

**Metro Emergency Operations Center
Board of Directors**
Conducted via Conference Call
June 22, 2021 – 12:00 pm
Minutes

Present: Board President Jennifer Herrald
Keith Vititoe for Commission President Kent Carper
Chief Virgil White for Mayor Frank Mullens
Mayor Jay Snodgrass
WVSP Rep. First Sgt. Tim Weese
KCEAA Rep. Jack Linville for Director Joe Lynch
Emer. Mgt. Director of Charleston Mark Strickland
Emer. Mgt. Director of Kan Co. CW Sigman
Andrew Byrd
Chuck Boggs
David Armstrong
Matt Lyons
Ms. Angel Moore
David Wagoner
Derek Johnson

Staff: Director John Rutherford
Dep. Director Rick McElhaney
Dep. Director Russell Emrick
Lindsay White
Amy Larch
Joanna Edwards
Luke Taylor
David O'Brien
Josh Knox
Sarah Bowman

Call to Order

President Jennifer Herrald called the meeting to order at 12:01.

Moment of Silence

Director Rutherford requested a moment of silence for the passing of Johnny Miller who was employed by the City of Charleston and was a paramedic supervisor with over 30 years of service. Director Rutherford also wanted to recognize all of Metro's other fellow family members of Law Enforcement, EMS, Fire, Emergency Responders, Dispatchers, and all those who give their service.

Roll Call

Roll call was noted.

Approval of Minutes

Motion made to approve Board of Director minutes from March 23, 2021 after C.W. Sigman's name is added to the attendees.

Motion: Chief White

Second: Mr. Boggs

The motion carried unanimously.

Finance Committee Update

Review of Actions in Finance Committee/Executive Board Meeting Directly before this Meeting

Lindsay White gave an overview from the 11:30 Finance/Executive Board Meeting. The Executive Board had a couple purchasing approvals, amendments and ratifications. Metro also had a budget amendment. Joanna Edwards presented Metro's Open Purchase Order listing for fiscal year 2022 and the Executive Board approved. There was a purchasing policy update that allowed Metro's purchasing policy to parallel with Federal guidelines for single audit purposes and compliance. Director Rutherford spoke briefly on some legislative items and some things happening around the Center, which he will touch upon later on in this agenda.

Motion made to approve the finance report.

Motion: Mr. Boggs

Second: Mr. Lyons

Motion carried unanimously.

Executive Board Action Since Last Meeting

Joanna stated the Executive Board actions since the last Board of Director's meeting in March, two things occurred. The first item was the approval of the credit card payment for the month of April in the amount of \$15,693.17. The second item was on April 7, 2021 a special Executive Board meeting was called to discuss the bids that Metro received for the radio tower repairs and replacement to the five radio towers located on three sites. The total cost is projected to be under \$1,200,000, with Metro funding \$225,000 and the Kanawha County Public Safety grant will fund the remainder.

Director Rutherford's Report

Director Rutherford welcomed West Virginia State Police First Sargent Tim Weese, as he has joined Metro's Board of Directors as a representative for Colonel Jan Cahill and

introduced a new Metro employee, Sarah Bowman, who will be the new Staff Services Administrator.

Transfer of Telex Equipment to KCEAA

Director Rutherford stated that Metro has been working closely with the Ambulance Authority. In the last few weeks, Metro finished the 7500E project, which enabled Metro to take its Telex equipment, located in the secondary PSAP, and work with the Ambulance Authority and transfer the equipment to the Ambulance Authority to help them with their communications upgrade. Jackie Linville with KCEAA thanked Metro and everyone involved in project the for all of their hard work.

Frontier Complaints Update

Another item Metro is working on that concerns staff here at Metro are the ongoing problems with Frontier Communications. Metro has two systems – A 911 system and a ten-digit system. However, the ten-digit phone system is just as important because the citizens of Kanawha County utilize the 304-348-8111 number in emergency situations, at times, instead of dialing 911. On June 5 around noon, Metro's ten-digit system went out. A lot of people use that number as 911 thinking their calls are not emergencies when sometimes they are. When the ten-digit system went out, Rick McElhaney and Derek Johnson did a good job tracking the situation. Metro staff contacted Frontier and Metro spent almost 8 hours without the ten-digit phone system. Staff could not get anyone from Frontier to respond. Metro contacted Board President Herrald, and staff actually had to put out a notification to the media that the ten-digit system was not working. Staff is trying to work with Frontier on this however, this is the second time this has happened within the last year and other 911 Center's have had the same problem. Right now, the call out time for Frontier to come correct this is not acceptable and this has been a two-year problem and challenging for staff.

Rusty Brown Memorial

During the March Board Meeting, Director Rutherford updated Board Members about one of Metro's employees who had passed away, Rusty Brown. Director Rutherford stated that Metro is now in the process of planting a tree as a tribute to Rusty. Rusty's shift brought this idea to management.

Radio/Recorder Project

David O'Brien reported that the 7500E project is complete at Metro and the Alt PSAP and operational on both of those sites. The KC1 project is about 50% to 60% complete. Metro is working on making arrangements to complete the testing. It is a very good radio system and has enhanced the capability of Metro.

Josh Knox reported that due to the recent changes in the statutory requirements for record retention, Metro needed to replace the recording system. Metro's current vendor had

been bought out by a larger company. Metro went through the process of entertaining demos from a couple different potential replacements and ended up using a company called Carolina Recording Solutions based out of the Charlotte area. Josh stated they were excellent to work with. They had a technician on site for about a month getting things up and running. This is one of the occurrences where Metro delegated a lot of the work to the vendor and they delivered very well and staff is in the very final stages of tying up the loose ends. The new recorder records audio at Metro and Alt PSAP.

American Rescue Plan – Request on Fiber

Josh also stated as a part of the radio project staff realized a potential possibility to enhance redundancy related to Metro's radio system and that would be to add a connection to the State's siren system. Right now, the preferred method is to connect via microwave. Staff has put together a proposed project to add a redundant fiber link to that. Metro has been working with Frontier with a potential fiber build out and with Motorola regarding the equipment cost to get it configured and staff submitted that to Steve Rubin, the new consultant the county has brought on board to assist with ARP requests.

COVID Update

Deputy Director, Rick McElhaney, stated Metro is still dealing with COVID but it is definitely getting better. Metro's policies for COVID are the same as what other county entities are doing and also what the State is doing on reducing some of the policies. This being said, Metro is still keeping a close eye on it. Metro's vaccinations are still heading upwards. Everything seems to be on track with that, and hopefully it will not retract. Management is doing what they can to get back to normal as safely as possible.

Clendenin Update

Deputy Director, Rick McElhaney, stated Swiftreach was bought out by a company called RAVE. Metro switched over partially to the new system and are working on switching over as far as the mass notification. Josh Knox and Rick have been going through some training with RAVE, but due to the current radio project, they haven't completed training at this time. If everything goes as planned, the month of July Metro is hoping to test the RAVE system. Metro has been working with Emergency Management, County Commission and the Town of Clendenin to prepare for testing in the Town of Clendenin. This testing would take place by drawing a map around the Town of Clendenin or that general area and sending out a mass notification. Testing will occur the fourth Wednesday of July, if everything goes as planned. This would be landlines and included WEA notification, which is the Wireless Emergency Alert. This would be the same type of message people would receive on their cell phones, similar to Amber Alerts and things as such.

President Herrald stated regarding the American Rescue Plan portion, the County does have a National Association of Counties Conference. Each year the Commission tries to attend and this year the Commission is sending three of their employees because one of

the topics at the conference will be the American Rescue Plan. The County Commission will also pay for sending Russell Emrick and Josh Knox, from Metro, to go with the Commission employees because they are going to talk about broad band and funds for broad band for the American Rescue Plan and feel this conference will be beneficial to all attending.

Department Updates

Technology Update

Deputy Director, Russell Emrick, stated that this past quarter the focus was on the 7500E radio system. Additionally, Metro updated its 911 phone system, a smaller upgrade than the 7500E, but still a week-long undertaking. This coming quarter, many of these projects are already in progress including mass notification upgrades, RAVE and the items Metro will be testing. The computer aided dispatch system will be seeing an upgrade this quarter. Metro will be putting investments into Metro's cyber security and upgrades this quarter.

Training Update

Derek Johnson reported that Metro has seven trainees that are getting ready to head to dispatch in less than two weeks. They are starting week seven today at the State Police Academy. With the last four training classes Metro has hired, employee retention rate has increased due to the pay raises Metro continually gets approved for. Derek stated that the rate increases are greatly appreciated. In addition, Rick and Derek are constantly working on changes to the training program and are continuously working on improving the training program and making sure the quality training that dispatchers receive continues to improve.

Telecommunicator Representation Report

Captain Luke Taylor thanked everyone for their help and everything is good for the telecommunicators.

Old Business – None.

New Business – None.

Public Comment – None.

Announcements

Next meeting is scheduled for:

- Tuesday, September 28, 2021
- Tuesday, December 14, 2021
- Tuesday, March 22, 2022
- Tuesday, June 28, 2022

Board of Directors
June 22, 2021

Next meeting is scheduled for Tuesday, September 28, 2021 – in person.

Adjournment


Motion made to adjourn.

Motion: Mr. Boggs

Second: Chief White

The motion was carried unanimously

Meeting adjourned at 12:24.


Respectfully Submitted,