

**Metro Emergency Operations Center
Board of Directors
June 26, 2018
Minutes**

Present: Jennifer Herral
Dave Armstrong
Derek Johnson
Dan Foster
Phillip Fout
Grant Gunnoe
Wayne Harmon
Chuck Boggs
Becky Oakley
CW Sigman
F/Sgt M.D. Anderson, WVSP

Staff: John Rutherford
Lindsay White
Russell Emrick
Amy Larch
Jimmie Mangus
Rick McElhaney
Paul Dryden
Josh Knox
Luke Taylor

Guests: Captain Lemon, WVSP

Jennifer Herral called the meeting to order at 12:15 p.m., roll call was noted.

Pledge of Allegiance

Moment of Silence

Motion was made to approve the minutes from May 1, 2018.

Motion: Armstrong

Second: Oakley

The motion carried unanimously.

Resolutions – None.

Finance Committee

Lindsay White stated that as of April, Revenues were up from budget, due in part to the increase in wireless revenues setting off the decrease in landlines. White stated that Expenses were under budget, due in part to not having to hire a dispatch class for 13

months. White stated that Metro had recently hired a class and Paul Dryden would be speaking to that. White stated that Jim Mangus would later speak to the grant line items in reference to the radio project phases one and two.

Director Rutherford's Report

John Rutherford stated that Metro was finishing up the move of the Alternate PSAP from Kanawha County Ambulance to the old courthouse with the help of the County Commission and \$250,000 from the Public Safety Grant. Rutherford stated that the new Alternate PSAP would have more space, radios, and telephones to serve the first responders and county better, and Metro was hoping to start there within the next 1-3 months.

Rutherford stated that the grand opening of the Shawnee Sports Complex would be at 4:00 PM on July 10. Rutherford stated that in the beginning phases of the Complex, security was a concern, and Metro's IT Department had worked with the Sheriff's Office and the County Commission to find a solution to security, especially after hours. Rutherford stated that with the help of the Public Safety Grant, the Shawnee Complex would have a security system equipped with cameras that link directly into Metro and motion-activated alarms. Rutherford stated that the Sheriff's Office, WV State Police, and the Dunbar Police Department would all respond to any incidents on the Complex grounds. Rutherford stated that additionally, Metro would be receiving and installing a video wall made up of TVs, that would allow Metro to monitor the Complex's cameras, as well as DOH, Yeager Airport, and the Courthouse cameras, with hopes to add KC-1 to that list. Rutherford commended Metro's IT Department for their work on the project.

Rutherford stated that Metro had put up two of its older vehicles up for auction with the assistance of Jerie Whitehead, and had recovered \$9,500 from the sales.

Rutherford thanked the Kanawha County Ambulance Authority for hosting Metro's Alt. PSAP up to this point.

Executive Board Actions Since Last Meeting

Lindsay White stated there were none.

Department Updates

Technology

Current IT Procurement – Russell Emrick stated that in the previous meetings, there had been approval for renewing Metro's Text-to-911 service from INdigital. Emrick continued that the Finance Committee and Executive Board had approved a 5-year maintenance agreement for the EOC and administration phone systems.

Project Updates: CAD Enterprise – Russell Emrick stated that the Go Live for CAD Enterprise had concluded the previous October and it had been going great since then.

Project Updates: Law, Fire, and EMS Projects – Josh Knox stated that Metro had been working for the last several weeks on a trial of the BOLO (Be On the Look Out) module with the Sheriff's Department and other various law enforcement agencies, as well as a trial of Silent Dispatch with certain agencies. Knox stated that Metro had added some new boundaries for the City of Charleston and had also been working with Charleston Fire & EMS on adding a fifth medic area.

Dispatch Phone Upgrade – Russell Emrick stated that Frontier was now ready to start installing the phone system, with an estimated Go Live week of August 20. Emrick stated Metro had done the same thing five years ago without any issues, but the Alt. PSAP would be staffed at this time in case of any trouble.

Jennifer Herral asked for the Board to be informed about the recent outage of 911 phone lines. Rick McElhaney stated that on June 21, the 911 phone lines had briefly gone down. McElhaney continued that Metro is constantly planning and training for this, personnel-wise and ensuring that all systems are functioning properly. McElhaney briefly discussed other measures that Metro takes and has taken to prepare for this occurrence; for example, Metro tests the forwarding of the 911 phone lines to the Alternate PSAP every quarter. McElhaney stated at approximately 0830 on June 21, some equipment failed and tried to reboot. McElhaney stated that Captain Luke Taylor, with the assistance for Derek Johnson, quickly called Kanawha County Ambulance and Metro sent personnel to the Alt. PSAP while KCEAA helped answer phones. McElhaney stated that within two hours, Frontier was on-site at Metro to restore the phones, and all the plans and preparation that Metro implemented worked without too much interruption. McElhaney stated that Metro had an upcoming meeting with Frontier to evaluate the issue further.

Radio Towers and Equipment: Upcoming Radio Procurement – Lindsay White stated that there had been approval in the previous meetings for up to \$17,000 for costs associated with removing antennas from the Garfield Tower site so that Metro may install theirs. Jim Mangus stated that the last load study of the Garfield Tower had failed, meaning that no additional antennas could be installed. Mangus stated that he had reached out to owners of the antennas that weren't in use to ask who may be willing to remove them. Two owners were willing to have their antennas removed, which would result in the tower passing, after the installation of Metro's proposed equipment, by 1.2% under regulations that will be effective in October.

Radio Towers and Equipment: Metro Tower Repairs – Jim Mangus stated that in the previous meetings there had been approval of All State Tower's bid of \$34,600 for Metro's radio tower repairs.

Radio Towers and Equipment: Radio Project Phase 2 – Jim Mangus stated that in the previous meetings there had been approval to spend up to \$10,000 over the \$80,000 that Metro had been awarded in grant funding, totaling \$90,000, for phase two.

CW Sigman asked if having the direct connection (to the WV SIRN) would fix the problems with the pagers. Mangus replied that it should assist in doing so.

John Rutherford asked if everything had been repaired on the tower that was vandalized the week before. Dave Armstrong stated that it had taken a few days to get everything in order to climb the tower, but it was in the process of being fixed.

Operations

Training Update – Paul Dryden stated that Metro had hired four new public safety telecommunicators, who had been in classroom training for about three weeks and should be on the floor with a communications training officer (CTO) by the end of July, and also had hired one telecommunicator from Jackson County in May. Dryden stated Metro continues to train on policies daily, and had Tom Minturn of Chick-fil-a teach an In Service in May on customer service. Dryden stated that the previous week he, Paul Smith of IT, a shift lieutenant, and a public safety telecommunicator had attended the National Emergency Number Association (NENA) Conference.

Ring Time Summary – Rick McElhanehy showed the comparison of ring times for March through May 2017 and 2018, explaining that Metro was well above the national standard**. McElhanehy stated that calls were slightly down, but calls dispatched had slightly increased.

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

Incident of the Quarter – Rick McElhanehy presented Captain Luke Taylor, on behalf of all of A Shift, with the Incident of the Quarter award for excellent communication and team work that led to the apprehension of a burglary suspect, who had evaded arrest multiple times, at a gas station in Cross Lanes.

Building Update – Rick McElhanehy stated that much of the building update had been covered already. McElhanehy stated that there had been a transformer blow on the back of Metro property, but it belonged to AEP, so it was fixed and didn't cost Metro anything. McElhanehy stated that hook-ups for an alternate generator had been relocated from the top of the hill to the bottom of the hill, saving about 45 minutes if the primary generator wouldn't work.

Telecommunicator Representative Report

Derek Johnson stated that he had nothing new to report.

CW Sigman commended the supervisors for doing great work during the recent storms that have affected the area.

Old Business – None.

New Business – Dave Armstrong commended the Metro staff for their involvement in the West Virginia Public Safety Expo that took place in May. Armstrong stated that the number of certificates issued at the Expo this year was up almost 300 from last year, and he wanted to credit that greatly to Metro's involvement.

Public Comment – None.

Announcements – Jennifer Herrald reminded the Board about Conflict of Interest statements and stated the upcoming meetings were listed on the agenda.

Motion made to adjourn.

Motion: Armstrong

Second: Oakley

Motion carried unanimously.

Meeting was adjourned at 12:58 p.m.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Joel P. Reed". The signature is written in a cursive style with a large initial "J" and "R".