Metro Emergency Operations Center
Board of Directors
September 25, 2018
Minutes

Present: Jennifer Herrald
Mayor Jay Snodgrass (after roll call)
Derek Johnson
Dan Foster
Phillip Fout
Grant Gunnoe
Brenda Isaac
Angle Moore
Becky Oakley
CW Sigman
Sheriff Mike Rutherford
Jacque Gumm
Dave Wagoner

Staff: John Rutherford
Lindsay White
Russell Emrick
Amy Larch
Rick McElhaney
Joanna Edwards
Paul Dryden
Rachel King
Josh Knox

Guests: Ralph Ewing, Chemours
Chief Perrine, Marmet PD (after roll call)

Jennifer Herrald called the meeting to order at 12:01 p.m., roll call was noted.

Pledge of Allegiance

Moment of Silence

Approval of Minutes

John Rutherford introduced new board members Dave Wagoner and Angel Moore.

Motion was made to approve the minutes from June 26, 2018.
Motion: M. Rutherford
Second: Foster
The motion carried unanimously.

Resolutions – None.

Finance Committee

Lindsay White stated that the audit fieldwork for FY18 had been completed and the audit report was expected to be ready to present by the December meeting.

White stated the following topics had been discussed in the previous meeting: FY19 financial statements YTD, budget amendments, approval of a few invoices, the bid results and approval for radio antenna removal and installation, and IT projects.

Director Rutherford's Report

John Rutherford stated that, with the help of the Public Safety Grant and the County Commission, Metro had been working to move the Alternate PSAP from Kanawha County Ambulance Authority to the County Courthouse. Rutherford stated that hopefully within the next month or two the move would be complete and Metro would be able to begin the testing process.

Rutherford stated that Metro had also been working diligently with the County Commission and Kanawha County Sheriff's Office on security for the Shawnee Sports Complex, wherein the major concern was after hours.

Rutherford stated that Metro would be having an Open House on October 17 from 4:00-6:00PM for local officials and politicians to have tours of the building and learn more about Metro.

Rutherford stated that for the last two weeks Metro and CW (Sigman) had been hosting the National Weather Service in the EOC.

Rutherford stated that also with the help of the Public Safety Grant and related to Shawnee Sports Complex security project, Metro has been able to set up a video board in the dispatch center. Rutherford stated the board was made of nine 55' televisions and can monitor the Department of Highways cameras and the cameras at the Shawnee Sports Complex. They can also connect to the Sheriff's Department's drone, as well as several other functions.

Rutherford commended the whole staff at Metro, particularly in the communications center, for the professional job they do.

Executive Board Actions Since Last Meeting

Joanna Edwards stated that on July 3rd Metro had received the invoice for phase one of the radio project, and the invoice showed that the original quote had not included shipping and handling. The Executive Board approved the addition of $9,202 by majority vote via email. Edwards stated that on July 10th, the Board President approved payment of the

credit card statement, which exceeded $10,000 due to approximately $4,500 for new EMD guide cards. Edwards stated that both of these items were ratified in the previous meeting.

Department Updates

Technology
Current IT Procurement – Russell Emrick stated that the Finance Committee and Executive Board had approved the purchase of a new firewall for Metro, and this project would likely occur within the next month or so.

Dispatch Phone Upgrade – Russell Emrick stated the phone upgrade would be a full 911 overhaul, wherein the Alternate PSAP would be activated. Emrick stated that at this time, Metro and Frontier would be addressing the equipment redundancy issue that caused the 911 outage in June.

Project Updates: CAD Enterprise – Russell Emrick stated that it had been a year since the major CAD Enterprise update, and there were now minor upgrades that were ready to launch. Emrick stated this was a county-wide project and would likely take place in the Spring.

Project Updates: Law, Fire, and EMS Projects – Josh Knox stated that CAD Enterprise had been working very well. Knox stated that Metro had recently been collaborating with Charleston Fire Department to build greater redundancy. Knox stated that Metro had also recently worked with Saint Albans Fire Department on an Apparatus Dispatch model.

Radio Towers and Equipment: Metro Tower Repairs – Russell Emrick explained that Metro was still waiting on the state for the result of their grant application that would be used to fix the on-site radio tower, otherwise the repairs would come from Metro's budget.

Radio Towers and Equipment: Radio Project Phase 2 – Russell Emrick stated that Jim (Mangus) was continuing to work on the microwave link to the WV SIRN network. Emrick stated that a bid was awarded for the installation of the antennas, which was the next step.

Operations
Training Update – John Rutherford presented Paul Dryden with a plaque commemorating his 30 years of service, and announced that Dryden would be retiring at the end of October.

Paul Dryden stated that Metro recently had In-services with Chief Eric Johnson of Yeager Airport Police and had upcoming In-services with the State Fire Marshal's Office. Dryden stated that all the certifications were still up-to-date and there were four new hires that were training in the center who should have all their radios passed by the end of the year.

Building Update

Server Room Conduit Leak – Rick McElhaney stated that Metro had a couple of conduits that were leaking on the property, and there was one in particular that had delayed the phone upgrade. McElhaney stated that they believed all the conduits were repaired now, but would be monitoring them.

Telecommunicator Representative Report

Derek Johnson stated that he had nothing new to report.

Ring Time Summary and Employee Recognition

Rick McElhaney stated that Metro's ring times varied from shift-to-shift and time of day, but the average was at almost 97%, which is well above national standards. McElhaney stated that Metro was continuing to work on the quality of not only taking calls, but also dispatching the calls and measuring efficiency in the Center.

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

Rick McElhaney commended Rachel King for her planning and execution of Metro's involvement in the Lip Sync Challenge.

Old Business – None.

New Business – None.

Public Comment – John Rutherford invited the Board to see the video board in the Communications Center.

Announcements – Lindsay White stated all officer oaths and conflict of interest statements had been submitted and thanked the Board.

Jennifer Herrald announced the next meeting would be Tuesday, December 11.

Motion made to adjourn.
Motion: M. Rutherford
Second: Oakley
Motion carried unanimously.

Meeting was adjourned at 12:45 p.m.

Respectfully submitted,