

Board of Directors
May 1, 2018

**Metro Emergency Operations Center
Board of Directors
May 1, 2018
Minutes**

Present: Jennifer Herral
David Armstrong
Keith Vititoe, for Commissioner Kent Carper
Derek Johnson
Matt Lyons
Grant Gunnoe
Brenda Isaac
CW Sigman
Chuck Boggs
Sergeant Frye, WVSP Representative
Jacque Gumm

Staff: John Rutherford
Lindsay White
Russell Emrick
Amy Larch
Jimmie Mangus
Rick McElhaney
Joanna Edwards
Paul Dryden
Hayes Strader
Josh Knox
Tyler Wylie
Kirk Ballard
Mike Fannin
Patrick Corley

Guests: Phillip Fout
Rod Johnson

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

Pledge of Allegiance

Moment of Silence

Motion was made to approve the minutes from December 12, 2017.

Motion: Gunnoe

Second: Armstrong

The motion carried unanimously.

Resolutions

None.

Finance Committee

Lindsay White stated in the previous meeting, the Executive Board and Finance Committee discussed the Financial Statements for FY18 YTD and had two open purchase order amendments and one budget amendment approved. White stated that Jennifer Herralld had been elected to serve as the President of the Board for 2018, Grant Gunnoe to serve as the Finance Chair, and Keith Vititoe to serve as the Personnel Committee Chair, as well as establish the time and place of the 2018 meetings. White stated the Board approved a \$500 premium assisted supplement for all full-time employees and voted to recommend approval of the FY19 budget and three-year cash flow projection. White stated there had also been several purchase approvals, including UPS batteries, phase one of the radio project antenna mounting labor, an insurance deductible payment, and a VMware quote for upcoming maintenance.

Director Rutherford's Report

John Rutherford stated the County Commission had helped Metro with the Public Safety Grant for the Alternate PSAP that should be move-in ready by July and should be within budget. Rutherford commended Rick McElhaney, Kirk Ballard, Erin Shepherd, Dave Armstrong, and anyone else who had been involved, for all their hard work on the upcoming WV Public Safety Expo. Rutherford stated that the previous week, a truck had crashed that was carrying potentially dangerous chemicals, and working with Jennifer Herralld, CW Sigman, and the rest of Emergency Management, a successful SwiftReach notification about a shelter-in-place went out to the affected area, reaching all the targeted citizens within approximately 10 minutes. Rutherford stated that Metro had another successful and fun Telecommunicator Week, including full pancake breakfasts cooked at 0600 for all four shifts by Mike Fannin and Paul Dryden. Rutherford stated that Metro had gone 13 months without hiring a dispatcher, after usually hiring about 16 per year, and he believed this was largely in part to the things like this that Metro does for its employees to make it a great place to work.

Rutherford informed the Board that due to the work of the IT department and the dispatchers, Metro had been awarded the Tyler Technology Excellence Award, an award for which over 500 911 centers who use the company are eligible. Rutherford and Russell Emrick commended Josh Knox, Kirk Ballard, Tyler Wylie, Mike Fannin, and Patrick Corley for their work on the CAD system and their contributions to this accomplishment. Emrick played the presentation of the Excellence Award at the Tyler Technology Conference that the IT Department had recently attended.

Executive Board Actions Since Last Meeting

Joanna Edwards stated there were none.

Department Updates

Technology

Current IT Procurement – Russell Emrick stated that the majority of the purchases through IT right now were in relation to the Alternate PSAP, but nothing that hadn't already been covered.

Project Updates: CAD Enterprise – Russell Emrick stated that the CAD Enterprise go live had gone incredibly well, and Metro had already had multiple success stories.

Project Updates: Law, Fire, and EMS Projects – Russell Emrick stated working with law, fire, and EMS on the CAD Enterprise project continued to be great.

Dispatch Phone Upgrade – Russell Emrick stated the dispatch phone upgrade was the next big project that Metro would be doing, overhauling the phone system that had been in place since 2013. Emrick stated that the phone upgrade could cause disruptions at Metro, but both Metro and the Alternate PSAP would have full staff during this time. Emrick stated that Metro had gotten the upgrade for only 10% more than it would have been to just maintain the system.

Radio Towers and Equipment: Metro Tower Repairs – Jim Mangus stated that three bids for the Metro tower repairs had come in that Monday and were being reviewed. Mangus stated there would be updates to the Board soon.

Radio Towers and Equipment: Upcoming Radio Procurement – Jim Mangus stated Metro was working with another grant, in the amount for \$80,000 for phase two (of the radio project). Mangus stated that this phase of the project was for backroom equipment, and he had worked down that equipment list to approximately \$82,260. Mangus stated that following this RFQ, there will be an additional \$65,800 of other backroom equipment.

Mangus stated the equipment for phase one should be in within the next couple weeks, so installation would be starting soon on the microwave equipment between Metro and the National Weather Service.

Jennifer Herralld stated the Board had forgotten under the Finance report that the Finance Committee had approved the FY19 budget (and three-year cash flow projection) in the previous meeting, and was presenting it to the Board of Directors for approval. Lindsay White gave a brief summary of the budget and projection: Revenues will steadily decrease, due to the number of landlines decreasing, and Payroll showed a decrease from FY18 to FY19, due to not having hired a new dispatch class in 13 months. White stated that the Total Operating Expenses were very consistent with the expected actual for FY18, with the biggest expense being Payroll and Benefits. White stated that Metro is doing its best to save money, but also provide the best service possible.

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Motion was made to approve the FY19 budget.

Motion: Johnson

Second: Armstrong/Boggs

The motion carried unanimously.

Operations

Training Update – Rick McElhaney reminded the Board that at approximately this same time last year, they had approved a re-structuring of the whole dispatch pay scale, but especially for 1-5 year employees and supervisors. McElhaney stated this was in efforts to recognize the increased responsibilities of supervisors, and to save more 1-5 year employees to prolong having to hire a dispatch class; as a result, Metro had not hired a dispatch class in 13 months, which hadn't happened since at least 2011. McElhaney stated that through the eight weeks of classroom teaching and training and the 30-some weeks training on each of the 9 radios is dispatch, not hiring in this long had saved Metro over \$330,000. McElhaney attributed the retention to both the Board-approved pay raise and the employee appreciation programs being implemented and thanked the Board for their action.

Paul Dryden stated that training with the dispatchers had increased since there wasn't so much focus on trainees. Dryden stated that starting in December, he had been giving the dispatchers copies of policies and procedures then administering quizzes on them the next week. Dryden stated he had also been testing on EMD, mapping tools in CAD, the hazardous material guide book, and other resources. Dryden stated that three weeks prior, training administration had staged a drill wherein the scenario was an active shooter at a school, and dispatch had done really well. Dryden stated there would be drills with the other three shifts also. Dryden continued that with the money saved from not hiring, Metro now had the ability to send dispatchers out to other training; the first week of April six dispatchers went to the APCO WV Conference and in May several would be going to the WV Public Safety Expo for training also. Finally, Metro would have employees going to national NENA and APCO Conferences. Dryden explained that there had been three trips to other major 911 centers in the region, and with the support from the County Commission, the Board, Emergency Management, and everyone else, Metro was just as high quality as the big cities.

Ring Time Summary – Rick McElhaney showed the Board on the ring time summary chart where Metro continues to improve year after year. Last December-February, Metro was still doing great, but this year the service is even better. McElhaney stated that year-to-year there had been a very slight decrease in call volume, but an increase in calls dispatched. McElhaney stated this was due to the types of calls Metro was receiving. John Rutherford commended the training department and the leadership for these statistics.

***The National Standard for ring times is to answer the phone within 3 rings 90% of the time.*

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Incident of the Quarter – Rick McElhaney presented Lieutenant Hayes Strader and Captain Dan Clark each with an Incident of the Quarter award. McElhaney stated that because of the quality of work on each of these incidents, administration couldn't award just one. Strader had been recognized by the State Fire Marshal's Office for his work on this water rescue call, and Clark had been recognized by the County Commission for his work on the propane tank explosion.

Telecommunicator of the Year – Rick McElhaney presented Captain Dan Clark, who was unable to attend the meeting, with the Telecommunicator of the Year award. McElhaney explained it was abnormal for a Captain to win the award because usually it's up to the captains to nominate someone from their shift to be considered; however, Clark's shift wrote to administration to nominate him, and administration agreed with the recommendation.

Telecommunicator Representative Report

Captain Derek Johnson thanked administration for everything they had done to keep morale high in the center and keep retaining employees.

Old Business – None.

New Business – None.

Public Comment – Jennifer Herralld introduced the new Emergency Management employee, Rod Johnson, who is also with the Pratt Volunteer Fire Department, and used to be with Kanawha County Emergency Ambulance Authority.

John Rutherford commended Chick-fil-a of South Ridge for their provision of food for EOC activations and when the Pratt volunteer firefighters were in the fatal accident. Paul Dryden informed the Board that Tom Minturn, the owner, would be coming to Metro to teach the May In-Services on customer service.

Lindsay White stated that Philip Fout would be joining the Board in place of Matt Lyons, who would be deployed for a few meetings.

Announcements – Jennifer Herralld asked the Board to please get their Conflict of Interest Statements to Amy if they had not already. Herralld announced the next meetings were listed on the agendas.

Motion made to adjourn.

Motion: Armstrong

Second: Oakley

Motion carried unanimously.

Meeting was adjourned at 12:53 p.m.

Respectfully submitted,

