

**Metro Emergency Operations Center
Board of Directors
June 27, 2017
Minutes**

Present: Jennifer Herrald
David Armstrong
Keith Vititoe, for the Honorable Kent Carper
Derek Johnson
Dan Foster
Matt Lyons
Grant Gunnoe
Brenda Isaac
Lieutenant Randy Sampson, for Mayor Danny Jones
Rod Johnson, for Joe Lynch
Becky Oakley
CW Sigman
Captain Jeff Meadows, for Sheriff Mike Rutherford
Chuck Boggs
Sergeant James Findley, WVSP Representative
Jacque Gumm

Staff: John Rutherford
Lindsay White
Russell Emrick
Erin Shepherd
Jim Mangus
Rick McElhaney
Joanna Edwards
Paul Dryden

Guests: Carrie Hill

Jennifer Herrald called the meeting to order at 12:22 p.m., roll call was noted.

Pledge of Allegiance

Moment of Silence

Motion was made to approve the minutes from March 28, 2017.

Motion: Armstrong

Second: Oakley

The motion carried unanimously.

Resolutions

Jennifer Herrald stated that there were no resolutions.

Report from Finance Committee

Review of actions in Finance Committee/Executive Board Meetings – Lindsay White stated that there were a couple recommendations that came from the Finance Committee that met at 11:00, including a vote to continue investing with Board of Treasury Investments, after a representative presented more about Metro's accounts with the agency. White stated this was due to low risk and a good rate of return. White stated the Executive Board voted to approve the open purchase orders for FY18. White stated that Metro ended up not needing a vote for the workers' compensation for FY18 due to BrickStreet Insurance submitting a quote that was under the \$10,000 threshold of needing the Board's approval, a total of \$8,741. White informed the board that the Finance Committee had met the week before to score the two audit proposals for FY17-FY19 that had been submitted the week prior, and Suttle & Stalnaker had won the vote to be the audit vendor for the next three years. White stated there was approval granted to purchase a Metro vehicle and for the Dispatch Reorganization, upon a vote to move forward from the Board of Directors. White stated the TextTTY quote for next year was also approved and that Jim Mangus gave a radio project update.

Appointment of Board of Directors Member to the Finance Committee – Jennifer Herral stated part of the by-laws state that she needed to appoint a member to the Finance Committee since John Wells had resigned. Herral stated that she would like to make a motion to add Derek Johnson to the Finance Committee, due to his ability to bring in a perspective from the telecommunicators on different items.

Motion was made to appoint Derek Johnson to serve on the Finance Committee.

Motion: Herral

Second: Sampson

The motion carried unanimously.

Appointment of Board of Directors Members to the Personnel Committee – Jennifer Herral stated that the by-laws state that she must appoint a Board of Directors member to the Personnel Committee. Herral stated that she had met with Rick (McElhaney) to discuss this matter, and she would like to make a motion that Keith Vititoe chair that committee again and that herself, Vititoe, (Lieutenant) Randy Sampson, Dave Armstrong, and CW Sigman serve on the committee.

Motion was made to appoint Jennifer Herral, Keith Vititoe, Lieutenant Randy Sampson, Dave Armstrong, and CW Sigman to the Personnel Committee, with Keith Vititoe serving as chair.

Motion: Herral

Second: Gunnoe

The motion carried unanimously.

Director Rutherford's Report

John Rutherford stated that a couple things have been done in the center that have really paid dividends, which a lot of people have seen during EOC activations, including moving the supervisor console back to the middle of the room, closer to the dispatchers.

Rutherford stated this enables the supervisors and dispatchers to have a much more coordinated effort when responding to large-scale calls, as well as allowing the supervisors to be more easily involved in the day-to-day operations. Rutherford commended Russell (Emrick) and his team for the console move, which cost Metro almost no money. Rutherford asked Derek Johnson if the move had worked out well; Johnson agreed that it had.

Rutherford introduced and welcomed Jacque Gumm, who was taking the place of Brad Stewart on the Board.

Dispatch Reorganization and Cost of Living Increase – John Rutherford explained that the County Commission was giving 2.5% raises to all its employees, and it was Metro's intent to do the same. Rutherford said that Metro also had some challenges that it was facing and Rick (McElhaney) had done a great job identifying those issues as well as seeking solutions.

Rutherford stated that there was a lot of competition coming at Metro for its employees after they're at Metro for eight weeks of classes then another eight months to a year of training, and the pay scale for the 1-5 year employees is at the point that we're losing people. Rutherford stated that Metro is now hiring the right people and getting them through training, but once they get trained, someone reaches out and steals them. Rutherford stated that right now, a new dispatcher's base starting salary is about \$25,000, which is less than most county employees are paid. Rutherford stated the Metro has saved \$187,000 annually over the last few years and has a plan for this problem that involves the 1-5 year dispatch employees receiving a little bit more money to make Metro more competitive.

Rutherford stated that the second part of the plan was with the captains and lieutenants, to compensate them for vastly increased job responsibility over the last few years. Rutherford stated that in a matter of years, the center has gone from answering 60% of its calls in the recommended three rings to 90%, and it's because of better supervision. Rutherford stated that the 1-5 year employees need to be retained and the supervisors need to be rewarded, and the reduced overtime and training costs of implementing this program will offset the cost of the increases. Rutherford invited the Board to ask any questions they may have about the details of this program to himself or Rick McElhaney.

Motion was made to approve the Dispatch Reorganization and Cost of Living Increase.

Motion: Gunnoe

Second: Boggs

The motion carried unanimously.

Executive Board Actions Since Last Meeting – None.

Project Updates

Technology Project Updates

CAD Enterprise Project – Russell Emrick stated that Metro was less than three months away from the third major overhaul in the IT systems with Law Enforcement, Fire, and

EMS in the last five years. Emrick stated the first one was in 2012-2013 timeframe, the last one in October 2016, and this September Metro would be updating Metro, law enforcement, and fire, and at least the interface for EMS to the new CAD Enterprise project. Emrick stated that a minor upgrade is needed of about \$60,000, which Metro would be splitting with the Sheriff's Office, and it would take care of all services. Emrick stated as far as he knows everyone in dispatch is really excited about the complete modernization of all the tools they're using. Emrick invited the Board out to see the new software at the next board meeting, which was scheduled for September 26. Emrick stated that all law, fire, and EMS are participating in this project, including closest-unit dispatch. Emrick explained that the closest-unit dispatch would no longer be "as the crow flies," or a straight line, but the new software would take into account speed limits, height restrictions, etc.; this is a feature everyone is very excited for.

Radio Towers & Equipment – Jim Mangus stated that just that morning they had completed going to each fire department in Kanawha County and setting the levels, so they should be working a lot better. CW Sigman stated that the Radio Group had recently discovered that some of their vendors were not doing what they were supposed to do, so Metro, Emergency Management, and KCEAA personnel had spent a lot of time and money repairing the system. Sigman stated that the group had discovered a lot of the fire departments' pagers were not working on echo tone, so that system had been put back in place and the complaints had decreased. Sigman thanked the Radio Group for all their hard work in repairing the systems.

John Rutherford thanked KCEAA for their electrician who had been working at Metro, as well as Timmy (Walker), who had helped tremendously. Rutherford commended the Office of Emergency Services and Metro on WEA, a large message system, of which Metro is one of the only experienced users and had been receiving calls from FEMA about training other personnel. Rutherford stated that through leadership of the Board, Metro got involved with WEA, learned how to use it, and can now set off alerts to all the cell phones in the county at 3:00AM if necessary. Russell Emrick stated that the previous week, FEMA had reached out to Metro to ask about their successful WEA. Rutherford added that FEMA wanted Metro to show others how to do it.

Mangus stated that the Radio Group has a working RFP for the microwave system, which was almost complete. Mangus stated that he was finishing the document and adding a table of contents before sending to the Group for review and to Metro admin for editing.

Operations

Training Update – Paul Dryden stated that Metro had hired two classes in the past year, and five of the new hires from the November class had passed all their radios and become certified Metro telecommunicators. Dryden stated that each of the two trainees from the same class only had one radio remaining. Dryden stated that Metro had hired a new class of eight on April 3, who had all passed the classroom training and gone out on the floor over Memorial Day weekend to begin their on-the-job training; Dryden stated that it was still early on for the class, but Metro had high hopes for retaining all of them. Dryden concluded that all the telecommunicators' certificates, including Emergency Medical Dispatch (EMD) and PST-1 were up-to-date.

Ring Time Summary and Call of the Quarter– Rick McElhaney went over the ring time summary graphs, which charted the ring times* for March-May 2016 and March-May 2017. McElhaney stated that the goal is to be above 90%, and last year the captains and lieutenants had succeeded. McElhaney stated that the administration had challenged them to keep at it, and they are still doing great. McElhaney asked if there were any questions. There were not.

**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 these numbers were very dependent on weather, and thus far in the year, Metro hadn't had nearly as much bad weather as the year before. This caused there to be only a slight increase in the call volume, and a slight decrease in dispatched calls. McElhaney concluded that ring times and everything dispatch-wise is going really well.

McElhaney stated that this meeting instead of Call of the Quarter, Metro was going to do something different: Captain of the Quarter. McElhaney recognized Derek Johnson for helping the administration in many ways, including being back-up when someone is out of town, particularly with being available to oversee the dispatch side of EOC activations, and with scheduling. McElhaney stated that Johnson had helped Paul (Dryden) some with the training of captains and lieutenants, making sure they're up to speed on all their skills. CW Sigman also commended Johnson.

Building – Rick McElhaney stated there was nothing huge to report, but there may be updates in the near future on the UPS. McElhaney stated that about a week and a half ago, Metro had its parking lot sealed and striped after the cities of Charleston and South Charleston had helped on respective projects, and the summer interns were helping keep up with regular building maintenance.

Telecommunicator Representative Report

Derek Johnson stated there was nothing to report from the communications center, but he wanted to take the time to thank Jennifer Herral, Grant Gunnoe, John Rutherford, Rick McElhaney, Russell Emrick, Lindsay White, and Joanna Edwards for making the consideration for a pay increase requested by dispatch happen. Johnson said it meant a lot to him, as well as everyone in the communication center.

Old Business – None.

New Business – None.

Public Comment – None.

Announcements – Jennifer Herral announced that the next meeting would be Tuesday, September 26, unless Russell (Emrick) wanted to change it.

Board of Directors
June 27, 2017

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

Motion made to adjourn.
Motion: Sampson
Second: Oakley
Motion carried unanimously.

Meeting was adjourned at 12:47 p.m.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Joel R. Smith", is written below the text "Respectfully submitted,".