

**Metro Emergency Operations Center
Executive Board
June 27, 2017
Minutes**

Present: Jennifer Herrald
Keith Vititoe, for Commissioner Carper
Lieutenant Randy Sampson, for Mayor Danny Jones
Captain Jeff Meadows, for Sheriff Rutherford
Grant Gunnoe
Dan Foster
Chuck Boggs, *in at approximately noon due to staff error*

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

Guest: Carrie Hill

Jennifer Herrald called the meeting to order at 11:43 a.m., roll call was noted.

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

Motion: Sampson

Second: Vititoe

The motion carried unanimously.

Recommendations and Updates from Finance Committee

Update from presentation by WV Board of Treasury Investment Representative – Lindsay White stated that Ms. Hughes had been in the previous Finance Committee meeting, per Dr. Foster's request, and had described what Metro was investing in with BTI to be sure that the Board was still pleased with its investments. White stated that Hughes had gone in detail about the investments and recommended that Metro keep its funds with them because of its security and relatively high rate of return. Grant Gunnoe explained that with these investments, Metro cannot lose money and is getting a higher interest rate than any of the banks would give. Dan Foster asked if Metro was in a Money Market Pool and what kind of interest rate it was receiving. White stated that the previous month, the interest rate was almost 1%, with a spread of 0.8-0.85% better than comparable banks. White stated that Metro is not tying up its money and that funds are available the next business day, while getting a relatively good return and remaining low risk. Lieutenant Sampson

stated that the rate with BTI was better than any he had seen recently at banks. Foster stated that the investments needed to have immediate liquidity; White agreed that that was a great trait. Jennifer Herralld asked if a motion needed to be made to remain with BTI.

Motion was made to keep Metro's investments with the Board of Treasury Investments.

Motion: Meadows

Second: Foster

The motion carried unanimously.

Approval of Open Purchase Orders for FY18 – Grant Gunnoe stated that the Open Purchase Order listing had been reviewed in the last meeting and it was basically the same as it had previously been, except a few listings, which were actually saving money.

Motion was made to approve the proposed Open Purchase Order Listing for FY18.

Motion: Vititoe

Second: Meadows

The motion carried unanimously.

Update on Workers' Compensation FY18 – Lindsay White stated that Metro had gone with the lowest quote for the workers' compensation for FY18, which came from BrickStreet Insurance and was under \$10,000, so no action was necessary from the Board.

Approval of Audit Contract for FYs 17-19 – Lindsay White stated that the Finance Committee had met the previous Thursday to score the audit proposals, and directed the Board to the minutes for that meeting, which were in the meeting packet, along with the scoring sheets. White stated that Gibbons & Kawash and Suttle & Stalnaker were the two agencies who had submitted proposals. The agencies had tied on the scoring from the Committee, but Suttle & Stalnaker had been awarded discretionary points from the Committee due to being \$2,000 lower in price over the contract term than Gibbons & Kawash. Grant Gunnoe stated that all four members had scored both agencies very similar because they're both great firms, but Suttle & Stalnaker has been doing the audits the last few years, there have been no problems, and they were about \$2,000 lower than Gibbons & Kawash, so that was their recommendation. Foster asked for clarification of the duration of the contract; White answered that it was three years. Sampson asked if White had looked into the maximum number of years Metro could contract out; White answered that she had and, per the State Auditor's Office, three years is the maximum length for an audit contract with very little exception.

Motion was made to issue the audit contract for FY17-19 to Suttle & Stalnaker.

Motion: Vititoe

Second: Sampson

The motion carried unanimously.

Approval of County Vehicle – John Rutherford stated that Metro would like to make a motion to approve the purchase of a county vehicle through State contract. Rutherford stated that Metro had \$27,000 available in the budget and usually the vehicles cost less than that. Rutherford requested approval from the Board for Metro to make the vehicle purchase when ready. Grant Gunnoe stated that this was recommended by the Finance Committee.

Motion was made to approve \$27,500 to purchase a county vehicle when ready.

Motion: Vititoe

Second: Foster

The motion carried unanimously.

Update on Dispatch Reorganization and Employee 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 stated that Metro has a lot of challenges it is facing in senior lieutenants and captains and in keeping new employees. Rutherford stated that Metro had changed a lot in the last few years; a few years ago the shifts' ring times were approximately 65%, and, because of good supervision, the ring times were now in the 90%*s*. Rutherford clarified this meant that the 911 phone lines were being answered within three rings over 90% of the time. Rutherford stated there used to be several complaints per week about dispatchers, and now there's maybe one or two a month, due to good supervision and extended training. Rutherford stated it's important that Metro look to retaining staff and moving forward. Rutherford stated that Metro had worked very hard to save a lot of money over the past years, including re-working several contracts, then directed the Board to a sheet showing these savings and explained that what Metro wants to do give an increase greater than the 2.5% for the employees who were between one and five years, and also to reward the captains and lieutenants, for extra duties they now have.

Rutherford pointed out the payroll savings that would offset the cost of pay increases, totaling approximately \$29,592. Rutherford stated that if this goes through, the captains and lieutenants would receive a larger raise, but administration was going to cap how much overtime they could work, so their salaries would be the same, with just a small increase, but they would be able to take more time off. Right now, a lot of supervisors are working almost every day for several reasons, and with this increase, that overtime will go to newer employees, which will also save Metro money. Rutherford stated that every time Metro hires a new employee, between eight weeks of classroom training and eight months in the center with a trainer, paying that trainer overtime to come in and sit with them, amongst other things, it costs approximately \$56,425 (Metro estimates that by retaining one employee who would have otherwise left because of the current salary, it will save \$85,473) a year, so Metro would save significantly just by retaining one employee. Rutherford stated that Metro hired 16 employees this year. Grant Gunnoe asked how many of those 16 Metro lost. Rutherford stated that Metro had lost two, but also one class had just started. Rutherford stated that Metro will be closely monitoring turnover and overtime to see how the program works, but if one employee is retained every year for the next three years, the pay increases above 2.5% will have paid for

themselves. Rutherford stated that by implementing a maximum and minimum per shift, instead of allowing telecommunicators to schedule overtime themselves and have 14+ on a single shift, Metro estimates saving over \$187,000 annually.

Rutherford detailed changes in administrative staffing that had saved Metro \$114,000 annually. Rutherford stated it would cost \$150,889 a year in salaries alone for the increases and a total of \$205,300 after overtime was factored in as well. Rutherford informed the board that Metro was unexpectedly receiving about \$200,000 in cell phone fee increases from the PSC, and also the legislation passed that Metro would receive \$60,000 on map sales. Dan Foster asked what kind of turnover Metro had historically. Rutherford and Rick McElhaney both answered that the turnover was high. McElhaney stated that this was also a national problem, and the national turnover rate is even higher than Metro's. McElhaney stated that there were studies being done on stress, increased job responsibilities, and technology. McElhaney stated that Metro visits other 911 centers, watches national statistics, and reaches out to others to see what has changed and what works for them. McElhaney stated that the job responsibilities for the captains and lieutenants have greatly increased, and Metro wants to take care of them, but also when it comes to turnover rate, the majority of it is losing the people who have been with Metro under five years. McElhaney stated that most of the time there's no bad blood, but when he talks to employees, it's either the schedule or money; when it is the schedule, someone may take a job that pays less per hour, but they don't have a rotating schedule. McElhaney explained that with this program, if the same person wants to take that job, they're really going to make less money, not just slightly less. Jennifer Herralld stated that Metro is up front in the beginning, so new potential hires know from the start that they're going to be on a rotating schedule and work nights, and now they're going to be given the opportunity to have a higher rate of pay, which will hopefully keep them here. Foster asked when the last pay raise had been; White stated it was at the beginning of 2015. Herralld stated that that had been an across the board pay raise, but this would be the first time there had been an adjustment in the pay scale, then several employees chimed in and said it would be the first since they had worked here.

Rutherford stated that this is a tough job and the salaries that Metro is starting its employees on is lower than other county agencies that only get to work straight days, with weekends off, and less stress. McElhaney explained why a rotating schedule has actually made Metro's service to the public better, but there's still a cost factor. Foster asked about Metro's plan to document and track whether or not these changes are saving money like Metro expects; McElhaney stated that some of it is projecting what Metro is hoping to do, but the \$187,000 is what Metro has already saved, and that's probably 90% of it. Gunnoe stated that there must be an average of how many people Metro is losing per class within two years, like if six people were hired, half of them were gone within two years. Rutherford replied that Metro had lost whole classes, but there was intention to look at the last few years and get those totals. McElhaney stated that Metro used to have classes of people who would only pass 30-40% of radios, and since the hiring process changed, now Metro is finding people who pass all the radios and can do the job, but they still leave.

Russell Emrick stated when the numbers were run initially, there was a 50% drop out rate in the training class, but since McElhaney, Paul Dryden, and the captains have done an excellent job and moved that benchmark, now the employees are leaving after two or three years when they can use their experience somewhere like Frontier. Foster said at least Metro was getting two or three years out of these employees because that makes the training cost more justifiable. Rutherford stated that what Metro has also found is that once someone is at Metro for four or five years, they tend to stay and it's the one to five year period they tend to leave. Herralld asked if there were any questions. There were not.

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

Motion: Gunnoe
Second: Foster

The motion carried unanimously.

John Rutherford stated that there would also need to be a motion for a budget revision regarding the Dispatch Reorganization and Cost of Living increases.

Motion was made to approve a budget revision.

Motion: Vititoe
Second: Sampson

The motion carried unanimously.

Approval of TextTY Quote – Russell Emrick stated that there were actually two items for IT that needed approval. There was a brief explanation by Emrick, Jennifer Herralld, and Grant Gunnoe that the items had already been approved by the Finance Committee and this was an update for approval. Herralld stated the TextTY quote was \$14,268.72 and Emrick added that because it's a rapidly changing market that Metro only gets approved for up to one year with this service. Emrick had spoken with other members of the IT and communications departments about this, and the most recent quote was almost \$700 cheaper than the previous year.

Motion was made to approve the quote for TextTY.

Motion: Sampson
Second: Vititoe

The motion carried unanimously.

Emrick stated the second motion was for CAD hardware, for mobile and records, for which Metro is hoping to have bids returned in late July or early August, so as to avoid calling a special meeting, Metro was asking for approval for the lowest responsible bidder for up to half the total. Jennifer Herralld asked to clarify if the Finance Committee had approved up to \$30,000. Grant Gunnoe stated that the Finance Committee had approved up to \$30,000 because that was the amount in the budget, but if the bids came back higher, then there would have to be a special meeting called.

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Motion was made to approve IT's purchase of CAD hardware, through the lowest responsible bidder, given that the purchase stays at or under the \$30,000 budget.

Motion: Foster

Second: Sampson

The motion carried unanimously.

Update on Radio Procurement – Jim Mangus stated he was working on the bid, and it was nearing completion to be reviewed by the Radio Group. Mangus stated that after it was reviewed for content by the Radio Group, it would go to administration for typos, etc., and then be released.

Legislative Actions – John Rutherford stated that he and Carrie (Hill) had spent a lot of time at the Legislature. Rutherford stated that the bill was approved for Metro to receive \$1.00 on every map sold by the county, which will hopefully give Metro about \$60,000 per year. Rutherford stated at that the Legislature there was more of a defense mode this year, because everyone was after 911 money and funds, but Metro personnel is protecting it the best they can. Rutherford stated that Metro does have some money built up, but once projects start it dwindles quickly, and since Metro is acting on the defense right now, preparation is already happening for the next session. Captain Meadows asked what the status was on the State Police trying to take over the 911 centers. Jim Mangus stated he had heard it would be a tougher battle this year than in years previous, and therefore Metro is being proactive. Rutherford stated that the State Police have been trying to get 911 funds to re-do the lab, which is important, but if there aren't 911 people taking and dispatching calls, then nothing ever gets to the lab. Carrie Hill clarified that there had been money obtained for the lab out of Circuit Clerk fees. Rutherford said there was also the push to consolidate all the State's 911 centers; Jennifer Herrald said she thought Kanawha County would not be included in that because of the population. Rutherford said that what mattered was that 911 centers were locally controlled, instead of being controlled by the State. (Hill and Mangus are working on something together and may want to present something in the September meeting.)

Old Business – None.

New Business – None.

Public Comment – None.

Jennifer Herrald reminded the Board of the meetings upcoming in the next year: Tuesday, September 26 and December 12, 2017 and then March 27 and June 26, 2018.

Motion made to adjourn by Sampson at 12:09 p.m.

Respectfully submitted,

