

KC-7

ARP Application - Kanawha County

Status: Active**Date Created:** Aug 13, 2021**Applicant**

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Certification**Digital Signature**

Amy Larch
08/06/2021

Contact Information**Organization Name**

Metro Emergency Operations Center of Kanawha County

Address

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Project Summary**1. Brief description of the proposal**

Malden Mountain in eastern Kanawha County is home to the WV State Interoperable Radio Network (WV SIRN) Zone 2 Core. Metro 911 recently implemented a new radio system that employs a direct connection into the SIRN core equipment at Malden Mountain, which is currently being done via microwave. While microwave was the original connection method preferred by SIRN, microwave is inherently susceptible to atmospheric interference via high winds, heavy rain, snow, or ice accumulation. To mitigate this, Kanawha County Metro 911 is proposing construction of fiber infrastructure into the Zone 2 Core equipment at Malden Mountain.

2. Purpose and key anticipated outcomes

Building out fiber to the Malden Mountain SIRN site would allow not only for a physical fiber connection for Metro 911's radio system, which would increase performance, offer higher bandwidth, and reduce latency, but it would allow the implementation of a first-in-state level of redundancy regarding SIRN connections. This would increase the overall reliability of Metro 911's radio system, which would enhance our abilities to serve the public and first responders that utilize the SIRN radio system. Additional benefits of this proposed project, beyond the scope of Metro 911, would be two-fold. First, any home or business interested in commercial-grade fiber internet service along the proposed buildout path on Georges Creek Dr (and including small portions of Malden and Rand) would save in potential buildout costs of their own, should they seek such service. Metro 911's proposed buildout would include five new splice points, which would each allow for connections within 4,000 ft. radius. While this would initially be limited to commercial-grade services, Frontier believes that residential-oriented fiber services may be offered in the future, though that does remain unclear. Secondly, the new data connections available via this proposed buildout could be leveraged by anyone seeking such services to the towers located on Malden Mountain - not only the SIRN tower, but other media and radio tower facilities located in this area. This would include any other users within SIRN Zone 2 wishing to establish direct connection to the core equipment. Currently, there are twenty-two 911 centers that fall within Zone 2, and whose residents and users could leverage such connection options to enhance the services they provide.

3. Individuals or communities served

Twenty-two 911 centers in WV SIRN Zone 2, including Kanawha, Roane, Jackson, Mason, Cabell, Wayne, Logan, Mingo, McDowell, Lincoln, Boone, Putnam, Fayette, Clay, Nicholas, Greenbrier, Wyoming, Raleigh, Calhoun, Monroe, Summers, and Mercer Counties. Approximately 600 residences and 70 businesses that fall within the aforementioned distance of the proposed new splice points. Please see the attached document for a map of the local area.

4. How the COVID-19 pandemic has necessitated this request

The COVID-19 pandemic has increased the demand on emergency services and highlighted the need to increase redundancy in critical infrastructure. 911 services in Kanawha County serve not only as the public gateway for assistance in emergencies, but also as a communications hub for all police, fire, EMS, and emergency services in our county. Metro 911's facility is home to the Kanawha County Emergency Operations Center, which plays a critical role in the local handling of the COVID-19 pandemic. As Metro 911's facility and organization plays such a pivotal role in merging and interfacing the public with all aspects of emergency response, we believe that ensuring continued operations, providing for maximum flexibility, and planning for additional levels of redundancy to provide un-interrupted services to the public and emergency responders is more important now than ever.

5. Amount of funding requested

275,000

6. Amount of any bids or cost estimates received to date, if applicable

275,000

7a. Amount of matching funds raised or committed by your organization

50,000

7b. Source of matching funds raised or committed by your organization

Metro 911 budget

8. How ARP funds, if awarded, will be used

The project will include two portions - the first will be the buildout of the new fiber infrastructure, and the second will be the necessary equipment to connect Metro 911 to the WV SIRM Zone 2 Core equipment. The funds will be used for these purposes.

9. How long it will take you to complete the project if awarded funding

Estimated to take approximately 150 days from acceptance of relevant final bids or quotes.

Proposal Details

1. Please describe the problem or need which your project seeks to address

As previously mentioned, the current standard method to connect a site such as Metro 911 to the WV SIRM Core employs a microwave. This is reliable under ideal conditions, but is highly susceptible to interference from weather and other atmospheric conditions. If the microwave connection is lost or interrupted, Metro 911's ability to maintain its full potential regarding radio communications is significantly limited.

2. Please describe goals and expected outcomes of your proposal.

Adding a second connection to the WV SIRM Core via a direct fiber link would provide a major enhancement to Metro 911's radio redundancy, and ensure greater functionality is maintained. This is the main objective of the proposed project. That said, the new fiber infrastructure would have the potential to benefit numerous other counties, residents, and business as previously described.

3. Please provide your project timeline

If selected for ARP funds, Metro 911 would expect a turnaround of 150-180 days.

4. Please provide your project's total proposed budget.

Frontier Fiber installation - approx. \$135,000

Motorola Hardware and Services - approx. \$140,000

Misc Hardware, Networking, and Implementation costs - approx. \$50,000

Total Budget - \$325,000

5. Please list any partners in this proposal, and the partner's role and your relationship with them.

Frontier Communications -

Frontier would be providing the fiber connection to the WV SIRM Core at Malden Mountain.

Motorola -

Motorola is the vendor for both Metro 911 and the WV SIRM system, and would provide the necessary equipment and services to establish the redundant connection via the new proposed fiber once completed.

WV SIRM -

The WV SIRM owns/operates the statewide digital trunked radio system and would work in partnership with Metro 911 to ensure the desired outcome was achieved.

6. Please describe your plan for sustainability of the project or initiative after the grant award has been exhausted.

Metro 911 would fund future monthly costs for services and maintenance. Data services alone would fall in the range of \$800-\$1200 per month.

Organization Information

1. Please provide your organization's mission statement.

To assist those in need, protect the lives and property of Kanawha County citizens, and keep our first responders safe.

2. Describe the history of your organization, tell us about your current programs and activities

Over 30 Years Of Service

1980's

1986

An agreement was reached between the Kanawha County Commission and the City of Charleston to form a consolidated Emergency 911 Center, known as the Metro Emergency Operations Center. The consolidation allowed for better coordination of manpower and equipment, insuring a fast and accurate response to any emergency.

1987

Basic 911 was available in Kanawha County consisting of a 911 telephone number feed and radio communications with field units. The Metro Emergency Operations Center was staffed by both city and county personnel with a total of 29 employees

1988

The first Computer Aided Dispatch (CAD) system went live in Kanawha County. Metro was the first county in the State of West Virginia to have a CAD system. The original CAD was a network of computers that transferred information taken by a call taker to a dispatcher, kept track of emergency responders in the field and stored information from calls for statistical use.

1989

Enhanced 911 was provided to Kanawha County by the phone company. Enhanced 911 allowed for the callers address to appear on a screen along with their phone number. This vital information enabled the call takers to verify the caller's location. An accurate location allows for a prompt response of emergency personnel.

1990's

1994

Legislation was adopted requiring certification standards for all emergency operations centers. This legislation helped to ensure that the quality of emergency dispatching was consistent throughout the country, regardless of where you lived. All of our employees are nationally certified through the Association of Public-Safety Communications Officials (APCO) and trained to provide you with the best service.

1998

The Metro Emergency Operations Center moved from joint management by Kanawha County and the City of Charleston to the leadership of an independent Board. The Board consists of representatives from the community including various emergency services, government and industry/business leaders as well as a Metro 911 employee representative.

2000's

2004

After years of consolidation, all agencies within Kanawha County are dispatched from the Metro Emergency Operations Center, incorporating 32 fire departments, 22 police departments and 2 EMS agencies.

2005

The Ned Chilton 911 Center and G. Kemp Melton Emergency Operations Center opened, moving employees to South Ridge from the cramped 1,000 square foot 911 center in Charleston's City Hall. The new facility was designed with safety, innovation and modernization in mind.

2007

The communications center was dedicated to W. Kent Carper due to his continued support and dedication to emergency communications in Kanawha County.

2009

The Kanawha County Addressing Project was successfully completed, which began in 2004 as part of the Statewide Addressing & Mapping Project. This project was responsible for making sure that all residential and commercial structures were addressed in accordance with modern public safety addressing standards.

2010's

2010

Metro Emergency Operations Center implemented an Emergency Medical Dispatch (EMD) program. EMD is a systematic program of handling medical calls for assistance. Each dispatcher in Kanawha County is trained, using locally-approved EMD guide cards so they can quickly and properly determine the medical emergency and give the caller instructions to help treat the patient until the responding units arrive.

2013

New World Systems, a mapping based Computer Aided Dispatch (CAD) system went live in Kanawha County. The mapping based CAD allows dispatchers to quickly process calls and send first responders to the appropriate location.

2014

Text-to-911 was launched in Kanawha County, the first county in West Virginia to offer the additional service. The ability to text 911 is helpful for citizens that are hard of hearing, deaf or speech impaired. The service is also beneficial in situations when a voice call would endanger the caller or a caller is unable to speak due to a medical condition.

Kanawha County Metro 911 is committed to providing the highest level of public safety services to our community. We serve as the first response in emergencies and monitor every aspect of public safety services provided to our community – Police, Fire and EMS. Metro 911 not only answers phone calls and texts, we are also responsible for dispatching Police, Fire and EMS services in the county. That includes 32 Fire Departments, 22 Police Departments and 2 EMS agencies.

3. Please describe three significant accomplishments of your organization.

Kanawha County Metro 911 is the busiest 911 center in the state, handling approximately 500,000 phone calls and dispatching approximately 250,000 calls for service annually. Metro 911 was the first-in-state to support text-to-911 technology in 2014. In 2018, Metro 911 was chosen from over 250+ customers to receive the Tyler Technologies Excellence Award for outstanding software implementation.

4. Please list your Owner(s), Board of Directors, senior staff members, or other key members of your organization:

Executive Board

Boggs, Chuck

Goodwin, Amy Mayor

Herrald, Jennifer

Nelson, Jeremy

Pile, Andy

Rutherford, Mike

Vititoe, Keith (Representative for Commissioner Kent Carper)

5. Please list the staff involved with this project and describe their roles and responsibilities:


John Rutherford, Executive Director - Director Rutherford will execute agreements with vendors, provide for staffing to meeting the required project milestones, and coordinate activities with external agencies.

Russell Emrick, Deputy Director, Technology - Deputy Director Emrick, in his role as Manager of the Technology Department of Metro 911, will ensure that staff have the resources available to achieve the work required to fulfill Metro's responsibilities, as required by any vendors involved in this project.

Joshua Knox, Technology Coordinator - Josh Knox will serve as a project manager, ensuring that the project milestone requirements are met, and keep management and vendors informed of the progress, any constraints, and any issues that are encountered along the way.

David O'Brien, Communications/Network Coordinator - David O'Brien will serve as the chief subject matter expert regarding radio issues, and will be a liaison with the WV SIRN organization to ensure a close, tandem working relationship during this project.


Cash flow statement for applicant's most recent fiscal year

 FY2022-2024 Cash Flow Projection and FY22 Budget Approved by Board 3-23-21.pdf
 Uploaded by Amy Larch on Aug 11, 2021 at 3:12 pm

Two years of audited financial statements

 Kanawha County Metro 911 2020.pdf
 Uploaded by Amy Larch on Aug 11, 2021 at 3:13 pm

Current operating budget

 Metro 911 FY22 Budget Approved 3-23-21.pdf
 Uploaded by Amy Larch on Aug 11, 2021 at 3:13 pm

7. List any federal, state, local or private grant awards or funding received in the last three years and the current status of those funds. If your organization has previously received funds from Kanawha County, please list the amount, nature of the project(s) and current status of the funding and project(s).

Metro 911 Grant Funding Received Summary as of August 2021

<u>Grant/Funding</u>	<u>FY19</u>	<u>FY20</u>	<u>FY21</u>	
Kanawha County Public Safety Grant/Kanawha County Commission -- contributions/reimbursements of radio tower and addressing expenses ongoingly and radio project, alternate PSAP, Hero Pay, and other misc. one-time expenses	\$42,329	\$237,196	\$367,991	Ongoing for funding
The Greater Kanawha Valley Foundation -- Handheld Radios' Funding	\$10,000	\$0	\$0	Project com
CARES -- COVID Relief Funding	\$0	\$0	\$3,121,961	Reimbursed
Homeland Security Grant Passed Through Kanawha County Commission -- Radio Microwave Equipment	\$203,691	\$0	\$0	Project com
FEMA Passed Through Kanawha-Charleston Health Department -- COVID Aid Reimbursement	\$0	\$0	\$19,455	Reimbursed
Subtotal by Fiscal Year	\$256,020	\$237,196	\$3,509,407	
3-Year Total			\$4,002,624	

8. If you have made an application for funding for this project from other sources (city, state, private or non-profit organizations) please list the same here.

None

Impact of the COVID-19 Pandemic

1. Please explain the impact of the COVID-19 pandemic and how it relates to your request.

The COVID-19 pandemic continues to underscore the importance of vital infrastructure. As the communications hub for public safety in Kanawha County, West Virginia's most populous county, Metro 911 performs a key role in facilitating not only the operations of the 911 system, which includes the answering of calls to 911, non-emergency lines, and the dispatching of police, fire, and EMS agencies in Kanawha, but also performs other key tasks that are critical during the COVID-19 pandemic. Metro 911's facility houses the Kanawha County Emergency Operations Center, which is a joint command center operated by Kanawha County and City of Charleston Offices of Emergency Services. The Kanawha County EOC is vital in coordinating activities to assist the public and ensure efficient collaboration among emergency responders and public health stakeholders during large-scale incidents such as the COVID pandemic. The proposed project would improve Metro 911's ability to provide such services in an uninterrupted fashion by increasing the redundancy of its core technology systems.

2. How will ARP funding, if awarded, aid in the recovery from the COVID-19 pandemic?

As previously mentioned, Metro 911 provides many essential functions on a day-to-day basis - functions that are even more critical during a pandemic. Answering 911 calls, dispatching emergency responders, and sharing information amongst responders, emergency managers, the public, and media will all be improved by the proposed project, as it will increase the availability of Metro 911's critical systems. By continuing Metro 911's services uninterrupted, it will further Metro 911's mission of providing assistance, protecting life and property, and enhancing first responders' safety in Kanawha County.

3. Are you requesting lost revenue due to COVID-19


No

Supplementary Information

1. Please enter contact information (name, email, and phone) for at least one third-party reference.

Jennifer Herrald, jennifer@kanawha.us, 304-357-0628

2. Please include any supplementary information or documentation (such as letters of support, newspaper articles, etc) which you feel will be essential to the County's review.

 Metro 911 - Fiber Buildout to Malden Mountain WV SIRN Tower Funding Request.pdf
Uploaded by Amy Larch on Aug 12, 2021 at 11:22 am