

Board of Directors
October 3, 2017

**Metro Emergency Operations Center
Board of Directors
October 3, 2017
Minutes**

Present: Jennifer Herral
David Armstrong
Keith Vititoe, for Kent Carper
Derek Johnson
Matt Lyons
Grant Gunnoe
Brenda Isaac
Wayne Harmon, for Joe Lynch
Becky Oakley
CW Sigman
Sheriff Mike Rutherford
Chuck Boggs
Sergeant James Findley, WVSP Representative

Staff: John Rutherford
Lindsay White
Russell Emrick
Erin Shepherd
Jim Mangus
Rick McElhaney
Joanna Edwards
Paul Dryden
Josh Knox
Patrick Corley
Mike Fannin
Paul Smith
Kirk Ballard
Tyler Wylie

Guests: Carrie Hill

Ms. Herral called the meeting to order at 12:00 p.m., roll call was noted.

Pledge of Allegiance

John Rutherford presented the Board with custom Metro 911 Breast Cancer Awareness Month bracelets.

Moment of Silence

Motion was made to approve the minutes from June 27, 2017.

Motion: Armstrong

Second: Oakley

The motion carried unanimously.

Resolutions

Jennifer Herrald stated that there were no resolutions.

Finance Committee

Lindsay White stated there had been a brief Finance Committee meeting prior, during which the financial statements for FY18 YTD were discussed, as well as an update on the FY17 audit. White stated the auditors had been on site at Metro in August and had completed the field work in a couple days. White stated that there were no problems and the auditors expected to have the audit report finished in the near future, and they should present at the December meeting. White stated Russell Emrick had discussed IT procurement and Jim Mangus had discussed radio procurement, which they would both present shortly. White stated there had also been discussion about recent legislative actions that pertained to Metro. Jennifer Herrald asked if there were questions about the Finance report and there were not.

Grant Gunnoe stated that in the previous meetings, there had been approval to make expenditures as necessary out of the grant money that was awarded to Metro for the Alt. PSAP. Gunnoe added that the Director and County Manager would be working together to make these purchases, and they would report back at the next meeting.

Motion was made to approve the Finance Committee/Executive Board's recommendation about expenditures for the Alt. PSAP.

Motion: Finance Committee/Executive Board

Second: Armstrong

The motion carried unanimously.

Motion was made to approve the Finance Report.

Motion: M. Rutherford

Second: Armstrong

The motion carried unanimously.

Director Rutherford's Report

John Rutherford informed the Board that Metro had changed drug testing vendors. Rutherford explained that the new vendor was only \$2.00 more than what Metro was paying, however the new vendor comes to Metro, saving the cost of overtime to send an employee out somewhere else.

Rutherford commended the entire Metro team on their dedication and the implementation of the new CAD system, a project that had been being planned for the last three years. Rutherford explained that since the end of August, no one at Metro had taken a single leave day off, and over the previous three weeks, several people hadn't had a single day off, but worked 10-12 hour days every day. Rutherford explained that all the dispatchers went through 20 hours of training over the last two weeks, in addition to their normal 48+ hour work weeks. Rutherford praised Russell Emrick for his organization and analyzation. Rutherford also applauded Metro staff for how they worked with other agencies, particularly the Kanawha County Sheriff's Office and Kanawha County Ambulance, and the Tyler Technologies staff for how well they worked with Metro's very complicated system. Rutherford explained to the Board just how smoothly the Go Live of the CAD system had gone, though the week did prove to have its struggles. Rutherford stated that the Board would hear more about the project shortly, but he just wanted to acknowledge everyone.

Executive Board Actions Since Last Meeting

Joanna Edwards stated there were none.

Department Updates

Technology

Project Updates: CAD Enterprise Project – Russell Emrick gave a brief history on the CAD Enterprise project, which originally dated back to as early as 2011. Emrick stated that Metro was fortunate to have a Board that was made up of its user agencies, so the members understood what Metro needed and why. Emrick discussed investments from other user agencies and stated that this project wasn't just a CAD system, but a county-wide project. Emrick went into deep detail about the complexity, interconnectedness, and features of the system. Emrick informed the Board that although the upgrade cost the other agencies up to a total of \$1 million, the total cost to Metro for the upgrade, including all software and training involved, over the course of three years, was \$0. Emrick thanked the Board for giving the IT team and CAD Committee this opportunity to shine, through 60+ hour weeks for the last two months and all the work done in the last three years. Emrick stated that this IT team was the best he had ever worked with and they put everything they had into this project.

Current IT Procurement – Russell Emrick stated Metro is working with the County Commission to make sure the Alternate PSAP will meet the needs of what the agency has become, and the needs of the rest of the county. Emrick stated there would be a refresh of the EOC computers, thanks to Carrie, Lindsay, and others who applied for the money to do this. Emrick stated there would also be a refresh of the dispatch computers.

Jim Mangus asked Emrick to introduce the CAD team. Emrick introduced Mike Fannin, CAD Administrator, who had been at Metro for almost 22 years, Josh Knox, with almost 11 years of experience, Paul Smith, IT Administrator, with 11 years of experience, Kirk

Ballard, System Administrator, Tyler Wylie, HelpDesk Administrator, and Patrick Corley, GIS Administrator.

Project Updates: Law, Fire, and EMS Projects – Nothing further.

Project Updates: Radio Towers and Equipment – Jim Mangus stated that Metro had an RFP for the microwave system return on August 15 that came in at well over budget. Mangus stated that due to this, an equipment list was put together and Metro put out an RFQ that would return on October 18. Mangus stated he and Dave Erwin were going to install the microwave themselves with the help of the State, although he wasn't sure how long it would take.

Mangus stated that Metro should be receiving approximately \$80,000 in grant monies for phase two of the project, which would cost a total of approximately \$113,000. Mangus stated after the first two phases are complete, then Metro would replace the consoles in the Center. Mangus stated the initial cost for this was approximately \$86,000 per position with installation included, but the staff was going to try and find ways to lower this.

Mangus thanked CW Sigman for his work on the towers and fire radio systems. Mangus stated there were other tower projects going on right now, but there was not yet anything to report.

Operations

Training Update – Paul Dryden stated the new class that was hired in April was continuing to progress and hopefully they would be done with their training by the next board meeting or by the end of the year. Dryden stated that Metro did lose two employees out of that class who did not meet the standards and had to be let go. Dryden thanked Keith Vitoe for coming to Metro recently and conducting active shooter training for the whole staff, admin and dispatch. Dryden stated that the dispatchers continue to be trained based off local events and national events that occur because Metro wants to be prepared and know how to handle those calls. Dryden stated that there had been training based off the recent Charleston Fire ambulance that had been caught in a cross-fire on a routine medical call, and dispatchers were now to not hesitate to send police with EMS units if something doesn't sound right on a call. Dryden stated that in June, Captain Derek Johnson and Deputy Director Rick McElhaney had gone to the NENA 9-1-1 Conference and in August, he had gone with a training officer and a lieutenant to the APCO Conference. Dryden concluded that Metro continues to send employees out for training as much as possible, so that they're ready when the calls come.

Ring Time Summary and Call of the Quarter – Rick McElhaney directed the Board to the Ring Time Summary chart. McElhaney explained that the charts continued to show the same as they did for the same three months of the previous year, which is that Metro continues to do really well ring time-wise. McElhaney stated that the dispatchers, led by the captains and lieutenants, continue to take Metro in the right direction and be sure that calls are being answered quickly and efficiently. McElhaney continued on to the call and dispatch counts, which he noted had fallen from last year due to the Clendenin floods in

2016, but starting in August Metro is back to the same track and still just as busy as last year.

McElhaney pointed out that even with everything that had been going on with the new CAD and all the work that had been going into it, Metro still had its day-to-day operations, such as taking care of the ring times and budgeting for payroll, etc. John Rutherford asked McElhaney what the ring times were like about four years ago; McElhaney replied that depending on the time of year, the ring times were under 70% and Metro had brought them up significantly over the years. A board member asked if the ring times were benchmarked nationally. McElhaney replied that they were and Metro was above national standards.

McElhaney explained that for Call of the Quarter, Metro wanted to recognize employees who had been involved with the new CAD build. Russell Emrick presented the IT team—Kirk Ballard, Patrick Corley, Mike Fannin, Paul Smith, Josh Knox, and Tyler Wylie—with certificates of commitment to excellence for the installation, build, training, and Go Live of Enterprise CAD.

Rick McElhaney explained that the last time Metro built a CAD, admin employees who had worked in the dispatch center made most of the decisions after having gone in the center and asked dispatchers for input. McElhaney stated this could have been done better, so Metro established a CAD Committee, made up of a lieutenant from each shift, who put in hours and hours of work with IT to build the system. Paul Dryden presented Lt. Michael Atkinson from D shift, Lt. Leah McElhaney from A shift, Lt. Matt Blalock from B shift, and Lt. Luke Taylor from C shift, who was not in attendance, with certificates of commitment to excellence.

Building – Rick McElhaney stated there were no updates on the building.

Telecommunicator Representative Report

Captain Derek Johnson thanked leadership and the IT Department for how smooth the transition was to the new CAD.

Old Business – None.

New Business – None.

Public Comment – John Rutherford reminded the Board to stay after the meeting if they would like to see a demo of the new CAD. Jennifer Herralld commended everyone on behalf of the Board for their time and effort towards the project. Sheriff Mike Rutherford did the same on behalf of the Kanawha County Sheriff's Department.

Announcements

Jennifer Herralld announced the next meeting was scheduled for Tuesday, December 12.

Board of Directors
October 3, 2017

Motion made to adjourn.

Motion: Armstrong

Second: M. Rutherford

Motion carried unanimously.

Meeting was adjourned at 12:50 p.m.

Respectfully submitted,

John Thiel