

Metro Emergency Operations Center
Board of Directors
March 28, 2017
Minutes

Present: David Armstrong
Chuck Boggs
Keith Vititoe, for the Honorable Kent Carper
Dr. Dan Foster
Grant Gunnoe
Derek Johnson
Lieutenant Randy Sampson, for Mayor Danny Jones
Rod Johnson, for Joe Lynch
Becky Oakley
Captain Jeff Meadows, for Mike Rutherford
CW Sigman
Sergeant James Findley, WVSP Representative

Staff: John Rutherford
Russell Errick
Rick McElhaney
Paul Dryden
Jim Mangus
Lindsay White
Joanna Edwards
Erin Shepherd
Patrick Corley
Danielle Pearson
Rachel King

Guests: John Wells

Mr. Rutherford called the meeting to order at 12:10 p.m., roll call was noted.

Pledge of Allegiance

Moment of Silence

Motion was made to approve the minutes from December 20, 2016.

Motion: Sampson

Second: Foster

The motion carried unanimously.

John Rutherford asked Grant Gunnoe and John Wells if they would join him in the front of the room. Rutherford presented Wells with a plaque on behalf of Metro 911 and thanked him for his thirteen years of dedicated service to the Board of Directors and Finance Committee. Wells said he enjoyed very much being a part of Metro and the

great staff. Gunnoe stated that he had been with Wells the whole time and that Wells passionately cared for Metro and its employees. Gunnoe stated that Wells was always making sure things were done right and that much of what was at Metro was thanks to him.

Resolutions

John Rutherford asked if there were any resolutions. There were not.

Report from Finance Committee

Lindsay White reviewed the actions in the Finance Committee/Executive Board Meeting. White stated that in the previous meeting they had discussed February financial statements year-to-date and that the Executive Board had approved a couple of open purchase order amendments for APCO and Tyler Technologies. White stated that the Board had also gone over the FY18 Budget and Three-Year Cash Flow Projection, which would be discussed shortly. White explained Gunnoe was appointed as the Finance Chair for the Finance Committee/Executive Board and there was discussion about appointing the Finance Committee as the Audit Selection Committee for FY17-19, but this would have to also be approved by the Board of Directors. That would be later on in the agenda. White stated there was discussion about upcoming IT and radio procurement. The Finance Committee and Executive Board approved a renewal of the intergovernmental agreement between Metro and the Kanawha County Commission for the Commission's use of two Metro employees and also discussed legislative activity that affects Metro. John Rutherford asked White if there were any motions necessary; White replied that there were not at this time.

Director Rutherford's Report

John Rutherford stated that things were going well at the Center. Rutherford stated that Metro has great employees and that call times keep getting better. Rutherford referenced Lindsay White's mention of the legislature, adding that there were some challenges from different organizations coming for 911 funds. There was a stop put to a bill, which would have cost Metro \$106,000 per year had it passed. Rutherford stated that there had been a consolidation bill that was put on hold while a study was being conducted. Rutherford stated that there were 2 more bills that could affect Metro. One bill would take the SORN state-wide radio system from DHHR to Department of Homeland Security, an independent agency, to oversee it. Rutherford stated there was also a Senate bill, which was now in the House, for starting to fund the state-wide radio system. The bill covers \$25 on citation and \$30 on a criminal offense that will go straight into maintaining that SORN fund. Rutherford introduced Chuck Boggs and Sergeant Findley, Metro's newest board members.

Executive Board Actions Since Last Meeting

Joanna Edwards stated that since the Board of Directors meeting last December, there had been an Executive Board Meeting, of which the main purpose was to approve the FY16 audit. Edwards stated the Board approved and Metro received an unmodified

opinion, which is the best opinion that agencies can receive. Edwards stated the board had voted Jennifer Herralld to be President of the Metro Board of Directors for the calendar year 2017 and the Board had established that the meetings would remain at current place and time, the 4th Tuesday of every third month, except December's meeting because of Christmas.

Project Updates

Technology Project Updates

Current IT Procurement –Russell Emrick stated that IT just had one small procurement matter to discuss. Emrick stated that there was going to be a \$60,000 purchase made for new dispatch computers in FY17, but because of a possible improvement to a software Metro was being offered, there's a possibility that we may buy them next fiscal year instead. Emrick estimated there would be an answer for this in April. Emrick stated that Lindsay White had built this into FY18 in case it does roll forward.

CAD Enterprise Project – Russell Emrick stated that four years ago Metro negotiated a free upgrade to the next generation 911 software valued at close to \$250,000. Emrick stated IT took the software in front of the CAD Committee, an internal committee of four dispatchers, and the committee said it was not ready. Now they think it has everything the committee asked for, so if that's the case, the center will be ready to go live in September with that software. Emrick stated in the meantime, Metro has gone live with fire and law mobile on the current software, which has allowed them to work out the bugs in that system, allowing them to take what they've learned there and get a whole new system in September, without any charges.

Law, Fire, and EMS Projects – Russell Emrick briefly mentioned the KCEAA Closest- Unit dispatch system, which has been in use since last fall. Emrick stated that Josh Knox, the head of the project, was unable to be at the meeting, but Patrick Corley, the GIS Administrator at Metro, who had also been working on the Closest-Unit, was there and available to answer any questions the board members might have. Emrick stated that there is a learning curve for a new system, but the times are down just below from where they started and EMS sees a lot more improvements to come, especially with the new software coming in September. Rod Johnson from KCEAA agreed that, despite a few small glitches, the system as a whole was going great. Emrick thanked the representatives from KCEAA and Metro's dispatchers who were present at the meeting for their patience and flexibility in learning new systems in such a short amount of time, but still performing their jobs well.

Radio Towers & Equipment – Jim Mangus stated an RFP needs to go out soon for the radio repairs that have previously been discussed and the grounding repairs have been pushed out another year to FY18. Mangus stated he is saving Metro more money by having Verizon Wireless to produce a load study, or a study about the weight that is on an existing tower. Mangus stated Verizon wants to change the antennas on the tower and in order to do that they need to add some equipment behind the antennas that will improve the quality of their equipment. Mangus stated Metro may have had the information when the center was first built, but does not now. However, Verizon is doing the study for free. Mangus stated this study will also be utilized on the microwave project. Mangus stated

he has been working with the National Weather Service on the radio project and they are currently reviewing the proposed equipment list to ensure that Metro will be able to operate on a non-interference basis with the doplar radar and the microwave path that goes from the National Weather Service to Garfield Tower to get Metro into the statewide system, which should improve bonks and the Legacy system. Mangus stated that the president of the 911 Council called him and wanted to thank the Director, administrative staff, the other employees, mayors, chiefs, and friends of Metro on a job well done at legislature this year.

Operations

Training Update – Paul Dryden stated that out of the nine new dispatchers hired on November 1, Metro had lost two, both by their own choice, once they got in the Center and started taking calls. Dryden stated there was a new class of eight starting on the following Monday and they would be on the floor at the end of May or beginning of June. Dryden stated this will increase staffing pretty well and will cut back on overtime. Dryden concluded that all certifications were up to date, particularly for the trainers.

Ring Time Summary and Call of the Quarter– Rick McElhaney went over the ring time summary graphs, which charted the ring times for December 2015-February 2016 and December 2016-February 2017. McElhaney stated that in December 2016, Metro's ring times* were at 96% versus December 2015 when they were at 94%, which McElhaney stated is still really great, but Metro just continues to improve. McElhaney attributed the ring times to call volume, admitting that there was not as much bad weather this winter. McElhaney stated in January and February of 2016 and 2017 were all 95% or higher, which means Metro is continuing to stay above national standards and doing everything possible to keep those numbers where they are.

**Note to Record: Ring times refer to how many rings it takes for each 911 call to be answered, equivalent to six (6) seconds. Three rings or less is the national standard.*

McElhaney explained another graph which showed calls answered versus calls dispatched for the same time period. McElhaney stated again that due to the mild winter, call volume was slightly down, but still recognized captains, lieutenants, and everyone in the center for staying on top of everything and doing their best to take care of those who do call. John Rutherford asked McElhaney for the new board members what the ring times were around 2013 and 2014. McElhaney replied that at that time, the ring times were in high 60s and low 70s. Rutherford reiterated that now the times were in the high 90s, then again praised and thanked the present telecommunicators on behalf of all of them for their excellent work.

McElhaney stated that not only are the ring times good, but the quality of the calls is as well. McElhaney briefly went over the process he, Paul Dryden, and John Rutherford use to decide on the Call of the Quarter and stated how unfortunate it is to only pick one. McElhaney stated we do live in a small county and he hoped that no one would know the people personally, then went on to explain that the one chosen was a medical call that came in as a cardiac arrest for a 5-year-old child with previous medical issues. McElhaney stated that the call taker was able to do what she needed to do to save the child's life,

who was breathing by the time they reached the hospital. McElhaney played the redacted call for the Board. Rick McElhaney presented the Call of the Quarter award to Rachel King and congratulated her for a job well done.

Paul Dryden added that McElhaney and Rutherford had implemented a QA process a few years ago and that was how they discovered the call by King. Dryden stated King never would have told them about it or bragged about it, but it was something great that came from QA.

Telecommunicator of the Year – Rick McElhaney stated this was another hard decision management has to make and that it's so important to show how much the dispatchers are appreciated. McElhaney explained that management gets nominations, which are based on anything from attendance to ability to work all radios to call counts, and several other factors, from all captains and lieutenants then Rick, Paul Dryden, and Director John Rutherford make a final decision. McElhaney presented the Telecommunicator of the Year award to Danielle Pearson and commended her for everything she does.

Building – Rick McElhaney thanked the City of Charleston and Grant Gunnoe for coordinating with Public Works and coming up to Metro to patch and pave several sections of the parking lot. John Rutherford added that the City of South Charleston helped Metro with some drainage. McElhaney stated issues were caused by a lack of drains, so the City of South Charleston installed a drain, which should help the problem fix itself in the future.

Telecommunicator Representative Report – John Rutherford informed Captain Derek Johnson and the Board that management was watching the County Commission as far as raises go, and preparing a plan that would hopefully reward employees if circumstances allow. Johnson thanked all those involved with the legislature for the time and hard work put into the session, which he said had not gone unnoticed.

Old Business – Lindsay White started by saying that these items had been gone over more in detail in the previous Finance Committee/Executive Board meeting and that if anyone had any questions to please let her know, then went over the FY17 Budget and Three-Year Cash Flow Projection. White stated that for budgeting, she and Joanna Edwards reviewed Metro's ledger accounts in detail with management for the next fiscal year and then rolled it out with known considerations for another two years beyond that. White stated that in total operating revenues, Metro is proposing a 3.4% decrease over the current year's budget. White explained that Metro has now reached the point in the landline rate increase where it has peaked, and is looking at decreasing revenues over the next few years.

John Rutherford stated once again that Metro is looking at possible pay raises for employees and watching the County Commission about their potential raises, but also making sure everything stays stable with the legislature. Rutherford stated Metro is looking for ways to reward the upper tier captains and lieutenants for the increased amount of work and responsibility they've taken on in the last four years, as well as a re-classification that will pay entry level employees higher, thus hopefully have a better retention rate and a lower cost for training. Rutherford stated these plans would likely be

brought to the Board in June. Lindsay White clarified this was not yet built into the budget for next year, but the class that was being hired the next week was included.

Lindsay White stated that Metro's FY18 expenses would increase by approximately 4% over the current year's budget.

Russell Emrick spoke to Metro's capital outlay, which he pointed out will have a significant jump in FY18. Emrick stated that the most significant piece of that jump is the \$900K outlay for equipment and radio. Emrick stated there are also funds set aside for prepaid maintenance for radio, which is something the Finance Committee has been planning on for years. Emrick stated that Jim Mangus could speak to the justification for this spending, but acknowledged that Mangus and the radio team had prolonged the life of this radio system as long as they could and to see more public safety improvements, the new system is necessary. Emrick stated with the new system will come an approximately \$80-85K recorder, which Metro is hoping may be cheaper, but Lindsay White has to budget for worst case scenarios. Emrick stated that next year will be five years since the purchase of the next generation 911 phone system and that will need a \$100K investment to refresh the hardware. Emrick concluded that along with these changes will need to come upgrades to the Alt. PSAP, so there is budget included for that and it will be a big year, but it has all been in planning for a while. Lindsay White added that grant opportunities are being looked into to cover part or all of the \$900K for the radio project. White showed the Board two potential scenarios for the cash flow should Metro pay out the entire \$900K. White stated considered everything, without financing or going for a loan, at the end of 2018, Metro would have approximately \$1.8 million in the bank, or if it was decided financing was the better option, Metro would be able to obtain a five-year loan for \$1 million at 2.78% interest. White stated that Metro management was proposing to go forward with the first option, but they could re-evaluate the financial position when the radio project was a little closer towards the end of next fiscal year. Emrick added that Director Rutherford and all the staff are always looking for ways to save money without reducing quality and the radio project is not something Metro would be able to not do, but those working on it were intentionally trying to save.

Motion made to approve the proposed FY18 budget (and imbedded three-year cash flow projection).

Motion: Gunnoe

Second: Sampson

The motion carried unanimously.

Lindsay White stated that in the previous meeting there had been discussion about the appointment of the Audit Selection Committee for FY17-FY19. The previous auditors, who presented the FY16 audit to the Finance Committee and Executive Board in January, were at the end of a three-year contract, thus Metro would be going out to bid soon for another three-year audit contract, unless, per Chuck Boggs' suggestion, it was possible to get a longer audit contract and save money. White stated it was necessary for the big Board to appoint the Audit Selection Committee, which in the past has been the Finance Committee, so the same was the request today.

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Motion made to appoint the Finance Committee as the Audit Selection Committee for FY17-FY19.

Motion: Oakley

Second: Boggs

The motion carried unanimously.

White explained that the Audit Selection Committee would score all bids submitted to Metro based on a quantitative system and the highest score would win the contract.

John Rutherford commended Lindsay White and Joanna Edwards for their excellent work in the finance department.

New Business – None.

Public Comment – None.

Announcements – Joanna Edwards stated there were still a few Conflict of Interest statements that were outstanding and she would get with those who had not yet returned them after the meeting.

Next meetings are scheduled for June 27, 2017
September 26, 2017
December 12, 2017
March 27, 2018.

There was a brief discussion regarding appointing Grant Gunnoe to Finance Committee chair. It was explained that this was taken care of in the previous meeting.

Motion made adjourn.

Motion: Foster

Second: Sampson

Motion carried unanimously.

Meeting was adjourned at 12:50 p.m.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "John Rutherford", is written below the text "Respectfully submitted,".

