

Metro Emergency Operations Center
Board of Directors
March 26, 2019
Minutes

Note: Offsite meeting at Kanawha County Courthouse

Present: Jennifer Herral
Mayor Amy Goodwin
Grant Gunnoe
Derek Johnson
Chuck Boggs
David Armstrong
Brenda Isaac
Matt Lyons
Angel Moore
Becky Oakley
CW Sigman
Mayor Jay Snodgrass
Dave Wagoner
Wayne Harmon
F/Sgt. Michael Anderson

Staff: John Rutherford
Russell Emrick
Rick McElhaney
Lindsay White
Amy Larch
Joanna Edwards
Rachel King
Leah McElhaney
Melissa McComas
Jennifer Adkins
Matt Blalock
Josh Knox
Tyler Wylie

Guests: Phillip Fout
Lt. Paul Nebalski

Jennifer Herral called the meeting to order at 12:20 p.m., roll call was noted.

Pledge of Allegiance

Moment of Silence

Approval of Minutes

Motion was made to approve the minutes from December 11, 2018 and Special Meeting Minutes from February 7, 2019.

Motion: Lyons

Second: Wagoner

The motion carried unanimously.

Resolutions – None.

Finance Committee

Lindsay White stated that in the previous joint Finance Committee/Executive Board meeting directly before this one, Jennifer Herrald had been elected as the President of the Board, Grant Gunnoe as the Finance Chair, and Keith Vititoe as the Personnel Committee Chair for 2019, and there were no changes made to the meeting time and place for the year's meetings. White stated there had been discussion regarding the FY19 financial statements YTD, the water claim settlement, and approval of the following: budget amendments, the FY20 budget and three-year cash flow projection, an IT purchase agreement from Advantage Technology, and a radio purchase from Luttamus Communications for handheld back-up radios that would be partially funded by a \$10,000 grant. White concluded that the intergovernmental agreement between Metro and the Kanawha County Commission had also been renewed.

Motion was made to accept the report from the Finance Committee.

Motion: Gunnoe

Second: Sigman

The motion carried unanimously.

Lindsay White presented the FY20 budget and three-year cash flow projection, stating that the Finance Committee and Executive Board did recommend approval. White stated that in FY20, Metro was expecting an approximately 6% decrease in revenues and an increase in Operating Expenses, mainly in Wages and Benefits. White stated there was an inflation adjustment built in to the projection, and also explained there was a large change in the M&R Grounds Estimated Actual to Proposed Budget due to repairs being done on Metro's on-site radio tower. White stated Metro's Capital Outlays were noted and explained that a radio refresh was built into FY21.

Ms. Becky Oakley asked why there was such a decrease in Grants from last year to this year. White stated this was due to grant monies from the radio project.

Lindsay White concluded the cash projection at the end of 2020 was about \$4 million.

Motion was made to approve the FY20 budget and three-year cash flow projection.

Motion: Gunnoe

Second: Boggs

The motion carried unanimously.

Jennifer Herrald commended Lindsay White and all staff who worked on preparing the budget for a job well done.

Director Rutherford's Report

John Rutherford started by informing the Board that Metro may soon be requesting a budget amendment to accommodate an extra radio position for Charleston Police Department, during certain hours, due to the high volume of radio traffic.

John Rutherford informed the Board that the meeting was catered by Pepperoni Grill.

John Rutherford commended Lindsay White for being awarded as the top government CPA in the state of West Virginia.

John Rutherford announced Grant Gunnoe's retirement and thanked him for his 45 years of service to the City of Charleston. Rutherford stated that Metro had worked with the Kanawha County Commission and Gunnoe would be able to remain on Metro's Board.

John Rutherford introduced and welcomed Mayor Jay Snodgrass and Mayor Amy Goodwin to the Board. Rutherford stated Andy Pile, another new board member, was unable to attend.

John Rutherford thanked the Kanawha County Commission for the \$250,000 grant awarded to Metro for the new Alternate PSAP. Rutherford also thanked CW Sigman and his staff, as well as commended Metro employees Josh Knox and Kirk Ballard for the work they did on completing the project.

John Rutherford stated that Metro had been awarded a \$10,000 grant that would be used towards replacing the handheld back-up radios in dispatch. Rutherford stated that Metro had also been donated 24 radios by the State Police and commended all staff who had worked on this replacement.

John Rutherford discussed security measures that had been implemented at the Shawnee Sports Complex.

Rick McElhaney gave a brief background on the WEA (Wireless Emergency Alerts) system. McElhaney stated that a couple years ago, Metro had conducted the first successful test of the system in the country, and in January had completed another successful test.

Rick McElhaney stated that Metro had been running a program with elementary schools throughout the county for the last two years about how to call 911 and knowing your address. McElhaney stated the program was very successful and schools were starting to reach out to Metro about coming.

Rick McElhaney stated that Metro had worked with several fire departments in the area and with Insurance Services Offices (ISO) directly to increase Metro's aspect of the area's ISO fire rating.

John Rutherford informed the Board of an issue with the siren system being set off incorrectly, and stated it would be tested again that week.

Department Updates

Technology

Project Updates: KCPS Computer Network – Russell Emrick gave a brief history of Metro's CAD systems and its upgrades. Emrick explained that over the years, the number of agencies on Metro's system has expanded from less than 10 to now 40-50, with a goal of June 5 to have all of Kanawha County's agencies coordinated on the network. Emrick commended Josh Knox and Kirk Ballard for their work on this project. Emrick stated that Metro was seeking grant funding for the \$90,000 required to refresh the network hardware that is now 10-years-old.

Dispatch Phone Upgrade – Russell Emrick stated that the phone system had been upgraded in January and had occurred with no major impact.

Radio Towers and Equipment: Metro Tower Repairs – Russell Emrick stated there were currently repairs being done on Metro's radio tower, and the total for these repairs had come in vastly under the costs Metro had expected.

Operations

Training Update – Derek Johnson stated Metro was doing training daily throughout the center while telecommunicators were on shift due to the volume of information they were required to retain. Johnson explained Metro's monthly In Services and how they benefit Metro, as well as the affiliate agencies. Johnson stated that all shifts were going to have training at the new Alt. PSAP on all the equipment and how to use it. Johnson stated that Metro would be sending over 20 of the 48 full-time telecommunicators to the upcoming West Virginia Public Safety Expo for classroom-style training, and 8 telecommunicators to a course being offered by the State Police at no charge. Johnson concluded that Metro was working with Rick Goble of WV Public Safety Training on how to gear traditional fire classes towards 911 communications.

Dave Armstrong commended Metro for its participation in the West Virginia Public Safety Expo, as class attendees and on the Expo committee.

Ring Time Summary – Rick McElhaney stated Metro consistently had ring times of 95% or better for the last couple years after being in the 60% 5-7 years ago. McElhaney commended the telecommunicators and supervisors for this accomplishment. McElhaney explained that the call counts were not up as they usually were, but this can be due to many factors, such as weather. Rutherford explained that the types of calls had changed as well, and Metro was receiving more high priority incidents than in years past.

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

Incident of the Quarter, Public Safety Telecommunicator of the Year, and Dispatch Supervisor of the Year

Rick McElhaney presented Melissa McComas with the Incident of the Quarter award for the assistance she provided during a shooting call.

John Rutherford presented Jennifer Adkins with the Telecommunicator of the Year award.

John Rutherford presented Lieutenant Leah McElhaney with the Dispatch Supervisor of the Year award.

Executive Board Actions Since Last Meeting

Joanna Edwards stated there was a Special Executive Board meeting on February 7, wherein the board approved a \$50,000 payment to Travelers Insurance and up to \$30,155.40 for the conduit leak.

Telecommunicator Representative Report

Derek Johnson stated there was nothing new to report at this time.

Old Business – None.

New Business – None.

Public Comment – None.

Announcements – Jennifer Herralld stated the next Board of Directors meeting would be on Tuesday, June 25 at Noon at Metro.

Motion made to adjourn.

Motion: Boggs

Second: Gunnoe

Motion carried unanimously.

Meeting was adjourned at 1:26 p.m.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "John Rutherford", with a long horizontal flourish extending to the right.