward working with you and the stake holders of Virginia to meet the mission of the 911 Feasibility study.

Sincerely

Nicola Tidey, RPL

Nicola Tidey

112 W Main St, PO BOX 111, Orange VA 22960 540-661-5433 ntidey@orangecountyva.gov

Objective

Seeking input in the future development of 911 that supports the technological advancement of 911 services within the Commonwealth of Virginia.

Experience

05/2011-Current	Orange County Emergency Communications Center	Orange, VA
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E-911 Center Director

- Performs difficult administrative and skilled technical work directing E911 Communications Center, ensuring compliance with protocols, policies and procedures, identifying training and development needs, planning training programs, presenting training programs, prepares reports, maintaining associated records and related work as required.
- Develops, executes and evaluates training and evaluation programs for all communications personnel; coordinates activities associated with training and evaluation of new and current employees.
- Monitors daily activities and operations within the center ensuring compliance with department standard operating procedures; prepares work schedules; reviews Communication Officers (COs) timesheets, requests for leave forms
- Monitors COs throughout their probationary period; prepares evaluation reports pertaining to the development of probationary COs
- Plans and implements continuing education and/or training for all employees.
- Coordinates maintenance of Quality Assurance (QA) program; conducts verbal counseling sessions with COs regarding QA problems
- Investigates complaints from citizens or other departments related to department personnel or operations; researches problems/complaints and provides information and recommendations.
- Drafts revisions to training manual and procedure manual
- Monitors department equipment inventory.
- Participates in preparation of grant applications.
- Performs the duties of Communications Officer.
- Resolves E911 technology issues, including wireless, wireless and voiceover IP solutions.
- Performs a variety of administrative duties associated with supervising staff including hiring and training staff, scheduling work hours, evaluating performance and taking disciplinary action in conjunction with County Administrator.
- Maintains the computer aided dispatch and the community notifications systems within the emergency communications center.
- Reviews and updated procedures and standard for work within the E911 Center and develops its plans and goals.
- Submits annual grant to the State Wireless Board for E911 Wireless Grant funds.
- Serve as the liaison to the RPAC-I Committee

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05/2012-12/31/2014

Fauquier County Department of Fire and
Rescue

Warrenton, VA

CPR Instructor

- Perform CPR classes for Fire and EMS personal
 - Prepare and manage paperwork
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01/2008-04/2011

Culpeper County Public Safety
Communications Center

Culpeper, VA

Training Coordinator

- Over saw the day to day operations on the E911 Department
- Served as the Acting Director in absence of the Director
- Prepared and presented fiscal year operations budget
- Submitted annual grant to the State Wireless Board and RSAF for E911 Wireless Grant funds
- Identified training needs; developed training plans; maintained training records and files; prepared reports.
- Coordinated training, certification, recertification and development of Communications Center personnel
- Evaluated training needs of new and existing employees; established training plan in accordance with Communications Center requirements and level of training to fill positions.
- prepared lesson plans and training materials
- monitored employee performance during training activities to ensure training needs have been met; supervised on-the-job training program
- Prepared training reports and maintained training records.
- Conducted classes pertaining to dispatch activities/procedures at criminal justice academies.
- Developed and maintained quality assurance program
- Performed VCIN audits and reviews entries.
- Assisted in developing new/revised procedures, rules, and regulations pertaining to training activities
- Conducted continual technical review of effectiveness of training procedures.
- Assisted with troubleshooting and maintenance of the 800 MHz radio; trained users on system.
- Served as liaison to fire and rescue, Sheriff's Office and Town police
- Conducted internal/external investigations; investigated complaints pertaining to personnel or activities; submitted written findings and initiates appropriate resolution of problems.
- Assisted in monitoring radio traffic of other departments and other law enforcement, emergency and non-emergency agencies to respond to radio calls and to maintain an awareness of activities
- Monitored security of Center via security camera system and monitor screens.
- Prepared training forms/reports, training records, VCIN certification records, training materials or other documents.
- Performed dispatching duties; received, screened, processed and monitored emergency 911 calls;
- Evaluated, categorized and prioritized calls; dispatched agency personnel to incident locations; maintained communications with all parties involved in emergency situations; monitored status/location of responding emergency units

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- Provided pre-arrival medical instructions; conveys information between callers and emergency personnel
 - Screened audio tapes
 - Maintained records of calls, work activities and related information;
 - communicated effectively and coherently over radio channels while initiating and responding to radio communications
 - Performed related tasks as required.
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07/2005-12/2007

Fauquier County Sheriff's Office

Warrenton, VA

Emergency Communications Specialist III (Supervisor)

- Responsible for the general supervision and control, subject to the orders of the Director, of all Center personnel
- Maintained records and files; prepares reports, responses to requests for information, including information required by court subpoena, and transcripts involving law enforcement, fire, and emergency medical services as required
- General supervision and operational control, subject to the orders of the Director, over the day-to-day activities related to Center operations and the overall order, efficiency, and discipline of Center personnel.
- Researched complaints against the Center or Center personnel and presents the findings to the Director
- Previous to being promoted to Supervisor was ECS I and then ECS II- Communications Training Officer
- Recognition: Received Accommodations for; Outstanding actions during a storm; Delivery of a Child during multiple high priority event; Outstanding actions during a MCI bus roll over.

05/2004-06/2005

Bridgewater Police Department

Bridgewater, NJ

Dispatcher

- Answer phone calls on 911 lines and non-emergency lines
- Interview callers to obtain essential information and record data on incidents as they develop
- Analyze calls for priority level of emergency response and take or recommend an effective course of action to protect life and property by applying complex police and fire policies and procedures
- Broadcast calls for service to police/fire field units, order services requested by field units, dispatch and/or cancel field unit back-up assistance and monitor field units for service.
- Operate sophisticated computer-aided dispatch radio and phone systems and accurately enter information into the computer, including brief descriptions of crimes, incidents, or other emergencies
- Recognition- Received accommodation for roles and duties performed during Armed Robbery of a business.

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Awards and Special Recognition

- 2011 Virginia Governor's Emergency Medical Services Award for Outstanding Telecommunications Dispatcher
- 2011 Rappahannock Emergency Medical Services Council Regional Award for Outstanding Achievement in EMS, Outstanding Telecommunications Officer/Dispatcher
- September 2011 Department of the Month, Orange VA
- May 2012 Employee of the Month, Orange VA
- April 2011 Letter of Appreciation for Service to Culpeper County E911, Culpeper VA
- April 2011 Director's Accommodation Culpeper County E911, Culpeper VA
- Recognition-Received awards for; Top ten call runner x5 years; Responding to over 100 calls, Little Fork Volunteer Fire and Rescue, Rixeyville VA
- November 2011 Lifetime member, Little Fork Volunteer Fire and Rescue, Rixeyville VA
- Accommodations for; Outstanding actions during a storm; Delivery of a Child during multiple high priority event; Outstanding actions during a MCI bus roll over, Fauquier County Sheriff's Office, Warrenton VA
- December 2004 Accommodation for roles and duties performed during Armed Robbery of a business, Bridgewater NJ

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Committee Experience

APCO International

- July 2011-Current APCO International Call Center Standards Committee
- July 2011-Current APCO International Standards Development Training Sub-Committee- Chair
- September 2011-Current APCO International Standards Development Glossary Sub-Committee
- October 2010-Current APCO International Call Center Standards Occupational Analysis Sub-Committee –Vice Chair

VA-APCO

- 2015 President Elect
- October 2012-2012Logistics Chair APCO/NENA/SIEC Fall Conference
- January 2010-Current Training Committee Chair
- June 2010- Current Program Committee Fall Conference Member

VITA

- November 2011- NG-911 Standards and Guidelines IAT

RPAC-I

- Committee Member

Volunteer Experience

06/2001-Current Little Fork Volunteer Fire and Rescue Company Rixeyville, VA

Lieutenant/Member at Large Board of Directors/ VEMT-I

- Responsible for all duties involving firefighting and providing emergency medical care
- Designated Infection Control Officer
- Responsible for developing staffing matrixes
- Responsible for apparatus maintenance checks
- Ensure staffing requirements are fulfilled for Duty Crews
- Responsible for ensuring registration of members to attend training
- Training Officer
- Former Member at Large Board of Directors
- Life Member
- Recognition-Received awards for; Top ten call runner x5 years; Responding to over 100 calls.

07/2001-06/2005 Green Knoll Volunteer Fire Department Bridgewater, NJ

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Firefighter/Chief's Aid/Administrative Secretary

- Responsible for all duties involving firefighting
- Assisted Chief with monthly reports and Purchase Orders
- Responsible for all correspondence for the Department

11/1999-06/2001

Harrisonburg Volunteer Rescue Squad

Harrisonburg, VA

EMT

- Responsible for all duties involving Emergency Medical Care

05/1998-06/2005

Green Knoll Volunteer Rescue Squad

Bridgewater, NJ

Junior Member/Member

- Responsible for all duties assisting with Emergency Medical Care

Certifications

- APCO Registered Public Safety Leader
- APCO PST 1
- APCO EMD
- APCO Fire Communications
- APCO CTO Instructor
- General Instructor-Department of Criminal Justice Services
- NCIC/VCIN Instructor
- NCIC/VCIN TAC
- NAED-EMD
- Active Shooter
- Dispatchers Role in Homeland Security
- Crisis Intervention Team Training
- CALEA Accreditation Manager
- AHA CPR- BLS Instructor
- VA-EMT-I
- NIMS 700,800
- ICS 100,200
- FEMA Professional Development Series
- Designated infection Control Officer
- CPR
- ITLS-Instructor
- PEPP
- ACLS
- VA-Firefighter I
- NJ Firefighter III
- NJ Firefighter I Instructor
- Haz-Mat Awareness/Operations
- Truck Operations
- Engine Operations
- Rescue Operations
- Emergency Vehicle Operations Course III
- Basic Pump Operations
- Rural Water Supply
- Rope Rescue I
- Mayday Self Survival
- Confined Space Technician
- Extrication Advanced
- Search and Rescue
- NAUI-SCUBA Certified

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References

References are available on request.